

**Request For Quotation
from
Service Providers**

for

**Appointment of Consultant
for Migration to
ISO/IEC 27001:2013
alongwith Implementation
and Certification for UTIITSL**

Release Date: 17-DEC-2014

UTI Infrastructure Technology And Services Limited (UTIITSL) is looking forward to select one Service Provider for providing **Appointment of Consultant for Migration to ISO/IEC 27001:2013 alongwith Implementation and Certification for UTIITSL** premises at Navi Mumbai and Hyderabad locations for the defined Scope.

In this regard, UTIITSL is inviting quotation vide this short notice RFQ from the prospective bidders, response vide sealed quotations needs to be submitted latest by **31st December 2014 upto 3:00PM (1500 hours IST)**.

SCOPE OF WORK with Terms and Conditions and other relevant information is covered under two categories viz. Scope A and Scope B, being laid down as under:

Scope A- Consulting Assignment
(Role of Consultant or Consulting Agency)

1. Scope of the Consulting assignment i.e. **Scope A** mainly covers Migration of the existing ISO/IEC 27001:2005 into the new upgraded version alongwith implementation of ISO/IEC 27001:2013 Information Security Management System (ISMS) for UTIITSL premises at Navi Mumbai and Hyderabad locations.
2. To perform Gap Analysis on the existing documentation for all the departments/sections falling under the defined Scope, against the requirements of ISO/IEC 27001:2013 and produce a Gap Analysis Report.
3. To plan together with the ISO project team of UTIITSL (ISO team) on the ways to address the gaps in order to develop the necessary documentation for ISO/IEC 27001:2013 Certification.
4. To develop/update all mandatory procedures as required in ISO/IEC 27001:2013 and guide the project team all through its implementation.
5. To develop customized training course material in softcopy (as well as hardcopy) and conduct all necessary and relevant trainings as needed for ISO team.
6. To conduct the required awareness programs that will include,
 - Top Senior Management briefing
 - Planning, Documentation and Implementation, Workshop for ISO team
 - Awareness Program to all UTIITSL employees covered under the Scope.
7. To advise the ISF Committee on Change Management and the success factors to support an effective implementation of ISO/IEC 27001:2013.
8. To conduct the Internal Auditors' training and guide the internal auditor team in conducting the required number of internal audits.
9. To conduct the Lead Auditor training course for ISO/IEC 27001:2013 as per IRCA regulations.

10. To assist in evaluation of the newly implemented ISO/IEC 27001:2013 through internal audits followed by the necessary guidance in implementing CAPA provide a final review on the documents.
11. To offer close guidance in preparation and review of the final documents prior to Certification.
12. To assist in coordination of required Management Reviews prior to Certification.
13. To guide the ISO team in making an application for Certification.
14. To coordinate during Certification Audit of UTIITSL and ensure that UTIITSL is certified by the nominated Certification Agency (matching the eligibility criteria terms) within the agreed scheduled time period;
15. This is a one time Consulting assignment and will be valid till the completion of ISO/IEC 27001:2013 Certification of UTIITSL in the locations defined as per audit Scope.

Scope B- Certification Assignment
(Role of Certification Agency)

1. Scope of the Certification assignment i.e. **Scope B** mainly covers Audit Activities for ISO/IEC 27001:2013 Information Security Management System (ISMS) for UTIITSL premises at Navi Mumbai and Hyderabad locations. The Certification Agency will have to assist UTIITSL for 3 years in the External Audit Activities.
2. It is estimated that the tenure of the Audit assignment as cited under the Scope of Work detailed in this tender document should not exceed 3 Years from the date of Purchase Order as will be issued to the winning bidder.
3. Bidder's proposal should essentially cover but not limited to the following:
 - a. **Stage I Audit-** Document Review either on-site/off-site
 - i. Audit report presentation with Recommendations on closure.
 - ii. Assist in Correction/Corrective Action and Preventive Action.
 - iii. Any other relevant deliverable(s).
 - iv. Estimated duration to be specified by bidder.
 - b. **Stage II Audit-** Certification Audit On-site with Document/ Process Review
 - i. Audit report presentation with Recommendations on Closure.
 - ii. Assist in Correction/Corrective Action and Preventive Action.
 - iii. Issuance of Certificate 2 (Two) A3 Copies, 2 (Two) A4 Copies for display.
 - iv. Any other relevant deliverable(s).
 - v. Estimated duration to be specified by bidder.

