

RFP Number: InfoTech Dept./2017/ISCons/27.12.2017

Date: 12.01.2018

AMENDMENT & CLARIFICATION
OF
REQUEST FOR PROPOSAL (RFP)
FOR
“ENGAGEMENT OF INFOTECH SYSTEMS CONSULTANT-2017”



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Contents

1. AMENDMENT FOR RFP	3
1.1 MODIFICATION IN RFP - SECTION 16 - BIDDERS ELIGIBILITY CRITERIA.....	3
1.2 MODIFICATION IN RFP - SECTION 18.1- TECHNICAL EVALUATION.....	5
1.3 MODIFICATION IN RFP - SECTION 5 - SCOPE OF WORK.....	6
1.4 MODIFICATION IN RFP - SECTION 28 - DETAILED ROLES AND RESPONSIBILITIES OF IS CONSULTANT -.....	7
1.5 MODIFICATION IN RFP - SECTION 29 - PAYMENT TERMS-.....	16
1.6 MODIFICATION IN RFP - SECTION 6 - CONFLICT OF INTEREST	17
1.7 MODIFICATION IN RFP - SECTION 25 - NOTIFICATION OF AWARD.....	18
1.8 MODIFICATION IN ANNEXURE E - COMMERCIAL BID: -.....	18
2 CLARIFICATIONS: -	18

1. AMENDMENT FOR RFP

In reference to the Request for RFP, Reference No. - InfoTech Dept./2017/ISCons/27.12.2017, the following Amendment & Clarifications are issued herewith.

Please treat this Amendment & Clarifications provided herewith as an integral part of the RFP document issued.

1.1 Modification in RFP - Section 16 - BIDDERS ELIGIBILITY CRITERIA

The existing clause "The Applicant who wish to bid should conform to the following criteria:

#	ELIGIBILITY CRITERIA	REFERENCE DETAILS/ DOCUMENTARY EVIDENCE
1	The Bidder/Group/Parent Company should be a Company or a partnership firm having its registered office in India. It should be registered with the appropriate authorities for all applicable statutory taxes/duties, and should have been in operation for the last 5 years. In case of mergers/acquisitions/restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account.	Certificate of Incorporation/Any other relevant document
2	The Bidder/Group/Parent Company should be an individual organization. Consortium shall not be allowed.	Undertaking
3	The Bidder/Group/Parent Company must have a minimum turnover of at least Rs. 100 crore in each of the past three years i.e. 2014-15, 2015-16 and 2016-17.	Copy of the audited profit and loss account/certified balance sheet/ annual report of the last three financial years.
4	The Bidder/Group/Parent Company should have a Profit before tax in past 2 out of 3 years i.e. 2014-15, 2015-16 and 2016-17.	Copy of the audited profit and loss account/balance sheet/ annual report of the last three financial years.
6	The Bidder/Group/Parent Company must have completed/undertaken at least 1 Consultancy Assignment for IT Project Management in the last 5 years involving some of OEMs mentioned under Project SEWA.	Attach work orders/ certificates specifying "completion" OR "satisfactory work in progress" OR Reference Details on the Bidder's Letterhead with Contact Details for reference.
9	The Bidder/Group/Parent Company should not be blacklisted in past/present by any Govt. organization /PSU.	Undertaking

Amendment & Clarifications of RFP FOR ENGAGEMENT OF INFOTECH SYSTEMS CONSULTANT-2017 Dated 12.01.2018

10	The Bidder/Group/Parent Company should not be restricted by any Regulatory Authority to offer such IS Consultancy.	Undertaking
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“
Has been changed to “.....

