REQUEST FOR PROPOSAL (RFP)

FOR

Selection of Service Provider for Conducting Security Audit of Web based Software applications, Database, Network and Website of Pimpri Chinchwad Municipal Corporation (PCMC) from CERT-In empanelled agencies

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Tender Notice No. 15/2018-19
Pimpri Chinchwad Municipal Corporation (PCMC) intends to appoint a Service Provider for Conducting Security Audit of Web based Software applications, Database, Network and Website of Pimpri Chinchwad Municipal Corporation (PCMC) from CERT-In empanelled agencies. The Successful Bidder will be selected based on the Quality and Cost Based Selection (QCBS). More details about the bid submission procedure and the selection methodology are available in the Request for Proposal (RFP) document.

PCMC thereof invites bids from firms having experience as envisaged in the Request for Proposal (RFP) document. Interested Bidders may download the RFP document from the website of PCMC i.e. www.pcmcindia.gov.in and www.mahatenders.gov.in from dt. 07/02/2019, 10.00 hours onwards. However, the Bidders shall pay Rs.10,000/- (Rupees Ten Thousand Only) towards the purchase of the RFP documents through the e-tendering system of while submission of Bid.

The bidders may contact Chief Information & Technology Officer, PCMC on telephone nos. +91 (20) 67331110, 67331120 for any further information/ clarifications.

ADVT.No. 179
No. DIT/WS/11/23 /2019
Date:- 06/02/2019

sd/-
Commissioner
Pimpri Chinchwad Municipal Corporation
Pimpri – 411018
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Invitation for Proposal

Tender Details

This Tender Document is being published by the Pimpri Chinchwad Municipal Corporation, for the project “conducting Security Audit of Web based Software Applications, Network and Website of PCMC from CERT-In empanelled agencies”.

Bidder agencies are advised to study this Tender document carefully before submitting their proposals in response to the Tender Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications. This Tender document is not transferable.

Important Dates / Information

<table>
<thead>
<tr>
<th>#</th>
<th>Information</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Project Name</td>
<td>“Conducting Security Audit of Web based Software Applications, Network and Website of PCMC from CERT-In empanelled agencies</td>
</tr>
<tr>
<td>2.</td>
<td>TENDER reference No and Date</td>
<td>Tender Reference No.: DIT/15 /2018-19 dated 06 February 2019</td>
</tr>
<tr>
<td>3.</td>
<td>Website to download Tender</td>
<td><a href="http://www.pcmcindia.gov.in">http://www.pcmcindia.gov.in</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="https://mahatenders.gov.in">https://mahatenders.gov.in</a></td>
</tr>
<tr>
<td>4.</td>
<td>Last date (deadline) for receipt of proposals in response to TENDER notice</td>
<td>1500 hrs on 20/02/2019</td>
</tr>
<tr>
<td>5.</td>
<td>Place, Time and Date of opening of the proposals received in response to the TENDER notice</td>
<td>Information and Technology Department, Pimpri Chinchwad Municipal Corporation, Main Building, Fourth Floor, Old Mumbai Pune highway</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Pimpri, Pune – 411018</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1600 hrs on 22 February 2019 (If possible)</td>
</tr>
<tr>
<td>6.</td>
<td>Presentation / demo on technical solution by bidders</td>
<td>To be Informed Later</td>
</tr>
<tr>
<td>7.</td>
<td>Estimated cost of the Project</td>
<td>Rs 83,00,000/- (Rupees Eighty Three lacs only) + GST</td>
</tr>
<tr>
<td>8.</td>
<td>EMD amount</td>
<td>Rs. 83,000/-</td>
</tr>
<tr>
<td>9.</td>
<td>Performance Security (At the time of Award of Contract)</td>
<td>4,15,000/- (Rupees Four Lacs fifteen Thousand Only)</td>
</tr>
</tbody>
</table>
1. Introduction of PCMC