c. 12th Monthly Surveillance Audit

- i. Conduct 12th Monthly Annual Surveillance Audit.
- ii. Audit report presentation with Recommendations on Closure.
- iii. Assist in Correction/Corrective Action and Preventive Action.
- iv. Any other relevant deliverable(s).
- v. Estimated duration to be specified by bidder.

d. 24th Monthly Surveillance Audit

- i. Conduct 24th Monthly Annual Surveillance Audit.
- ii. Audit report presentation with Recommendations on Closure.
- iii. Assist in Correction/Corrective Action and Preventive Action.
- iv. Any other relevant deliverable(s).
- v. Estimated duration to be specified by bidder.

General Terms and Conditions :

1. The Service Provider, whosoever will be the winning bidder, should accomplish the assignment **within 4 calendar months for the Consulting Assignment (Scope A)** from the date of issue of the Purchase Order.
2. If the bidder is a Consulting Agency, the Certification Agency has to be recommended independent to them to avoid conflict of interest.
3. If the bidder is a Certification Agency, then Consulting Agency has to be recommended independent to them to avoid conflict of interest.
4. The Service Provider should incur all the expenditure towards provisioning of these services for UTIITSL. The implementation of this service should not require any IT hardware upgradation or new procurement leading to any additional expense for UTIITSL.
5. 100% payment will be made only after satisfactory completion of the assignment or as per Payment Terms defined separately under Scope A and B.
6. It may however be noted that 10% of the full payment under Scope A for the Consulting Agency may be retained by UTIITSL till the Certification Audit is completed by the Certification Agency.
7. Recovery of the penalty if applicable during the assignment would be done by raising an invoice against the bidder.
8. These payment terms will not be changed. The Service Providers are required to quote on these payment terms only.
9. **Address for submission of the bids:** The sealed quotations in the prescribed format only strictly as per attached Commercial Bid Form in original physical copy to be sent or dropped in the tender box and addressed to **“Vice President**

- DoIT, UTI Infrastructure Technology And Services Limited, Plot No. 3, Sector 11, CBD Belapur, Navi Mumbai – 400614”. The bidders not following the format are liable for rejection under sole discretion of UTIITSL. Quotations sent through any other mode such as e-mails will not be entertained.

10. **Last Date for receipt of sealed quotations: 31st December 2014 upto 3:00PM (1500 hours IST).**

11. **Superscription:** The sealed super-envelope (outer cover) containing the tender must be superscribed as **“Response to RFQ for the Appointment of Consultant for Migration to ISO/IEC 27001:2013 alongwith Implementation and Certification for UTIITSL”**.

- The bids should be made in two parts, the **‘Technical Bid’** and the **‘Commercial Bid’** kept in two separate sealed envelopes.
- Technical Bid should be marked clearly as **“Technical Bid for the Appointment of Consultant for Migration to ISO/IEC 27001:2013 alongwith Implementation and Certification for UTIITSL”** and submitted in sealed covers.
- Commercial Bid should be marked clearly as **“Commercial Bid for the Appointment of Consultant for Migration to ISO/IEC 27001:2013 alongwith Implementation and Certification for UTIITSL”** and submitted in sealed covers.
- Both the sealed Technical and Commercial bids should be enclosed in another super-envelope (outer cover) and clearly marked as **“Response to RFQ for the Appointment of Consultant for Migration to ISO/IEC 27001:2013 alongwith Implementation and Certification for UTIITSL”** as mentioned above.

12. **Eligibility Criteria for Pre-Qualification:**

(Supporting documents should be attached by bidders/Service Providers or SP)

- The SP must have valid PAN Card.
- The SP must have a valid Sales Tax/ Service Tax/ VAT registration.
- The SP should have no record of being black-listed by any Government/ Public Sector/ Multinational/ National companies. (Self-declaration Certificate as a supporting document should be attached).
- The SP should preferably have an established Office located in Mumbai and Hyderabad locations for Local Consulting and Audit arrangements for the respective site locations falling under the current audit Scope.
- The SPs turnover should not be less than Rupees 4 Crore (INR) and should be a Profit making organization in each of the last two financial years.

