



**Small Industries Development Bank of India**

**Request for Invitation for Techno-Commercial Proposal for Consultancy Assignment  
for  
Carrying out Virtual Assessment Centre for Grade 'D' & Grade 'C' Officers of the  
Bank**

Small Industries Development Bank of India  
SWAVALAMBAN BHAVAN,  
C-11, G-Block,  
Bandra Kurla Complex,  
Bandra East  
Mumbai 400 051

This document is the property of Small Industries Development Bank of India (SIDBI). It may not be copied, distributed or recorded on any medium, electronic or otherwise, without the SIDBI's written permission therefor. The use of the contents of this document, even by the authorized personnel / agencies for any purpose other than the purpose specified herein, is strictly prohibited and shall amount to copyright violation and thus, shall be punishable under the Indian Law.

<b>TABLE OF CONTENTS</b>		
<b>Sr. No.</b>	<b>Contents</b>	<b>Page no.</b>
1	Section I - Letter of Invitation	3-4
2	Section II - Instruction to Consultants (ITC)	5-18
3	Section III - General Terms & Conditions (GTC)	19-22
4	Section IV - Techno- Commercial Proposals (TCP) - formats	23-30

HRV.\_\_\_\_ / \_\_\_\_ / 2021-22

September 22, 2021

**LETTER OF INVITATION (LoI)**

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

Dear Sir / Madam,

**Subject: Techno-commercial Proposal (TCP) for engagement of Consultant for carrying out Virtual Assessment Centre for Grade 'D' and 'C' Officers of the Small Industries Development Bank of India (SIDBI)**

You are hereby invited to submit proposals required for the captioned consultancy assignment, which would form the basis for future negotiations and ultimately a contract between your firm/ Company and the Small Industries Development Bank of India (hereinafter referred to as Client).

2. The purpose of the assignments is to carry out a Virtual Assessment Center for Officers who are going for promotional exercise from Grade 'D' to Grade 'E' and Grade 'C' to Grade 'D' for the panel year FY 2021- 22 of the Client.

3. The TCP includes the following documents:

Section I - Letter of Invitation

Section II - Instruction to Consultants (ITC)

Section III - General Terms & Conditions (GTC)

Section IV - Techno- Commercial Proposals (TCP) - formats

You are requested to ensure that the Technical Proposal and Commercial Proposal are submitted in two separate sealed envelopes failing which, the proposal will stand rejected. No claims shall be entertained thereafter. Form F-1 shall form part of the Commercial proposal and should be submitted accordingly.

4. The proposals can be submitted up to 1500 hours on October 01,2021 at the address mentioned in serial no. 7.

5. The opening of the Technical Proposal will take place at 1600 hours on October 01,2021 at the address mentioned in serial no. 7 or virtually through MS-Teams.

6. Presentation to be held on October 04,2021 at the address mentioned in serial no. 7 or virtually through MS-Teams.

7. The opening of the Financial Proposal will take place at 1500 hours on October 05,2021 at the address mentioned in serial no. 7 or virtually through MS-Teams.

#### **8. Address for Communication**

The General Manager,

Human Resource Vertical,  
Small Industries Development Bank of India,  
SWAVALAMBAN BHAVAN,  
6<sup>th</sup> Floor, C-11, G- Block,  
Bandra Kurla Complex,  
Bandra East  
Mumbai - 400 051

#### **8. Contact Person**

Shri Anshuman Sinha  
Assistant General Manager  
Phone: +91-22-67531503  
Email :[anshuman@sidbi.in](mailto:anshuman@sidbi.in)

Shri Rahul Kenkre  
Manager  
Phone: +91-22-67531124  
Email :[rkenkre@sidbi.in](mailto:rkenkre@sidbi.in)

9. The Client reserves the right to accept or reject any or all the Proposals in whole or part without assigning any reasons.

10. You are requested to hold your proposal valid for 30 days from the last date of submission without change in the personnel proposed for the assignment and your proposed price. The Client will make its best efforts to select a consultant firm within this period. The Client may solicit your consent to an extension of Proposal validity (but without any modification in the Proposal).

11. Please note that the remuneration which you receive from this assignment will be subject to normal tax liability as per rules. Kindly contact the concerned tax authorities for further information in this regard, if required.

12. We would appreciate if you inform us by E-mail:

- (a) Your acknowledgement of the receipt of this letter of invitation, and
- (b) Whether or not you will be submitting a proposal.

Yours faithfully

(Yalangi Venugopal Rao)  
General Manager

## SECTION II: INSTRUCTIONS TO CONSULTANTS (ITC)

### 1. Terms of Reference (TOR)

1.1 As a part of continuous development of HR capabilities and to assess the performance and potential of officers and to enable them to map their career path based on the feedback, the Client proposes to carry out Virtual Assessment Centre for its Grade 'D' (Deputy General Manager) officers who are going for promotional exercise to Grade 'E' (General Manager) and Grade 'C' (Assistant General Manager) officers who are going for promotional exercise to Grade 'D' (Deputy General Manager) for panel year FY 2021-22.

1.2 As per the existing system, the officer cadre of the Client constitutes 6 Grades with officers in Grade-A (Assistant Manager) forming the bottom of the structure and officers in Grade F (Chief General Manager) constituting the top tier. The Top Executives [Deputy Managing Director and Chairman & Managing Director] are positioned above the officer cadre. The Competency framework at the Leadership level [Grade 'F'] is in place.