Pimpri Chinchwad, it's a modern twin city situated South-East of Mumbai, in the North - West quadrant of Pune. Pimpri Chinchwad also happens to be the fifth-most populated city of Maharashtra and has long been famous for being one of the most prominent industrial destinations outside Mumbai. The twin cities of Pimpri-Chinchwad, governed by the Pimpri Chinchwad Municipal Corporation (PCMC), are located 15 km from the Pune city centre. They form a continuous urban stretch, adding to the overall Pune Urban Agglomeration, and contain a thriving industrial belt that primarily consists of engineering and automobile industries. In fact, PCMC and Pune, when viewed as a unified geographical unit, make up one of India's largest industrial areas. Pimpri-Chinchwad has contributed a lot to the fact that Pune is the second-largest industrial city in Maharashtra after Mumbai. That fact alone has already spelt gold in terms of the Pune property market - but there's a lot more.

Pimpri-Chinchwad is situated on the Deccan Plateau and is surrounded by hills. It rises 530 meters above the mean sea level, near the confluence of Mula and Mutha rivers. Moreover, the Pavna River traverses the city, with the Indrayani River cutting through it on the north-western outskirts. Accessibility by road is excellent, to say the least. Pimpri Chinchwad is situated on the confluence of NH-4 (the Mumbai-Bangalore highway) and NH-50 (the Pune-Nasik highway). In fact, the PCMC area boasts of an extensive network of national highways to major cities like Mumbai (163 km), Nasik (202 km), Nagpur (880 km), Bangalore (835 km), Chennai (1166 km) and Hyderabad (548 km). Railways are an important ingredient of economic growth, and Pimpri Chinchwad is located on the Mumbai-Pune mail line. It has broad-gauge, direct connectivity to Mumbai, Bangalore, Chennai and Hyderabad. The Pune airport, which is just 20 km away, has regular direct flights to New Delhi, Mumbai, Bangalore, Kolkata, Chennai and Hyderabad and direct flights to Dubai and Singapore.

The industrial development of Pimpri Chinchwad was started with the established of Hindustan Antibiotic the first pharmaceutical company in the year 1954. On 4 March 1970 late Annasaheb Magar put the founding stone of PCMC. The twin towns of Pimpri-Chinchwad have long held the reputation of being a prominent industrial region in Maharashtra. What has now caught everyone's attention is the rapid growth the area is registering. A number of international brands
- especially from automobile and auto component sectors - are making a beeline to set up their production units here. The region is registering 15 percent growth annually, according to government officials. At present, the region has more than 4,000 industrial units, including small and medium-scale enterprises (SMEs) as well as multinational companies (MNCs) such as Tata Motors Kinetic Engineering, Force Motors, Bajaj Auto, SKF Bearing India Ltd., Thermax, Forbes Marshall etc. IT majors - such as Infosys, Wipro, IBM India, KPIT Cummins etc. - also set up their bases here with the establishment of the Rajiv Gandhi Infotech Park in Hinjewadi and Talawade.

a. **About Pimpri Chinchwad Municipal Corporation**

The Pimpri Chinchwad city is managed and governed by the Pimpri Chinchwad Municipal Corporation (PCMC), established in the year 1982. The Maharashtra Municipal Corporation Act, 1949 bestows the responsibility of providing basic infrastructure and services viz. water supply, drainage, sewerage, roads and services such as conservancy, fire fighting, street lighting, education and primary health upon the PCMC.

b. **About Project**

Pimpri Chinchwad Municipal Corporation is one of the advanced city with the goal to participate in Smart City for next round of revision by Government of Maharashtra, Govt. of India. As is own initiative, PCMC is committed for making governance citizen-friendly and cost effective by delivering services electronically to ensure accountability and transparency, especially using mobiles to reduce cost of services and providing services to its stakeholders without having to go to municipal offices; and by facilitating e-groups to listen to citizens and obtain feedback and use online monitoring of programs and activities with the aid of cyber tour of worksites. PCMC is committed for applying Smart Solutions to infrastructure and services in area-based development in order to make them better. PCMC plans to extend the identity to the Pimpri Chinchwad city based on its main economic activity, such as health, education, arts and craft, culture, sports goods, furniture, hosiery, textile, dairy, etc. to attract tourists, businesses and investors.