(The points till above commonly hold valid for Consulting and Certification Agency)

- If for the Consulting assignment (Scope A), the SP should be in existence for atleast 5 years with core business line in the area of Information Security Management System Consultation. (Satisfactory Certification or Feedback from atleast 5 clients on Consultation should be attached).
 - If for the Consulting assignment (Scope A), the SP should have experienced and certified professionals on payroll/ contract; atleast 3 (Three) in Consulting assignment for the Implementation of ISO 27001:2013; short CVs be attached.
 - If for the Consulting assignment (Scope A), the SP must ensure that the Consulting team being proposed for deployment for the current assignment with UTIITSL should be on their payroll/ on contract with atleast 3 years of relevant experience; short CVs be attached.
 - If for the Certification assignment (Scope B), the SP should be in existence for atleast 5 years with core business line in the area of Information Security Management System Audits. (Satisfactory Certification or Feedback from atleast 5 clients on Audits should be attached).
 - If for the Certification assignment (Scope B), the SP should have experienced and certified professionals on payroll/ contract; atleast 3 (Three) in Auditing assignment for the Certification of ISO 27001:2013; short CVs be attached.
 - If for the Certification assignment (Scope B), the SP shall preferably be empanelled with National Accreditation Board for Certification Bodies (NABCB) to conduct Certification/Re-certification Audits; Certificate copy be attached.
13. Evaluation will be based on Bidder's eligibility on the points under Eligibility Criteria for Pre-Qualification, Technical Qualification and the most competitive and the **lowest rate** quoted by the participating and eligible bidders.
14. General information for bidders for participation in ISO/IEC 27001:2013 Implementation and Certification:

Company Name:	UTI Infrastructure Technology And Services Limited
Company Address:	UTIITSL Tower, Plot No. 3, Sector 11, CBD Belapur, Navi Mumbai- 400614, Maharashtra (India).
Website	www.utiitsl.com
Organization Status:	Government of India Company
Main Products/ Services:	IT/ IT Enabled Services (Consultancy, Software Development, Facility Management), Card Based Solutions, Transaction Processing Related Services, Distribution of Financial Products, Real Estate Services
Name of CISO:	Mr. Sanjeev Tomar
Certification Audit Standard:	ISO/IEC 27001:2013
Scope of ISMS	"Information Security Management System of UTI

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Certification:	Infrastructure Technology And Services Limited (UTIITSL) aims at protecting all information that UTIITSL acquires, processes, stores and communicates while executing its internal operations as well as Business Operations, IT Consultancy and IT/IT Enabled services to its clients in the areas of Registrar & Transfer (for Mutual Funds, Bonds, Equity & Fixed Deposits), Mutual funds distribution, Insurance & Healthcare BPO, Document Management System including Scanning, Digitalization & Central Recordkeeping, PAN Card Processing and other Plastic/Smart Card Based Solutions, IT Infrastructure & Facility Management, Data Centre Setup & Support Services, Business Continuity Centre Setup & Management, Website Hosting & Development, Web-based Application Development.”		
Audit Site Location 1:	UTIITSL Tower, Plot No. 3, Sector 11, CBD Belapur, Navi Mumbai- 400614		
Audit Site Location 2:	UTIITSL Business Continuity Center and Disaster Recovery Site (BCC & DRS), Surabhi Arcade, 1st Floor, 5-1-664, 665, 669, Bank Street, Hyderabad - 500001		
Personnel under scope:	Location	Navi Mumbai	Hyderabad
	Permanent:	183	10
	Temporary:	90	5
	Total Emp:	273	15
Shift Details:	Nil		
Other Management System Certified:	<ul style="list-style-type: none"> ➤ ISO/IEC 20000-1:2011 Service Management System ➤ ISO 9001:2008 Software Development and Maintenance ➤ ISO 9001:2008 PAN Processing Division ➤ CMMi Maturity Level 3 (IT Software Development and Maintenance) 		

15. Any clarifications desired by any Service Provider in connection with any part of this proposal may be sought as per contact details below, **however no bid will be acceptable by e-mail:**

Office Address	Contact Person	Contact E-Mail/ Number
UTI Infrastructure Technology And Services Limited Plot No. 3, Sector 11, CBD Belapur Navi Mumbai – 400614	Mr. Sanjeev Tomar Vice President – IT	sanjeev.tomar@utiitsl.com 022- 67931285/ 67931193

