

Tender for Web & System Security Audit under NRC updation Project, Assam

**OFFICE OF THE STATE COORDINATOR
NRC, ASSAM**

Achyut Plaza, Bhangagarh, Guwahati-5

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No: SPMU/NRC/System Audit/281/2016/13

Dated 10th June 2016



TENDER
FOR
WEB & SYSTEM SECURITY AUDIT
UNDER NRC UPDATION PROJECT IN ASSAM

NOT TRANSFERABLE

Sd/-

State Coordinator, NRC, Assam
Achyut Plaza, Bhangagarh, Guwahati-5

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1. About NRC updation project in Assam:

- TENDER REFERENCE : SPMU/NRC/System Audit/281/2016/13
Dated 16/06/2016.
- DATE OF COMMENCEMENT OF SALE OF TENDER DOCUMENT : 10-June-2016
- LAST DATE & TIME OF RECEIPT OF BID : 30-June-2016 upto 2:00 PM.
- TIME & DATE OF OPENING OF BID (TECHNICAL BID) : 1-July-2016 at 3:00 PM.
- PLACE OF OPENING OF BID : Office of the State Coordinator
National Register of Citizens (NRC), Assam,
1st floor, Achyut Plaza, Bhangagarh,
Guwahati – 781005.
- ADDRESS FOR COMMUNICATION : Office of the State Coordinator
National Register of Citizens (NRC), Assam,
1st floor, Achyut Plaza, Bhangagarh,
Guwahati – 781005.
- COST OF TENDER DOCUMENT : Free of cost.
- a. National Register of Citizens (NRC) means the register containing the names of Indian citizens. NRC updation basically means the process of enlisting the names of citizens based on Electoral Rolls upto 1971 and 1951 NRC.
 - b. One Data Centre is hosted for NRC data at Guwahati (technical details of the same is mentioned at section 2.a.iv below). The details of the web portals available under NRC updation project is given as Annexure-A.

2. Scope of Work:

- a. **System Security Audit: (Data Center)**

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- i. The security audit exercise to be undertaken at NRC, Assam should primarily aim at identifying vulnerabilities of the hosted system from internal and external threats. Once the threats are identified the auditors should also suggest possible remedies from hardware (Data Centre), system software (OS, servers etc), and practices followed (Log in process, password allocation and change, process for adding & modifying users, process for intranet user log in id & password allocation and authentication) point of view.
- ii. A written report with an executive summary, description of the assessment, audit activities and methodologies used, penetration testing results, observations and findings, recommendations for risk mitigation, strategies for improving security and recommendations for corrective action and steps to remove identified vulnerabilities.
- iii. Technical support to the software development team of NRC's IT Service Provider for implementing changes required to remove identified vulnerabilities in the system environment. The support should include minimum of 1 day onsite training or handholding to the development team.
- iv. System Details are shown below :

IT Security Audit. System Details.		
Sl. No.	Parameters	Description
1	No. of Servers with details (Windows 2008, Linux, Sun Solaris etc)	34 Windows-3 Linux-31
2	No. of Desktops/Laptops	30+
3	No. of Routers	4
4	No. of Switches (L3, L2 with details)	4
5	No. and make of firewalls/ UTM devices	Firewall-1 & UTM-1
6	No. of Wireless Access points	4
7	For External Penetration Testing: No. of Public IPs	12

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b. **Web Security Audit:** The objective of this proposal is to conduct the Audit to discover any vulnerabilities/weaknesses/attacks in the website(s) and web application(s), which are listed in this Tender. The Audit should be done by using Industry Standards.

- i. Identify the security vulnerabilities, which may be discovered in the website and website application security audit including cross-site scripting, Broken ACLs/Weak session management, Buffer Overflows, Forceful browsing, CGI-BIN manipulation, Form /hidden field manipulation, Command injection, Insecure use of cryptography, Cookie posing, SQL injection, Server miss-configuration, Well known platform vulnerabilities, error triggering sensitive information leak etc on the websites under NRC Assam project authority.
- ii. Requirements and analysis performed to increase overall security posture;
- iii. Identification and prioritization of various risks to the websites;
- iv. Determine if the current websites of the Departments are secure and evaluate the security.
- v. Identify remedial solutions and recommendations for making the web site applications secure.
- vi. Rectify / fix identified potential vulnerabilities, and web application vulnerabilities thereby enhancing the overall security.

3. **Submission of Proposals:** The proposals shall be prepared in techno commercial single Bid System as per the scope of work mentioned above. The proposals may be submitted as per the below mentioned criteria:

- a. The selected bidder(s) will be called "Service Provider (SP)" for the purpose of this Tender and for the whole duration of the contract thereof or till selected bidder is fully discharged from his obligations under this project, by purchaser, whichever is later.
- b. All bidders should bid in single techno commercial Bid System.
- c. All bids must be accompanied with court fee stamp of Rs. 8.25.
- d. The price bid should be submitted in a separate sealed envelope.