As the city continues to grow, the Pimpri-Chinchwad Municipal Corporation (PCMC), which is responsible for provision of infrastructure services, has to prepare to provide quality services to its citizens in all facets of infrastructure. The provision of quality infrastructure service requires adequate collection of user charges and other taxes from the users.

Pimpri Chinchwad Municipal Corporation (PCMC) has developed about 45 plus application for its day to day work. Pimpri Chinchwad Municipal Corporation has developed this application with the help of its system integrator company. The application is functioning since 2011-12 and working day night (24/7) since its launch. Clerk’s, Computer Operators from various departments are users. At primary level the system is having user access controls for Admins, HOD’s and operators. The vision of PCMC is to become a digitally governed corporation i.e. facilitating the citizen interaction
with PCMC with e-governance facility. It has installed computers/ laptops, printers, networks, server facilities etc at all its offices.
2. Pre-Qualification Criteria

<table>
<thead>
<tr>
<th>#</th>
<th>Pre-Qualification Criteria</th>
<th>Proof Document Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bidder must be a company registered under Companies act 1956 and should have a office in Maharashtra.</td>
<td>Certificate of Incorporation / Registration Certificate</td>
</tr>
<tr>
<td>2</td>
<td>Bidder should be in business of providing IT/Cyber Security Audit service for at least 10 years as on the date of publication of this tender</td>
<td>Certificate of Incorporation / Registration Certificate</td>
</tr>
<tr>
<td>3</td>
<td>Registered for GST and Income Tax in India</td>
<td>GST and PAN Registration Copy</td>
</tr>
<tr>
<td>4</td>
<td>The company or its member firm should not have been blacklisted by Central Government or any State Government organization / department / regulatory agency department in India at the time of submission of the bid</td>
<td>Declaration letter by bidder as per format given in the tender document</td>
</tr>
<tr>
<td>5</td>
<td>The Bidder should be a CERT empanelled vendor for last 8 years without any gap. The proof of the same should be submitted along with the bid.</td>
<td>Appropriate proof to be attached</td>
</tr>
<tr>
<td>6</td>
<td>Bidders should have carried out the one similar assignment of Services / Consultation / implementation in Information/Cyber Security Audit related in Government/PSU/Semi-Government Sector in last five years from the date of Bid.</td>
<td>Work Orders to be attached</td>
</tr>
<tr>
<td>7</td>
<td>The Bidder should have at least 25 Resources on its role with 5 CISA/CISSP/ CEH/ ISO 27001 certified resources on its role</td>
<td>Declaration Letter from HR Department / Director to be submitted</td>
</tr>
<tr>
<td>8</td>
<td>The Bidder should be ISO 27001-2013. Certified.</td>
<td>Certificate to be attached</td>
</tr>
<tr>
<td>9</td>
<td>The Bidder should have conducted proper Site Survey before bidding for the project.</td>
<td>Annexure “Site Survey Form” duly signed and stamped by IT department.</td>
</tr>
</tbody>
</table>
Marking System for the Bidder:
Since this is Quality and Cost Based Selection (QCBS), Bidder would be marked as per the matrix given below