The Applicant who wish to bid should conform to the following criteria:

#	ELIGIBILITY CRITERIA	REFERENCE DETAILS/ DOCUMENTARY EVIDENCE
1	The Bidder should be a Company or a partnership firm having its registered office in India. It should be registered with the appropriate authorities for all applicable statutory taxes/duties, and should have been in operation for the last 5 years. In case of mergers/acquisitions/restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account.	Certificate of Incorporation/Any other relevant document
2	The Bidder should be an individual organization. Consortium shall not be allowed.	Undertaking
3	The Bidder must have a minimum turnover of at least Rs. 100 crore in each of the past three years i.e. 2014-15, 2015-16 and 2016-17.	Copy of the audited profit and loss account/certified balance sheet/annual report of the last three financial years.
4	The Bidder should have a Profit before tax in past 2 out of 3 years i.e. 2014-15, 2015-16 and 2016-17.	Copy of the audited profit and loss account/balance sheet/ annual report of the last three financial years.
6	The Bidder/Group/Parent Company must have completed/undertaken at least 1 Consultancy Assignment for IT Project Management in the last 5 years involving some of OEMs mentioned under Project SEWA.	Attach work orders/ certificates specifying “completion” OR Undertaking and List of Resources - (Work on Project involving some OEMs mentioned under Project SEWA) on the Bidder’s Letterhead.
9	The Bidder should not be blacklisted in past/present by any Govt. organization /PSU.	Undertaking
10	The Bidder should not be restricted by any Regulatory Authority to offer such IS Consultancy.	Undertaking

”

1.2 Modification in RFP - Section 18.1- TECHNICAL EVALUATION

The existing clause “

Only those Bidders who satisfy the Eligibility criteria laid out in <As mentioned in “Bidders Eligibility Criteria” Section 16> shall qualify for evaluation. However, Technical evaluation will be done on all parameters.

#	PARAMETERS	TECH-QUALIFIER	TECH-WEIGHTS
5	Number of experienced resources who have experience on the following: 1) Project management, 2) Database Administrator, 3) Infrastructure and Network, 4) RFP Preparation	10	The Bidder is to share a pool of at least 10 resources with similar criteria matching the below points for scoring: i. Minimum work experience of 5 years - if fulfilled, 2.5 marks. ii. Educational Qualification - Graduate in B.E./B.Tech/M.Tech /MCA/MBA or equivalent - if fulfilled 2.5 marks, iii. Should have had experience in consultation of Core solution implementation of Projects in BFSI - If 3 or more projects - 5 marks, If 2 projects - 2.5 mark.

“.

Has been changed to “

Only those Bidders who satisfy the Eligibility criteria laid out in <As mentioned in “Bidders Eligibility Criteria” Section 16> shall qualify for evaluation. However, Technical evaluation will be done on all parameters.

#	PARAMETERS	TECH-QUALIFIER	TECH-WEIGHTS
5	Number of experienced resources (the resource pool should cover all the experience mentioned) who have experience in the following: 1) Project management, 2) Database Administrator, 3) Infrastructure and Network, 4) RFP Preparation	10	The Bidder is to share a pool of at least 10 resources with similar criteria matching the below points for scoring: i. Minimum work experience of 5 years - if fulfilled, 2.5 marks. ii. Educational Qualification - Graduate in B.E./B.Tech/M.Tech /MCA/MBA or equivalent - if fulfilled 2.5 marks, iii. Should have had experience in consultation of Core solution implementation of Projects in BFSI - If 3 or more projects - 5 marks, If 2 projects - 2.5 mark.

“.

1.3 Modification in RFP - Section 5 - SCOPE OF WORK

The existing clause “The detailed role and responsibilities of IS Consultant are given in <As mentioned in Section 28> -

SL.	ACTIVITY/DELIVERABLES/MILESTONES (THESE ARE DETAILED IN “TERMS OF REFERENCE”)
A.	PROVIDE PROJECT MANAGEMENT ASSISTANCE, MONITORING AND SUPERVISION OF ALL IT PROJECTS IMPLEMENTED AND UNDER IMPLEMENTATION
B.	PROVIDE ASSISTANCE FOR THE TRANSITION PHASE FROM ANNAPOORNA TO SEWA
C.	PROVIDING ASSISTANCE ON ALL INFORMATION TECHNOLOGY RELATED ASPECTS WITH RESPECT TO THE IT PROJECTS
D.	RFP PREPARATION, BID MANAGEMENT AND SELECTION OF THE IMPLEMENTATION VENDOR (S) AS AN WHEN REQUIRED BY AIC

”.

