

Clarification/Amendment for RFP for Network Services

RFP Number: InfoTech Dept./2017/ICSCons/11.07.2017

Date: 24.07.2017

CLARIFICATION & AMENDMENT
REQUEST FOR PROPOSAL (RFP)
FOR ENGAGEMENT OF CONSULTANT FOR INFORMATION
AND CYBER SECURITY GUIDELINES



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1. SECTION 1: - AMENDMENT FOR RFP

In reference to the Request for RFP, Reference No. - InfoTech Dept./2017/ICSCons/11.07.2017, 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 Section 5 – Scope of Work

The existing clause “Though the present assignment will be executed on current IT environment of the Project ANNAPOORNA but Bidder must ensure that same IRDAI compliances would be seamlessly integrated into the new IT environment of the Company i.e project SEWA which is presently under development.”

Has been changed to “

The present assignment need to be executed on both projects i.e. current IT environment of the Project ANNAPOORNA & new IT environment of the Company i.e. Project SEWA, separately, but at different time. Bidder must ensure that same IRDAI compliances would be seamlessly integrated into the both the projects and their integrated environment.

Project SEWA which is presently under development, and scheduled to be go-live by April 2018, the Assignment for the Project SEWA is scheduled to be started from 1st April 2018, the exact date (T) would be communicated to the Bidder.

The timelines for the SEWA project would be -

| SL. | ACTIVITY TO BE DONE FOR PROJECT SEWA | TIMELINES |
|-----|--|--------------|
| 1 | Preparation of Gap Analysis Report | T* + 15 days |
| 2 | Formulation of Cyber Crisis Management Plan | T + 15 days |
| 3 | Finalization of Board approved Information & Cyber Security Policy | T + 30 days |
| 4 | Formulation of Information and Cyber Security Assurance Programme | T + 60 days |

*Note: T is the date from which actual assignment on Project SEWA would be started.

All other detailed scope of work (defined in this RFP) for Project ANNAPOORNA (current) would also be applicable for the Project SEWA (new).”

1.2 Modification in ANNEXURE E - COMMERCIAL BID: -

Modified Annexure E : -

Annexure E
COMMERCIAL BID
(To be included in Commercial Proposal Envelope)

Dear Sir,

Request for Proposal

"RFP for Engagement of Consultant for Information And Cyber Security Guidelines". Reference Number RFP InfoTech Dept./2017/ICSCons/11.07.2017

In terms of the above-mentioned RFP document we submit herewith the commercial bid (fees) for the assignment proposed by AIC as Consultant.

| Amount in Rs. (exclusive of all taxes) | | | | |
|---|----------|-----------------|-----------|------------------|
| S. No. | Activity | No. of Man Days | Unit Rate | Total Cost (Rs.) |
| FOR PROJECT ANNAPOORNA (CURRENT) | | | | |
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| Sub Total Amount (in figure) | | | | |
| FOR PROJECT SEWA (NEW) | | | | |
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| Sub Total Amount (in figure) | | | | |
| TOTAL BID AMOUNT (in figure) | | | | |

(TOTAL BID AMOUNT IN WORDS: - Rupees _____)

For the purpose of L-1 commercial evaluation only the Total Bid Amount will apply.

Note: All applicable taxes shall be reimbursed by AIC.

Terms and Conditions -

- 1) The above quoted fee is for all the phases as laid out in RFP.
- 2) We undertake to deliver all the deliverables as in RFP document.
- 3) AIC will deduct tax (TDS) while releasing payment, as applicable in law.
- 4) In case of any necessary outstation visits, as approved by the Company, the travel, boarding, lodging and other incidental expenses would be reimbursed to us at actuals, subject to AIC norms (AIC Manager Cadre).

Dated this _____ day of _____ 2017.