<table>
<thead>
<tr>
<th>Sr.No</th>
<th>Criteria</th>
<th>Graded Marks</th>
<th>Max Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Technical and Organisation Capabilities</td>
<td></td>
<td><strong>50</strong></td>
</tr>
<tr>
<td></td>
<td>a No. of years the firm is into IS Audit</td>
<td></td>
<td><strong>10</strong></td>
</tr>
<tr>
<td></td>
<td>5 to 10 years</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>10 to 12 years</td>
<td>7</td>
<td></td>
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<td></td>
<td>&gt;12</td>
<td>10</td>
<td></td>
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<tr>
<td></td>
<td>b Organization Certifications</td>
<td></td>
<td><strong>15</strong></td>
</tr>
<tr>
<td></td>
<td>Bidding Organisation has a ISO 9001 : 2015</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bidding Organisation has a ISO 27001 : 2013</td>
<td>10</td>
<td></td>
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<tr>
<td></td>
<td>c No of years of CERT Empanelment</td>
<td></td>
<td><strong>10</strong></td>
</tr>
<tr>
<td></td>
<td>&gt;8 to 10 Years</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt;10 Years</td>
<td>10</td>
<td></td>
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<td></td>
<td>d Resources on its roll with CISA/CISSP/CEH/ISO 27001</td>
<td>15</td>
<td></td>
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<tr>
<td></td>
<td>No of Resources = 5</td>
<td>5</td>
<td></td>
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<tr>
<td></td>
<td>No of Resources &lt; 5 but ( \geq 10 )</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td></td>
<td>No of Resources &gt; 10</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Past Performance</td>
<td></td>
<td><strong>20</strong></td>
</tr>
<tr>
<td></td>
<td>a Government/PSU Orders</td>
<td></td>
<td><strong>10</strong></td>
</tr>
<tr>
<td></td>
<td>No of Orders ( \geq 5 )</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>No of Orders ( \geq 7 )</td>
<td>7</td>
<td></td>
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<tr>
<td></td>
<td>No of Orders ≥ 10</td>
<td>10</td>
<td></td>
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<td>----------------</td>
<td>-------------------</td>
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<td></td>
</tr>
<tr>
<td>b</td>
<td>Banking and Financial Institution Orders</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>No of Orders ≥ 5</td>
<td></td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>No of Orders ≥ 7</td>
<td></td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>No of Orders ≥ 10</td>
<td></td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Detailed Project Understanding and Transition Presentation</td>
<td>30</td>
<td></td>
</tr>
</tbody>
</table>

**EVALUATION OF BIDS AND RANKING**

Each responsive Bid will be attributed a **technical score denoted by symbol “S(t)”**. The technical score shall be out of a maximum of 100 marks.

The Bidders shall have to submit a softcopy of the **“Detailed Project Understanding and Transition Presentation”** along with the Technical Bid. Marking for the same will be done based on the document submitted.

The price bids of only technically successful bidders whose technical Bids have been awarded 70 or more marks by the Committee will be opened.

The evaluation will be carried out if Price bids are complete and computationally correct. For the purpose of evaluation, only the Grand Total Price arrived at by addition of Sub Totals will be considered. For the purpose of arriving at Grand Total Price Lowest Price bid (denoted by symbol “P (m)”) will be allotted a Price score of 100 marks. The Price score will be denoted by the symbol “S (p)”.

The Price score of other bidders will be computed by measuring the respective Price bids against the lowest bid.

These Price scores will be computed as: $S (p) = 100 \times \frac{P (m)}{P}$ where $P$ is the Price bid of the bidder whose Price score is being calculated. The Price score shall be out of a maximum of 100 marks.
COMPUTING THE FINAL SCORE

The composite score is a weighted average of the Technical and Price Scores. The weightages of the Technical vis-à-vis the Price score is 0.70 of the Technical score and 0.30 of the Price score. The composite score (S) will be derived using following formula:

\[ S = (S(t) \times 0.70) + (S(p) \times 0.30) \]

Bidder should do a comprehensive site survey to assess the IT Infrastructure of PCMC. Bidder should have the same signed & stamped by chief IT officer & upload the same in the technical bid. Any bid without the site survey certificate will be summarily rejected, Pro-forma attached in Annexure “D”

3. Purpose of the Audit

PCMC with Head Office at Pimpri, Pune, Maharashtra is interested in studying / identifying loopholes in existing system and thereafter conduct IT/ Cyber Security Audit through a reputed IT/ Cyber Security Audit firm empanelled by CERT-In on one time basis. The agency would be responsible to audit all possible applications, Databases, Servers, firewall, network and Workstation. The initial term of contract would be for 3 months and subsequent check after six months.

4. Instructions to the Bidder

a. Completeness of the TENDER Response

Bidders are advised to study all instructions, forms, terms, requirements and other information in the TENDER documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the Tender document with full understanding of its implications. The response to this Tender should be full and complete in all respects. Failure to furnish all information required by the Tender documents or submission of a proposal not substantially responsive to the Tender documents in every respect will be at the bidder’s risk and may result in rejection of their proposal.

b. Proposal Preparation Cost

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by PCMC to facilitate the evaluation process. PCMC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. All materials submitted by the bidder shall become the property of the PCMC and may be returned at its sole discretion.
c. Amendment of Tender Document

At any time before the deadline for submission of bids, the PCMC, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Tender Document by an amendment. All the amendments made in the document would be informed to all the participating agencies through mail or through written post.