Has been changed to “The detailed role and responsibilities of IS Consultant are given in <As mentioned in Section 28> -

SL.	ACTIVITY/DELIVERABLES/MILESTONES (THESE ARE DETAILED IN “TERMS OF REFERENCE”)
A.	PROVIDE PROJECT MANAGEMENT ASSISTANCE, MONITORING AND SUPERVISION OF ALL IT PROJECTS IMPLEMENTED AND UNDER IMPLEMENTATION
B.	PROVIDE ASSISTANCE FOR THE TRANSITION PHASE FROM ANNAPOORNA TO SEWA
C.	PROVIDING ASSISTANCE ON ALL INFORMATION TECHNOLOGY RELATED ASPECTS WITH RESPECT TO THE IT PROJECTS
D.	CONDUCTING ACTIVITES LIKE UAT, SECURITY ASSESSMENT, ETC AS PER SOW GIVENIN SECTION 28
E.	RFP PREPARATION, BID MANAGEMENT AND SELECTION OF THE IMPLEMENTATION VENDOR (S) AS AN WHEN REQUIRED BY AIC

”.

1.4 Modification in RFP - Section 28 - DETAILED ROLES AND RESPONSIBILITIES OF IS CONSULTANT

a) **The existing clause “**

An indicative list of activities to be covered under the above mentioned broad Scope of Work given in <As mentioned in Section 5> is provided below:

- 28.1 Project Management Assistance, Monitoring and Supervision of IT Projects including but not limited to Implemented and under Implementation.
- 28.2 Coordinate & resolve (with assistance from AIC) issues, if any, with all stakeholders and vendors for successful implementation of the Project(s).
- 28.3 Providing resolution of issues/differences arising amongst AIC, ImV and ImV(s) based on best practices and their domain knowledge.
- 28.4 Continuous review of the Project Plans and progress made, keep close track on the timelines and Quality of deliverables (e.g. design, software, hardware, security configurations, etc).
- 28.5 Track the project issues, risks and report to AIC. Escalate any major issues/concerns/risk in the Project.
- 28.6 Whenever necessary domain experts to be provided e.g. Network, DC-DR implementation, Software design, Performance review based on availability.
- 28.7 Assistance in project management and project delivery team identification and resourcing
- 28.8 Participate and handhold AIC Users in various UATs.
- 28.9 SLA Monitoring and Compliance Management.
- 28.10 Liaise with the Implementation Vendor(s) to monitor the end-to-end implementation including but not limited to requirement gathering, designing, development, testing, data migration, training, and roll out of the Applications/Modules.
- 28.11 Certifying the supply/delivery of equipment and Software, their installation, configurations and integration as required, for each project as per industry best practices.
- 28.12 Inspection and Certification of various installations, configurations, customizations and deliverables.
- 28.13 Monitoring and Supervising the quality and completeness of all deliverables.
- 28.14 Review of ANNAPOORNA's Exit Management Plan and the fresh Exit Management Plan(s) submitted by various Implementation Vendor(s).
- 28.15 Ensure Knowledge Transfer (KT) of ANNAPOORNA from existing ImV to proposed SEWA and AIC.
- 28.16 Facilitating smooth transition from ANNAPOORNA to SEWA.
- 28.17 Participate in all Project related discussions, meetings, Steering Committee meetings, conferences, workshops, demos, etc. Prepare Agenda/MoMs and its follow-ups for the meetings.
- 28.18 Provide regular and timely updates to the management as required by AIC.
- 28.19 Check eligibility and Applicability of Change Requests by ImV(s).
- 28.20 Reviewing, vet, evaluate and recommendation of the Change Requests.
- 28.21 Reviewing & vetting of the payments, invoices, notes, SLA compliance etc. related to all Project SEWA vendors.
- 28.22 Assist in Change management procedures.

