


झारखण्ड सरकार
कार्मिक, प्रशासनिक सुधार तथा राजभाषा विभाग

20/अस-10/2014-वेनडर-01/2014-7310 लिगिस-21/2014
अल्पकालीन निविदा सूचना

एतद्वारा कार्मिक, प्रशासनिक सुधार तथा राजभाषा विभाग के लिए निर्मित वेब एप्लिकेशन के आई.टी. सिक््युरिटी ऑडिट हेतु Indian Computer Emergency Response Team, Deptt. of Electronics and Information Technology, Ministry of Communications & Information Technology, Govt. of India के अधीन सूचीबद्ध वेन्डर से अल्पकालीन निविदा आमंत्रित की जाती है। निविदा के सम्बन्ध में सूचना निम्नवत् है:-

आर.एफ.पी. (बिड डोक्यूमेंट) प्राप्त करने की अवधि : 01.08.2014, अपराहन 5:00 बजे तक
तकनीकी निविदा खोलने की तिथि : 05.08.2014 अपराहन 3:30 बजे
चयनित वेन्डर की सूचना प्रकाशन की तिथि : 07.08.2014

सभी इच्छुक निविदादाता को सूचित किया जाता है कि आर.एफ.पी. (बिड डोक्यूमेंट) विभाग के आधिकारिक वेबसाईट jharkhand.gov.in/dopar पर उपलब्ध है।


(नन्द कुमार ठाकुर)
अवर सचिव,
स्थापना शाखा।

**REQUEST FOR PROPOSAL
FOR IT AUDIT OF ONLINE WEB APPLICATION
DEVELOPED**

FOR

**DEPARTMENT OF PERSONNEL, ADMINISTRATIVE REFORMS AND RAJBHASHA
(DOPARAR), GOVERNMENT OF JHARKHAND**

Address for communication:

PRINCIPAL SECRETARY,
DEPARTMENT OF PERSONNEL,
ADMINISTRATIVE REFORMS &
RAJBHASHA, Government of Jharkhand,
Ranchi-834004
Jharkhand (India)
Contact: 0651-2400844
Email – dopjharkhand@gmail.com

Table of Contents

<u>SECTION I : INVITATION TO BIDDERS</u>	3
<u>SECTION II: SCOPE OF AUDIT</u>	5
<u>SECTION III : TERMS AND CONDITIONS FOR SCOPE OF WORK AND AUDIT</u>	7
<u>SECTION IV: GENERAL TERMS AND CONDITIONS</u>	9

SECTION I: INVITATION TO BIDDERS

INVITATION OF PROPOSALS FROM REPUTED IT AUDITORS EMPANELLED IN CERT-IN FOR IT
AUDIT OF ONLINE WEB APPLICATION DEVELOPED FOR THE DEPARTMENT OF PERSONNEL,
ADMINISTRATIVE REFORMS & RAJBHASHA,
GOVERNMENT OF JHARKHAND.

INSTRUCTIONS TO VENDOR

1. RIGHT TO ACCEPT AND REJECT PROPOSALS

- i. The Personnel, Administrative Reforms and Rajbhasha Department, Govt. of Jharkhand reserves the right to waive any discrepancies, reject any or all proposals, and modify or negotiate any and all proposals received in conjunction with this Request for Proposal.
- ii. This Request for Proposal in no manner obligates the Department to an eventual contract for any items described, implied, or which may be proposed, until confirmed by written agreement and may be terminated by the Department without penalty or obligation at any time prior to the signing of a contract by all parties.

2. SCHEDULE

Place and date & time of seeking proposal and opening of bid.

Procurement officer	Place of Opening of Bid	Last date and time of Bid Submission	Date and Time of Bid opening
Under Secretary (Establishment)	Principal Secretary, Personnel, Administrative Reforms & Rajbhasha Department., 1st Floor, Jharkhand Mantralaya, Project Building, Dhurwa, Ranchi-834004	01 Aug 2014 17:00 Hrs	05 Aug 2014 15:30 Hrs

3. PROPOSAL SUBMISSION AND PROCEDURES

The Bidder should submit the cost of IT Audit proposals in physical copy on or before the date and time mentioned above by following the terms and conditions mentioned in as 'Terms and Conditions'.

