



**भारतीय लघु उद्योग विकास बैंक**  
**Small Industries Development Bank of India**

सूचना प्रौद्योगिकी नीति और रोडमैप तैयार करने  
के लिए सलाहकार की नियुक्ति  
हेतु

**प्रस्ताव का आमंत्रण**  
**Request for Proposal**  
For

Appointment of Consultant for formulating  
IT Strategy and Roadmap

(निविदा सं. 400/2015/1076/BYO/ITV दिनांक जनवरी 05, 2015)

(RfP No. 400/2015/1076/BYO/ITV dated January 05, 2015)

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## Notice

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## Important Clarifications

Some terms have been used in the document interchangeably for the meaning as mentioned below :

1. 'Bank' means 'Small Industries Development Bank of India'.
2. 'Bidder' means the respondent to the RFP document.
3. 'Successful Bidder' refers to the bidder who gets selected by the bank after completion of evaluation process.
4. 'Service provider' means the vendor selected out of this RFP and contracted to provide the services as per scope of this RfP.
5. 'RFP' or 'Tender' means the Request For Proposal document .
6. 'DC' means Data centre, 'DR' means disaster recovery site
7. 'Bid' may be interchangeably referred to as 'Offer'.
8. 'Authorised Signatory' of the bidder is the person in favour of whom bidder is submitting power of attorney along with response to this bid.

## Glossary

Acronym	Description
BG	Bank Guarantee
DR	Disaster Recovery
EMD	Earnest Money Deposit
OEM	Original Equipment Manufacturer
PBG	Performance Bank Guarantee

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## Critical Information/ महत्वपूर्ण सूचना

(RfP No: 400/2015/1076/BYO/ITV dated January 05, 2015)

SNo. क्र.सं.	Events / कार्यक्रम	Date/ तिथि	Time/ समय
1	Last date for seeking clarifications for pre-bid meeting/ पूर्व-बोली बैठक के लिए स्पष्टीकरण की मांग की अंतिम तिथि	January 12, 2015 / जनवरी 12, 2015	2:00pm
2	Pre Bid meeting ( <i>no clarifications would be given after pre-bid meeting</i> )/ पूर्व-बोली बैठक )पूर्व-बोली बैठक के बाद कोई भी स्पष्टीकरण नहीं दिया जायेगा(	January 14, 2015 / जनवरी 14, 2015	11:00am
3	Last date for submission of bids/ बोली जमा करने की अंतिम तिथि	January 27, 2015 / जनवरी 27, 2015	3:00pm
4	Tender closing date & time/ टेंडर बंद होने की तिथि व समय	January 27, 2015 / जनवरी 27, 2015	4:30pm
5	Address for Bid Submission/ बोली जमा करने का पता	<b>महाप्रबन्धक (सिस्टम्स) / General Manager (Systems)</b> Small Industries Development Bank of India 3rd Floor, Information Technology Vertical MSME Development Centre Plot No. C-11, G Block, Bandra Kurla Complex Bandra (E), <b>Mumbai - 400 051</b> Phone: 022-67531100 / 67531229 Fax: 022-67531236	
6	Date & Time of Opening of Minimum Eligibility bid & Technical bid/ न्यूनतम व तकनीकी बोली खोलने की तिथि व समय	January 27, 2015 / जनवरी 27, 2015	4:30pm
7	Date and time of opening of commercial bids / वाणिज्यिक बोली खोलने की तिथि व समय	To be intimated at a later date बाद में सूचित किया जायेगा	
8	Bid Validity/ बोली के वैद्यता	<b>90 days</b> from the last date of bid submission. बोली जमा करने की अंतिम तिथि से 90 दिन तक।	
8	Presentations to be made by bidders/ बोलीदाताओं द्वारा की जाने वाली प्रस्तुतियाँ	The bidders are required to arrange for Presentation. Date would be intimated after bid submission. बोलीदाताओं को प्रस्तुतियों का प्रबंध करना होगा।	
9	Contact details of SIDBI officials सिडबी अधिकारियों के संपर्क विवरण	Avinash Ambarkhane, AGM (Systems) 022-67531235, aavinash@sidbi.in Asish Topdar, DGM (Systems) 022-67531244, atopdar@sidbi.in	

# 1. Introduction and Disclaimers

## 1.1 Preface

This request for proposal document ('RFP document' or RFP) has been prepared solely for the purpose of enabling SIDBI to select a consultant for formulation of IT Strategy. The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between SIDBI and any successful Bidder as identified by SIDBI, after completion of the selection process as detailed in this document.

## 1.2 Information Provided

The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services. Neither Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document. Neither Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers has carried out or will carry out an independent audit or verification or investigation or due diligence exercise in relation to the contents of any part of the RFP document.

## 1.3 For Respondent only

The RFP document is intended solely for the information of the party to whom it is issued ("the Recipient" or "the Respondent" or "the Bidder") i.e. Government Organization/Public Sector Undertaking (PSU) / Limited Company registered in India and no other person or organization.

## 1.4 Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incidental thereto) or damage, (whether foreseeable or not) ("Losses") suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the Losses arise in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

## 1.5 Costs to be borne by Respondents

All costs and expenses incurred by Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by SIDBI, will be borne entirely and exclusively by the Recipient/ Respondent.



## 1.6 No Legal Relationship

No binding legal relationship will exist between any of the Respondents and SIDBI until execution of a contractual agreement.

## 1.7 Recipient Obligation to Inform Itself

The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

## 1.8 Evaluation of Offers

Each Recipient acknowledges and accepts that SIDBI may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of organizations, not limited to those selection criteria set out in this RFP document. The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as any investigation or review carried out by a Recipient. The Recipient unconditionally acknowledges by submitting its response to this RFP document that it has not relied on any idea, information, statement, representation, or warranty given in this RFP document.

## 1.9 Acceptance of Selection Process

Each Recipient / Respondent having responded to this RfP acknowledges to have read, understood and accepts the selection & evaluation process mentioned in this RfP document. The Recipient / Respondent ceases to have any option to object against any of these processes at any stage subsequent to submission of its responses to this RfP.

## 1.10 Errors and Omissions

Each Recipient should notify SIDBI of any error, fault, omission, or discrepancy found in this RFP document but not later than twelve business days prior to the due date for lodgment of Response to RFP.

## 1.11 Acceptance of Terms

Recipient will, by responding to SIDBI for RfP, be deemed to have accepted the terms of this Introduction and Disclaimer.

## 1.12 Requests for Proposal

Recipients are required to direct all communications related to this RfP, through the Nominated Point of Contact person:

Contact : Avinash Ambarkhane  
Position : Asst. General Manager (Systems)  
Email : aavinash@sidbi.in  
Telephone : +91 - 22 - 67531235  
Fax : +91 - 22 - 67531236

SIDBI may, in its absolute discretion, seek additional information or material from any Respondents after the RfP closes and all such information and material provided will be taken to form part of that Respondent's response.

Respondents should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to RfP could be conveyed promptly.

If SIDBI, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then SIDBI reserves the right to communicate such response to all Respondents.

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SIDBI may, in its absolute discretion, engage in discussion with any Respondent (or simultaneously with more than one Respondent) after the RfP closes to improve or clarify any response.

### 1.13 Notification

SIDBI will notify all short-listed Respondents in writing or by email as soon as practicable about the outcome of their RfP. SIDBI is not obliged to provide any reasons for any such acceptance or rejection.

## 2. RfP Response

### 2.1 Bid Price

1. Non-refundable Bid Price of `5,000/- ( Five thousand only) by way of Banker's Cheque/ Demand Draft/ Pay Order drawn on a scheduled bank, favouring '**Small Industries Development Bank of India**', must be submitted along with RFP response.
2. Government organizations and companies registered with MSME are exempted from submission of bid price.
3. The Bank may, at its discretion, reject any Bidder where the application money has not been furnished with the RFP response.

### 2.2 Earnest Money Deposit (EMD)

All the responses must be accompanied by a refundable interest free security deposit. Details of the EMD are given in section 7.7.

### 2.3 RFP Closing date

RFP Response should be received by SIDBI not later than the time mentioned in 'Critical Information' section before, at SIDBI Office premises.

### 2.4 RfP Validity Period

The Bids must remain valid and open for evaluation according to their terms for a period of **90 days** from the date of the submission of bids.

### 2.5 Late RFP Policy

Responses received after the due date / time i.e. bid submission date/ time would be considered late and may not be accepted or opened. Late received bids shall be returned un-opened **within 02 weeks from the bid submission date**.

### 2.6 Receiving of RFP Response

Receiving of RFP response will be registered by SIDBI in a separate register kept for the purpose upon receiving the RFP response. The submission of the response should be in the format outlined in this RFP and should be submitted only through hand delivery. If the submission to this RFP does not include all the documents and information required or is incomplete or submission is through Fax mode, the RFP is liable to be summarily rejected. All submissions, including any accompanying documents, will become the property of Bank. The Recipient shall be deemed to have licensed, and granted all rights to the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right of the Recipient that may subsist in the submission or accompanying documents.

### 2.7 Requests for information

1. Recipients are required to direct all communications for any clarification related to this RFP, to the designated Bank officials and must communicate the same in writing by the time mentioned in 'Critical Information' section before. No query / clarification would be entertained over phone.
2. All queries relating to the RFP, technical or otherwise, must be in writing only and may be sent via email. The Bank will try to reply, without any obligation in respect thereof, every reasonable query raised by the Recipients in the manner specified.

However, the Bank will not answer any communication reaching the bank later than the time stipulated for the purpose.

3. The Bank may in its absolute discretion seek, but under no obligation to seek, additional information or material from any Respondents after the RFP closes and all such information and material provided must be taken to form part of that Respondent's response. Respondents should invariably provide details of their email address as responses to queries will be provided to all Respondents via email.
4. The Bank may in its sole and absolute discretion engage in discussion with any Respondent (or simultaneously with more than one Respondent) after the RFP closes to clarify any response.

## 2.8 Pre-Bid Meeting

1. The Bank shall hold a pre-bid meeting on the date and time mentioned in '**Critical Information**' section above. Purpose of the meeting is to bring utmost clarity on the scope of work and terms of the RFP being floated. The Bidders are expected to use the platform to have all their queries answered. No query will be entertained after the pre-bid meeting.
2. It would be the responsibility of the Bidders to be present at the venue of the meeting.
3. Clarification sought by bidder should be made in writing (Letter/E-mail etc) and submitted on or before the date as indicated in the 'Critical Information' section. Bank has discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.
4. The text of the clarifications asked (without identifying the source of enquiry) and the response given by the Bank, together with amendment to the bidding document, if any, will be posted on the Bank ([www.sidbi.in](http://www.sidbi.in)) website and Central Public Procurement Portal (CPPP) within 03 working days of the pre-bid meeting. It would be responsibility of the bidder to check the websites before final submission of bids.
5. If SIDBI, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then SIDBI reserves the right to communicate such response to all Respondents.

## 2.9 Disqualification

Any form of canvassing/ lobbying/ influence/ query regarding short listing, status etc. will result in a disqualification.

## 2.10 Selection process

Successful Bidder will be selected through three bids evaluation process :

- 1) Pre-qualification / Eligibility evaluation
- 2) Technical evaluation
- 3) Commercial evaluation.

## 2.11 Details of Bids to be Submitted

1. Bidders are required to submit their responses in THREE envelopes, with contents of each as under:

Envelope No.	Bid Contents	No. of Copies	Label of Envelope
<b>I</b>	<p><b>Minimum Eligibility Bid</b></p> <p>i. Bid Covering letter as per format prescribed in <b>Annexure-I</b></p> <p>ii. General Information about Bidder as prescribed in <b>Annexure-II</b></p> <p>iii. Response to Minimum Eligibility Bid as per format prescribed in <b>Annexure-III</b></p> <p>iv. DDs/Instruments towards bid price</p> <p>v. DDs/Instruments towards Earnest Money Deposit (EMD)</p> <p style="text-align: center;">OR</p> <p>Bank guarantee towards EMD as per format prescribed in <b>Annexure-IX.</b></p> <p>vi. Bank Mandate Form as per format prescribed in <b>Annexure-XII.</b></p>	One hardcopy and one softcopy on CD / pendrive	“Minimum Eligibility – Appointment of Consultant for formulation of IT Strategy – (RfP No: 400/2015/1076/BYO/ITV)”
<b>II</b>	<p><b>Technical Bid</b></p> <p>i. Response to Technical Bid as per format prescribed in <b>Annexure-IV</b></p> <p>ii. Declaration regarding clean track record, as per format prescribed in <b>Annexure-V.</b></p> <p>iii. Letter of competence as per format prescribed in <b>Annexure-VI.</b></p> <p>iv. Power of Attorney as per format prescribed in <b>Annexure-VII.</b></p> <p>v. Letter of Conformity as per format prescribed in <b>Annexure-VIII.</b></p> <p>vi. Non-disclosure Agreement as per format prescribed in <b>Annexure-XI.</b></p> <p>vii. Statement of Deviation as per format prescribed in <b>Annexure-XIII</b></p> <p>viii. Resource deployment plan as per format prescribed in <b>Annexure-XIV</b></p> <p>ix. Photocopy of Masked Commercial bid</p>	One hardcopy and one softcopy on CD / pendrive	“ Technical Bid – Appointment of Consultant for formulation of IT Strategy – (RfP No: 400/2015/1076/BYO/ITV)”
<b>III</b>	<p><b>Commercial Bid</b></p> <p>i. Response to Commercial Bid as per format prescribed in <b>Annexure-X.</b></p>	Hardcopy – One	“Commercial Bid – Appointment of Consultant for formulation of IT Strategy – (RfP No: 400/2015/1076/BYO/ITV)”

2. Above mentioned three separately sealed sub-envelopes should be put together in another master sealed envelope super-scribing “Bid for Appointment of Consultant for formulation of IT Strategy – (RfP No: 400/2015/1076/BYO/ITV)”
3. All the individual envelopes must be super-scribed with the following information as well:
  - i) Name of the bidder, Contact Name, Number and e-mail id.
  - ii) Bids should be enclosed with all relevant documentary proofs / certificates duly sealed and signed.