Amendment & Clarifications of RFP FOR ENGAGEMENT OF INFOTECH SYSTEMS CONSULTANT-2017 Dated 12.01.2018

- 28.23 Assessment of Performance Benchmarking.
- 28.24 Validation of the Design and Architecture documents based on best practices.
- 28.25 Identifying and resolving issues specially in Data Migration, etc., in a multi-vendor scenario.
- 28.26 Identify the requirements for upgrade, replacement and modification jointly with AIC and/or the system integrator covering the following:
- Software and licenses requirements
 - Hardware requirements
 - Database and operating system requirements
 - Datacentre and disaster recovery site requirements and infrastructure
 - Network, security and bandwidth requirements
 - Facilities management
 - Any other
- 28.27 Provide opinion/guidance on technology related matters referred by AIC w.r.t IT implementation.
- 28.28 Review contractual obligations between AIC and vendors.
- 28.29 SEWA Implementation review including Code and Design review of #SEWACORE as per the Standard Industry practice.
- 28.30 Implementation & Design Review Solutions implemented under Project SEWA.
- 28.31 To track the design and development of the solution closely and ensure the same is in the right track and will be delivered as per the stipulated timelines.
- 28.32 To define the performance metric in consultation with AIC based on the RFP and review with guidelines for the Implementation agency to configure the systems and software to deliver the metric.
- 28.33 The bidder has to have the competence, capability and track record to address comprehensively all the requirements in the design, implementation, testing.
- 28.34 The bidder has to draft/update policies and guidelines in such areas of Information Technology as may be required from time to time. This includes but not limited to:
- Information Management Policy and Plan/Strategy of AIC.
 - Information Security Policy including the Cyber Security aspects
 - Antivirus/Anti malware/Ransomware security policies
 - Data Loss Prevention Policies.
 - Business Continuity Plan document
 - Disaster Recovery Plan
 - Back-up and Restore policy and plan
 - Archival Policy and Plan
 - Physical security process
 - Knowledge transfer procedure
 - Data archive/purging procedure
 - Asset movement procedure
 - Disposal of media/IT assets
 - Physical media transfer (incl. identification of courier)
 - Asset requisition procedure
 - User registration and de-registration procedure/ user management process
 - Policy exception process

Amendment & Clarifications of RFP FOR ENGAGEMENT OF INFOTECH SYSTEMS
CONSULTANT-2017 Dated 12.01.2018

- Network device management
- Privilege access provision/ authorization
- Remote access management
- Secure log-on (incl. account lockout procedure)
- Change management procedure
- Emergency change procedure
- Access control procedure
- Security of equipment off-premises
- Roll back procedure
- Secure system engineering procedures
- Operations and system maintenance procedures
- Incident management procedure (including feedback)
- Patch management procedure
- Handling zero-day vulnerability
- System use monitoring
- Clock synchronization procedure
- Cryptographic key generation, distribution, and revocation procedure
- Information system audit procedure
- Software license management procedure/ process for management of authorized software
- Risk management process
- Exit management process
- Process for notification and reporting of breach of agreement
- Application installation process
- Software control process
- Infotech supply chain communication and monitoring process
- Backup Process
- Backup strategy
- Communication Process
- Email communication management process
- Due diligence process for selection of third parties
- List of authorized users
- Access control list
- Media disposal form
- Security incident reporting form
- Network usage Policy

28.35 Provide opinion or guidance to AIC on matters referred. The opinion / guidance note should include the following:

- Use or applicability of the matter to AIC's overall IT environment
- Technology implications and fitment in the current environment
- Cost and other operational implications / impact for AIC
- Assist AIC in finalising and choosing the right solution / option considering the overall implications on the current and future requirements of AIC

28.36 AIC intends to seek the assistance of the IT consultants for the following:

Amendment & Clarifications of RFP FOR ENGAGEMENT OF INFOTECH SYSTEMS CONSULTANT-2017 Dated 12.01.2018

- Review all existing IT Process / Procedure documents including the Information Management Policy of AIC
- Any other IT security related activities and preparation of strategic documents in alignment with AIC business requirements

Review the test strategy, methodology, the test plans and test calendars, Perform / Assist AIC in performing user acceptance testing and hardware and infrastructure acceptance testing and Report, manage and monitor the performance benchmark exercise.

Testing: The Bidder is expected to provide resources for assisting AIC in carrying out the User Acceptance Testing, Regression Testing and System Integration Testing.