1.3 For ensuring a sustainable competitive advantage, it is important that while entrusting higher responsibilities to the senior officials, key competencies desirable for handling the position in reckoning are assessed in executives being considered for elevation to take an informed decision and also understand the developmental requirements of the pool assessed. Hence, a need is felt to assess the executives being considered for elevation vis-a-vis the competency framework and devise Individual Developmental Plan (IDP) for their holistic grooming.

1.4 The proposed Virtual Assessment Centre will be undertaken primarily for the officers in Grade 'D' being considered for promotion to Grade 'E' (approximately 60 candidates) and Grade 'C' being considered for promotion to Grade 'D' (approximately 130 candidates) and is to be based on the leadership competency model.

1.4 The consultant shall develop and design competency framework for Grade 'D' and 'E' officers and conduct an Assessment Centre for shortlisted officers to filter the group and provide the right fit in terms of the requisite skills and attitude for the critical positions by means of identification of cognitive, non-cognitive, leadership, psychometric and other requisite skills [Competency mapping].

1.5 Considering the current COVID pandemic situation the Assessment Centre shall only be conducted via ONLINE mode only

1.6 The Consultant has to envisage all necessary services to be provided to achieve the objective for which TCP is sought and ensure the same is delivered to the Client. Omission of details in the TCP of the services required to be provided by the consultant or mis-description of details generally acknowledged to be customary and/ or necessary to carry out such services or which the consultant knows or reasonably should have known will not relieve the consultant from performing such omitted details of the services and they must be performed as if fully and correctly set forth and described in this TCP.

**1.7 Keeping in view the above, the following would be the scope of work for the successful consultant:**

The consultant selected by the Bank will be required to:

- Review and fine-tune the existing competency framework of the Bank for the target levels.
- Design online assessment centre for evaluating potential vis-à-vis the competencies desirable for discharging higher responsibilities in Bank.
- Develop and deploy digital tools for assessing the competencies of senior officials vis-à-vis the Bank's competency framework (No physical assessment centre).
- The assessment centre exercise will be administered centrally in a proctored environment, for entire target group in range of 200 officials in one go. The selected vendor will be required to ensure availability of commensurate platform to facilitate concurrent access in a proctored environment to all the participants
- **A minimum of four tools for Grade 'D' and three tools for Grade 'C' should be deployed for designing the assessment which will comprise of at least one simulation exercise, case study exercises, one psychometric exercise and situational analysis case lets. Since the officials in Grade 'C' and 'D' being assessed have completed minimum 15 and 20 years' service respectively in the Bank, testing of functional domains is to be avoided. A specimen of the proposed pattern is to be furnished as a part of the technical bid.**
- The evaluation of assessment centre exercise will be followed by designing of Individual Development Plans (IDPs) which would be specific to an individual clearly defining the actions which are essential to be initiated by an individual for improving upon the competencies identified as requiring development. The IDPs need to be shared in a password protected file.
- Along with individual reports for the participants, the consultant would be required to create group report containing grade-wise and domain wise analytics vis-a-vis industry benchmark.
- The consultant partner will be required to explain the IDP template to the participants undergoing the assessment centre while sharing the individual reports with them. A report interpretation guide would be required to be shared with the participants to enable them to understand and interpret the

reports. The report interpretation guide should include best practices on drawing an actionable plan for self development.

- A webinar would also be required to be conducted subsequently detailing the IDP components and addressing queries of the assessment centre participants pertaining to their reports.
- The online assessment centre and IDP process is to be followed by a development intervention aimed at enabling the participants develop the competencies identified as an area for development in their IDP.
- The vendor should have an in-house robust platform for hosting learning content for the entire development journey (No sub-contracting will be permitted in this connection).
- As part of the development journey, the Bank intends to initiate a digital learning journey for a period of approx. 5-6 months for the participants focusing on areas of strength and development.
- The development journey is required to have a clear effectiveness matrix. The platform provided by vendor for the learning journey should include push notification, gamification, and ongoing assessment
- The development journey will include micro learning lessons, activities, caselets, videos cascaded to participants weekly to enable sustained learning. The content for the journey would be required to be customized for the BFSI sector in general and SIDBI in particular.
- Preparing & sharing suitable communication in consultation with Bank to all stakeholders at every stage, right from the start of the intervention till sharing of Individual Developmental Plans (IDPs) will be consultants' responsibility.
- The consultant would be required to provide the Bank with a mechanism to view dashboard of engagement, MIS, participant feedback and measurement of effectiveness.
- The consultant would be required to assign a project manager to drive the project in all stages viz. review of competency framework, online assessment centres, development journey and monitor completion of the learning activities defined as part of this journey.

Documents to be submitted during Project execution (2 hard copies & 1 soft copy)

- Draft Communication material to be sent to the participants of Assessment centre about the concept of Assessment centre and process followed for conducting it, should be submitted to the Bank within one week of start of the Project.
- A comprehensive manual having details of Competencies identified for Assessment centre, their definitions, behavioral indicators and detailed Development Plans for each of the competency should be submitted to Project In-Charge within one week of finalization of Assessment centre Design.