(Signature)

(In the capacity of)

Duly authorized to sign Proposal for and on behalf of

1.3 Modification in Payment Terms: -

The terms of the payment will be as under: No Advance Payment Milestones for payment:

| SL. | ACTIVITY | PHASE WISE PAYMENT |
|---|--|-------------------------------------|
| FOR ANNAPOORNA PROJECT (CURRENT) | | |
| 1 | Preparation of Gap Analysis Report | 20% of Corresponding Awarded Amount |
| 2 | Formulation of Cyber Crisis Management Plan | 20% of Corresponding Awarded Amount |
| 3 | Finalization of Board approved Information & Cyber Security Policy | 25% of Corresponding Awarded Amount |
| 4 | Formulation of Information and Cyber Security Assurance Programme | 25% of Corresponding Awarded Amount |
| FOR SEWA PROJECT (NEW) | | |
| 1 | Preparation of Gap Analysis Report | 20% of Corresponding Awarded Amount |
| 2 | Formulation of Cyber Crisis Management Plan | 20% of Corresponding Awarded Amount |
| 3 | Finalization of Board approved Information & Cyber Security Policy | 25% of Corresponding Awarded Amount |
| 4 | Formulation of Information and Cyber Security Assurance Programme | 25% of Corresponding Awarded Amount |
| Remaining 20% amount would be payable after completion of assignment for both projects | | |

All payments are exclusive of applicable taxes and subject to deduction of TDS as applicable from time to time. All Applicable taxes shall be reimbursed by AIC.

1.4 Modification in the Eligibility Criteria Clause-

The existing clause “The Bidder must have ongoing Information and Cyber Security Assessment as per IRDAI requirements for at least 1 Insurance institutions in India.”

Has been changed to “The Bidder must have ongoing/completed Information and Cyber Security Assessment as per IRDAI requirements for at least 1 Insurance institutions in India.”

1.5 Modification in the Evaluation Criteria Clause-

- a) The existing clause “The Bidder must have ongoing Information and Cyber Security Assessment as per IRDAI requirements for at least 1 Insurance institutions in India.”

Has been changed to “The Bidder must have ongoing/completed Information and Cyber Security Assessment as per IRDAI requirements for at least 1 Insurance institutions in India.”

b) The Existing Clause “

| SL | PARAMETERS | MAXIMUM MARKS | CRITERIA |
|----|---|---------------|---|
| 1 | The number of years of experience in conducting information and cyber security assessments in BFSI sector in last 5 years in India. | 20 | 15 Marks for minimum 5 years and 1 mark for each completed additional year. (Minimum fifteen marks) |

”

Has been changed to: - “

| SL | PARAMETERS | MAXIMUM MARKS | CRITERIA |
|----|--|---------------|---|
| 1 | The bidder should have been in existence in India for five years as on 31-03-2017. | 20 | 15 Marks for minimum 5 years and 1 mark for each additional year. (Minimum fifteen marks) |

”

1.6 Addition in RFP:

The following clauses are added in the RFP -

“

1. Limitation of Liability: -

The aggregate liability of Bidder in connection with this Agreement, the services provided by Bidder for the specific scope of work document, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise) and including any or all liability shall not exceed 25% of total bid amount to Bidder.

2. Intellectual Property Right (IPR): -

The Bidder shall provide Reports, Documents and all other relevant materials, artifacts etc. during the Assignments to AIC and AIC shall own all IPRs in them. All documents related to such shall be treated as confidential information by the Bidder. The ownership of all IPR rights in any and all documents, artifacts, etc. (including all material) made during the Term for Assignment under this Agreement will lie with AIC.

3. The Annexure G - ANNAPOORNA Infrastructure Landscape (attached) has been added in the RFP for the clarification regarding details of Servers, Desktops, Laptops, all networking equipment, etc. under Project ANNAPOORNA

2. Clarifications: -

| SL. | RFP Reference | RFP Clause | Query | AIC Response |
|-----|---|------------|--|---|
| 1 | Current IT landscape under Project "ANNAPOORNA" | Clause 1.3 | Please provide details of all IT infrastructure (i.e., quantity and type of equipment) such as, servers, desktops, laptops, all networking equipment, etc. | Refer Annexure-G |
| | | | Please provide number of users defined and active | Approx. 400 users |
| | | | Please list out applications that are internet facing | <ul style="list-style-type: none"> · www.aicofindia.com · OLPW · GRS · Email · Email Vault · Adrenalin |
| | | | Please provide list of applications that are web based | All applications are Web based except Credence |
| | | | Please provide list and quantity of software licenses | Refer Annexure-G |
| 2 | Timelines in Scope of Work | Clause 5 | Extension of Timelines | TIMELINE will remain unchanged as of now. However, after Award of the Assignment, AIC retains the sole and unilateral right to change the Timelines depending on the exigencies and circumstances, which shall be binding on the Awardee of the Assignment. |
| 3 | Scope of Work | Clause 5 | Vulnerability and Penetration testing | Yes, it is included in the Scope of Work. |
| | | | | The Total nos of IPs are detailed below: - Bangalore DC LAN - 117 Bangalore DC MGMT - 33 Noida DR LAN - 94 Noida DR MGMT - 30 |