Indicative details of products/services may involve:

- Development of suitable testing methodology / testing strategy document
- Development of test cases including Functional, Business Processes and Interface based on Business requirements.
- Development of test calendars.
- Development of entry and exit criteria for the testing.
- Development of detailed test scripts
- On demand Load testing of the applications.
- Testing of the application functionality as per the requirements specified by AIC in the RFP/SOW for the concerned application and other document
- Testing of interface of the integrated applications
- Record the test results from hard copy / soft copy against the test cases tested
- The testing must also ensure conformity to:
 - o Tender Document issued by AIC (Functional Specifications) and addendums thereafter, if any for the concerned application
 - o Functional Requirement Specifications document.
 - o Gaps pointed out by ImV (s)
 - o Interface testing
 - o Existing test standards
- Point out gaps, errors, bugs during testing
- Document the gaps, errors and bugs observed during testing
- Maintain a track of errors, bugs and customization request and their resolution
- Explain the bugs, errors and gaps to AIC and application vendors.
- Ensure Re-testing of the gaps, errors and bugs after rectification
- Sign - off on the User acceptance test.
- Maintain testing documentation as per the leading practices
- Submit all documents on methodology, strategy, test cases, test documentation, customization requests, solution and test tools etc. to AIC.
- Conduct unit testing, integration testing, system testing and User acceptance test for the solution and other related software with AIC's team.
- Conduct an interface testing of various interfaces built by the solution vendor for functionality, security and controls.
- To assist AIC in the acceptance testing of the entire solution and especially the application software by coming out with the best global practices in the testing of the different phases of the software life cycle.

- Preparation of Final Testing Report with areas of improvement
- Creation of automated regression test suites & Functional automation testing.
- Assist in Execution of the Manual and Automated Test Sets.

28.37 Security Assessment - Conduct an interface testing of various interfaces built by the solution vendor for functionality, security and controls.

- Executing the configuration assessment and deployed functionality assessment as against the solution proposal
- Port Scanning and vulnerability scanning including exploiting of known vulnerabilities
- Understand application integration and access to explore and suggest the requisite Security environment optimization and implementation
- Oversee the process of migration from one generation to another generation of products across DC and DRC
- Conduct periodic risk and impact assessment
- Prepare monthly assessment tracker and share with the management
- Review the Functionality & testing of exiting Security solution under Project SEWA in totality, provide guidelines for better usage of security hardware/software solutions.

28.38 SELECTION PROCESS FOR IMPLEMENTATION VENDOR(S)

Preparation of necessary Request for Proposal (RFP/OPEN TENDER) document(s) for the Implementation Vendor(s). Preparation of Requirement Specifications for Applications and other Infrastructure and Satellite Services. Assisting in resolving Pre-Bid Queries at Pre-Bid Conferences. Assist AIC in selection and award of Implementation Vendor(s) through Request for Proposal (RFP)/Open Tendering Process. The IS Consultant shall deploy such personnel, who have specific professional knowledge and experience of similar projects. Defining the Service Level Agreement (SLA), the benchmarks and the associated Penalty clauses and Prepare Service Agreements for every project and project management for vendor selected.

28.39 BID PROCESS MANAGEMENT

28.39.1 Manage the Pre-Bid Meeting for ImV(s).

28.39.2 Manage the interaction with Bidders.

28.39.3 Issue response to queries received from Bidders during the Pre-Bid Meeting.

28.39.4 Issue of Corrigendum or Modifications to the Tender document.

28.39.5 Evaluate Bids based on Evaluation criteria, in conformity with the RFP/Tender Document.

28.39.6 Assist AIC in the Tender Evaluation exercise including Presentations if necessary.

28.39.7 Prepare the Evaluation matrix, to enable final selection by AIC.

28.39.8 Assist AIC in finalizing and execution of contract agreement with the successful Bidder Implementation Vendor(s).

28.39.9 At post-RFP stage, the IS Consultant will be required to assist AIC in all stages from bidder evaluation and selection of the ImV including drafting and signing of Contracts.

AIC shall annually review the role and responsibility of IS Consultant.”