- i. Bid should contain all such details as mentioned in the Bid Document/ Terms and Conditions.

- ii. Financial part of the bid should contain the following –
 - a. Cost details of IT Audit of online web application developed for the department.
 - b. IT Audit of the said application, period audits on quarterly/ half yearly/ annual basis. (*It will be restricted to budgeting purposes only and will not be considered under financial bid process.*)
 - c. IT Audits to be done for subsequent changes in the application, if any, made in the future as part of Change Management. (*It will be restricted to budgeting purposes only and will not be considered under financial bid process.*)
 - d. All cost shall be inclusive of all admissible taxes, duties and levies etc.
- iii. Proposals are to include all information as stated in the Terms and Conditions.
- iv. Expenses for developing and presenting proposals shall be the entire responsibility of the Vendor and shall not be chargeable to the Department.
- v. **Physical copy of proposals must be received on or before 5:00 P.M. on August 01, 2014.**
- vi. A bidder can submit one proposal at a time. Bidder submitting more than one proposal shall be rejected
- vii. Proposals received after the stipulated time and date for receipt of proposals will not be opened or considered and will be returned to the vendor and/or will be rejected.
- viii. The selected vendor for the IT Audit will be notified by August 07, 2014.

4. WITHDRAWAL OF PROPOSALS

- i. A proposal may not be modified, withdrawn or canceled by the Vendor after the time and date designated for the receipt of Proposals, and Vendor so agrees in submitting his/her Proposal.
- ii. Prior to the time and date of Receipt of Proposals, Proposals submitted early may be modified or withdrawn only by notice to the Under Secretary (Establishment), Personnel, Administrative Reforms and Rajbhasha Department, Govt. of Jharkhand . Such notice shall be in writing and must be received prior to the date and time set for receipt of proposals.

5. INDEMNIFICATION AND INSURANCE

- i. The Vendor awarded an IT Audit contract shall be responsible to the Department for the commission and omissions of all his/her employees and all Subcontractors, their agents and employees, and all other persons performing any of the work under a contract with the Vendor.
- ii. The Vendor awarded a contract shall continuously maintain adequate protection of all of his/her work from damage and shall protect the Department's property from damage or loss arising in connection with this Contract, and make good any such damage, injury or loss from whatever cause.

SECTION II: SCOPE OF AUDIT

1. Modules of Web Application

IT Audit will be done for the whole online web application developed for Department of Personnel, Administrative Reforms and Rajbhasha, Govt. of Jharkhand in light of the Guidelines issued time to time by Indian Computer Emergency Response Team, Department of Electronics and Information Technology, Ministry of Communications & Information Technology, Government of India. The IT Audit of Online Web Application includes modules/ sections of the Application mentioned below, but are not limited to -

Module -1 (Front Page)		
<u>Sl. No.</u>	<u>Name of the Pages</u>	<u>Work/ Features</u>
1	Logical Access Control and User Registration	Registration + Email and SMS acknowledgment , E-mail, and SMS integration
2	Site Map	Customization of all features link in a single page.
3	Ask a query/Visitors Diary, etc.	Official E-mail integration.
Module -2 (RTI Application Monitoring System)		
<u>Sl. No.</u>	<u>Name of the Pages</u>	<u>Work/ Features</u>
1.	RTI with sub modules	Fully Dynamic Module with RTI details, Application entry, Status check and disposal and monitoring reports.
Module -3 (Employees Grievance Redressal System)		
<u>Sl. No.</u>	<u>Name of the Pages</u>	<u>Work/ Features</u>
1.	Employees Grievance Redressal Portal with sub modules	Fully Dynamic Module with grievance entry, Grievance redressal status check and monitoring reports.