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## 2.12 Important

Bidders must take the following points into consideration during preparation and submission of bids.

1. Authorised signatory must sign all the pages of the response.
2. Relevant documents must be submitted as proof wherever necessary. All the pages must be sealed and signed by the authorized signatory of the respondent.
3. Faxed copies of any submission are not acceptable and will be rejected by the Bank.
4. Responses should be concise and to the point. Submission of irrelevant documents must be avoided.
5. If the bids do not contain all the information required or is incomplete, the proposal is liable to be rejected.
6. The RfP is floated on SIDBI website <http://www.sidbi.in> and also on Central Public Procurement Portal (CPPP). SIDBI reserves the right to change the dates mentioned above. Changes and clarification, if any, related to RfP will be posted on SIDBI website and CPPP. Bidders must have close watch on SIDBI website and CPPP during the intervening period before submitting response to RfP.

## 3. Background

### 3.1 Introduction

SIDBI was established on April 2, 1990 under The Small Industries Development Bank of India Act, 1989 with an aim to be "the principal financial institution for the promotion, financing and development of industry in the small scale sector and to co-ordinate the functions of the institutions engaged in the promotion and financing or developing industry in the small scale sector and for matters connected therewith or incidental thereto".

The business domain of SIDBI consists of Micro, Small and Medium Enterprises (MSMEs) and the service sector including transport, health care, tourism sectors etc. SIDBI figures among the top 30 development banks of the world. As per the May 2001 issue of The Banker, London, SIDBI ranked 25<sup>th</sup> both in terms of Capital and Assets.

The Vision and Mission of SIDBI are as follows:

**Vision:** *To emerge as a single window for meeting the financial and developmental needs of the MSME sector to make it strong, vibrant and globally competitive, to position SIDBI Brand as the preferred and customer - friendly institution and for enhancement of share - holder wealth and highest corporate values through **modern technology platform**.*

**Mission:** *To facilitate and strengthen credit flow to MSMEs and address both financial and developmental gaps in the MSME eco-system.*

SIDBI has taken numerous steps for the promotion of MSME funding in the country. Some of those initiatives are credit advisories through credit advisory centres, loan facilitation, loan syndication services, and capacity building of smaller banks (RRBs / UCBs / DCCBs).

SIDBI is attempting to facilitate and enhance flow of credit to MSME sector via an ecosystem enabled by financial consultants.

SIDBI covers around 600 MSME clusters, through a pan-India network of 84 branches, 50 Credit Advisory Centres, and partnerships with cluster-level industry associations.

### 3.2 Business Products

SIDBI has uniquely designed products for the MSME sector. Some of the salient features are:

- Focussed attention on industrial and service sector financing
- Attractive rates
- Relationship managers
- Presence across all major industrial setups
- Easier access to collateral free finance
- Risk / Growth capital for business
- Enable access to equity and venture funding
- Easy access to government schemes
- Provides receivable finance to allow earlier revenue recognition and more efficient cash management

SIDBI offers a varied set of products. The services sector gets Term loan and Investment products such as Sub-debt, Equity, convertible debentures, optionally convertible cumulative preference shares, zero coupon bonds, etc.



SIDBI facilitates Bank loans for new as well as existing manufacturing and service sector units.

SIDBI provides financial products to enable climate and environmental friendly investments to promote energy saving in Micro, Small and Medium Enterprises(MSMEs) in India, by providing financial assistance to MSMEs, directly by SIDBI as well as through refinance to Primary Lending Institutions (PLIs) and Non Banking Financial Companies (NBFCs).

The targeted clientele are entities that operate in the space of reducing the emission of greenhouse gases to contribute towards climate change mitigation and achieve a reduction or avoidance of emissions and pollution through the introduction of financial products. SIDBI supports MSMEs towards development, up-scaling, demonstration and commercialization of innovative technology based projects.

### 3.3 Operational functions

Overall operational functions of SIDBI are distributed among various verticals and cells. Broad functions in SIDBI are :

SIDBI Foundation for Micro Credit(SFMC) / Micro Credit
Government Schemes Cell
Strategic Planning / Budgeting
Risk Capital, Fund of Funds, Infrastructure, India Venture Board, National Innovation Finance Programme (NIFP), Merchant Banking
Receivable Finance, Trade Financing and Factoring Services
Service Sector Financing
Resource Management
Indirect Finance, Assignment, Securitisation
Associate Institution Cell
Corporate Social Responsibility
Energy Efficiency
International Consultancy, Project Management Division
Cluster development, Technical assistance
Central Coordination, Government Liaison and Parliamentary Committees/ Questions
Promotion and Development, capacity building of RRBs and UCBs
Premises department
Stressed Assets and NPA Management, Credit Coordination Group (CCG), Working Capital related products (LC/BG etc.) and Coordination Cell for Product Review & New Products
Customer Service Cell including Lead Management, MSE-CDP
Business Process reengineering Cell
SmallIB and SIDBI Website
Administration, PF & Pension ,HR & Training
Refinance-SFCs & Banks
Corporate Accounts, Taxation, Compliances & RBI Co-ordination
Treasury
Insurance Marketing Cell
SIDBI MSME International Training Centre, e-learning modules
Loan Facilitation Services, Credit Advisory Centres



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Risk Management, Economic Planning, Research & Publications (including MSME research), Annual Report
Management Information, Corporate Image Enhancement Cell
Information Technology
Internal Audit
Implementation of Rajbhasha (Hindi) policy
Legal & RTI
Board Division
Staff Accountability / Disciplinary cases

## 3.4 IT Infrastructure

### 3.4.1 Current Setup

SIDBI has its Datacenter at Mumbai and DR Site at Chennai. All the applications are hosted at Datacenter and the same are accessed over MPLS VPN. In the event of failure of Datacenter, DR Site is activated.

### 3.4.2 Present IT Infrastructure

Infrastructure Type	Details of Components
Hardware	Servers (Tower, Rack & Blades with majority on Intel and few on RISC architecture), Routers, Switches, Backup Tape library, Security devices, Video Conferencing End points, biometric attendance systems etc.
Operating Systems	IBM AIX 6.1, HP-UX 11. 31 v3, Windows 2003/2008, Linux, Citrix XenServer Enterprise Edition for virtualization.
Backend database	Oracle 10g in RAC (Real Application Cluster), Oracle Data guard for DR replication of archive logs.
Application Servers	Citrix XenApp 5.0, IBM Websphere and MQ-Series, Oracle Application Server
Web Server	JBoss, Apache Tomcat, IIS, IBM HTTP
Development Tools	Oracle Developer Suite ver 6, Java/JSP, Lotus Domino, IBM Rational
Groupware	IBM Domino 9
Enterprise Backup Solution	LAN based backup using Veritas Netbackup DataCenter 7.0
Office Automation	MS Office 2003 and above, Unicode
Antivirus S/w	Symantec A/v Enterprise Edition Ver.12
LAN	Data Center and DR site: L3 / L2 Switch based LAN at central sites. At Datacenter L3 switch is of Cisco and layer 2 is of HP/Cisco. At DR site, L3 is of Cisco and layer 2 are of Cisco/Dlink/HP.
WAN	Complete managed IP MPLS VPN from three service providers connecting all the locations. Primary link on wired or wireless with backup on CDMA/RF/3G (excluding Regional offices where dual service provider network is present). The entire WAN architecture is HUB and Spoke with HUB locations being DataCenter and DR Site. All routers installed are of Cisco 1900/2900/3900 series.
Security	HIPS (Cisco), Firewall (Cisco 525 in failover mode), Firewall (Fortigate in failover mode), NIPS (Cisco) and HIPS (IBM ISS) on key servers.
Web Gateway Security	Cisco Ironport S360/370 Series web gateway security appliance with proxy and caching, web content filtering, antimalware and antivirus.
Video Conferencing	The core infrastructure consists of Polycom DMA, RSS, MCU, Firewall Traversal, PRI gateway and Radvision Scopia Elite MCU (with iView suite, pathfinder and Scopia desktop Pro (Desktop clients). Endpoints are mix of Polycom (HDX 8000/7000).
EMS Tools	HP OpenView - Operations Manager, Network Node Manager (NNM), Client Configuration Manager (CCM), SM7, SPIs for Database, Lotus Notes and Citrix, Business Crystal Reports.
Access Gateway	Citrix Netscaler
Business Applications	Website, Intranet portal, Business Application with details as given in subsequent paragraph of this document.

### 3.4.3 Details of Present Infrastructure

#### Wide Area Network

SIDBI has implemented complete managed IP MPLS VPN based WAN at all locations/offices. Complete managed services include supply of all network hardware (router, MUX, Modem etc) on lease, monitoring etc. The primary connectivity is wired or wireless with backup on 3G, CDMA, RF etc. The MPLS VPN network architecture is HUB and spoke, with HUB locations being Datacenter and DR Site. Further, three service providers are contracted to build the network.

The MPLS VPN is used by all the locations/ offices for accessing applications hosted in datacenter, Internet, carrying out video conferencing etc.

#### Local Area Network

SIDBI has implemented IP based LAN at Datacenter and DR Site. The LAN is based on L3 and L2 switch(s). On L3 switches VLANs are created for separation of subnets. The LAN deployed at DC and DR is completely wired. Further, point to point link between DC and DR for log shipment are terminated on the L3 switches.

#### Security

The Security architecture deployed at Data Center is two layer firewall architecture i.e. internal and perimeter. On the perimeter firewall, DMZs are created for hosting web servers. Internal firewall zoning is done for hosting various other components. NIPS implemented at the perimeter and HIPS loaded on key servers.

At DR Site, Bank has deployed only firewall on which zoning is created to host various components.

To enable staff to access internal applications over Internet, SIDBI has deployed SSL VPN at both Data Center and DR Site.

#### Internet

Internet gateway is centralized at Data Center and all locations access Internet over WAN with proxy authentication. Bank has procured Internet bandwidth from two service providers and the links are terminated on link load balancers. Web Gateway Security (WGS) appliance is installed at Datacenter for proxy server, content filtering and antimalware. The WGS is integrated with AD.

#### Mail

SIDBI is currently using IBM Domino for mailing. Outbound mails are sent from domino to SMTP and then transferred directly over Internet. SIDBI has its external mail box hosted with third party. All inbound internet mails, are first received at MX, gets scanned for antispam, thereafter they are pushed to SMTP server of the Bank.

#### Business Applications

The application development, maintenance and support is done in-house or outsourced on need basis.

Most of the legacy applications have been developed (or ported to) in Oracle forms 6i (Client-Server mode) and are being used with oracle 10g database. Few applications have been developed on Java platform. SIDBI has also purchased and implemented software for some specific operations. Also some software have been developed using IBM Domino.

The architecture is client-server architecture with the business logic distributed in the client as well as in the database stored procedures and triggers.

All the applications have been deployed centrally at the Data Center using Citrix XenApp and Web Servers. Applications are accessed over WAN using Citrix web client or Internet browser. The client machines need to have Citrix web client and J-Initiator (Java utility) installed to access the applications. Most of the application servers are configured in load balancing mode. There is sufficient level of clustering build at the application level for Citrix and Web Application servers as well. The central deployment of the applications allows for easy deployment of the new releases and patches.