The bidders are advised to visit the website http://www.pcmcindia.gov.in and http://mahatenders.gov.in on regular basis for checking necessary updates. PCMC also reserves the rights to amend the dates mentioned in this Tender for bid process.

In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the PCMC may, at its discretion, extend the last date for the receipt of Bids.

d. PCMCs' rights to terminate the Process

PCMC may terminate the Tender process at any time and without assigning any reason. PCMC makes no commitments, express or implied, that this process will result in a business transaction with anyone. This Tender does not constitute an offer by PCMC.

e. Submissions of Tender Proposal

Bidder should submit the bid proposal at https://mahatenders.gov.in and by Registered Post or physically. The Technical bids submitted should have 2 distinct folders -

a. Pre-qualification criteria related documents
b. Technical Proposal related documents

The Commercial bids should be submitted in the BoQ excel provided on the tendering portal.

PCMC will not accept submission of a proposal in any manner other than that specified in the Tender Document. Proposals submitted in any other manner shall be treated as defective, invalid and rejected.

Pre-qualification and technical proposal should be signed by an authorized person of the bidder. The pre-qualification proposal should be submitted along with a certified true copy of a board resolution/power of attorney empowering authorized signatory to sign/act/execute documents binding the bidder organisation to the terms and conditions detailed in this proposal.

Proposals must be direct, concise, and complete. PCMC will evaluate bidder’s proposal based on its clarity and completeness of its response to the requirements of the project as outlined in this Tender. The Chief Information and Technology Officer, Pimpri Chinchwad Municipal Corporation, reserves the right to accept or reject any or all the proposals without assigning any reason.
f. **Language of Tender Proposal**

The responses prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and PCMC, shall be written in English language, provided that any printed literature furnished by the bidder in another language shall be accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the bidder.

g. **Documents to be submitted**

Following list is provided as the guideline for submitting various important documents along with the bid.
- Cover Letter
- Board Resolution Power of Attorney executed by the bidder authorizing the signing authority to sign/execute the proposal as a binding document and also execute all relevant agreements forming part of TENDER.
- Certificate of Registration/Certificate of Incorporation.
- Income tax returns for last 3 financial years.
- Copy of Work Order/Work Completion Certificate.
- Goods and Service Tax Registration and Income Tax Certificate.
- Declaration regarding blacklisting in the given format.
- Documents mentioned in **Technical Term section**.
- Documents mentioned in **Pre Qualification section**.
- **TechnicalProposal**
  
  **Bidder has to submit an extra set of all the documents required for technical qualification by Post or by hand to Information and Technology Department of Pimpri Chinchwad Municipal Corporation.**

h. **Evaluation Process**

The bidder must possess the technical know-how and the financial wherewithal that would be required to successfully provide the services sought by PCMC.

The bidder’s bid must be complete in all respect, conform to all the requirements, terms and conditions and specifications as stipulated in the Tender document. The evaluation process of the Tender proposed to be adopted by PCMC is indicated under this clause. The purpose of this clause is only to provide the bidder an idea of the evaluation process that PCMC may adopt. However, PCMC reserves the right to modify the evaluation process at any time during the Tender Evaluation process, without assigning any reason, whatsoever, and without any requirement of intimating the bidder of any such change.