Module -4 (Court Case Management System)		
<u>Sl. No.</u>	<u>Name of the Pages</u>	<u>Work/ Features</u>
1.	<i>Court cases management with sub modules</i>	Fully Dynamic Module with cases entry and status reports.
Module -5 (Forum)		
<u>Sl. No.</u>	<u>Name of the Pages</u>	<u>Work/ Features</u>
1.	Forum	A forum for employees to discuss on subject matter related to the work of Personnel, AR and Rajbhasha Dept. User/ Admin/ employees separate roles and responsibility and pages.
Module -6 (Rajbhasha Examination Management System)		
<u>Sl. No.</u>	<u>Name of the Pages</u>	<u>Work/ Features</u>
1.	Examination Process	Entry of examinees' details and result processing.
2.	Post-Examination Process (Results)	Results upload after generation, Fully Dynamic Module
3.	Results	Dynamically generated results with details and signature, Fully Dynamic Module.
Personnel Information System		
1	PIS	Basic information of Personnel's posting.

2. **Scope of Audit:**

- i. Audit will be done for testing OWASP Top 10 Vulnerabilities and for other IT Security vulnerability found in the system as per the best standards in the world.
- ii. Auditor will give a report mentioning the risk involved with the weakness in the system and will give an advisory to mitigate the risk.

SECTION III: TERMS AND CONDITIONS FOR SCOPE OF WORK AND AUDIT

1. THE RESPONSIBILITIES OF THE IT AUDITOR

The Auditor:

- i. Shall provide Audit checklist.
- ii. Shall provide Audit Plan with timelines.
- iii. Shall provide Audit tasks.
- iv. Shall provide method for Structure, Content and secure handling of final deliverable (Such as Audit Reports).
- v. Shall do follow up Audits after compliance made by the Software Developer on observations made by the Auditor.
- vi. Shall mention mechanism followed for handling, storage, accessing, retention and destroying data related to the Department.
- vii. Must only deploy the manpower with background verification check done from suitable Law Enforcement Agency.
- viii. Team shall be led by or should have qualified IT Auditors in audit team having qualifications such as CISA/CISSP/CISM or any other formal IT security auditor qualification.
- ix. Shall sign a Formal Confidentiality & Non-disclosure agreement with the Department before starting of the work.
- x. Shall keep devices such as Desktops/Laptops/Tablets/Mobiles/Pen Drives etc. used for conducting the audit with sufficient security measures implemented, as may be necessary, including use of encryption to prevent data leakage and device theft.
- xi. Shall access to the data related to the Department with appropriate access control mechanisms and the data access should be only on need to know basis.
- xii. Shall make Audit documentation to be archived on access controlled storage preferably in an encrypted form and should be permanently deleted from the desktop/laptop or other temporary storages (used during the course of audit) after the completion of the Audit work.

- xiii. Should communicate the audit outcome & related matters only to the specified Point of Contact (POC) of the Department.
- xiv. Should only share the audit report using secure methods such as use of passwords, encryption etc.
- xv. Should not share Audit report/host on online internet file services, online sharing platforms and cloud services, unless the service is under technical and administrative control of the auditing organisation or as specifically authorized by the Department.
- xvi. Should have Incident Management Policy and related processes in place with clearly defined escalation matrix and procedures to deal with non-compliance. This process for dealing with incidents should be shared with the Department.
- xvii. Should inform the Department of any incident related to the IT Audit/ data related to the Department and take all necessary actions to address the incident as may be required.
- xviii. Should work jointly with the Department to minimise impact due to data loss and support the Department in taking suitable measures.

2. RESPONSIBILITIES OF THE DOPARAR

- i. Nominating an officer as single point of contact for the IT Audit to coordinate with the Auditor and to provide required information.
- ii. Checking the Quality of Service and Reports provided by the Audit Organisation.
- iii. Facilitating the Auditor during the course of the IT Audit for necessary information and support.
- iv. Department will provide the online web application available on a staging server for remote audit purposes.