Application access over internet is enabled for selected applications for few customers and Bank's officers (on need basis), using Access Gateway. Bank is in the process of implementing the Biometric Authentication System (BAS) for internal users only.

An indicative list of applications is given below :

S. No.	Application Name	Use of the Application
<b>In-house Applications</b>		
1	Direct Finance System (DFS)	Term loan management and accounting including Working Capital, bank Guarantee schemes and Non-treasury Investments.
2	Receivable Finance Systems (RFS) / Invoice Discounting Scheme (IDS)	Bill / Invoice discounting management and accounting.
3	Refinance Systems (all schemes)	Management and accounting of various Refinancing schemes to Banks/SFCs/SIDCs
4	Recovery and NPA Management System (RNMS)	Management of NPA accounts.
5	Resource Management System (RMS)	Term deposits and priority sector deposits.
6	Management Information System (MIS)	MIS and Exposure monitoring system
7	Branch Accounting System (BAS)	Legacy accounting system
8	Controllable Expenditure Monitoring software	Bank expenditure monitoring and reporting
9	Payroll System	Salary processing software
10	Common Administrative Payments (CAP)	Staff administrative payments / Reimbursements/ Loans & Advances.
11	Terminal Benefit System (TBS)	Managing terminal benefits like PF, Pension and Gratuity
12	RTUF, TUFS	Managing interest subsidies out of Govt. Schemes (CLCSS is handled using e-portal platform of DC-MSME, GOI)
13	Compliance Management Software	Managing information of various statutory returns
14	RTI System	Monitoring of RTI applications
15	SSO	Single Sign-on linked to In-house developed applications accessed over Intranet.
16	Due Diligence software	Managing IBA third party entity & IBA fraud list, Caution Advice & Willful defaulter list
17	CIBIL Module	CIBIL related data entry software
18	Machinery Supplier Database system	Management of database of machinery suppliers.
19	Intranet Portal	Management of intranet
20	Credit Appraisal & Rating Tool (CART)	Application tracking, appraisal and rating.
21	Customer Management	Customer complaint management software
22	Flexcube GL Reports	Reporting module for Flexcube GL
23	General Payment Processing System	Front-end voucher entry and inter-branch

S. No.	Application Name	Use of the Application
	(GPPS)	accounting
24	Payment and Collection System (PnC)	Payments, collection management and daily fund management
25	Fixed Asset Software / Centralized Depreciation System (CDS)	Dead stock management software
26	Board Agendas Management System (BAMS)	Tracking and management of Board agendas for directors
27	Tender Tracking System (TTS)	Tender tracking and Vigilance Reporting
28	Inward / Outward System	Management of inward and outward of external communications
<b>Outsourced / Off-the-shelf Applications</b>		
29	Ideal - FIS (Credence)	Dealing Room Operations (Rupee)
30	Ideal - FX (Credence)	Forex Dealing Room
31	OFSA (Oracle)	Asset Liability Management (ALM) and Fund Transfer (FTP)
32	Flexcube GL / CIF	General Ledger & Customer information file (CIF)
33	Risk Assessment Model (RAM) - CRISIL	Credit rating
34	Integrated Risk Management System (IRMS)	Basel II compliance
35	HRMS - Infotrack	Software for HR management.
36	IBM Domino Mail (IBM)	Email management
37	Website	Maintenance outsourced
38	Biometric Attendance System (Abacus)	Biometric attendance

### 3.5 IT Infrastructure Management

Presently AMC and FMS services are outsourced to HP India. An IT Infrastructure Management Cell (IIMC) at SIDBI, Mumbai office has been setup. The IIMC Team comprises of a Program Manager, resource personnel with appropriate skill sets in the respective support area viz. Help Desk & Remote Desktop management, Facility Management, Server Administration, Data Base Administration, Network and Security Administration (LAN & WAN), Mail and Backup administration, Vendor Management etc. On-site facility management services are extended to selected remote offices. For other remote offices, the FM services are extended remotely from IIMC and through weekly visits and on-call basis.

The application development, maintenance and support are done in-house or outsourced on need basis.

## 4. Project Scope

### 4.1 Objective

The objective of this project is to appoint a consultant for formulating an IT Strategy and roadmap with focus on “Run SIDBI”, “Grow SIDBI” and “Transform SIDBI”. Proposed IT Strategy & roadmap shall provide a strategic roadmap to SIDBI on technology aspects and a directional perspective on business alignment.

The Strategy shall focus on increasing the efficiency of the IT processes and provide a framework to proactively assess the processes in order to identify improvement areas. The strategy should also identify areas for further investment and projects to be undertaken from the perspective of growth and transformation.

The IT Strategy should be designed on the basis of the following business drivers:

- Competitive Differentiators
- Cost Optimization
- Governance Framework
- Quality and Sustainability of Service.

### 4.2 Scope in Detail

The scope of work for the consultant inter-alia shall include the following :

#### Phase –1

- Understand business goals, processes and corresponding IT enablement at SIDBI.
- Identify the gaps and improvement opportunities in IT enablement of Business functions.
- Develop the Information Technology Strategy & Roadmap for the next 3 years.
- Identify the opportunities for improvement into immediate, medium and long term initiatives
- Develop budget and Cost–Benefit analysis for the shortlisted initiatives

#### Phase – 2

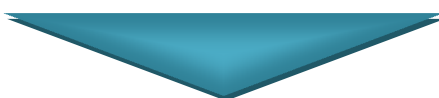
- Review of policy documents and deliver them in revised and updated form
  - IT Policy including IT Outsourcing Policy
  - IT Procedure Manual

The detail activities envisaged under the scope are depicted as follows :

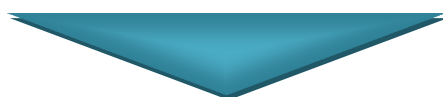
	Phases	Approach	Study / Review	Gap Assessment	
<b>Current Assessment</b>	<b>Business Assessment</b>	<b>Business strategy / requirements</b>	<ul style="list-style-type: none"> <li>• Understand the business strategy by assessing the business objectives</li> <li>• Understand organization direction and priorities</li> <li>• Understand key lines of business, functions and processes</li> <li>• Study key regulatory, security, risk and market related issues</li> <li>• Understand organization structure and process framework</li> <li>• Asses the key requirements / expectations of end-users of IT vis-à-vis their challenges to meet the business target</li> <li>• Assess key areas of automation needs</li> </ul>	<p><b>IT Application</b></p> <ul style="list-style-type: none"> <li>• Gaps assessment for business applications</li> <li>• Interface gaps assessment including that for customer</li> <li>• Overall application portfolio analysis</li> </ul>	
		<b>Customers &amp; external factors</b>	<ul style="list-style-type: none"> <li>• Meet the customers and understand their requirement, expectation and grievances</li> <li>• Understand the strategy of competitions vis-à-vis that of SIDBI in dealing with customers in terms of delivery channels, customer service, customers' interface with bank</li> <li>• Identify critical focus areas for automation towards ensuring higher level of customer satisfaction</li> <li>• Understand the frequency and impact of regulatory changes on automation</li> </ul>		
	<b>IT Assessment</b>	<b>Study the current IT Applications</b>	<ul style="list-style-type: none"> <li>• Assess current IT application portfolio &amp; IT delivery channels.</li> <li>• Understand integration requirements between various applications within and outside the organization</li> <li>• Identify enhancement opportunities within the existing applications</li> <li>• Study current state application architecture and information architecture, understand how well current state architecture supports, implemented and aligns with business needs.</li> <li>• Technology for bilingual implementation</li> </ul>		<p><b>IT Infrastructure</b></p> <ul style="list-style-type: none"> <li>• Overall IT Infrastructure gaps assessment</li> </ul>
		<b>IT Architecture Review</b>	<ul style="list-style-type: none"> <li>• Study current technology landscape</li> <li>• Analyze fitment &amp; utilization of IT hardware to organization's current and future business needs</li> <li>• Identify the issues and challenges with current IT architecture – Applications and Infrastructure</li> </ul>		



2	Phases	Approach	Study / Review	Gap Assessment
		<b>IT Management / Governance</b>	<ul style="list-style-type: none"> <li>• Study current IT vertical's processes</li> <li>• Assess IT service delivery management</li> <li>• Understand experience and learning from past IT projects</li> <li>• Study current IT organization structure</li> <li>• Review policy documents like IT procedure manual, IT outsourcing policy, E-mail policy etc.</li> </ul>	<b>IT Governance &amp; Processes</b> <ul style="list-style-type: none"> <li>• IT Organization Structure</li> <li>• IT Governance gaps assessment</li> <li>• IT Processes gaps               <ul style="list-style-type: none"> <li>• IT Program Management</li> <li>• Software Development Life Cycle</li> <li>• IT Asset Management</li> <li>• IT Procurement</li> </ul> </li> </ul>
		<b>External Factors</b>	<ul style="list-style-type: none"> <li>• RBI's guideline as specified in its Working Group Report on electronic banking</li> <li>• RBI's suggestion / observations as part of inspection of the bank</li> <li>• CVC guideline on procurement</li> <li>• Various circulars/guidelines issued by Department of Financial Services, Govt. of India relating to IT and its impact on banks / FIs</li> <li>• Latest technology developments in banking industry</li> </ul>	



	Key Activities	Key Considerations	Targets
<b>IT Strategy Formulation</b>	<ul style="list-style-type: none"> <li>• Identify &amp; list IT initiatives based on identified gaps and map them with business requirements</li> <li>• Determine and prioritize various IT initiatives for both short term and long term based on business priorities</li> <li>• Recommend implementation of complete comprehensive integrated systems for all the operations of SIDBI</li> <li>• Recommend IT Applications (New / Enhancement / Retirement) &amp; Infrastructure portfolio</li> <li>• Detail cost estimate of the recommended IT initiatives</li> <li>• Recommend roadmap for technology upgradation</li> <li>• Recommend IT Governance model</li> <li>• Recommend IT Process model</li> <li>• Recommend measurable and clearly defined KPIs for IT organization</li> <li>• Recommend Performance Appraisal Report (PAR) process and format for IT officers</li> </ul>	<ul style="list-style-type: none"> <li>• Bridge the gaps identified in IT effectiveness report</li> <li>• Meet next 3 years business objectives</li> <li>• Adopt the best practices in the industry</li> <li>• Leverage investments in current IT initiatives and take cognizance of the IT initiatives already underway</li> <li>• Value for money</li> <li>• Learning from IT strategy of other financial services / banks with similar business strategy / pain points / objectives</li> <li>• Training needs / skill upgradation of IT officials</li> <li>• Effective implementation of bilingual support in all applications</li> <li>• To provide details towards preparedness / ground work required for future outlook &amp; development of IT environment</li> </ul>	<b>IT Strategy &amp; Roadmap</b> <ul style="list-style-type: none"> <li>• Target Operating Model</li> <li>• IT Portfolio Rationalization</li> <li>• IT Implementation Roadmap</li> </ul>





Deliverables	Stages	High Level Contents / Activities	Reports /Activities
	<b>Current State Assessment</b>	<ul style="list-style-type: none"> <li>Detail findings in all the listed areas of Business and IT assessment</li> <li>Detail Gap assessment and performance improvement in all the areas of IT</li> <li>Pain points and objectives</li> </ul>	<b>Current State Assessment Document</b>
	<b>Target State Assessment</b>	<ul style="list-style-type: none"> <li>All the findings and recommendations at strategy formulation level</li> <li>High level future state enterprise architecture: logical components with associated information flow and interaction descriptions</li> <li>Identified IT capability gaps and recommendations to address these gaps</li> <li>High level future state operating model for IT - outline of changes needed in the IT organization and processes to enable the future state</li> <li>Assessment of risk and its mitigation during implementation of recommended initiatives</li> <li>Performance KPIs across IT organization for successful execution of the approved strategy</li> <li>Performance Appraisal Report (PAR) process and format for IT officers</li> </ul>	<b>IT Strategy &amp; Architecture Document</b> (including Risk Assessment and Mitigation Strategy for Implementation)
	<b>Roadmap</b>	<ul style="list-style-type: none"> <li>Define initiatives to implement the recommendations</li> <li>Alternate technology solutions with pros and cons for implementations of initiatives</li> <li>Prioritized roadmap with key milestones and phased implementation approach</li> <li>Governance model for the implementation</li> <li>Organization change management, skill development and training requirements to support the execution</li> <li>Budgetary Estimates and Cost-Benefit Analysis for all the recommended initiatives</li> </ul>	<b>Roadmap and Implementation Plan Document</b>
	<b>Miscellaneous</b>	<ul style="list-style-type: none"> <li>Revised policy documents taking into consideration the findings during current and target state assessment, formulating IT strategy recommendation and their implementation roadmap</li> </ul>	<ul style="list-style-type: none"> <li><b>IT Policy including IT Outsourcing Policy</b></li> <li><b>IT procedure manual</b></li> </ul>

### 4.3 Important Requisites

All the recommended initiatives must be clearly structured with following :

- Business justification
- Alternate options of technology and implementation approach
- Justification on choosing the specific technology in all the recommended areas elaborating their features and functionalities along with related PROS and CONS for implementation.
- Justification on cost vs business requirement
- Cost Estimate
  - Capital Expenditure
    - Application license cost
    - Infrastructure cost
    - Implementation and customization cost
  - Operating Expenditure

- AMC/ATS cost of the infrastructure / Off-the-shelf software
- Maintenance of applications

**Review and updation (as mentioned for Phase-2) of policy documents have to be carried out following the prevalent guidelines, specially the RBI working group’s report on electronic banking issued by RBI on April 29, 2011 and subsequent related circulars, if any. It may be mentioned that IT Security Policy is already in place in the bank as per same guidelines of RBI. Consultant has to ensure avoidance of conflict across the policy documents during review and updation.**

Consultant must take into account following points during current state assessment.