- Participant report highlighting every participant's proficiency level on each of the competencies, SWOT analysis and Individual Development Plans based on the assessment should be submitted to SIDBI within two weeks of completion of each batch of Assessment centre.

Documents to be submitted on completion of Project within 1 weeks of completion of the Project (2 hard copies & 1 soft copy)

- Function-wise analysis of scores covering strengths, development areas, limitation areas and IDP trends
- Overall ranking of candidates within the group
- Recommendation regarding other OD interventions for developing the group as well as individuals for future positions
- List of officers who underwent the Assessment centre, with the likely Critical role for which he/she has the required competency for being placed as a successor under Succession Plan in order of merit as per Competencies Assessed & SWOT analysis of the participant's vis-à-vis the competencies assessed with focus on thrust areas for development by providing a suitable development plan by means of a presentation to the Senior HR functionaries
- Any other report/analysis of the competencies vis-à-vis participants, as may be required by the Bank on as is where basis is.

1.8 After the Virtual Assessment is over, all the tools designed and deployed, and the results will form part of Client's property.

1.9 Suitable communication in consultation with Bank to all stakeholders at every stage, right from the start of the intervention till sharing of Individual Developmental Plans (IDPs) will be Consultants' responsibility.

**Schedule for completion of the tasks**

The above scope and deliverables have to be designed and executed to the Client's satisfaction in six weeks period from the date of the contract.

Details of schedule are given below:

<b>S No</b>	<b>Key Deliverables Timeline</b>	<b>Deliverables Timeline</b>
1	Defining design of the Assessment Centres (including competency mapping)	02 Week
2	Conducting the Assessment Centres for the identified group	01 Week
3	Submission of Overall Development Centre Scores and Participant's Reports as specified in the scope of work	01 Weeks



--	--	--

## 2. Submission of Proposals

- 2.1 You are requested to ensure that the Technical Proposal and Commercial Proposal are submitted in two separate sealed envelopes failing which, the proposal will stand rejected. No claims shall be entertained thereafter.
- 2.2 The sealed envelope should be labelled "TECHNICAL /COMMERCIAL PROPOSAL for Carrying out Virtual Assessment Centre for Grade 'D' and Grade 'C' Officers of SIDBI" SUBMITTED BY M/s..... ON.....AT MUMBAI, DUE DATE \_\_\_\_\_" respectively.
- 2.3 All envelopes should be securely sealed and stamped. All envelopes must be super-scribed with Name of the Consultant, contact number and e-mail ID.

ENVELOPE-I (Technical bid): The Technical bid should be complete in all respects and contain all information asked for, except prices.

The Technical bid should not contain any price information. The TECHNICAL BID should be complete and should be submitted in the specified format only.

ENVELOPE-II (Financial bid): The Financial bid should give all relevant price information and should not contradict the TECHNICAL BID in any manner.

The Financial Bid should be submitted in specified format only. The prices quoted in the financial bid should be without any conditions. Please note that if any envelope is found to contain both Technical and Financial bid, then that offer will be rejected out rightly.

- 2.4 The Proposal shall be typed or written in indelible ink (if required). All proposal documents should be bound, and pages numbered in the specified format (e.g. 5 of 25). Authorised Signatory of the consultant should put his / her initial on every page of the proposal document. Consultant should affix the company's seal on every page of the proposal document.
- 2.5 The proposal should be signed by the consultant or any person duly authorized to bind the consultant to the Terms and Conditions. The signatory should give a declaration and through authenticated documentary evidence like Power of Attorney, copy of the Resolution of the Board etc., should establish that he/she is empowered to sign the proposal documents and bind the consultant. All pages of the proposal documents, except brochures if any, are to be signed by the authorized signatory. The consultant shall furnish proof of signature identification for above purposes as required by the Client.
- 2.6 Unsigned proposals would entail rejection.

- 2.7 The consultant is expected to submit the Commercial Proposal inclusive of the applicable taxes. The commercial proposal should be in the consultant's letter head and the total amount should be mentioned in both numerals and words. The quote for post-survey counselling should be given separately.
- 2.8 The proposal may be prepared as per format provided in Section IV – Techno-Commercial Proposals – Formats. Form F-1 shall form part of the Commercial proposal and should be submitted accordingly.
- 2.9 The cost of proposal and submission of the proposals is entirely the responsibility of the consultants, regardless of the conduct or outcome of the evaluation process.
- 2.10 Proposals, in sealed covers, as per the instructions to consultants should be delivered as mentioned in the Proposal schedule. Proposals may be sent by registered post or by hand delivery, so as to be received within prescribed time at the address given in paragraph 7 of the Letter of Invitation.
- 2.11 Receipt of the proposals shall be closed as mentioned in the proposal schedule. Proposals received after the scheduled closing time will not be accepted by the Client under any circumstances. The Client will not accept proposals delivered late for any reason whatsoever including any delay in the postal service, courier service or delayed proposals sent by any other means.
- 2.12 The proposals will be opened as per the proposal schedule indicated in letter of invitation.
- 2.13 The consultants or their authorized representatives should be present at the time of opening of the proposals. Maximum of two persons per consultant will be allowed to be present. No proposal shall be rejected at proposal opening stage, except for proposals received late. Representatives of the consultant has to produce an authorization letter from the consultant to represent them at the time of opening of Commercial proposals.
- 2.14 List of documents to be submitted as part of the Proposal

(Two copies of the following should be submitted to the Client):

- (i) Form F-1- Form of submission of Commercial Proposal
- (ii) Form F-2 – Form of Submission of Technical Proposal
- (iii) Form F-3 – Assignments of similar nature successfully completed
- (iv) Form F-4 – Work Plan Time Schedule

- (v) Form F-5 – Composition of the Team Personnel and The task assigned to each team Member
- (vi) Form F-6- Curricula Vitae for members of consultants Team
- (vii) Form F-7 – Form of submission of Financial Proposal
- (viii) Any other supporting information that is relevant for the Commercial proposal.