3. INTELLECTUAL PROPERTY RIGHT

- i. The Intellectual Property Rights and Copy Right as to the online web application and its contents will rest in the Department of Personnel, Administrative Reforms and Rajbhasha, Government of Jharkhand, Ranchi.

SECTION IV: GENERAL TERMS AND CONDITIONS

1. ELIGIBILITY

- a) IT Audit Organisation should be in empanelled list of the Indian Computer Emergency Response Team, Department of Electronics and Information Technology, Ministry of Communications & Information Technology, Government of India.

2. TERMINATION

- a) The Department shall have the right to terminate the contract with the Vendor at will without penalty pursuant to fifteen (15) days written notice of termination to the Vendor.
- b) The Right of acceptance/ rejection of any offer shall remain reserved with the Department.
- c) **Principal Secretary, Department of Personnel, Administrative Reforms & Rajbhasha reserves the right to alter or cancel any of the above mentioned points without assigning any reasons thereof and also to cancel or reject any or all the Proposals.**

3. SUBMISSION OF BIDS

- a) Sealing and Marking of Bids

The Bidders shall seal the envelope duly marking the envelopes as –

“PROPOSAL FOR IT AUDIT OF ONLINE WEB APPLICATION DEVELOPED FOR
DOPARAR, GOVT. OF JHARKHAND”

- b) The envelope shall be sealed and should be addressed to:-

PRINCIPAL SECRETARY,
DEPARTMENT OF PERSONNEL, ADMINISTRATIVE, REFORMS & RAJBHASHA,
Government of Jharkhand,
Project Building, Dhurwa,
Ranchi-834004
Jharkhand (India)

- c) The envelope shall indicate the name and address of the Bidder.
- d) The bidders shall submit the bid document by hand or by post or by courier.
- e) Submission of bid in soft copy or through email shall not be accepted.

4. AWARD OF WORK

- i. The finalization of the Proposals will be done by a committee constituted by the Department for this purpose.
- ii. The contract will be awarded to the successful bidder, whose bid has been determined as commercially lowest (Vide clause 3(ii) of Section-I).

5. INTERPRETATION OF THE CLAUSES IN THE PROPOSAL DOCUMENT/ CONTRACT DOCUMENT.

- i. In case of any ambiguity in the interpretation of any of the clauses in Proposal Document or the Contract Document, interpretation of the Department shall be final and binding on all parties.

6. DECISION TAKEN

- i. The decision taken by the Department in the process of proposal evaluation will be full and final and binding on all the bidders.

7. PAYMENT SCHEDULE

- i. The payment will be made after issuance of Audit Certificate by the Audit Organisation and successful completion of the Audit work.

8. TERMINATION FOR DEFAULT

- i. The Department may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Solution Provider, terminate the Contract in whole or part:
- ii. If the Auditor fails to deliver any or all of the services within the period(s) specified in the Contract,
- iii. If the Auditor fails to perform as per the performance standards as stipulated in the RFP.
- iv. If the Auditor, in the judgment of the Department has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

9. LEGAL JURISDICTION

All legal disputes are subject to the jurisdiction of Ranchi courts only.

10. TAXES AND DUTIES

The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes, duties and levies as applicable up to the completion of job. Any increase in the rates will not be allowed.

11. BINDING CLAUSE

All decisions taken by the Department's Committee regarding the processing of this proposal and award of contract shall be final and binding on all concerned parties.

12. THE DEPARTMENT, RESERVES THE RIGHT

- i. To verify, modify, revise, amend or change any of the Terms and Conditions mentioned above or to reject any or all the Proposal(s) without assigning any reason whatsoever thereof or may terminate the Proposal process midway without assigning any reason.
- ii. To drop entire RFP/further progress in consequence thereof, if the required fund is not made available to the Department.
- iii. The Decision regarding acceptance of proposal by the Department will be full and final.