COMMERCIAL BID FORM

Date:

**The Vice President – DoIT
UTI Infrastructure Technology And Services Limited
Plot No. 3, Sector 11, CBD Belapur
Navi Mumbai – 400614**

Sir,

Response to RFQ for the Appointment of Consultant for Migration to ISO/IEC 27001:2013 alongwith Implementation and Certification for UTIITSL

We are interested in getting our Company selected in your organization as a Service Provider vide our Response to the **RFQ for the Appointment of Consultant for Migration to ISO/IEC 27001:2013 alongwith Implementation and Certification for UTIITSL.**

We have read and understood the details as given in the tender information regarding the Scope of Work and Terms and Conditions for the selection of Service Provider for the tender “**RFQ for the Appointment of Consultant for Migration to ISO/IEC 27001:2013 alongwith Implementation and Certification for UTIITSL**” and the same are acceptable to us. We have been given all the required information from UTIITSL. We certify that we are eligible as per laid Terms.

We understand that the Cost comparative statement will be prepared for the said items and L1 will be evaluated and decided on the basis of our eligibility on the points under the Eligibility Criteria for Pre-Qualification, Technical Qualification and the most competitive and the **lowest rate** quoted by participating and eligible bidders.

In case of any ambiguity between arithmetic calculations, the rates will be considered correct and the amount will be derived on the basis of the rates quoted and the quantity originally mentioned in the Tender.

The deployment/ commissioning of services will be done as per Scope of Work specification and Terms and Conditions laid down by UTIITSL in their RFQ notice/ intimation.

COMMERCIAL BID FORM (Contd.)**Table A)**

Sr.No.	Activity - Scope A (Consulting Assignment)	Person-Days Required (Indicative)	Quoted Rate (in Rs.)
1	Migration to the new upgraded version alongwith Implementation of ISO/IEC 27001:2013 for UTITSL premises at Navi Mumbai and Hyderabad locations.		
2	Internal Auditor Training		
3	Lead Auditor Training (max 5 persons)		
	Scope A total (Onsite Person-Days & Rate)		

Table B)

Activity - Scope B (Certification Assignment)	Quoted Rate (in Rs.)
(A) Re-Certification Audit Fee includes: <ul style="list-style-type: none"> • Review and evaluation of records of management system documents • Audit planning • On-site audit • Audit report 	
(B) Certification Fee includes: <ul style="list-style-type: none"> • Issuing and use of certificate for 3 years 	
(C) 12th Monthly Surveillance Audit Fee includes: <ul style="list-style-type: none"> • 12th Month fee for surveillance audit 	
(D) 24th Monthly Surveillance Audit Fee includes: <ul style="list-style-type: none"> • 24th Month fee for surveillance audit 	
(E) Additional Audit/Activity Fee, if any <i>(exact activity details to be furnished clearly)</i>	
(F) Scope B total (A+B+C+D+E)	

Table C)

Total Amount in Rs. (Scope A total + Scope B total)	
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Terms and Conditions noted as under:

1. All Prices quoted are in Indian Rupees inclusive of Service Tax and all applicable taxes, duties etc.

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COMMERCIAL BID FORM (Contd.)

2. TDS or other statutory levies, in accordance with rules as applicable, may be deducted at source by UTIITSL from the above quoted amount.
3. The Total Amount in Table C above only will be considered for Commercial Comparison.
4. The Total Amount in Table C above is a comprehensive one time activity cost for the Consulting assignment and 3-year quotation for the Certification assignment in UTIITSL premises at Navi Mumbai and Hyderabad locations.
5. The bidder has agreed to quote for both Scope A and B mentioned above.
6. The quoted rate is inclusive of lodging, boarding, travelling charges as may be required during the tenure of implementation and execution of the assignment.
7. Only Local Travel Conveyance will be provided for local travel in Mumbai/ Navi Mumbai and Hyderabad respectively.
8. UTIITSL reserves the right to cancel the entire requirement without assigning any reason.
9. The final decision however on selection of the Service Provider will be at discretion of the tendering authority in UTIITSL.

Authorized Signatory with Seal/Stamp (bidder)