### **3. Guidelines**

- 3.1 The offers should be made strictly as per the formats specified.
- 3.2 The proposal should contain no interlineations, erasures or over-writings except as necessary to correct errors made by the consultant. In such cases, the person/s signing the proposal should initial such corrections.
- 3.3 The consultant is expected to examine all instructions, forms, terms and conditions and technical specifications in the Proposal Documents. Failure to furnish all information required by the Proposal Documents or submission of a proposal not substantially responsive to the Proposal Documents in every respect will be at the Consultant's risk.
- 3.4 Proposals with insufficient information and proposals which do not strictly comply with the stipulations given in this TCP, its Annexure etc. are liable for rejection.
- 3.5 Information collected or provided to the consultant would be confidential and shall not be used by it for any other purpose. The work/study carried out by the consultant would be the sole property of the Client.
- 3.6 At no point should consultant use the name of the Client without prior written permission to advertise itself.
- 3.7 Consultants are not permitted to modify, substitute, or withdraw Proposals after its submission.

### **4. Conflict of Interest**

The Client requires that the Consultants should provide professional, objective, and impartial advice and at all times hold the Client's interests paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work.

## **5. Validity of Proposals**

Proposals shall remain valid for a period of 30 (thirty) days from the date of submission without change in the personnel proposed for the assignment and the proposed price. The Client will make its best efforts to select a consultant firm within this period. The Client may solicit the consent of the Consultants for an extension of validity of proposal (but without any modification in the Proposal). A Proposal valid for a shorter period may be rejected as non-responsive.

## **6. Opening of Proposal**

The Proposals will be opened vide a virtual meeting by the Client in the presence of the consultants' representatives who choose to attend. The name of the Consultant and the offered prices shall be read aloud and recorded when the Financial Proposals are opened. The Client shall prepare minutes of the public opening.

## **7. Evaluation of Proposals and Deciding the Awarding of Contract**

A two-stage system is adopted for selection of the vendor: Stage 1 –Eligibility Bid evaluation Stage 2 - Techno Commercial Bid Evaluation methodology for eligible bidders.

During evaluation, the Bank, at its discretion, may ask the Vendor for clarification in respect of its proposal. The request for clarification and the response shall be in writing, and no change in the substance of the proposal shall be sought, offered, or permitted. The Bank reserves the right to accept or reject any reply to the the above proposal in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the vendors to this document and bank will not entertain any correspondence in this regard.

The proposals received by the Bank will be technically evaluated to arrive at the technical scoring as per the scoring methodology specified below under the TECHNICAL PROPOSAL EVALUATION CRITERIA. The Bids which are securing the technical score of 70 or more marks out of a total of 100 marks are considered as technically qualified and only those technically qualified Bids will be further processed to find "Highest scoring Firms" as per evaluation methodology under TECHNO COMMERCIAL EVALUATION CRITERIA. The Bank however retains the right to lower the cut off score by 10 marks, if adequate number of bids does not qualify with the minimum score specified above.

A presentation before the Evaluation Committee of the Bank is to be made by the eligible firms on the understanding of the scope of the engagement demonstrated and the proposed approach and methodology along with time frame for completing

the assignment. The technical capabilities and competence of the bidder should be clearly reflected in the presentation.

Based on the details submitted by the bidder in the Technical Proposal and the presentation made by them before the Evaluation Committee of the Bank, the Technical Evaluation of the eligible firms will be carried out as indicated at Appendix-I :

#### **Techno-commercial evaluation criteria**

This will be a techno commercial evaluation and accordingly the Technical evaluation will have 75% weightage and Commercial evaluation shall have 25% weightage. These weightages shall be taken into consideration for arriving at the successful Board Advisory firm. The evaluation methodologies vis-a-vis the weightages are as under:

The overall score will be calculated for all technically qualified firms using the following formula:

$$S = (T/T \text{ High} \times 75) + (C \text{ Low}/C \times 25)$$

Where:

S = Score of the Firm

T = Technical score of the firm

T High = Highest Technical score among the firms

C = Quote as provided by the firm (please refer to Annexure VIII)

C Low = Lowest Quote of C among the firms

The firm securing the highest score becomes the successful firm.

For example - There are three bidders A, B and C.

Technical score will be arrived at treating the marks of the bidder scoring the highest marks (A) in Technical evaluation as 100. Technical score for other bidders (B, C, etc.) will be computed using the formula Marks of B / Marks of highest scorer A \* 100.

Similarly, Commercial Score of all technically cleared bidders will be arrived at taking the cost quoted by L1 bidder i.e., the lowest quote from all technically qualified bidder (say C) as 100. Marks for other bidders will be calculated using the formula Commercial Score = Cost of L1 bidder / Cost quoted by bidder \* 100.