- Business vision / strategies of the bank
- Meet with key stakeholders in SIDBI
- Consultant might need to visit SIDBI offices at Delhi, Lucknow and Mumbai in connection with business assessment
- It will be required to meet customers at 2-3 locations other than Delhi, Lucknow and Mumbai to take feedback of customers. Consultant might need to visit SIDBI branches at these additional locations, if required.

#### 4.4 Project Team Composition

The project team should have resources with proper mix of experience and skillset to provide directional guidance and effective execution of the project. SIDBI expects consultants to constitute a team of professionals with following roles and profiles on part-time / full-time basis across the phases.

Sri. No.	Roles	Professional Qualification	Overall Minimum Work Experience (Years)	Relevant Work Experience (Years)
1	Project manager	BE /B. Tech. /MCA and MBA or equivalent	12	6 years experience as Project Manager in IT Consulting projects
2	Domain expert	Graduate and MBA or equivalent	10	6 years experience in Banking
3	Application architect	BE /B. Tech / M.tech / MCA	10	5 years experience as specialist in application structure and tools and technologies. Expertise in creating of application architecture, creation of database architecture and information model; data modeling and data architecture expertise
4	Security & integration architect	BE /B. Tech / M.tech / MCA	10	5 years’ experience in defining the security & integration architecture.
5	Infrastructure architect	BE /B. Tech / M.tech / MCA	10	5 years’ experience in Specialization and expertise in designing hardware/network architecture.
6	Team member	Graduates and MBA or equivalent	6	3 years experience in defining IT Strategy & Roadmap

## 4.5 Resource Deployment

1. Bidder will be required to submit the Bio-data / CV of the members of the project team along with the technical response to this RfP document. Bio-data / CV should reflect the details of the projects handled by the candidate. SIDBI has planned to place purchase order (PO) within 3 months from the date of bid submission. In case SIDBI is not able to place the order by the stipulated period, selected bidder shall have the option to replace the resource of the team as per replacement policy mentioned in the following section.
2. SIDBI would like to meet and discuss with the deployed resources before the project takes off. Deployment / replacement of any resource in the team will be subjected to approval of SIDBI depending on his/her suitability in the project.
3. Consultant shall fill the resource deployment plan for all the resources that would be deployed on the project. This would include key positions identified in the RFP and other resources necessary to execute the project. Resource deployment plan is required to be provided for all the phases. Consultant shall indicate for all resources, month-wise, percentage of time he/she will be deployed on project, total person-months and onsite/ offsite division of total person-months.
4. Consultant shall fill all the required details in the table and as per the legends provided in **Annexure-XIV**.

## 4.6 Resource Replacement

1. Selected Bidder shall have the right to replace the resource of the team in case he/she has resigned from the bidder's institution or if he/she fails to perform as per expectation of SIDBI / Consultant (Selected Bidder). The Selected Bidder has to inform SIDBI within one week in case of such resignation.
2. Bidder shall promptly initiate a search for a replacement to ensure that the role of any member of the key personnel is not vacant at any point in time during the contract period.
3. Before making any replacement, the Consultant shall provide SIDBI with:
  - a) a resume, Curriculum Vitae (CV) and other related information about the proposed candidate; and
  - b) an opportunity to meet / interview the candidate.
4. The bidder has to provide replacement resource of equal or better qualification and experience.
5. If SIDBI objects to the appointment, Consultant shall not assign the individual to that position and shall seek an alternative candidate in accordance with what has been described in this RfP or contract. The consultant has to ensure at least 3 weeks of overlapping period in such replacements. SIDBI will not be responsible for any knowledge transition to the replacement of resource and any impact / escalation of cost thereby.

## 4.7 Project Period

Project has to be completed by the consultant as follows :

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Srl. No.	Phase	Period (Months)	Commencing From
1	Phase – 1 & 2	4	Date of Kick-off of the project **

\*\* Project has to be kicked off within one month from date of PO

## 5. Eligibility Criteria

Proposals not complying with the 'Eligibility criteria' are liable to be rejected and will not be considered for further evaluation. The proposal should adhere to the following minimum eligibility criteria.

Srl. No.	Criteria	Documents to be submitted as a proof/declaration
1.	The Bidder should be a corporate / firm/ Govt. institution and should have been incorporated under Companies Act, 1956 and subsequent amendments thereto.	Certificate of Incorporation / Registration certificate
2.	The Bidder must be a reputed and experienced Company operating in the field of IT Consultancy/ IT Advisory practice for at least 5 years as on the date of submission of bid.	Memorandum & Articles of Association should be attached, and evidences confirming year and area of activity.
3.	The Bidder should have a minimum turnover of at least INR 50 crores or equivalent per annum in at least 2 years out of last 3 financial years as on the date of submission of Bid.	Chartered Accountant (CA) certificate and copies of last three years' balance sheet
4.	The Bidder should have made cash profit in at least 2 years out of last 3 financial years.	Chartered Accountant (CA) certificate and copies of last three years' balance sheet
5.	The Bidder should have a minimum number of 100 full time professional staff engaged in consulting /advisory services	Self declaration by authorized signatory of the Bidder
6.	The Bidder should have an office registered in India. One of its offices must be in Mumbai to handle the project smoothly.	Self declaration with address and contact details on letter-head
7.	The Bidder must have completed at least 2 consultancy assignments involving development of IT Strategy & Roadmap for organizations in BFSI** sector in last 5 years	Work order along with completion certificate for completed projects
8.	Bidder should not have been blacklisted by any PSU / Govt. of India as on the date of submission of Bid.	Letter of undertaking to this effect on company's letter head signed by company's authorized signatory

**Note :** 1. *The references of the customers must be submitted with official contact details for verification. References which cannot be verified with provided contact details won't be considered as valid evidences.*

2. *The consulting firm or its subsidiaries/group companies will not be eligible to participate in any other tender in connection with implementation / procurement exercise out of recommendation of this consulting project.*

3. *Bidder / Vendor having failed in delivering satisfactory services to SIDBI for any IT led project in past will not be considered for this assignment.*

\*\* Scheduled commercial banks in public or private sector / All India FIs / Insurance Cos will be considered under BFSI

## 6. Evaluation Methodology

### 6.1 Objective

1. The objective of this evaluation methodology is to facilitate the selection of one Consultant firm/organisation for ensuring technically superior and professional services at optimal cost.
2. The project is based on fixed cost and the selected bidder has to deliver the services as per scope of the project.

### 6.2 Evaluation process

1. The Bank has adopted a three (3) bid processes in which the Bidder has to submit following bids in separate envelopes at the time of submission of bids as stipulated in this document.
  - i) Eligibility Criteria
  - ii) Technical Bid
  - iii) Commercial Bids
2. The Bank shall evaluate first the '**Eligibility Criteria**' bids and based on its evaluation, '**Technical Bids**' shall be undertaken for evaluation at the second stage. '**Commercial bids**' shall be opened for only the shortlisted bidders out of technical evaluation. The final selection will be done based on **Techno-commercial evaluation**.
3. Evaluation criteria proposed to be adopted will be **Quality cum Cost Based System (QCBS)** where Technical Bid Score will get a weightage of 70% and Commercial Bid Score a weightage of 30%.
4. The evaluation by the Bank will be undertaken by a Committee of officials or/and representatives formed by the Bank and its decision will be final.
5. **Normalization** - SIDBI reserves the right to go for normalization process after technical evaluation and accordingly may request all the bidders to submit revised bid (technical or commercial or both) to avoid any possible ambiguity in evaluation process or make apple-to-apple comparison or to bring further transparency in the evaluation process.

#### 6.2.2 Evaluation of Eligibility Criteria

1. Bids submitted by all the bidders would be evaluated for eligibility as mentioned in the 'Eligibility Criteria' section. Bids not complying with any of the eligibility criteria are liable to be rejected and will not be considered for further evaluation.
2. Successful bids out of this stage would be considered for technical evaluation.
3. 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.

### 6.2.3 Evaluation of Technical Bids

- 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.
- 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.
- Technical bids would be evaluated as follows :

Srl. No.	Parameters	Scoring Scheme / Parameters	Max. Marks	Supporting Documents
<b>Relevant Past Experience</b>				
1.	Experience of completed consultancy work involving development of IT Strategy & Roadmap for organizations in BFSI** sector in the last 5 years as on bid submission date	Criteria met for 6 or more : 20 Criteria met for 3-5 : 15 Criteria met for 2 : 10	20	Word Order + Completion Certificates from the client for completed projects
2.	Experience of undertaken consultancy work involving development of IT Strategy & Roadmap for organizations in BFSI** sector in the last 2 years. Projects having LOI/PO /contract dates 3 months prior to last date of submission of this bid will be considered in this category.	Criteria met for 3 or more : 10 Criteria met for 2 : 7 Criteria met for 1 : 3	10	Work order along with self- certification signed by the authorized signatory from the bidder mentioning that project is currently under implementation.
<b>Project Methodology &amp; Approach</b>				
3.	Approach & methodology	Project management , Approach & Methodology for the assignment : 5 Understanding of project objectives, Business requirements : 3 Risk Identification & Mitigation : 2	10	Self-certified details to be given.
4.	Work plan	Identify main activities of	5	Self-certified details to be



Srl. No.	Parameters	Scoring Scheme / Parameters	Max. Marks	Supporting Documents
		assignment, Phasing & milestones : 2 key deliverables and time / resource estimate : 3		given.
<b>Organization / Staffing &amp; Governance structure</b>				
5.	Organization & Governance structure	Structure & composition of team : 4 Proposed Governance structure : 6	10	Self-certified details to be given.
6.	Key professional staff qualifications and competence for the assignment	Project manager : 5 Domain expert : 4 Application architect : 4 Security & integration architect : 3 Infrastructure architect : 3 Three Team members : 2 each	25	Bio-data / CV of the proposed members along with specific mention of the projects at row 1 above.
<b>Presentation</b>				
7.	Presentation		20	Date and time will be advised suitably
Total			100	

4. Profile of the proposed resources (Refer section 4.4) will carry following weightage for technical marking.

Factor	% Weightage
Academic & Professional qualification	20
Overall work experience	Compliance to required minimum overall work experience : 20 Less than minimum overall work experience : 0
No of similar projects handled for organizations in BFSI** sector	3 Projects handled : 20 2 Projects handled : 12 1 Project handled : 05
Relevant work experience	Compliance to desired relevant work experience : 40 Compliance to 2 years less than desired relevant work experience : 20 Less than 2 years less than desired relevant work experience : 0

5. 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.
6. **Relative Technical Score (RS<sub>Tech</sub>)** for each vendor will be calculated as follows based on above parameters:

$$RS_{Tech} = T / T_{high} * 100$$

Where, RS<sub>Tech</sub> = Relative score obtained by the bidder  
T = Technical score obtained by bidder  
T<sub>high</sub> = Highest Technical score secured among the bidders



7. Technical Bids receiving a RTS greater than or equal to a score of **75 (cut-off marks)** will be eligible for consideration in the subsequent round of commercial evaluation.
8. If less than 5 bidders qualify as per technical criteria (**RS<sub>Tech</sub> >= 75**), SIDBI reserves the right to short list maximum top 5 bidders subject to (**RS<sub>Tech</sub> >= 70**).
9. Each of the above areas of evaluation is described in detail below based on which scoring will be done.