Has been changed to “

An indicative list of activities to be covered under the above mentioned broad Scope of Work given in <As mentioned in Section 5> is provided below:

- 28.1 Project Management Assistance, Monitoring and Supervision of IT Projects including but not limited to Implemented and under Implementation.
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- 28.3 Providing resolution of issues/differences arising amongst AIC, ImV and ImV(s) based on best practices and their domain knowledge.
- 28.4 Continuous review of the Project Plans and progress made, keep close track on the timelines and Quality of deliverables (e.g. design, software, hardware, security configurations, etc).
- 28.5 Track the project issues, risks and report to AIC. Escalate any major issues/concerns/risk in the Project.
- 28.6 Whenever necessary domain experts to be provided e.g. Network, DC-DR implementation, Software design, Performance review based on availability.
- 28.7 Assistance in project management and project delivery team identification and resourcing
- 28.8 Review and handhold AIC Users in various UATs.
- 28.9 SLA Monitoring and Compliance Management.
- 28.10 Liaise with the Implementation Vendor(s) to monitor the end-to-end implementation including but not limited to requirement gathering, designing, development, testing, data migration, training, and roll out of the Applications/Modules.
- 28.11 Validation & Sign off the supply/delivery of equipment and Software, their installation, configurations and integration as required, for each project as per industry best practices.
- 28.12 Inspection and Validation & Sign off of various installations, configurations, customizations and deliverables.
- 28.13 Monitoring and Supervising the quality and completeness of all deliverables.
- 28.14 Review of ANNAPOORNA's Exit Management Plan and the fresh Exit Management Plan(s) submitted by various Implementation Vendor(s).
- 28.15 Ensure Knowledge Transfer (KT) of ANNAPOORNA from existing ImV to proposed SEWA and AIC.
- 28.16 Facilitating smooth transition from ANNAPOORNA to SEWA.
- 28.17 Participate in all Project related discussions, meetings, Steering Committee meetings, conferences, workshops, demos, etc. Prepare Agenda/MoMs and its follow-ups for the meetings.
- 28.18 Provide regular and timely updates to the management as required by AIC.
- 28.19 Check eligibility and Applicability of Change Requests by ImV(s).
- 28.20 Reviewing, vet, evaluate and recommendation of the Change Requests.
- 28.21 Reviewing & vetting of the payments, invoices, notes, SLA compliance etc. related to all Project SEWA vendors.
- 28.22 Assist in Change management procedures.
- 28.23 Review, observer and Report of Performance Benchmarking.
- 28.24 Identifying and resolving issues specially in Data Migration, etc., in a multi-vendor scenario.

- 28.25 Identify the requirements for upgrade, replacement and modification jointly with AIC and/or the system integrator covering the following:
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 - Any other
- 28.26 Provide opinion/guidance on technology related matters referred by AIC w.r.t IT implementation.
- 28.27 Review contractual obligations between AIC and vendors from IT Technical perspective
- 28.28 To track the design and development of the solution closely and ensure the same is in the right track and will be delivered as per the stipulated timelines.
- 28.29 To define the performance metric in consultation with AIC based on the RFP and review with guidelines for the Implementation agency to configure the systems and software to deliver the metric.
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 - Secure log-on (incl. account lockout procedure)
 - Change management procedure

Amendment & Clarifications of RFP FOR ENGAGEMENT OF INFOTECH SYSTEMS
CONSULTANT-2017 Dated 12.01.2018

- Emergency change procedure
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- Use or applicability of the matter to AIC's overall IT environment
- Technology implications and fitment in the current environment
- Cost and other operational implications / impact for AIC
- Assist AIC in finalising and choosing the right solution / option considering the overall implications on the current and future requirements of AIC

28.33 AIC intends to seek the assistance of the IT consultants for the following:

- Review all existing IT Process / Procedure documents including the Information Management Policy of AIC

- Any other IT security related activities and preparation of strategic documents in alignment with AIC business requirements

Review the test strategy, methodology, the test plans and test calendars, Assist AIC in performing user acceptance testing and hardware and infrastructure acceptance testing and Report, manage and.

