

**ECGC Limited**

**TENDER FOR APPOINTMENT OF CONSULTANT FOR IMPLEMENTATION OF BUSINESS CONTINUITY  
MANAGEMENT (BCM) PROGRAMME**

**Addendum & Corrigendum / Reply to queries**

**I. Addendum & Corrigendum:**

(A) As per Section -5 Annexure 1 Sr No. 19 & 23 of the published tender document, the eligibility criteria is:

Sr No	Description	Details
19	The Bidder should have BCM implementation experience with atleast 5 Insurance Companies in India and atleast 10 Financial Sector Companies in India	<Please attach evidences, and use separate sheets as necessary>
23	Relevant experience in Insurance/Banks /Financial Institutions, if any.	<Please attach a separate sheet, if required. (Give scope of work for each assignment) with letters from the respective organizations supporting the same.>

All other parameters for eligibility remain the same as that mentioned in the Tender document.

It is decided to revise the eligibility criteria for Sr. No. 19 & 23 as under:

Sr No	Description	Details
19	The Bidder should have BCM implementation/BCM assessment/BCM advisory/DR advisory related experience with at least 5 Insurance Companies and at least 7 Financial Sector Companies.	<Please attach evidences, and use separate sheets as necessary>
23	The bidder should have relevant experience with at least 7 Indian Public Sector Enterprises / Undertakings	<Please attach a separate sheet, if required. (Give scope of work for each assignment) with letters from the respective organizations supporting the same.>

(B) As per Section -5 Annexure 4 Sr No. 1b, 2 & 3 of the published tender document, the technical evaluation criteria is:

Sr. No.	Evaluation Parameter	Documentary Requirements & Evaluation Criteria	Max Marks
1.b	BCM implementation experience with Finance sector companies in India other than mentioned above in 1.a	Documentary Evidence e.g. (Purchase order or Engagement letter) 5 marks per PO (over and above mandatory 10)	20
2	BCM implementation experience for organizations other than banks, insurance companies and financial institutions	Documentary Evidence e.g. (Purchase order or Engagement letter) 2 marks per PO	10
3	Experience of team members in BCM implementation for banks, insurance companies, financial institutions and other organizations	Certifications of team members from Business Continuity Institute (BCI), Disaster Recovery Institute (DRI), ISO 22301:2019 certified staff and CVs 2 marks per individual	20

All other parameters for technical evaluation criteria remain the same as that mentioned in the Tender document.

It is decided to change the evaluation criteria for 1.b, 2 & 3. The revised criteria are as under:

Sr. No.	Evaluation Parameter	Documentary Requirements & Evaluation Criteria	Max Marks
1.b	BCM implementation experience with Finance sector companies in India other than mentioned above in 1.a	Documentary Evidence e.g. (Purchase order or Engagement letter) 2 marks per PO (over and above mandatory 7)	10

2	BCM implementation experience for Indian govt. organizations (PSUs/PSEs)	Documentary Evidence e.g. (Purchase order or Engagement letter) 2 marks per PO (over and above mandatory 7)	10
3	Experience of team members in BCM implementation for banks, insurance companies, financial institutions and other organizations	Certifications of team members from Business Continuity Institute (BCI) or Disaster Recovery Institute (DRI) or ISO22301:2012 or ISO22301:2019 edition (LA and LI) certified staff and CVs 2 marks per individual	30

## **II. Reply to Queries**

1. **Query** – Request to consider Rs 5 Crores average annual turnover for the last 3 years for conducting “Appointment of Consultant for Implementation of BCM”.

**Reply** - The Eligibility criteria will be according to the published tender with no change in the criteria.

2. **Query** – Can we affiliate or associate with any other firm and participate jointly, wherein lead bidder shall have overall accountability of delivering the assignment

**Reply** – Consortium is permitted as per point section-3 point no 3.1.3 in the Tender page no 6. It is fine to go ahead for affiliation as long as the accountability of deliverables are well defined.

3. **Query** - Please share the count of head office, regional offices and branches located in Mumbai to be included as part of scope

**Reply** - Head Office (3 locations in Nariman Point & 1 in BKC)

Regional office (1 Western Regional Office in BKC)

Bank Business Branch (1 location in Nariman Point & 1 in Bandra)

Exporter Branch (1 in Andheri)

4. **Query**- Please share the total number of business units and processes currently present. Also share the list of Departments to be included as part of scope

**Reply**- We have two major LoBs - Export Business (ECIE) & Bank Business (ECIB)

HO Departments (11) - Underwriting (BUD), ECIE - Policy & Claims, IT, Admin, Risk, HR, Marketing, Account & Finance, Investment, Internal audit, ECIB- Policy & Claims.

5. **Query**-Are there any already existing crisis management plans and emergency response plans? Is there an existing IT DR Plan document?

**Reply** -We have existing BCP plan, Cyber Crisis Management Plan, Pandemic Response Plan and IT DR Plan in place. However it is required from the service provider to assess and update/re-draft the same in order to comply with ISO 22301:2019

6. **Query**- As consultant we can provide a comprehensive IT DR Drill Report, is that sufficient for the requirement.

**Reply** – An independent IT DR drill completion certificate is required as mentioned in the Tender document. The deliverable can be placed as evidence to third party Auditors / Regulatory Authority/ Certification Agency

7. **Query**- Request for extension of the submission deadline of this RFP by two weeks.

**Reply**- We have a strict mandate on timelines from IRDAI and the Ministry so this cannot be extended further. The scope of work is very confined and BCM being a standard practice it is envisaged to be taken up swiftly for completion.

8.**Query-** Assistance in filing for ISO 22301:2019 certification is covered as a part of scope?

**Reply-** No currently we are not going in for any certification.so filing for certification is not in the scope

9.**Query-** Are we also expected to perform Site Risk Assessment? If yes, please share the count of sites to be covered

**Reply-** Site Risk Assessment is not required to be performed

10.**Query-** Please share the location of DR

**Reply-** DR location is Faridabad, NCR Delhi

11.**Query-** Is the requirement restricted to designing plans and program or is the service provider expected to create content as well

**Reply-** Both content creation for Training and Awareness and delivery of the training is in the scope

12.**Query-** Is the service provider expected to implement any automated solution?

**Reply-** the service provider is expected to suggest best automation tools that are used across industry and assist in the RFP creation for the same (if any)

13.**Query-**Queries related to legal clauses

**Reply-** Legal clauses shall be deliberated upon only at the time of agreement.

14.**Query-** . Considering ISO 22301:2019 has been introduced quite recently, we request you to include ISO22301:2012 edition (LA and LI) also as part of this requirement

**Reply-** Change in criteria as per the addendum

15. **Query-**We need to fill the Annexure 8 only for those individuals who will be deployed on the project or for all the people we have given as a part of Annexure 4 - Point3?

**Reply-** Annexure 8 only for those individuals who will be deployed on the project at ECGC Ltd.