PCMC shall appoint a Tender Evaluation Committee (EEC) to scrutinize and evaluate bids received. The EEC will examine the bids to determine whether they are complete, response and whether the bid format conforms to the Tender requirements. PCMC may waive any informality or
nonconformity in a Bid which does not constitute a material deviation according to PCMC. **There should be no mention of bid prices in any part of the bid.**

i. **Evaluation of Bids**
   The Technical Evaluation would be done for only those bidders, who comply with the prequalification criteria mentioned in Section 2. post which the QCBS method will be used to award technical marks to vendor. Details of which are mentioned in Section 2. The Tender Evaluation Committee may invite only such qualified bidders to make a presentation as part of the technical evaluation. The EEC may require verbal/written clarifications from the bidders to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents.

j. **Selection Criteria for the next level**
   PCMC will consider the bidders, who have technically qualified, for the financial opening of RFP. But, PCMC reserves the right to issue an open RFP, not restricting only Tender short-listed bidders to participate.

k. **PCMC’s Rights to Accept/Reject any or all Proposals**
   PCMC reserves the right to accept or reject any proposal, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for PCMCs’ action.

l. **Notifications of consideration for next level**
   Prior to the expiration of the period of proposal validity, the bidder will be notified in writing or by fax or email that it has been considered for the next round.

m. **Failure to agree with the Terms & Conditions of the TENDER**
   Failure of the bidder to agree with the Terms & Conditions of the TENDER shall constitute sufficient grounds for the annulment of selection.

n. **Payment Terms and Conditions**
   70% payment will be released post submission of Draft Audit Report for Infrastructure as well as applications individually. Next 30% payment will be released after acceptance of Draft Report. In case the acceptance is withheld for more than 45 days post submission due to requirement of further deliberation, the successful bidder shall be paid the Audit draft acceptance of 30%.
5. Scope of Work

a. Review of Project Management & Organization
b. Review of Planning
c. Review of Feasibility study
d. Review of Requirement analysis
e. Review of Platform/database/front end tools & protocols used in application
f. Review of System development Methodology
g. Review of Database compatibility issues
h. Review of Testing & test procedures
i. Review of Logging & auditing features.
j. Review of Application Security features including privilege management
k. Review of Password management features in the applications
l. Review of Change Management
m. Review of application Performance & tuning
n. Review of Scalability issues
o. Review of Naming convention used in naming database objects, programs, files
p. Review of List of files used.
q. Review of Bug reporting mechanism
r. Review of third party tools used
s. Review of Documentation (DFD, ERD, Design, System, User)
t. Review of Integration issues with other applications
u. Review of Version control
v. Review of User feedback
w. Review of User training requirement

The detailed scope of IT Infrastructure Audit is as under:

➢ Network Audit

The network audit at Data Centre would include:

a. Total lines terminating at the HUB
b. Total bandwidth utilization
c. Applications running on the link
d. Auditing the router configurations
e. Firewall testing
f. Sizing of the routers for future WAN upgrades
g. Recommendations & Solutions

➢ Firewall / VPN Audit

The audit of the Firewall / VPN would include the following:
a. Check for default configuration of the Firewall/ Switches
b. Response to various protocols like TCP, UDP, ICMP, etc.
c. List of open ports available for external users
d. Verify Rule sets for Admin access, Lockdown rule, Internal user, External user, Web server access, Pop access to mail server, Access to ICQ connections
e. Audit of DMZ configuration
f. VVPN Policies
g. VPN configuration access
h. VPN access controls
i. Logging
j. Log functions viz. file location, Integrity and confidentiality of logs, Log analysis, and Log rotation
k. Change control – modification of rule base, up gradation of Checkpoint, etc.
l. Audit of Authentication mechanism (if used)
m. Audit of Encryption method (if used)
n. Third party software used with Firewall for additional services
o. Firewall failure mode – fail open or fail secure
p. Ease of recovery and backup of Firewall

➢ Audit of Routers / Switches

The audit of the routers would include the following:
a. Latest IOS
b. Check for Configuration Access
c. Verify Access Control Lists
d. Check for unnecessary services
e. Check for unnecessary protocols
f. Audit logs
g. Log functions viz. file location, Integrity and confidentiality of logs, Log analysis, and Log rotation.