#### 6.2.4 Evaluation of Commercial Bids

1. In this phase, the Commercial Bids of the Bidders, who are found technically qualified in previous phase, will be taken for commercial evaluation.
2. The date for opening of commercial bids will be separately advised.
3. **Relative Technical Score (RS<sub>Tech</sub>)** of the technically qualified bids would be announced before the representatives of the bidders and the commercial bids of those bidders would be opened for commercial evaluation.
4. **Relative Commercial Score (RS<sub>Com</sub>)** for each vendor will be calculated as follows:

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

Where, RS<sub>Com</sub> = Relative score for Commercial Bid of the vendor

C = Commercial bid value of the bidder under consideration

C<sub>Low</sub> = Lowest commercial bid value out of all the eligible commercial bids obtained.

#### 6.2.5 Final Selection of the Eligible Bidder

1. Total Relative Score (RS) obtained by each eligible vendor will be calculated as follows :  
$$RS = RS_{Tech} * 0.7 + RS_{Com} * 0.3$$
2. The eligible bidder will be selected based on maximum Relative Score (RS) thus obtained.
3. The vendor with the highest Relative Score (RS) will be selected for further discussion for finalizing contract / placing PO subject to satisfying all the terms and conditions defined in this RfP document.

## 7. Terms and Conditions

### 7.1 General

1. The Bidders are expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.
2. Information provided in this RfP is organized in several sections to bring clarity and help the reader to understand quickly. However, Bidder must take into consideration each and every line of this RfP document as a whole while responding. Bidder must get the doubts, if any, clarified by SIDBI before submitting the responses. The bids submitted should be complete in all respect meeting all deliverables under the project. It will be sole responsibility of the selected bidder to deliver each and everything as per the scope of the project during the contracted period. SIDBI shall not be responsible in case of bidder's failure to notice any information, any requirement is underestimated, not understood or any requirement is not interpreted in right direction during preparation/submitted the response.
3. Unless expressly overridden by the specific agreement to be entered into between the Bank and the successful Bidder, the RFP shall be the governing document for arrangement between the Bank and the Bidders.

### 7.2 Definitions

In this Contract, the following terms shall be interpreted as indicated:

1. "The Bank" means Small Industries Development Bank Of India (SIDBI);
2. "The Contract" means the agreement entered into between the Bank, represented by its Head Office / Zonal Offices and the Bidder, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein;
3. "The Contract Price" means the price payable to the Bidder under the Contract for the full and proper performance of its contractual obligations;
4. "The Services" means those services ancillary to the providing services towards upgrade of Treasury solution and other such obligations of the Bidder covered under the Purchase Contract;
5. "TCC" means the Terms and Conditions of Contract contained in this section;
6. "The Bidder" or "the Vendor" means the individual or firm supplying or intending to supply the Services under this Contract; and
7. "The Project Site" means Small industries Development Bank of India, Mumbai Office

### 7.3 Clarification of Bids

1. The bidder or its official representative is invited to attend pre-bid (date and venue mentioned in Bid Information Sheet) It would be the responsibility of the Bidders representatives to be present at the venue of the meeting.
2. Clarification sought by bidder should be made in writing (Letter/E-mail/FAX etc) and submitted at least one day prior to the date of pre-bid meeting. Bank has discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.
3. The text of the clarifications asked (without identifying the source of enquiry) and the response given by the Bank, together with amendment to the bidding document, if any, will be posted on the website. No individual clarifications will be sent to the bidders. It would be responsibility of the bidder to check the website before final submission of bids.

### 7.4 Amendment to the bidding document

1. At any time prior to the date of submission of Bids, the Bank, for any reason, may modify the Bidding Document, by amendment.
2. The amendment will be posted on Banks website [www.sidbi.in](http://www.sidbi.in).
3. All Bidders must ensure that such clarifications have been considered by them before submitting the bid. Bank will not have any responsibility in case some omission is done by any bidder.
4. 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.

### 7.5 Language of Bid

The bid prepared by the Bidders as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be written in English.

### 7.6 Commercial Bid

1. The Bidder is required to quote in Indian Rupees ('INR/ ₹'). Bids in currencies other than INR may not be considered.
2. The prices quoted would include all costs such as sales tax, VAT, custom duties, transportation, installation, service tax, Education cess, Octroi etc., that need to be incurred. No additional cost whatsoever would be paid.
3. Commercial bid would include cost of travel, boarding, lodging, out-of-pocket etc. expenses for the resources of the bidder to undertake visits to different locations of SIDBI as part of the project.
4. While any increase in the rates of applicable taxes or impact of new taxes subsequent to the submission of commercial bid shall be borne by SIDBI, any subsequent decrease in the rates of applicable taxes or impact of new taxes shall be passed on to SIDBI in its favour. This will remain applicable throughout the contract period.

5. The Commercial Bid should be submitted in the format prescribed in the RFP. Consideration of commercial bids, not submitted as per requisite format, will be at the discretion of the bank.

## 7.7 Earnest Money Deposit (EMD)

1. All the responses must be accompanied by a refundable interest free security deposit of amount of ₹ 1,25,000/- (**Rupees One Lakh Twenty Five Thousand only**) .
2. EMD should be in the form of Demand Draft in favour of “Small Industries Development Bank of India” payable at Mumbai or in the form of Bank Guarantee. Format of Bank Guarantee is prescribed in **Annexure IX**. Any bid received without EMD in proper form and manner shall be considered unresponsive and rejected.
3. The Demand Draft should be of a Scheduled/ Commercial Bank only and will be accepted subject to the discretion of the Bank.
4. No interest will be paid on EMD.
5. Request for exemption from EMD will not be entertained.
6. The EMD amount/ BG of all unsuccessful bidders would be refunded immediately upon occurrence of any the following events, whichever is earlier:
  - a) Receipt of the signed contract and performance security from the successful bidder.

OR

- b) The end of the bid validity period, including extended period (if any),
7. Successful Bidder will be refunded the EMD amount / BG only after submission of Performance Bank Guarantee (PBG) by the bidder.
  8. The bid security may be forfeited if:
    - a) Bidder withdraws its bids during the period of bid validity.
    - b) Bidder makes any statement or encloses any form which turns out to be false/ incorrect at any time prior to signing of the contract.
    - c) In case of successful Bidder, if the Bidder fails to sign the contract or fails to furnish performance guarantee.

**(Besides forfeiting the EMD, the Bank may ban the bidder from subsequent bidding for a period of 3 years.)**

## 7.8 Procurement Policy on Micro and Small Enterprises (MSEs)

1. SIDBI is governed by provisions of the Public Procurement Policy for Micro and Small Enterprises (MSEs) as circulated by The Ministry of MSME, GoI.
2. These provisions shall be applicable to Micro and Small Enterprises (MSEs) registered with District Industries Centers or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any

other body specified by Ministry of Micro, Small and Medium Enterprises (MSMEs).

3. Such MSEs would be entitled for exemption from furnishing tender fee and earnest money deposit (EMD). In case of any issue on the subject matter, the MSE's may approach the tender inviting authority to resolve their grievances.
4. Agencies/ Bidders desirous of availing exemptions/ preference under above provisions should submit a copy of proof of Registration as MSEs/ and ownership of the same by SC/ST along with the tender/RFP.

Bidder is required to inform its MSME status as per following definition, if applicable.

Enterprise Category	Manufacturing (Original Investment in P&M)	Services (Original Investment in Equipment)
Micro	Up to ` 25 lakh	Up to ` 10 lakh
Small	Up to ` 500 lakh	Up to ` 200 lakh
Medium	Up to ` 1000 lakh	Up to ` 500 lakh

## 7.9 Period of Validity of Bids

1. Prices and other terms offered by Bidders must be firm for an acceptance period of 90 days from last date for submission of bids as mentioned in 'Critical information' sheet.
2. In exceptional circumstances the Bank may solicit the Bidders consent to an extension of the period of validity. The request and response thereto shall be made in writing.
3. Bank, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.

## 7.10 Deadline for submission of Bids

1. The bids must be received by the Bank at the specified address not later than date mentioned in 'Critical Information', given in the beginning of this document.
2. In the event of the specified date for the submission of bids, being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.
3. The Bank may, at its discretion, extend the deadline for submission of Bids by amending the Bid Documents, in which case, all rights and obligations of the Bank and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

## 7.11 Late Bids

Any bid received by the Bank after the deadline for submission of bids prescribed by the Bank will be rejected and returned unopened to the bidder.

## 7.12 Modification And/ Or Withdrawal of Bids

1. The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification including substitution or withdrawal of the bids is received by the Bank, prior to the deadline prescribed for submission of bids.

2. The Bid modification or withdrawal notice must be on bidder's letterhead, signed and sealed. A withdrawal notice may also be sent by Fax/email and followed by a signed confirmation copy received by the Bank not later than the deadline for submission of bids.
3. No bid may be modified or withdrawn after the deadline for submission of bids.
4. Bank has the right to reject any or all bids received without assigning any reason whatsoever. Bank shall not be responsible for non-receipt / non-delivery of the bid documents due to any reason whatsoever.

### 7.13 Opening of Technical Bids by the Bank

1. Bids, except commercial bids, received within stipulated time, shall be opened as per schedule given in the 'Critical information' sheet.
2. On the scheduled date and time, bids will be opened by the Bank Committee in presence of Bidder representatives. It is the responsibility of the bidder's representative to be present at the time, on the date and at the place specified in the tender document. The bidders' representatives who are present shall sign the required documents evidencing their attendance and opening of bids in their presence.
3. If any of the bidders or all bidders who have submitted the tender and are not present during the specified date and time of opening, bank at its discretion will proceed further with opening of the technical bids in their absence.
4. The Bidder name, presence or absence of requisite EMD and such other details as the Bank, at its discretion may consider appropriate will be announced at the time of bid opening.
5. Bids that are not opened at Bid opening shall not be considered for further evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.

### 7.14 Clarification of bids

1. During evaluation of Bids, the Bank, at its discretion, may ask the Bidders for clarifications of their Bids. The request for clarification and the response shall be in writing (e-Mail/letter), and no change in the price or substance of the Bid shall be sought, offered or permitted.
2. Bidder to submit point by point compliance to the technical compliance and it should be included in the Bid.
3. Bidder to quote for entire package on a single responsibility basis for the services it proposes to offer under the contract.

### 7.15 Preliminary Examinations

1. The Bank will examine the Bids to determine whether they are complete, the documents have been properly signed, supporting papers/ documents attached and the bids are generally in order.
2. The responses to the RfP would be deemed to be legal documents and will form part of the final contract. Bidders are required to attach a 'Letter of competence' from an authorized signatory attesting their competence and the veracity of

information provided in the responses. Unsigned responses would be treated as incomplete and are liable to be rejected. Format of letter is given in Annexure-VI.

3. The Bank may, at its sole discretion, waive any minor infirmity, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
4. Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the Bidding document. For purposes of these Clauses, a substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without material deviations. Deviations from or objections or reservations to critical provisions, such as those concerning Bid security, performance security, qualification criteria, insurance, Force Majeure etc will be deemed to be a material deviation. The Bank's determination of a Bid's responsiveness is to be based on the contents of the Bid itself, without recourse to extrinsic evidence.
5. If a Bid is not substantially responsive, it will be rejected by the Bank and may not subsequently be made responsive by the Bidder by correction of the nonconformity.
6. The Bidder is expected to examine all instructions, forms, terms and specification in the Bidding Document. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of its Bid.

## 7.16 Bid Evaluation

1. All the responsive bids will be evaluated as per the procedure detailed in Chapter- 6 - Bid evaluation methodology.
2. All the documentary proofs are to be submitted along with the bid in this regard.
3. Bidders must not present any reference as credential for which it is not in a position to present the verifiable facts/documents. SIDBI would not consider any statement as a credential if same cannot be verified as per its requirement for evaluation.
4. During evaluation, Bank at its discretion can ask the bidders for clarifications.
5. Bank may waive off any minor infirmity or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or affect the relative ranking of any bidder.

## 7.17 Arithmetic errors correction

Arithmetic errors, if any, in the price break-up format will be rectified on the following basis:

- a) If there is discrepancy in the price quoted in figures and words, the price, in figures or in words, as the case may be, which corresponds to the total bid price for the item shall be taken as correct.



- b) If the vendor has not worked out the total bid price or the total bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.

## 7.18 No Commitment to Accept Lowest or Any Offer

1. The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.
2. The Bank will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.
3. The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender.

## 7.19 Conditional Bids

Conditional bids shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained from the bank before submission of bids.

## 7.20 Contacting the Bank

1. After opening of Bid to the time a communication in writing about its qualification or otherwise received from the Bank, bidder shall NOT contact the Bank on any matter relating to its Bid.
2. Any effort by the Bidder to influence the Bank in its decisions on Bid evaluation, Bid comparison may result in the rejection of the Bidder's Bid.