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- e. This Tender document shall be issued is non-transferable/assignable.
- f. Any subsequent corrigenda/clarifications related to this Tender will be published on the website of the Purchaser at www.nrcassam.nic.in. All such subsequent corrigenda/clarifications shall be binding on the bidders.
- g. Bidders are advised to study this Tender document carefully before submitting their Technical and Financial bids in response to the bid Invitation. Submission of a bid in response to this invitation shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- h. The Purchaser is not bound to accept any bids, and at its sole discretion reserves the right to annul the selection process at any time prior to the award of contract without assigning any reasons to the bidders whatsoever and without thereby incurring any liability to the bidders.

4. TENDER Document Fees: Free of cost.

5. Earnest Money Deposit (EMD): All bids submitted in response to this Tender document shall be accompanied by Earnest Money Deposit (EMD) of Rs. 2,500/- (Rupees Two Thousand Five Hundred only) in the form of Demand Draft or Bank Guarantee valid for a period of 6 months issued by a nationalized bank, drawn in favour of “Commissioner & Secretary, Political Department”.

- a. **Forfeiture of Earnest Money Deposit (EMD):** The EMD submitted along with the bid shall be forfeited under the following conditions:
 - i. If the bid is withdrawn during the validity period or any extension agreed to by the Bidder thereof.
 - ii. If the bid is varied or modified in a manner not acceptable to the Purchaser after opening of Bid during the validity period or any extension thereof.
 - iii. If the Bidder tries to influence the evaluation process.
 - iv. If the Bidder withdraws his Bid during evaluation.
 - v. If the Bidder does not accept the correction of errors in his bid.
 - vi. If the Bidder is successful and fails to sign the Contract within the time stipulated by the Purchaser.
 - vii. If the Bidder refuses to take up the job within the time stipulated by the purchaser.

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viii. If the Bidder, having been notified of his selection, fails or refuses to submit the required Performance Bank Guarantee within the time stipulated by the Purchaser.

b. **Refund of EMD:** The EMD will be refunded as follows:

i. In the case of unsuccessful bidders, the EMD will be returned to them without any interest accrued thereon at the earliest after the final bid validity period and latest on or before the 30th day after the award of the contract to the successful bidder.

ii. In the case of selected bidder(s), the EMD shall be refunded on receipt of the Performance Bank Guarantee.

iii. All bids must be accompanied with court fee stamp of Rs. 8.25.

iv. Only those Bidders who meet the eligibility criteria specified below will be eligible to respond to this RFP. The Bidder's bid shall contain the relevant information and supporting documents (as specified in Section 1.2 below against each criteria) to substantiate the eligibility of the Bidder vis-à-vis the pre-qualification criteria.

6. General Eligibility Criteria and Mandatory list of documents to be submitted:

Eligibility Criteria	Documents to be Submitted
CERT.in empaneled Agency	Valid empanelment Certificate

7. **Service Level Agreement (SLA):** The selected bidder(s) will be responsible for achievement of SLAs mentioned below during the entire period of the contract.

a. The auditors will have to carry out an assessment of the vulnerabilities, threats and risks through Internet Vulnerability Assessment and Penetration Testing. This will include identifying remedial solutions and recommendations for implementation of the same to mitigate all identified risks, with the objective of enhancing the security of the System environment.

b. The bidder will also be expected to propose a risk mitigation strategy as well as give specific recommendations to tackle the residual risks emerging out of identified vulnerabilities assessment. The website and Web-

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application should be audited as per the Industry Standards and also as per the OWASP (Open Web Application Security Project) model.

- c. The auditor is expected to submit the final audit report after the remedies/recommendations are implemented. The final report will certify the particular website/web application/system environment “Certified for Security “within 7 (seven) days.

8. **Deliverables and Audit Reports:** The successful bidder will be required to submit the following documents after the audit for each website, as mentioned below and the audit firm must also submit suggestions / recommendations and other detailed steps for enhancing the website security.