A "Combined score" will be arrived at, taking into account both marks scored through Technical Proposal evaluation and the nominal commercial quotes with a weightage of 75% for the Technical Proposal and 25% for the Financial Proposal as described below.

The combined score is arrived at by adding Technical Score and Commercial Score. The successful bidder will be the one who has highest Combined Score.

Sr. No.	Bidder	Technical Evaluation marks (T)	Nominal Bid Price in INR(C)	Technical Score	Commercial Score	Combined Score (out of 100)
1	A	95	69	$95/95 \times 75 = 75.0$	$60/69 \times 25 = 21.7$	$75.0 + 21.2 = 96.7$
2	B	85	65	$85/95 \times 75 = 67.1$	$60/65 \times 25 = 23.1$	$67.1 + 23.1 = 90.2$
3	C	90	60	$90/95 \times 75 = 71.1$	$60/60 \times 25 = 25.0$	$71.1 + 25.0 = 96.1$

In the above example Bidder A with highest score becomes the successful bidder. For the purpose of Technical Proposal and Commercial Proposal, the comprehensive proposal (covering domestic and international presence) as submitted by the Bidders will be considered for evaluation purposes.

Further the Bank's officials would visit reference sites provided by the Vendor if deemed necessary.

In case there is only one Bidder/Respondent having technical score of 70 or more, the Bank may, at its sole discretion, also consider the next highest technical score and qualify such vendor. In case, none of the participating Bidders/Respondents qualify on technical criteria and reach or exceed the cut-off score of 70, then the Bank, at its sole discretion, may qualify two Bidder/Respondent on the basis of the top 2 scores. However, the Bank at its discretion may reject the proposal of the Bidder/Respondent or will not consider Bidder/Respondent below cutoff marks by relaxing as mentioned above, if in the Bank's opinion the Bidder/Respondent could not present or demonstrate the proposed solution as described in the proposal or in case the responses received from the customer contacts / site visited are negative or the proposed solution does not meet the Bank's functional and technical requirement.

However, kindly note that the Bank reserves the right to finalize and if deemed necessary, focus on only the domestic presence of the Bidder/Respondent (and excluding the international presence) from the scope of work, as decided by the Bank. The Bank's decision is FINAL in this regard. The fees payable to the selected Bidder/Respondent will be determined as per the scope of work finalized by the Bank.

### 7.1 Technical Valuation:

Sl. No.	Criteria	Indicative Criteria	Maximum Marks
	Evaluation based on Submission of Data		

1.	Experience / Capability and Credentials	Number and quality of programs (relevant to TCP) handled (preparing competency building, competency mapping) – Details to be submitted as per Form F-3 [5 Marks for each program]	20
2.	Full time manpower proposed to be assigned to this project- Names/ experience/ CV	Details of team personnel to be submitted as per Form F-5.  Curricula vitae of key personnel in each discipline for assessing the qualifications and experience of the personnel proposed to be deployed for the assignment should be included with the proposal (in the format of the sample curricula vitae at Form F-6).	10
<b>Evaluation based on Presentation</b>			
1.	Understanding of specific challenges	Quality of understanding of the scope of the engagement demonstrated in the response to the TCP	35
2.	Proposed approach and methodology	Completeness of approach and methodology demonstrated in the response to the TCP, robustness of approach and quality of tools proposed to assess competencies online. Activities /tasks / initiatives, project planning, resources planning, effort estimate etc, with milestones and time frame for completion of different activity. Deliverables by module/ sub-module. Team deployment plan by module/ sub-module. Details to be submitted as per Form F-4	35
<b>Total</b>			<b>100</b>

Quality and competence of the consulting services shall be the paramount requirement. The decision of the award of the contract would be made as under:

- (i) Only those technical proposals meeting the eligibility criteria and having complied with the points of Technical Proposal and also having obtained a minimum score of 70% or such other percentage as may be decided by the Client in the technical evaluation shall be considered qualified for financial proposal opening & evaluation.
- (ii) The Client shall notify those consultants whose proposals did not meet the minimum qualifying points or were considered non-responsive to the Letter of Invitation and Terms of Reference, indicating that their Financial Proposals will be returned unopened after completing the selection process. The Client shall simultaneously notify the consultants that have secured the minimum qualifying mark, indicating the date and time set for opening of the Financial Proposals. The notification may be sent by registered letter, facsimile or electronic mail.

## **7.2 Commercial/ Financial Valuation**

- (i) The Financial Proposal will be opened only for those consultants who have obtained a minimum score of 70% in the technical evaluation or such other percentage as may be decided by the Client in the technical evaluation.
- (ii) The Financial Proposals shall be opened by the Client publicly in the presence of the consultants' representatives who choose to attend. The name of the Consultant, the quality scores and the offered prices shall be read aloud and recorded when the Financial Proposals are opened. The Client shall prepare minutes of the public opening.
- (iii) The Client will determine whether the Financial Proposals are complete [i.e., whether they have costed all items of the corresponding Technical Proposals. If not, the Client will cost them and add their cost to the initial price], correct any computational errors.
- (iv) The Financial proposal will contain the financial quote covering total price/ fees/cost of undertaking the assignment inclusive of all out of pocket expense of the consultant.
- (v) The Client will appoint the consultants based on the ranking derived from the combined score. In case of a tie in the combined score between consultants, the consultant with the highest technical score will be given a higher rank.
- (vi) During evaluation, the Consultant must be prepared to furnish the detailed cost break-up and other clarifications to the proposals submitted by it, as may be required to adjudge the reasonableness of its Financial Proposal.