UAT: Project SEWA Implementation - Creating test scenarios for UAT (Technical solution), Perform UAT for overall technical solution covering configurations, policies and guidelines including UAT for each OEM.

Functional UAT – Review of Entire UAT activity including but not limited to review of test cases, test run, bug fixing, etc.

Hardware & Technical Solution UAT – Bidder shall validate the policies, guidelines and configurations for each point solution (OEM) and overall fitment to the technical solution.

Bidder shall capture the observations and report them to AIC and Implementation Vendor(s).

Bidder shall re-verify the technical solution once changes are confirmed by the Implementation Vendor(s).

28.34 Security Assessment (per assignment) - Conduct an interface testing of various interfaces built by the solution vendor for functionality, security and controls.

- Executing the configuration assessment and deployed functionality assessment as against the solution proposal.
- Port Scanning and vulnerability scanning including exploiting of known vulnerabilities.
- Understand application integration and access to explore and suggest the requisite Security environment optimization and implementation.
- Oversee the process of migration from one generation to another generation of products across DC and DRC.
- Conduct periodic risk and impact assessment.
- Prepare monthly assessment tracker and share with the management.
- Review the Functionality & testing of exiting Security solution under Project SEWA in totality, provide guidelines for better usage of security hardware/software solutions.
- Bidder shall re-verify the Security solution once changes are confirmed by the Implementation Vendor(s).

28.35 SELECTION PROCESS FOR IMPLEMENTATION VENDOR(S)

28.35.1 PREPARATION OF REQUEST FOR PROPOSAL (RFP/OPEN TENDER) DOCUMENT(S) -

Preparation of necessary Request for Proposal (RFP/OPEN TENDER) document(s) for the Implementation Vendor(s). Preparation of Requirement Specifications for Applications and other Infrastructure and any other Satellite Services. Assisting in resolving Pre-Bid Queries at Pre-Bid Conferences. Assist AIC in selection and award of Implementation Vendor(s) through Request for Proposal (RFP)/Open Tendering Process. The IS Consultant shall deploy such personnel, who have specific professional knowledge and experience of similar projects. Defining the Service Level

Agreement (SLA), the benchmarks and the associated Penalty clauses and Prepare Service Agreements for every project and project management for vendor selected.

28.35.2 BID PROCESS MANAGEMENT

- 28.36.2.1 Manage the Pre-Bid Meeting for ImV(s).
- 28.36.2.2 Manage the interaction with Bidders.
- 28.36.2.3 Issue response to queries received from Bidders during the Pre-Bid Meeting.
- 28.36.2.4 Issue of Corrigendum or Modifications to the Tender document.
- 28.36.2.5 Evaluate Bids based on Evaluation criteria, in conformity with the RFP/Tender Document.
- 28.36.2.6 Assist AIC in the Tender Evaluation exercise including Presentations if necessary.
- 28.36.2.7 Prepare the Evaluation matrix, to enable final selection by AIC.

28.35.3 SELECTION AND AWARD -

- 28.35.3.1 Assist AIC in finalizing and execution of contract agreement with the successful Bidder Implementation Vendor(s).
- 28.35.3.2 At post-RFP stage, the IS Consultant will be required to assist AIC in all stages from bidder evaluation and selection of the ImV including drafting and signing of Contracts.

AIC shall annually review the role and responsibility of IS Consultant.

NOTE:

The IS Consultant will be required to bring in the following resources, onsite (as per AIC directions) at AIC Office/DR (Noida)/DC (Bengaluru), with option to increase/decrease the tenure/resources at the same terms and conditions mentioned in this RFP –

1. One Project Manager (to be engaged for 60 months).
2. One Team Member, primarily with Application expertise, (to be engaged for 60 month).
3. One Team Member (Infra Expert with expertise in DC-DR, Networking, SLA monitoring, etc.), primarily at Data Centre (DC), Bengaluru and may have to visit DR (Noida) (to be engaged for 12 months).
4. 4. One Domain Expert (Database Administrator) having expertise in Data Migration, Extract Transform Load (ETL), Data Archival, Analytics, etc. (to be engaged for 12 months).