## 7.21 Award of Contract

1. The successful Bidder will be selected as per the process mentioned in Chapter 6: Bid evaluation methodology. The Bank will award the contract to the successful Bidder, out of the Bidders who have responded to Bank's tender as referred above, who has been determined to qualify to perform the contract satisfactorily, and whose Bid has been determined to be substantially responsive.
2. Selected bidder would be issued 'Letter of intent (LoI)/ purchase order (PO) on final selection and completion of internal approval formalities of the bank. Immediately after the receipt, the selected Bidder must go through the same and give its acceptance by signing on all the pages of the duplicate copy of the LOI/ PO within the stipulated period.

## 7.22 Ownership of Delivered Product / Services

The selected Bidder, who will be awarded the contract, will hold ownership of its delivery of the services / products under the contract and be responsible for the services / products delivered.



## 7.23 Corrupt and fraudulent practice

As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the execution of this RfP and subsequent contract(s). In this context, the bidders are requested to note the following:

- a) "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in the procurement process or in contract execution.
- b) "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non- competitive levels and to deprive the Bank of the benefits of free and open competition.
- c) The Bank reserves the right to declare a bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the bidder has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

## 7.24 Use of Contract Documents and Information

1. The bidder shall not, without the Bank's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Bank in connection with, to any person other than a person employed by the Bidder 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.
2. The Bidder will treat as confidential all 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.

## 7.25 Subcontracts

The successful bidder shall not assign to others, in whole or in part, their obligation to perform under the contract, except with the Bank's prior written consent.

## 7.26 Terms of Payment

1. Payment would be settled on the completion (sign-off) of each milestone for respective module as per the schedule given below. However, **first payment to the vendor will be payable only after submission of Performance Bank Guarantee for an amount equivalent to 10% of the order value.**

Sr. No.	Payment Phase (on completion)	Payment % of cost
1	Submission of Current State Assessment report	20%
2	Submission of IT Strategy & Architecture document	30%

3	Submission of Roadmap & Implementation Plan document	20%
4	Submission of IT Policy (including IT Outsourcing Policy) and IT procedure manual.	30%
	<b>Total</b>	100%

2. All the payments will be made by SIDBI, Mumbai electronically through RTGS/ NEFT. Vendor is required to submit Bank Mandate Form (as per **Annexure-XII**) along with cancelled cheque in original along with the technical bid.
3. The Bidder must accept the payment terms proposed by the Bank. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of the Bank.
4. TDS, if any, will be deducted while releasing the payment.
5. All Payments will be made to the Bidder in Indian Rupee only.

## 7.27 Applicable laws

1. The Contract shall be interpreted in accordance with the laws prevalent in India.
2. Compliance with all applicable laws: The Bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this Tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/ officers/ resource/ personnel/ representatives/ agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.
3. Compliance in obtaining approvals/ permissions/ licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ resource/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising therefrom and the Bank will give notice of any such claim or demand of liability within reasonable time to the bidder.

## 7.28 Taxes and Duties

1. The bidder shall be entirely responsible for all applicable taxes, duties, levies, charges, license fees, road permits, etc. in connection with delivery of products/services at site including incidental services and commissioning.

2. The bidder must also ensure that all applicable laws framed by the Central Government, State Government and Local Bodies, including payment of applicable minimum wages and all laws pertaining to contract employees/ labour laws are complied with while providing caretaker services. The selected vendor may have to execute an indemnity bond in favour of the Bank in this regard.
3. Providing clarifications/particulars/documents etc. to the appropriate tax authorities for assessment of tax, compliance with labour and other laws, etc will be the responsibility of the vendor at his cost.
4. Tax deduction at Source - Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall effect such deductions from the payment due to the Vendor. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Bank as per the laws and regulations in force. Nothing in the Contract shall relieve the Vendor from his responsibility to pay any tax that may be levied in India on income and profits made by the Vendor in respect of this contract.

## 7.29 Performance Bank Guarantee (PBG)

1. The successful Bidder shall provide an unconditional and irrevocable performance bank guarantee in the form and manner provided by the Bank equivalent to 10% of the total value (includes all phases) with BG validity up to one year from the date of purchase order.
2. In the event of non-performance of obligation or failure to meet terms of this RfP/Contract, the Bank shall be entitled to invoke the performance guarantee without notice or right of demur to the Bidder. The guarantee should be from a scheduled commercial bank only.
3. The Bank Guarantee shall be released on the completion of both the phases or after its validity, whichever is earlier. In case of expiry of BG prior to project completion, the bidder will be required to renew the BG for further period as per plan.
4. If the performance bank guarantee is not submitted within the time stipulated by SIDBI, the Bank reserves the right to cancel the order and forfeit the EMD amount / BG obtained towards security deposit.
5. Notwithstanding anything to the contrary contained in the contract, SIDBI shall be at liberty to invoke the Performance Bank Guarantee in addition to other remedies available to it under the contract / order or otherwise if the Successful Bidder fails to fulfill any of the terms of contract / order or commits breach of any terms and conditions of the contract.
6. Time shall be the essence of the contract / order, therefore, no extension of time is anticipated, but if untoward or extraordinary circumstances should arise beyond the control of the Bidder, which in the opinion of SIDBI should entitle the Bidder to a reasonable extension of time, such extension may be considered by SIDBI at its sole and absolute discretion, however such extension shall not operate to relieve the Bidder of any of its obligations. SIDBI shall not be liable for any extra financial commitment due to such extension of time. In case of any such extension, the Bidder would be required to extend the validity period of the performance guarantee accordingly.

### 7.30 Forfeiture of performance security

1. The Bank shall be at liberty to set off/adjust the proceeds of the performance guarantee towards the loss, if any, sustained due to the bidder's failure to complete its obligations under the contract. This is without prejudice to the Bank's right to proceed against the Bidder in the event of the security being not enough to fully cover the loss/damage.
2. In the event of non-performance of obligation or failure to meet terms of this RfP/Contract, the Bank shall be entitled to invoke the performance guarantee without notice or right of demur to the Bidder.

### 7.31 Termination of Contract

The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions:

- a) Failure of the successful bidder to accept the contract
- b) Delay in services
- c) Serious problems in quality of services

In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Bidder.

### 7.32 Payment in case of Termination of assignment

SIDBI would keep the delivered content and payment for services which could be used by SIDBI shall be released on pro-rata basis after deducting applicable penalty and TDS/other taxes.

### 7.33 Penalty for Default in Services

1. If the vendor fails to complete the project within stipulated time, SIDBI will impose a penalty of 0.5% of the order value for each weeks delay or part thereof attributable to the vendor, subject to maximum of 10% of value of the contract. Fraction of week is to be construed as one full week for arriving at the delay in terms of weeks.
2. In case the delay exceeds four months from agreed project plan, SIDBI reserves the right to cancel the order and in such a case the earnest money deposit (EMD) / performance bank guarantee received from the vendor shall be forfeited.

### 7.34 Force Majeure

1. If the performance as specified in this order is prevented, restricted, delayed or interfered by reason of Fire, explosion, cyclone, floods, War, revolution, acts of public enemies, blockage or embargo, Any law, order, proclamation, ordinance, demand or requirements of any Government or authority or representative of any such Government including restrict trade practices or regulations, Strikes, shutdowns or labour disputes which are not instigated for the purpose of avoiding obligations herein, or Any other circumstances beyond the control of the party affected, then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to

prevention, restriction, delay or interference and provided the party so affected uses its best efforts to remove such cause of non-performance and when removed the party shall continue performance with utmost dispatch.

2. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition, the cause thereof and the change that is necessitated due to the conditions. Until and unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

### 7.35 Resolution of Disputes

1. It will be the Bank's endeavor to resolve amicably any disputes or differences that may arise between the Bank and the Bidder from misconstruing the meaning and operation of the Tender and the breach that may result.
2. In case of Dispute or difference arising between the Bank and a Bidder relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The Arbitrators shall be chosen by mutual discussion between the Bank and the Bidder OR in case of disagreement each party may appoint an arbitrator and such arbitrators may appoint an Umpire before entering on the reference. The decision of the Umpire shall be final.
3. The Bidder shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the Arbitrator or the umpire, as the case may be, is obtained.
4. Arbitration proceedings shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
5. Notwithstanding anything contained above, in case of dispute, claim & legal action arising out of the contract, the parties shall be subject to the jurisdiction of courts at Mumbai, India only.
6. Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by fax and confirmed in writing to the other party's specified address. The same has to be acknowledged by the receiver in writing.
7. A notice shall be effective when delivered or on the notice's effective date, whichever is later.
8. No conflict between Bidder and SIDBI will cause cessation of services. Only by mutual consent the services will be withdrawn.

### 7.36 IPR Infringement

As part of this project bidder/service provider will use software/tool to deliver services. If the deliverables and use of any such software/tool used for such delivery, infringe the intellectual property rights of any third person, bidder/service provider shall be primarily liable to indemnify SIDBI to the extent of direct damages against all claims, demands, costs, charges, expenses, award, compensations etc. arising out of the proceedings

initiated by third party for such infringement, subject to the condition that the claim relates to the deliverables provided and/or use of any software/tool by Bidder/Service provider under this project.

### 7.37 Limitation of liabilities

In no event shall either party be liable with respect to its obligations under or arising out of this agreement for consequential, exemplary, punitive, special, or incidental damages, including, but not limited to, loss of data / programs or lost profits, loss of goodwill, work stoppage, computer failure, loss of work product or any and all other commercial damages or losses whether directly or indirectly caused, even if such party has been advised of the possibility of such damages. The aggregate liability of vendor, arising at any time shall not exceed the total contract value.

### 7.38 Rights to Visit

1. All records of the Bidder with respect to any matters covered by this Tender document/ subsequent order shall be made available to SIDBI or its designees at any time during normal business hours, as often as SIDBI deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.
2. SIDBI, including its regulatory authorities like RBI etc., reserves the right to verify, through their officials or such other persons as SIDBI may authorise, the progress of the project at the development /customization site of the Bidder or where the services are being rendered by the bidder.
3. The Bank and its authorized representatives, including regulator like Reserve Bank of India (RBI) shall have the right to visit any of the Bidder's premises with prior notice to ensure that data provided by the Bank is not misused. The Bidder will have to cooperate with the authorized representative/s of the Bank and will have to provide all information/ documents required by the Bank.

### 7.39 Audit

The vendor shall allow the Bank, its authorised personnel, its auditors (internal and external), authorised personnel from RBI / other regulatory & statutory authorities, and grant unrestricted right to inspect and audit its books and accounts, to provide copies of any audit or review reports and findings made on the service provider, directly related to the services. In case any of the services are further outsourced/assigned/ subcontracted to other vendors, it will be the responsibility of the vendor to ensure that the authorities /officials as mentioned above are allowed access to all the related places, for inspection and verification.

### 7.40 Grievances Redressal Mechanism

Bank has a grievances redressal mechanism for its customers and designated grievances redressal officers. The bank would use the same mechanism to address the grievances, if any, of the customers related to the services being rendered within the ambit of this RfP.



## 7.41 Miscellaneous

1. Bidder is expected to peruse all instructions, forms, terms and specifications in this RfP and its Annexures.
2. Bidder would undertake to provide appropriate human as well as other resources required, to execute the various tasks assigned as part of the project, from time to time.
3. Bidder / Service provider will arrange for laptop / PCs for its resources to work for the project.
4. SIDBI shall not be held liable for additional costs incurred during any discussion on contracts or for any work performed in connection therewith.
5. The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. SIDBI may treat proposals not adhering to these guidelines as unacceptable and thereby the proposal may be liable to be rejected.
6. Bidder shall promptly notify SIDBI of any event or conditions, which might delay the completion of project in accordance with the approved schedule and the steps being taken to remedy such a situation.
7. Bidder shall indemnify, protect and save SIDBI against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting directly or indirectly from an act or omission of Bidder, its employees, its agents, in the performance of the services provided by contract, infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided by Bidder as part of the delivery to fulfill the scope of this project.
8. Depending on requirement, SIDBI may decide to move its project site to any of its other locations during the contract period. Bidder will continue to provide the respective services at the new location, if so decided, without any extra cost.
9. Any publicity by Bidder in which the name of SIDBI is to be used should be done only with the explicit written permission of SIDBI.
10. Bidder is obliged to give sufficient support to SIDBI's staff, work closely with SIDBI's staff, act within its own authority, and abide by directives issued by SIDBI that are consistent with the terms of the order. Bidder is responsible for managing the activities of its personnel, and will hold itself responsible for any misdemeanors.
11. SIDBI reserves the exclusive right to make any amendments/ changes to or cancel any of the above actions or any other action related to this RfP.