- (vii) The Client may call for clarifications/ particulars / documents required if any, on the proposals submitted, during any stage of the evaluation process. The consultant has to submit the clarifications/ additional particulars in writing within the specified date and time. The consultant's offer may be disqualified, if the clarifications/ additional particulars sought by the Client are not submitted within the specified date and time.
- (viii) Commercial proposal valuation shall be considered as below in case of discrepancy:
- If there is a discrepancy between words and figures, the amount in words shall prevail.
  - If there is a discrepancy between percentage and amount, the amount re-calculated as per the stipulated percentage basis shall prevail.
  - If there is a discrepancy in the total, the correct total shall be arrived at by the Client.
- (ix) Client reserves the right to renegotiate the prices in the event of changes in market conditions and/or technology, etc.

In all the above cases, the consultant shall be informed, and the consultant would require confirming and accept the Client's position in writing within the date and time specified by the Client. In case the consultant does not accept the correction of the errors as stated above, the proposal shall be rejected.

7.3. The proposals will be ranked according to the cumulative amount quoted for Clause 1 and 2 of Form F-7 and the Consultant firm with the lowest quote will be invited for negotiations.

7.4 Having selected the Consultants, among other things, on the basis of the evaluation of proposed key professional staff, the Client expects to negotiate a contract on the basis of the staff named in the Technical Proposal and prior to contract negotiations will require assurance from the Consultant that these staff will be actually available.

7.5 The Client will not consider substitutions during contract negotiations except in cases of unexpected delays in the starting date or incapacity of key professional staff for reasons of health.

7.6 The negotiations will be concluded with a review of the draft form of contract. The Client and the Consultant will finalize the contract to conclude negotiations.

7.7 If the negotiations with the Consultant are successful, the award will be made to them and all other consultants notified accordingly. If negotiations fail, and if it is concluded that a contract with reasonable terms cannot be concluded with the winning Consultant, the Consultant getting second highest score in financial

proposals will be invited for negotiations. This process will be repeated till an agreed contract is concluded.

7.8 The Client is not bound to select any of the firms submitting proposals. Further as quality is the principal selection criterion, the Client does not bind itself in any way to select the firm offering the lowest price.

7.9 It is estimated that the whole assignment will be completed in about 4 weeks from the date of the award of contract and generally the consultants should base their financial proposals accordingly. However, they should feel free to submit an alternative proposal on the basis of time schedule considered necessary by them to undertake the assignment.

8.0 Bank at its sole discretion reserves the rights to ask the consultant to continue for implementation of the assignment for same target group or additional target group beyond the first phase on related scope enhancements beyond the scope mentioned in this documents at a cost not exceeding pro-rata cost as quoted for the earlier job.

8.1 Please note that the cost of preparing a proposal and of negotiating a contract including visits if any is not reimbursable as a direct cost of the assignment.

8.2 The selected Consultant would be expected to take up/commence the assignment within seven days from the date of award of work.

8.3 The selected Consultant shall indicate the authorized signatories who can discuss and correspond with the Client, with regard to the obligations under the contract. The selected consultant shall submit at the time of submission of proposals, a certified copy of the resolution of their Board, authenticated by Company Secretary, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Client. The consultant shall furnish proof of signature identification for above purposes as required by the Client. Any change in authorised signatory, till the contract is signed, is required to be intimated to the Client along with documentary evidence.

8.4 The Client and the selected Consultant will sign the Contract Agreement. After signing of the Contract Agreement, no variation in or modification to the terms of the Contract shall be made except by written amendment signed by both the parties.

### Section III: General Terms & Conditions

#### 1. Broad Terms and Conditions

The following conditions shall apply to the proposal for carrying out Carrying out Virtual Assessment Centre for Grade 'D' & Grade 'C' Officers of the Bank for officers of the Client:

1.1.1 The successful consultant at his own expense will execute a contract with the Client by paying the appropriate amount of stamp duty. The first page of the Contract shall be on a stamp paper of appropriate value. The stamp duty and contract will be subject to Mumbai jurisdiction only.

1.1.2 The Client reserves the right to add, delete, modify or alter all or any of these terms and conditions in any manner as deemed necessary till the submission of proposals. Any such changes will be intimated to all the empanelled consultants through e-mail.

1.1.3 The successful consultant should initiate work on the project within 7 working days from the Issuance of Letter of Intent by the Client.

1.1.4 The term of this Consultant assignment is for a period of three months from the date of the contract.

1.1.5 The Client will not accept any plea of the consultant at a later date for omission of critical services on the pretext that the same was not explicitly mentioned in the TCP. The Client reserves the right to modify any clause of the TCP till the last date for submission of proposals. All modifications / clarifications / amendments would be communicated to the empanelled consultants.