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| | | | | |
|---|---------------------|----------------|---|---|
| | | | | Public IP in DC - 6 Public IP in DR - 5 |
| 4 | Evaluation Criteria | Clause 16 | It is proposed that Evaluation Methodology includes as well Quality cum Cost Based System (QCBS) method of evaluation, wherein there is weightage for both Technical and Commercial bids. As an industry thumb rule, weightage on Technical Bid Score is 70% and Commercial Bid Score is 30%. | As per RFP, the bidder with the lowest commercial bid after the successful completion of the reverse auction process will be declared as L1 bidder. |
| 5 | Scope of Work | Clause 5 - (a) | "Assessment of security solutions deployed for the following security verticals. Following assessment will be done to review the implementation aspect of information security: i. IT Asset Management ii. Identity and Access Management iii. Network Security iv. Network Access Control v. Email Security vi. Application Security vii. Backup and Recovery viii. Patch Management ix. Internet Security x. Endpoint Security xi. Encryption Management xii. Security Incident and Event Management xiii. Data Protection xiv. Vulnerability Assessment and Penetration testing xv. Virus/Malicious software Protection xvi. Remote Access xvii. Wireless Security" Assessment of these verticals will be covered as part of controls review to be | As per RFP - Scope of Work |

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| | | | | |
|---|-------------------------------|-------------|--|---|
| | | | <p>carried out as per Annexure 1 of IRDAI Cyber Security Framework (Gap Assessment as per IRDAI Guidelines).</p> <p>Kindly suggest if additional scope is to be covered for these security solutions. If yes, share the domains/areas to be covered for these security solutions review.</p> | |
| 6 | Technical Evaluation Criteria | Clause 16.1 | Please let us know if proof of employment has to be submitted along with bid or after selection of successful bidder. | Has to be submitted along with Bid by all the Bidders |
| 7 | Scope of Work | Clause 5 | <p>"Bidder to ensure the IRDAI timeline compliance including AIC Management approval within timeline."</p> <p>We would like to highlight that for some of the activities mentioned in the IRDAI guidelines, the timelines have already lapsed (preparation of gap analysis report by 30-Jun). Therefore, we request AIC to remove this clause and instead proceed with the timelines as mentioned in Section 21 of the RFP</p> | The Timelines prescribed by AIC to the Awardee of the Assignment will be in accordance with IRDAI timelines and/or the special dispensation, if any, on this matter given by IRDAI to AIC. These Timelines shall be mandatory for the Awardee to comply with. |
| 8 | Confidentiality | Clause 27 | the selected bidder will have to sign a legal non-disclosure agreement in the prescribed format. | Format will be shared with the Successful Bidder |
| 9 | Penalty Clause | Clause 20 | <p>"Need more clarification on following Non-Compliance or Delay in Compliance of IRDAI Regulations 2% 5% 10%</p> | As per the RFP |

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| | | | | |
|----|----------------------|----------|--|---|
| | | | What is this penalty for, is it delay in execution of engagement? " | |
| 10 | Scope of Work | Clause 5 | Will the earlier ISO 27001 audit report and its closure will be provided to winning bidder? | Yes, will be shared with the Successful Bidder if needed. |
| 11 | Eligibility Criteria | Clause 8 | Our average turnover during last 3 financial years is 47 Crores. This year (2016-17) turnover would be more than 200 Cr and we would be average out to 100Cr+ for last three years including 2016-17. We request you to allow us to participate in this bid. | No change in RFP |
| 12 | Eligibility Criteria | Clause 8 | Should have been in existence in India for five years as on 31-03-2017. | No change in RFP |