➢ Server Vulnerability Assessment / Operating System Audit

The audit of Server Vulnerability Assessment / Operating Systems would include the following:
a. Vulnerability assessment of servers
b. Secured Operating System Installation
c. Patch and Service Pack levels for the Operating Systems as applicable
d. Users and Groups created, including user management, password complexity, etc.
e. File system security of the OS (to include file integrity checks in addition to access control)
f. Access rights and privileges
g. Services and ports accessible
h. Change management in terms of modification to the Operating System
i. Backup and emergency response measures
j. Create baseline of critical parameters of the servers and OS configuration
k. Determine anti-virus configurations, architecture, definition dates, scanning and updating policies.
Audit of Applications and Database Security

The audit of database servers would include the following:

a. Classification of data in terms of sensitivity and levels of access
b. Personnel-data access control matrix based on the above classification
c. Secured Database Installation
d. Oracle patch-levels and vulnerability analysis
e. Secured Database configuration parameters
f. Password complexity and authentication mechanisms
g. Sensitive Database objects – tables, views, triggers, synonyms, etc.
h. Privileges given on these objects as per above access control matrix
i. Criticality and protection of test data and information
j. Data backup mechanisms and procedures

Audit of Mail Server Security

The audit of E-mail Server would include the following:

a. Patch-level and vulnerability analysis for Exchange Servers
b. User-management techniques for Mail – addition, deletion, modification of user accounts.
c. Adequacy of hardware and bandwidth links depending upon number of users and average number of emails/day
d. Password-strength mechanisms enforced on the server
e. Susceptibility of the Mail server to act as an Open Relay
f. Mailbox and other quotas for users
g. Use of Outlook Web Access and associated security measures
h. Other LDAP, SMTP, POP3 Security checks
i. Archiving and retention policy for emails

Audit of Web Server Security

The audit of Web server would include the following:

a. Patch-level for Web server and associated modules
b. Secured Installation of Web server
c. Secured configuration of web server – httpd.conf for Apache and IIS Admin for IIS
d. Input validation of CGI and other scripts
e. Backup strategy for web server files

Audit of Physical and Environmental Security

a. To review the physical security measures in place to ensure physical security of information and information systems.
b. To conduct a thorough examination of the physical environment in which all network devices and servers reside.
c. To study the existing infrastructure from the security and accessibility point of view.
d. To identify the general physical security concerns, and suggest provision for enhancing the physical security of the devices.

6. Hardware & Software Details

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Specifications</th>
<th>QTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Networking Devices</td>
<td>150+</td>
</tr>
<tr>
<td>2</td>
<td>Servers</td>
<td>32</td>
</tr>
<tr>
<td>3</td>
<td>Workstations</td>
<td>2000+</td>
</tr>
<tr>
<td>4</td>
<td>Firewall</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>Applications and Database</td>
<td>45+</td>
</tr>
</tbody>
</table>

7. Technical Terms

The bidder should provide the following details along with documentary proof:

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Description</th>
<th>Reply</th>
<th>Remarks/Documents Attached/If any</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Details of Authorized Contact Person</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Name, Designation, Telephone. No. with STD code, Mobile No., E-mail ID</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>City-wise details of offices in India with contact number List to be enclosed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Project Activity offerings vis-à-vis Scope – Brief write up indicating Methodology, Standards, Licensed automated tools etc. to be adopted. Please specify the tools and its features that will be used.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Name, Designation and Qualification of the Personnel to be deployed for IT/Cyber Security</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sr. No.</td>
<td>Description</td>
<td>Reply</td>
<td>Remarks/Documents Attached/If any</td>
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</tr>
<tr>
<td>5</td>
<td>Audit.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Name of Projects accomplished successfully and name of the project(s) on which they are working.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Certification, if any, awarded in the field of Security Audit like CISA (Certified Information System Auditor), ISO 27001, CISSP (Certified Information System Security Professional) &amp; ethical hacking certified.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Testimonials &amp; Recommendation Letters (Attach necessary documentary proofs.)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
8. Other Terms and Conditions:

Applicants who are not empanelled with CERT-In for the last three consecutive years or have been blacklisted by CERT-In are barred from being considered for empanelment, hence they need not apply and no further correspondence shall be made with them.

The broad scope of work would be on similar lines as that indicated in CERT-In empanelment and may, inter alia, include the following: - conduct of VA&PT, security assessments/reviews of - application, network, operating systems, databases, source code, System Development Life Cycle, Critical IT Infrastructure etc.