1.1.6 The Client reserves the right to:

- Not accept any proposal, or to accept or reject a particular proposal at its sole discretion without assigning any reason whatsoever.*
- Cancel the TCP at any stage, without assigning any reason whatsoever.*
- Waive or Change any formalities, irregularities, or inconsistencies in this proposal (format and delivery). Such a change/waiver would be duly notified to all empaneled consultants.*
- Extend the time for submission of all proposals and such an extension would be duly notified to all empanelled consultants.*
- Share the information/ clarifications provided in response to TCP by any consultant, with all other consultant(s) /others, in the same form as clarified to the consultant raising the query.*

1.1.7 The Client reserves the right to ascertain information from the institutions to which the consultants have rendered their services for execution of similar projects.

1.1.8 No adjustment of the contract price shall be made on account of variation of costs of labour and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract. The Contract price shall be the only payment, payable by the Client to the consultant for completion of the contractual obligations by the consultant under the Contract, subject to the terms of payment specified in the Contract.

1.1.9 The prices, once offered, must remain fixed and must not be subject to escalation for any reason within the period of validity of the Proposal.

1.1.10 Any change of address of the Consultant, should be promptly notified to:

The General Manager  
Human Resource Development Vertical,  
Small Industries Development Bank of India  
SWAVALAMBAN BHAVAN  
C-11, G Block,  
Bandra Kurla Complex,  
Bandra East  
Mumbai – 400 051  
Maharashtra, India

## **2. Adherence to Statutory Requirements**

The consultant should adhere to laws of the land and 'rules, regulations and guidelines' prescribed by various regulatory, statutory and Government authorities.

## **3. Taxes and Duties**

The total amount payable by the Client to Consultant shall be inclusive of consultant's fee and taxes as applicable. The Client shall pay the amount due under this TCP after deducting any tax deductible at source (TDS), as required. The Client shall pay each undisputed invoice raised in accordance with this TCP and subsequent agreement, within thirty (30) Working Days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such Fees have become due and payable under this TCP.

## **4. Disqualifications**

The Client may at its sole discretion and at any time during the evaluation of Proposal, disqualify any Consultants, if the Consultant has:

- a. Submitted the Proposal documents after the response deadline;

- b. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- c. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding 3 years;
- d. Submitted a proposal that is not accompanied by required documentation or is non-responsive;
- e. Failed to provide clarifications related thereto, when sought;
- f. Submitted more than one Proposal;
- g. Submitted a proposal with price adjustment/variation provision.

## **5. Disclaimer**

The Client and/or its officers and employees disclaim all liability from any loss or damage, whether foreseeable or not, suffered by any consultant/ person acting on or refraining from acting because of any information including statements, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of the Client and/or any of its officers and/or employees.

## **6. Confidentiality**

Information relating to the examination, clarification and comparison of the Proposals shall not be disclosed to any Consultants or any other persons not officially concerned with such process until the proposal process is over. The undue use by any Consultants of confidential information related to the process may result in rejection of its Proposal.

During the execution of the project, except with the prior written consent of the Client, the Consultant and its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

## **7. Supplementary information for the Consultants**

7.1 The Consultants should note that the Contract for this assignment will be with the General Manager, Human Resource Management Department, Small Industries Development Bank of India, Mumbai. Payments to the Consultants shall be made in accordance with the agreed payment schedule and incorporated in the Contract. The Client proposes the following payment schedule for consideration of the Consultant.

S No	Milestone	Payment
1	On completion and providing the Competency Assessment design to the satisfaction of the Bank	15%
2	On completion of the Assessment Centre to the satisfaction of the Bank	35%
3	On submission of the final report for all the batches and individuals as per the design of the Competency Mapping and Assessment Centre to the satisfaction of the Bank	50%

## 7.2 Performance Assessment

This TCP is for engagement of a Consultant for carrying out the Carrying out Virtual Assessment Centre for Grade 'D' & Grade 'C' Officers of the Bank. If during execution of the assignment, any of the following problems were to be found, then a penalty of 1% of the Contract value per week (subject to maximum of 20%) may be imposed by the Client:

- i. Quality of deliverable is not up to the mark, (till the quality is improved to the required extent)
- ii. Delays in deliverables
- iii. Not assigning adequate resources in time
- iv. Not engaging resources on a dedicated basis, even when required
- v. Assigning resources that do not meet the clients requirements
- vi. Inadequate interaction with the Client.
- vii. The work is either not complete or not completed satisfactorily as per the approved time schedule or the quality of deliverable. If the delay is beyond 2 weeks, then the Client may rescind the Contract and shall be free to get it done from other empanelled Consultants at the risk and costs of the appointed Consultant.

## 7.3 Review of reports

A review committee (to be restricted to three members) will review all reports of Consultants (Inception, weekly and final completion reports) and suggest any modifications/changes considered necessary within 3 days of receipt.

**SECTION IV : TECHNO- COMMERCIAL PROPOSALS (TCP) - FORMATS**

**FORM F-1**

**FORM OF SUBMISSION OF COMMERCIAL PROPOSAL**

Date.....

To

The General Manager  
Human Resource Vertical,  
Small Industries Development Bank of India  
SWAVALAMBAN BHAVAN  
C-11, G Block,  
Bandra Kurla Complex,  
Bandra East  
Mumbai - 400 051  
Maharashtra, India

Dear Sir,

**Subject: Commercial Proposal dated MM, DD, YYYY for \_\_\_\_\_ in Small Industries Development Bank of India**

Having examined the proposal Document, we, the undersigned, offer to provide all the services mentioned in the 'Techno-Commercial Proposal' and the other Proposal Documents for a total proposal price of ` \_\_\_\_\_ **(Indian Rupees in figures and words)**.