## 8. Annexures

### 8.1 Annexure – I : Bid Covering Letter

*(To be submitted on Bidder's company letter head)*

Date:

The General Manager (ITV)  
Small Industries Development Bank of India,  
3rd Floor, SME Development Centre,  
Plot No. C-11, G Block  
Bandra Kurla Complex (BKC), Bandra (E)  
**Mumbai - 400 051**

Dear Sir,

**Appointment of Consultant for formulating  
IT Strategy and Roadmap  
(RfP No: 400/2015/1076/BYO/ITV)**

We, the undersigned bidders, having read and examined the aforesaid RfP document in detail, do hereby propose to extend the services as specified in the above mentioned Tender document and submit the following as per requirement:

1. Bid Price: We have enclosed a Demand Draft/ banker's cheque of the sum of ` **5000/- ( Five Thousand only)** towards non-refundable bid price.
2. Earnest Money Deposit (EMD): We have enclosed a Demand Draft / banker's cheque/ Bank Guarantee (BG) of the sum of ` **1,25,000/- ( One Lakh Twenty Five Thousand only)** towards EMD. This EMD is liable to be forfeited in accordance with the provisions mentioned in the RfP.
3. Minimum Eligibility bid, Technical bid and Commercial bid inside separate envelopes, in prescribed formats.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We also undertake to have read, understood and accepted the terms and conditions specially those related to evaluation and selection processes mentioned in the RfP except the points mentioned in **Annexure- XIII (Statement of deviations)** in our bid response. Having submitted our response to the aforesaid RfP, we also understand not to have any option to raise any objection against any of the said processes defined in the RfP in any future date. We understand that our bid is binding on us and persons claiming through us and that you are not bound to accept a bid you receive.

Thanking you,

Yours sincerely,

Date :

Place :

Signature of Authorised Signatory :

Name of the Authorised Signatory :

Designation :

Name of the Organisation :

Seal ...



## 8.2 Annexure – II : General Information about Bidder

Details of the Prime Bidder (Company)				
1	Name of the Bidder (Prime)			
2	Address of the Bidder			
3	Status of the Company (Public Ltd/ Pvt. Ltd)			
4	Details of Incorporation of the Company		Date:	
			Ref.#	
5	Details of Commencement of Business		Date:	
			Ref.#	
6	Valid Sales tax registration no.			
7	Valid Service tax registration no.			
8	Permanent Account Number (PAN)			
9	Corporate Identification Number (CIN)			
10	Bank Mandate Status <tick appropriate>			
	<input type="checkbox"/> Already submitted with SIDBI		<input type="checkbox"/> Being submitted herewith as per format	
	<b>Bank account details as per bank mandate form :</b>			
	Sr.No.	Bank Name and Branch	Account type / number	IFSC code
11	Name & Designation of the contact person to whom all references shall be made regarding this tender			
12	Telephone No. (with STD Code)			
13	E-Mail of the contact person:			
14	Fax No. (with STD Code)			
15	Website			
16	MSE status <tick appropriate> :			
	<input type="checkbox"/> Company does not qualify the status of MSE			
	<input type="checkbox"/> Company does qualify the MSE status. Relevant document is attached herewith. <please attach MSE registration certificate or a certificate from Chartered Accountant>			
17	Financial Details (as per audited Balance Sheets) (in Cr)			
15	Year	2011-2012	2012-13	2013-14
16	Net Worth			
17	Turn Over			
18	PAT			

Date :  
Place :

Signature of Authorised Signatory :  
Name of the Authorised Signatory :  
Designation :  
Name of the Organisation :  
Seal ...

### 8.3 Annexure –III : Response to the Eligibility Criteria

Srl. No.	Financial and other Requirements	Proof Required	Bidder's Compliance	Attachment Tag <sup>\$\$</sup>
1	The Bidder should be a corporate / firm/ Govt. institution and should have been incorporated under Companies Act, 1956 and subsequent amendments thereto.	Certificate of Incorporation / Registration certificate		
2	The Bidder must be a reputed and experienced company operating in the field of IT Consultancy/ IT Advisory practice for at least 5 years as on the date of submission of bid.	Memorandum & Articles of Association should be attached, and evidences confirming year and area of activity.		
3	The Bidder should have a minimum turnover of at least INR 50 crores or equivalent per annum in at least 2 years out of last 3 financial years as on the date of submission of Bid.	Chartered Accountant (CA) certificate and copies of last three years' balance sheet		
4	The Bidder should have made cash profit in at least 2 years out of last 3 financial years.	Chartered Accountant (CA) certificate and copies of last three years' balance sheet		
5	Number of full time professional staff engaged in consulting /advisory services	Self –certificate by authorized signatory of the Bidder		
6	The Bidder should have an office registered in India. One of its offices must be in Mumbai to handle the project smoothly.	Self declaration with address and contact details on letter-head		
7	The Bidder must have completed at least 2 consultancy assignments involving development of IT Strategy & Roadmap for organizations in BFSI sector in the last 5 years	Work order along with completion certificate for completed projects		
8	Bidder should not have been blacklisted by any PSU / Govt. of India as on the date of submission of Bid.	Letter of undertaking to this effect on company's letter head signed by company's authorized signatory		

Signature of Authorised Signatory

Seal of the Organisation

<sup>\$\$</sup> Documents submitted with response bid towards proof of evidence must be suitably tagged for easy identification during evaluation.

## 8.4 Annexure – IV : Technical Bid

Srl. No.	Parameters	Proof / Document Required	Attachment Tag <sup>\$\$</sup>
1	Experience of completed consultancy work involving development of IT Strategy & Roadmap for an organization in BFSI sector in the last 5 years as on bid submission date	Please provide following details for all the projects : <ul style="list-style-type: none"> <li>Brief details of the project delivery</li> <li>Contact details of the client</li> <li>Word Order + Completion Certificates from the client for completed projects.</li> </ul>	
2	Experience of undertaken consultancy work involving development of IT Strategy & Roadmap for an organization in BFSI sector in the last 2 years. Projects having LOI/PO /contract dates 3 months prior to last date of submission of this bid will be considered in this category.	Please provide following details for all the projects : <ul style="list-style-type: none"> <li>Brief details of the desired project delivery</li> <li>Work order along with self-certification signed by the authorized signatory from the bidder mentioning that project is currently under implementation.</li> </ul>	
3	Approach & methodology	Please elaborate on : <ul style="list-style-type: none"> <li>Understanding of the project and how does the bidder brings its experience and skill set to deliver as per objective of the project</li> <li>Bidder's approach to deliver, methodology to be followed and project management</li> <li>Risk identification and mitigation strategy</li> </ul>	
4	Project plan	Please elaborate on : <ul style="list-style-type: none"> <li>Identification of activities, phases and milestones</li> <li>Plan of execution</li> <li>Key deliverables</li> <li>Project timeline and resource estimation</li> </ul>	
5	Organization & Governance structure	Please elaborate on : <ul style="list-style-type: none"> <li>Structure and composition of team</li> <li>Deployment of resource off-site / on-site</li> <li>Governance structure of the project</li> </ul>	
6	Key professional staff qualifications and competence for the assignment	Please provide following : <ul style="list-style-type: none"> <li>Resource deployment plan as per Annexure XIV</li> <li>Bio-data/CV of the identified resources with specific mention of his/her association with the projects mentioned at row 1 above.</li> </ul>	

Signature of Authorised Signatory  
Seal of the Organisation

**\$\$ Documents submitted with response bid towards proof of evidence must be suitably tagged for easy identification during evaluation.**

## 8.5 Annexure – V : Declaration Regarding Clean Track Record

*(To be submitted on Bidder's company letter head)*

Date:

The General Manager (ITV)  
Small Industries Development Bank of India,  
3rd Floor, MSME Development Centre,  
Plot No. C-11, G Block  
Bandra Kurla Complex (BKC), Bandra (E)  
Mumbai - 400 051

Dear Sir,

### **Declaration Regarding Clean Track Record**

#### **Appointment of Consultant for formulating IT Strategy and Roadmap** **(RfP No: 400/2015/1076/BYO/ITV)**

I have carefully gone through the Terms & Conditions contained in the RFP No400/2015/1076/BYO/ITV dated January 5, 2015 regarding selection of IT consultant in SIDBI for IT strategy and roadmap. We hereby declare that our company has not been debarred/ black listed by any Public Sector Bank, RBI, IBA or any other Government / Semi Government organizations in India during last 05 years. I further certify that I am competent officer in my company to make this declaration that our bid is binding on us and persons claiming through us and that you are not bound to accept a bid you receive.

Thanking you,

Yours sincerely,

Date	Signature of Authorised Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
	Name of the Organisation ...
	Seal ...

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## 8.6 Annexure – VI : Letter of Competence

*(To be executed on a non judicial stamp paper of requisite value)*  
**(RfP No: 400/2015/1076/BYO/ITV)**

This is to certify that we *[Insert name of Bidder]*, address ..... are fully competent to undertake and successfully deliver the consultancy services as per scope mentioned in the above RfP. This bid is being submitted after fully understanding the objectives of the project and requirements of providing services as mentioned in the captioned RfP.

We certify that the quality and number of resources to be deployed by us for Consultancy will be adequate to deliver the services professionally and competently within the prescribed time frame.

We also certify that all the information given by us in response to this RfP is true and correct.

Thanking you,

Yours sincerely,

---

Date	Signature of Authorised Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
	Name of the Organisation ...
	Seal ...

---

## 8.7 Annexure – VII : Power of Attorney

*(To be executed on a non judicial stamp paper of requisite value)*  
**(RfP No: 400/2015/1076/BYO/ITV)**

BY THIS POWER OF ATTORNEY executed at \_\_\_\_\_ on \_\_\_\_\_, 2015, We, \_\_\_\_\_, a Company incorporated under the Companies Act, 1956, having its Registered Office at \_\_\_\_\_ (hereinafter referred to as “the Company”) doth hereby nominate, constitute and appoint <Name>, <Employee no.>, < Designation> of the Company, as its duly constituted Attorney, in the name and on behalf of the Company to do and execute any or all of the following acts, deeds, matters and things, namely :-

- Execute and submit on behalf of the Company a Proposal and other papers / documents with ‘Small Industries Development Bank of India’ (“SIDBI”) relating to **Request for proposal (RfP) No. 400/2015/1076/BYO/ITV dated January 5, 2015 for ‘Appointment of Consultant for formulating IT Strategy and Roadmap’** and to attend meetings and hold discussions on behalf of the Company with SIDBI in this regard.

THE COMPANY DOTH hereby agree to ratify and confirm all whatsoever the attorney shall lawfully do or cause to be done under or by virtue of these presents including anything done after revocation hereof but prior to actual or express notice thereof being received by the person or persons for the time being dealing with the attorney hereunder.

IN WITNESS WHEREOF, \_\_\_\_\_ has caused these presents to be executed by \_\_\_\_\_ on the day, month and year mentioned hereinabove.

For and on behalf of the Board of Directors of

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

WITNESS:

Signature of \_\_\_\_\_

\_\_\_\_\_  
Attested

## 8.8 Annexure – VIII : Letter of Conformity

*(To be submitted on Bidder's company letter head)*

Date:

The General Manager (ITV)  
Small Industries Development Bank of India,  
3rd Floor, MSME Development Centre,  
Plot No. C-11, G Block  
Bandra Kurla Complex (BKC), Bandra (E)  
**Mumbai - 400 051**

Dear Sir,

**Appointment of Consultant for formulating  
IT Strategy and Roadmap  
(RfP No: 400/2015/1076/BYO/ITV)**

We, the undersigned bidders, having read and examined the aforesaid RfP document, issued by SIDBI and hereinafter referred as 'Bank' do hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents issued by the bank, provided however that only the list of deviations furnished by us in **Annexure-XIII** of the main RfP document which are explicitly clarified by the Bank and communicated to us in writing, shall form a valid and binding part of the aforesaid RFP document. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us and persons claiming through us.

We also here by confirm that our prices as specified in our Commercial Bid are as per the Payment terms specified in the Tender document.

Thanking you,

Yours sincerely,

---

Date	Signature of Authorised Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
	Name of the Organisation ...
	Seal ...

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## 8.9 Annexure – IX : Bank Guarantee

(RfP No: 400/2015/1076/BYO/ITV)

*(To be executed on a non judicial stamp paper of requisite value)*

### **BANK GUARANTEE**

KNOW ALL MEN BY THESE PRESENTS that in consideration of the Small Industries Development Bank of India (SIDBI), a Corporation constituted and established under the Small Industries Development Bank of India Act, 1989, and having its Head Office at SIDBI Tower, 15 Ashok Marg, Lucknow, 226001, and office at, MSME Development Centre, Plot No. C-11, G Block, Bandra Kurla Complex (BKC), Bandra (E), Mumbai - 400 051 (hereinafter called the SIDBI ) having agreed to award a contract to M/s. ' Service Provider Name' having its office at ' Service Provider's Office Address', (hereinafter called "the Service Provider") for "**Appointment of Consultant for formulating IT Strategy and Roadmap**" on the terms and conditions contained in the Purchase order No..... dated \_\_\_\_\_ placed with the Service Provider and SIDBI (hereinafter called "the said Order") which terms, interalia, stipulates for submission of Bank guarantee for 10% of the contract value i.e. ` . \_\_\_\_\_ (Rupees \_\_\_\_\_ only), for the due fulfillment by the Service Provider of the terms and conditions of the said Order.