The bidder has to submit all the documents in pdf / zip format at mahatenders.gov.in and to be submit physically in sealed envelope before the closing date of TENDER at the office of Chief Information and Technology Officer.

PCMC reserves the right to verify the validity of TENDER information and to reject any TENDER where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of TENDER, without assigning any reason thereof.

PCMC will not be liable for any costs incurred by the bidder in the preparation of the response to this TENDER.

9. Nominated Point of Contact Person

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

Information and Technology Officer,
Pimpri Chinchwad Municipal Corporation,
Information and Technology Department
Mumbai Pune Highway,
Pimpri 411018
Maharashtra.
Email id: egov@pcmcindia.gov.in
## 10. Annexures

**Annexure 1:**

Company Constitution and Contact Profile

<table>
<thead>
<tr>
<th>Description</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>The registered name of the Company</td>
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<tr>
<td>Company’s registered address</td>
<td></td>
</tr>
<tr>
<td>Company Address for Correspondence</td>
<td>Address:</td>
</tr>
<tr>
<td></td>
<td>STD- Phone:</td>
</tr>
<tr>
<td></td>
<td>e-mail Id:</td>
</tr>
<tr>
<td>Contact name of the official who can commit on the contractual terms and the name of an alternate official who may be contacted in the absence of the former</td>
<td>Primary Contact:</td>
</tr>
<tr>
<td></td>
<td>Name:</td>
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<td></td>
<td>Designation:</td>
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<td>Mobile Phone :</td>
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<td></td>
<td>e-mail ID :</td>
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<td>Alternate Contact:</td>
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<td></td>
<td>Name :</td>
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<td></td>
<td>Designation:</td>
</tr>
<tr>
<td></td>
<td>STD- Phone No:</td>
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<td></td>
<td>Mobile Phone :</td>
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<tr>
<td>Contact addresses if different from above</td>
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</tr>
<tr>
<td>Business Structure</td>
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</tr>
<tr>
<td>Constitution (Public Ltd/ Pvt. Ltd / Partnership firm / Proprietor )</td>
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</tr>
<tr>
<td>Core Business of Company</td>
<td></td>
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</table>
Company’s Organization has been in existence since (date)

Company is engaged in providing Anti Phishing and Antimalware services since (month & year)

Total No. of employees

Income Tax No: (PAN)

GST No:

Website Address

---

**Annexure 2:**

Experience of the Applicant during the financial years 2015-16, 2016-17 & 2017-2018

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Name, Address and Contact details of the clients (including the email id)</th>
<th>Particulars of the order /Description of the audit services</th>
<th>Month and Year of the order</th>
<th>Type of audit service* (CBS/ VA-PT etc.)</th>
<th>Period of engagement</th>
<th>Date of completion</th>
<th>Remarks</th>
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</tbody>
</table>
Annexure 3:

Undertaking for not being blacklisted (To be submitted on Company’s letter head)

To,

The Chief Information and Technology Officer,
Pimpri Chinchwad Municipal Corporation,
Information and Technology Department
Mumbai Pune Highway,
Pimpri 411018
Maharashtra.
Email id : egov@pcmcindia.gov.in

Dear Sir,

Document Reference Number:

We _______________________________(Company name), hereby undertake that

We have not been blacklisted at any time by the Central/ any of the State Governments / any of the
Municipal corporation  in India or any Financial Institution in India.

We also undertake that, we were never involved in any legal case that may affect the solvency /
existence of our firm or in any other way that may affect capability to provide / continue the services
to PCMC.

Yours faithfully,

Authorized Signatories

(Name, Designation and Seal of the Company)

Chief Information and Technology Officer
Pimpri Chinchwad Municipal Corporation
Pimpri 411018
SITE VISIT CERTIFICATE

This is to certify that _________________________________________________________________

Has visited MHADA on ___/___/______ to survey the IT infrastructure of

MHADA as compulsory pre-qualifying criteria for Tender

The following members of the above firms were involved in this Survey.

1. ________________________________________________________________

2. ________________________________________________________________

3. ________________________________________________________________

4. ________________________________________________________________

Signature & Stamp of Chief IT Officer