We have already submitted the Techno Response as required by the Proposal document, which constitutes our proposal.

We agree to abide by this TCP response for a period of 30 days from the last day of proposal submission and it shall remain binding upon us, until within this period a formal contract is prepared and executed, this Proposal Response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us.

We agree that you are not bound to accept the lowest or any Proposal Response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the services specified in the Proposal Response without assigning any reason whatsoever.



It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company /firm/organization and empowered to sign this document as well as such other documents which may be required in this connection.

We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

Dated this ..... Day of.....2021

.....

(Signature)

(In the capacity of)

Duly authorised to sign the Proposal Response for and on behalf of:

.....  
.....

(Name and address of Consultant)

Seal/Stamp of applicant

Witness name:

.....

Witness address:

.....

.....

Witness signature:

.....





**FORM F - 2**

**FORM OF SUBMISSION OF TECHNICAL PROPOSAL**

From:  
(Name/address of Consultant) .....  
.....  
.....  
.....  
.....

To:  
(Name/address of Client) .....  
.....  
.....  
.....

Dear Sir:  
**Hiring of Consultancy Services for** .....

**Reference: TCP No. Your letter dated** .....

We herewith enclose Technical Proposals for the above assignment. We undertake that, in competing for (and, if award is made to us, in executing) the contract for the above assignment, we will strictly observe the laws against fraud and corruption in force in India, namely "Prevention of Corruption Act 1988"

Yours faithfully,

Signature:.....  
Name:.....  
Address:.....  
.....  
.....  
(Authorized representative)

**FORM F - 3**

**ASSIGNMENTS OF SIMILAR NATURE SUCCESSFULLY COMPLETED**

1. Brief description of the Firm/Organization
2. Outline of the recent experience on assignments of similar nature:

Sl. No	Name of assignment	Name of project	Client	Cost of assignment	Date of commencement	Date of completion	Was assignment satisfactorily completed
1	2	3	4	5	6	7	8

**FORM F - 4**

**WORK PLAN TIME SCHEDULE**

A. a short Note on the Approach and Methodology outlining various steps for performing the Assignments

B. Schedule of activities <sup>#</sup>

Sl. No.	Item. No	Activities to be performed	No. of weeks

C. Completion and submission of Reports

(i) Inception Report

(ii) Weekly Reports

(iii) Draft Final Report

(iv) Final Report

D. Comments/Suggestions on Terms of Reference

E. Comments on the data, services and facilities to be provided by the Client.

# The period should match with the period of completion of assignment as given in the TOR.

**FORM F - 5**

**COMPOSITION OF THE TEAM PERSONNEL AND  
THE TASK ASSIGNED TO EACH TEAM MEMBER**

**1. Technical/Managerial Staff**

Sl.No.	Name	Position	Task/ assignment

**2. Support Staff**

Sl.No.	Name	Position	Task/ assignment

**FORM F - 6**

**SUGGESTED FORMAT OF CURRICULA VITAE  
FOR MEMBERS OF CONSULTANT'S TEAM**

**1.Name:** .....

**2.Profession/ Present Designation:** .....

**3. Years with Firm/Organization: Nationality:** .....

**4.Area of Specialization:**.....

**5.Proposed Position on Team:** .....

**6.Professional Qualifications:**

**7.Education Qualification:**

**8.Experience relevant to TCP and proposed role in the team and assignments handled:**

Signature of Staff Member

Date:.....

Place.....

**FORM F - 7  
FORM OF SUBMISSION OF FINANCIAL PROPOSAL**

From:  
(Name/address of Consultant) .....

.....

.....

To:  
(Name/address of Client) .....

.....

.....

Dear Sir,

**Hiring of Consultancy Services for conducting Virtual Assessment Centre (VAC) for career progression for Officers in Grade 'C' and 'D' of the Bank"**  
Reference: TCP No. Your letter dated .....

We herewith enclose Financial Proposals for the above assignment. We undertake that, in competing for (and, if award is made to us, in executing) the contract for the above assignment, we will strictly observe the laws against fraud and corruption in force in India, namely "Prevention of Corruption Act 1988"

**COST OF SERVICES (in INR) including taxes**

Sl No.	Item	Grade 'C' to 'D'	Grade 'D' to 'E'
1	For developing a leadership competency framework and mapping of roles with the model (total charges in lumpsum rupees)**	In Words	In Words
2	All inclusive charges <b>per individual assessed</b> for carrying out the Carrying out Virtual Assessment Centre and production of all related reports and individualised development plans. (the number are estimated to be around 200 and this number will be used in evaluation of proposals however payments will be made on the basis of actual numbers	In Words	In Words
3	Incidental Expenses, if any (Please specify item wise)	In Words	In Words
4	Out of Pocket Expenses, if any (Please specify item wise)	In Words	In Words

The quoted price should include all expenses for travel, local transportation, per diem, communications, report preparation costs, any taxes, levies and duties and other costs as may be necessary for the satisfactory implementation of the assignment.

-----