At the request of the Service Provider, (Bank name & address) \_\_\_\_\_, having its principal/registered office at \_\_\_\_\_ and, for the purposes of this Guarantee, acting through its branch namely (Bank name & address)\_\_\_\_\_ (herein after referred to as (Bank name) \_\_\_\_\_ which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns), hereby issue our guarantee No \_\_\_\_\_ in favour of **Small Industries Development Bank of India (SIDBI)**

1. We, do hereby unconditionally and irrevocably undertake to pay to SIDBI, without any demur or protest, merely on receipt of a written demand in original before the close of banking business hours on or before \_\_\_\_\_, at our counters at (Bank address) \_\_\_\_\_ from SIDBI an amount not exceeding \_\_\_\_\_ by reason of any breach by the Service Provider of the terms and conditions contained in the said Agreement, the opinion of the SIDBI regarding breach shall be final, conclusive and binding.
2. We do hereby guarantee and undertake to pay forthwith on written demand to SIDBI such sum not exceeding the said sum of ` . \_\_\_\_\_ (Rupees \_\_\_\_\_ only) as may be specified in such written demand, in the event of the Service Provider failing or neglecting to perform the said Order for "**Appointment of Consultant for formulating IT Strategy and Roadmap**" to SIDBI in the manner and in accordance with the design specification, terms and conditions, contained or referred to in the said Order during its tenure.
3. We further agree that the guarantee herein contained shall remain in full force and effect till all obligations of Service Provider under or by virtue of the said Order have been fully and properly carried out or till validity date of this guarantee i.e. \_\_\_\_\_, whichever is earlier.
4. We undertake to pay to SIDBI all the money as per this Guarantee, notwithstanding any dispute or disputes raised by the Service Provider in any suit or proceeding pending before any court, tribunal or authority relating thereto or otherwise and our liability under these being absolute and unequivocal.
5. We further agree with you that SIDBI shall have the fullest liberty without our consent and without affecting in any manner our obligation hereunder (i) to vary any of the terms and conditions of the said Order (ii) to extend time for performance by the said Service Provider

from time to time or postpone for any time (iii) to exercise or forbear to exercise any of the powers exercisable by SIDBI against said Service Provider and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reasons of any such variations or modifications or extension being granted to the said Service Provider for any forbearance act or omission on the part of SIDBI or any indulgence by the SIDBI to the said agreement or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provisions, have an effect of so relieving us. However, nothing contained hereinbefore shall increase our liability under the guarantee above \_\_\_\_\_ or extend beyond \_\_\_\_\_

6. The liability under this guarantee is restricted to ` \_\_\_\_\_ (Rupees \_\_\_\_\_ only) and will expire on (date) \_\_\_\_\_ and unless a claim in writing is presented to us at counters at (bank & address) \_\_\_\_\_ on or before (date) \_\_\_\_\_ all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities hereunder.
7. The Guarantee herein contained shall not be determined or affected by Liquidation or winding up or insolvency or closure of the Service Provider or any change in the constitution of the Service Provider or of the Bank.
8. The executants has the power to issue this guarantee and executants on behalf of the Bank and hold full and valid Power of Attorney granted in their favour by the Bank authorizing them to execute this guarantee.
9. Notwithstanding anything contained hereinabove, our liability under this guarantee is restricted to ` \_\_\_\_\_ (Rupees \_\_\_\_\_).
10. This guarantee shall remain in force until (date) \_\_\_\_\_. Our liability hereunder is conditional upon your lodging a demand or claim with us and unless a demand or claim is lodged with us on or before (date) \_\_\_\_\_, your rights under the guarantee shall be forfeited and we shall not be liable there under. This guarantee shall be governed by and construed in accordance with the laws of India. The Guarantee will be returned to the Bank when the purpose of the guarantee has been fulfilled or at its expiry, whichever is earlier.
11. We, (bank name, place) \_\_\_\_\_lastly undertake not to revoke this guarantee during its currency except with the previous consent of SIDBI in writing.
12. Notwithstanding anything to the contrary contained herein, the liability of (bank name & place) under this guarantee is restricted to a maximum total amount of ` \_\_\_\_\_ (Rupees \_\_\_\_\_).
13. Our liability pursuant to this guarantee is conditional upon the receipt of a valid and duly executed written claim, in original, by (bank name & address) \_\_\_\_\_, delivered by hand, courier or registered post, prior to close of banking hours on (date) \_\_\_\_\_, failing which all rights under this guarantee shall be forfeited and (bank name & place) \_\_\_\_\_ shall be absolutely and unequivocally discharged of all of its obligations hereunder. This Guarantee shall be governed by and construed in accordance with the laws of India and competent courts in the city of (place \_\_\_\_\_) shall have exclusive jurisdiction.
14. Kindly return the original of this guarantee to (bank name & address) \_\_\_\_\_ upon the earlier of (a) its discharge by payment of claims aggregating to ` \_\_\_\_\_ (Rupees \_\_\_\_\_) (b) fulfillment of the purpose for which this guarantee was issued; or (c) \_\_\_\_\_ (date)”
15. All claims under this guarantee will be made payable at (bank name & address) \_\_\_\_\_ by way of DD payable at Mumbai

In witness where of we ..... have set and subscribed our hand and seal this  
..... day of .....2015.

SIGNED, SEALED AND DELIVERED.

BY

AT

IN THE PRESENCE OF WITNESS :

- 1) Name.....  
Signature.....  
Designation.....
  
- 2) Name.....  
Signature.....  
Designation.....

## 8.10 Annexure – X : Commercial Bid

(RfP No: 400/2015/1076/BYO/ITV)

*[Amt in ]*

Base Cost	Taxes including ST	Other levies	Any Other Charges	Total Cost
A	B	C	D	E=A+B+C+D
<b>Total Cost</b>				

**Bidder may please make note of the following:**

1. The costs must be in Indian Rupees.
2. No conditions should be stipulated in the commercial bids. The conditional bids shall be rejected.

---

Date Signature of Authorised Signatory ...

Place Name of the Authorised Signatory ...

Designation ...

Name of the Organisation ...

Seal ...

---

## 8.11 Annexure – XI : Non-Disclosure Agreement

*(Sample Format – To be executed on a non-judicial stamped paper of requisite value)*

WHEREAS, we, \_\_\_\_\_, having Registered Office at \_\_\_\_\_, hereinafter referred to as the COMPANY, are agreeable to execute “**Appointment of Consultant for formulating IT Strategy and Roadmap**” as per scope defined in the **Request for Proposal (RfP) No. (RfP No: 400/2015/1076/BYO/ITV) dated January 05, 2015** for Small Industries Development Bank of India, having its Head office at SIDBI Tower, 15 Ashok Marg, Lucknow, 226001, and office at, MSME Development Centre, Plot No. C-11, G Block, Bandra Kurla Complex (BKC), Bandra (E), Mumbai - 400 051 (hereinafter referred to as the BANK) and,

WHEREAS, the COMPANY understands that the information regarding the Bank’s Infrastructure shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the COMPANY understands that in the course of submission of the offer for the said RfP and/or in the aftermath thereof, it may be necessary that the COMPANY may perform certain jobs/duties on the Bank’s properties and/or have access to certain plans, documents, approvals, data or information of the BANK;

NOW THEREFORE, in consideration of the foregoing, the COMPANY agrees to all of the following conditions, in order to induce the BANK to grant the COMPANY specific access to the BANK’s property/information, etc.;

The COMPANY will not publish or disclose to others, nor, use in any services that the COMPANY performs for others, any confidential or proprietary information belonging to the BANK, unless the COMPANY has first obtained the BANK’s written authorisation to do so;

The COMPANY agrees that information and other data shared by the BANK or, prepared or produced by the COMPANY for the purpose of submitting the offer to the BANK in response to the said RfP, will not be disclosed to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK;

The COMPANY shall not, without the BANK’s written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the COMPANY for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/ engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Yours sincerely,

---

Date	Signature of Authorised Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
	Name of the Organisation ...
	Seal ...

---

## 8.13 Annexure – XII : Bank Mandate Form

(To be submitted in Duplicate)

(Please fill in the information in CAPITAL LETTERS. Please TICK wherever it is applicable)

1. Name of Borrower / vendor / supplier: \_\_\_\_\_

\_\_\_\_\_

Vendor Code (if applicable) \_\_\_\_\_

2. Address of the Borrower / vendor / supplier: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

City \_\_\_\_\_ Pin Code \_\_\_\_\_

E-mail id: \_\_\_\_\_

Phone No. with STD code: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

Permanent Account Number \_\_\_\_\_

MSE Registration / CA Certificate \_\_\_\_\_ (if applicable)

### 3. Particulars of Bank account:

Beneficiary Name			
Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No.			
Account type	Saving	Current	Cash Credit
Account No.	(as appearing in the Cheque book)		
<b>(Code number appearing on the MICR<sup>1</sup> cheque supplied by the Bank. Please attach a cancelled cheque of your bank for ensuring accuracy of the bank name, branch name &amp; code and Account Number)</b>			
IFSC CODE <sup>2</sup>	For RTGS transfer		For NEFT transfer

### 4. Date from which the mandate should be effective :

I hereby declare that the particulars given above are correct and complete. If any transaction is delayed or not effected for reasons of incomplete or incorrect information, I shall not hold SIDBI / IDBI Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through **RBI RTGS/NEFT**.

Place : \_\_\_\_\_

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

---

Signature of the party / Authorized Signatory

.....  
Certified that particulars furnished above are correct as per our records.

Bank's stamp :

Date :

(Signature of the Authorized Official from the Banks)

**N.B.: RTGS/NEFT charges if any, is to be borne by the party**

**<sup>1,2</sup>: Note on IFSC / MICR**

Indian Financial System Code (IFSC) is an alpha numeric code designed to uniquely identify the bank-branches in India. This is 11 digit code with first 4 characters representing the bank's code, the next character reserved as control character (presently 0 appears in the fifth position) and remaining 6 characters to identify the branch. The MICR code, (Magnetic Ink Character Recognition) that appears on cheques, has 9 digits to identify the bank-branch. RBI had since advised all the banks to print IFSC on cheque leaves issued to their customers. A customer may also contact his bank-branch and get the IFS Code of that branch.



## 8.15 Annexure – XIII : Statement of Deviations

*(To be submitted on Bidder's company letter head)*

### **Appointment of Consultant for formulating IT Strategy and Roadmap**

**(RfP No: 400/2015/1076/BYO/ITV)**

Bidders are required to provide details of all deviations, comments and observations or suggestions in the following format with seal and signature. You are also requested to provide a reference of the page number, state the clarification point and the comment/ suggestion/ deviation that you propose as shown below.

SIDBI may at its sole discretion accept or reject all or any of the deviations, however it may be noted that the acceptance or rejection of any deviation by SIDBI will not entitle the bidder to submit a revised commercial bid.

Further, any deviation mentioned elsewhere in the response other than in this format shall not be considered as deviation by SIDBI.

<b>List of Deviations</b>			
<b>S. N.</b>	<b>Clarification point as stated in the tender document</b>	<b>Page / Section Number in RfP</b>	<b>Comment/ Suggestion/ Deviation</b>
1.			
2.			
3			

*<additional rows may be added, if required>*

Date

Signature of Authorised Signatory:

Place

Name of the Authorised Signatory:

Designation:

Name of the Organisation:

Seal:

## 8.16 Annexure – XIV : Resource Deployment Plan

(RfP No: 400/2015/1076/BYO/ITV)

Srl. No.	Roles	Name	Academic & Professional qualification	Work experience	Projects handled in BFSI	Relevant work experience	Months(**)				Total Staff Person-months
							1	2	3	4	
1.	Project Manager										
2.	Domain expert										
3.	Application architect										
4.	Security & integration architect										
5.	Infrastructure architect										
6.	Team member - 1										
7.	Team member - 2										
8.	Team member - 3										
	<b>&lt;Add more rows, if required&gt;</b>										

\*\* Columns to be filled using appropriate legend from following table

Legends				
Code to be filled	RP1	RP2	RP3	RP4
Percentage deployment of resources	>75%	>50% & <=75%	>25% & <=50%	<=25%

End of RfP Document