Out of above members (1 to 4), at least one member should also have experience and expertise in Information Security as per components under Project SEWA”.

1.5 Modification in RFP - Section 29 - PAYMENT TERMS-

The existing clause “

The payments will be calculated monthly based on the actual manpower deployed by the Bidder based on the Cost/Man Month Rate(s) as per the Commercials submitted. However, the payment will be done on quarterly basis.

All payments are subject to deduction of TDS as applicable from time to time. The payment should be all inclusive prices including any taxes, expenses and levies but excluding Good and Services Tax (GST) and is a fixed price. The GST shall be paid by AIC.”

Has been changed to “

The payments will be calculated monthly based on the actual manpower deployed by the Bidder based on the Cost/Man Month Rate(s) as per the Commercials submitted (For Table I & II). However, the payment will be done on quarterly basis.

The payment will be made on the basis of milestones mentioned below as per the Commercials submitted (For Table III).

Activity as per SOW	Payment Milestone	
UAT	100% on completion of Activity & acceptance by AIC.	
Security Assessment (per assignment)		
Selection Process for Implementation Vendor(s) (per RFP/Open Tender)	30% of awarded amount for this activity	Preparation of Request for Proposal (RFP/Open Tender) document(s)
	35% of awarded amount for this activity	Bid Process Management
	35% of awarded amount for this activity	Selection and Award to Implementation Vendor(s)

All payments are subject to deduction of TDS as applicable from time to time.

The prices quoted by the Bidder shall include all applicable taxes like GST, etc. Any upward / downward revision in the tax rates from the date of the Bid submission will be to the account of AIC. The price quoted by the Bidder should not change due to exchange rate fluctuations, inflation, market conditions, etc.. However, any increase/decrease in GST, any applicable tax or any addition/modification of new/existing applicable taxes will be paid on actuals by AIC. “

1.6 Modification in RFP - Section 6 - CONFLICT OF INTEREST

The existing clause “ ...

- i. Conflicting assignment/job:** The Consultant (including its personnel) or any of its affiliates shall not undertake any job/assignment which may be in conflict with the present assignment as for engagement of Infotech Systems Consultant.”

Has been changed to “ ...

- i. Conflicting assignment/job:** The Consultant (including its personnel) or any of its affiliates in India (including those affiliates operating outside India, who have undertaken a project in India) shall not undertake any job/assignment which may be in conflict with the present assignment as for engagement of Infotech Systems Consultant.”

1.7 Modification in RFP - Section 25 - NOTIFICATION OF AWARD

The existing clause "Following evaluation, a Contract may be awarded to the Bidder whose Bid meets the requirements of this RFP and provides the best value to AIC from technical compliance, commercial considerations & compliance with all the terms and conditions. AIC reserves the right to award the contract in whole or in part.

The acceptance of the Bid, subject to Contract, will be communicated by way of placing a notification of award in writing at the address supplied by the Bidder in the Bid document. Any change of address of the Bidder should therefore be notified promptly to the Deputy General Manager at the address given in this RFP. The PBG should be submitted within 15 days from Notification of Award from AIC. AIC subsequently shall be issuing the Purchase Order."

Has been changed to "Following evaluation, a Contract may be awarded to the Bidder whose Bid meets the requirements of this RFP and provides the best value to AIC from technical compliance, commercial considerations & compliance with all the terms and conditions.

AIC reserves the right to award the Notification of Award/PO/Contract in whole or in part.

The acceptance of the Bid, subject to Contract, will be communicated by way of placing a notification of award in writing at the address supplied by Bidder in the Bid document. Any change of address of the Bidder should therefore be notified promptly to the Deputy General Manager at the address given in this RFP. The PBG should be submitted within 15 days from Notification of Award from AIC. AIC subsequently shall be issuing the Purchase Order.

1.8 Modification in ANNEXURE E - COMMERCIAL BID: -

For Commercial Bid Format, please use and refer the **updated excel format (uploaded along with this Amendment)**.

2 Clarifications: -

For Clarification, please refer attached excel file (uploaded along with this Amendment).