- a. A detail report will be submitted with security status and discovered vulnerabilities, weaknesses and mis-configurations with associated risk levels and recommended actions for risk mitigations.
- b. Summary and detailed reports on security risk, vulnerabilities and audit with the necessary countermeasures and recommended corrective actions as recommended above need to be submitted in duplicate to the State Coordinator's Office
- c. All deliverables shall be in English language and side A4 size format.
- d. The vendor will be required to submit the deliverables as per agreed implementation Plan
- e. The deliverables (like Summary compliance report, Check list, Audit Report, Executive Summary and Final compliance report after all observations) for each task to be submitted by the Auditors for this assignment as mentioned above.
- f. **Audit Reports:** The Website security audit report is a key audit output and must contain the following:
 - i. Identification of auditee (Address & contact information)
 - ii. Dates and Location(s) of audit
 - iii. Terms of reference (as agreed between the auditee and auditor), including the standard for Audit, if any.
 - iv. Audit plan
 - v. Explicit reference to key auditee organisation documents (by date or version) including policy and procedure documents

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- vi. Additional mandatory or voluntary standards or regulations applicable to the auditee
- vii. Standards followed.
- viii. Summary of audit findings including identification tests, tools used and results of tests performed (like vulnerability assessment, application security assessment password cracking and etc.)
 - 1. Tools used
 - 2. List of vulnerabilities identified.
 - 3. Description of vulnerability.
 - 4. Risk rating or severity of vulnerability.
 - 5. Test cases used for assessing the vulnerabilities
 - 6. Illustration if the test cases to provide the vulnerability.
 - 7. Applicable screen dumps.
- ix. Analysis of vulnerabilities and issues of concern
- x. Recommendations for action.
- xi. The successful bidder must also follows the guidelines of National Informatics Center (NIC) for website security Audit and submit the Audit report as per the format mentioned in guidelines.

9. Evaluation Process:

- a. **Bid Evaluation:** An Evaluation Committee will assess all the bids received. The evaluation of the financial proposals shall be carried out considering the total cost of the project to NRC Project authority as indicated in standard formats furnished with the Financial Bids.
- b. The price bid envelopes will be returned unopened for the organisations who do not meet the general eligibility criteria.

10. Payment terms & conditions :

- a. The bidder will offer commercial quote, based on fixed cost, inclusive of VAT, Service Tax etc. and other duties, cess, fees etc., if any and NRC Project authority will not pay any additional amount other than indicated in the offer.
- b. TDS will be deducted at source for any payment made, as per rules of Government of India.

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- c. NRC Project authority will neither provide nor reimburse expenditure towards any type of accommodation, travel ticket, airfares, train fares, halting expenses, transport, lodging, boarding etc.
- d. NRC Project authority may impose penalty, in case of delay of any deliverables at the rate of 0.5% per week delay, either for completion of audit exercises or submission of draft reports, subject to a maximum of 30 % of the total cost, for all delays attributable directly to the Audit Firm/Company.
- e. The audit firm/company will not sub contract part or complete assignment to any other agency or individual. In case of such unavoidable circumstances, the audit firm/company has to take prior written permission from NRC Project Authority for engaging such agency or individual.
- f. The audit firm/company shall keep information related to this project confidential and will not divulge to outside agencies without written consent from NRC Project authority.
- g. If selected, the Audit Firm/Company shall have to sign agreement.
- h. Payment will be made as per the following criteria (payment terms may be adjusted as per mutual agreement between both the parties):
 - i. 60% payment will be made on successful completion of the work and after submission of “safe to host” certificate.
 - ii. Remaining amount will be paid in three instalments within a period of one year.

11. Performance Guarantee: The successful bidder shall furnish the performance security representing 5% of the total value of the contract within 15 days of the receipt of notification of award as per the standard Performance Guarantee Performa. Performance security should remain valid for a period of 60 days beyond the date of completion of all contracts.

12. Confidentiality and copyright: Information relating to the examination, clarification and comparison of the Proposals shall not be disclosed to any bidder or any other persons. The undue use by any bidder of confidential information related to the process may result in rejection of its Proposal.

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- 13. Validity of Proposals:** The bidder proposal shall remain valid for a period of 120 days beyond the closing date of the tender.
- 14. Force Majeure:** If the performance as specified in this order is prevented, restricted, delayed or interfered by reason of:
- Fire, explosion, cyclone, floods
 - War, revolution, acts of public enemies, blockage or embargo
 - Any law, order, proclamation, ordinance, demand or requirements of any Government or authority or representative of any such Government including restrict trade practices or regulations.
- 15. Period of Contract:** The contract would be for an initial period of One (1) months, which may be extended at Purchaser's discretion, depending upon the volume of work.
- 16. Disclaimer:** Bids received late will not be considered and will be returned unopened to the respondents. The Purchaser reserves the right to: Reject any / all bids without assigning any reasons thereof. Relax or waive any of the conditions stipulated in this RFP document as deemed necessary in the best interest of the objective of the scheme/project without assigning any reasons thereof, and Include any other item in the scope of work at any time after consultation in the pre-bid meeting or otherwise.

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Annexure – A

sl no.	Portal Name	Purpose/Objective of the portal
1	NRC official website	Information to public regarding project activities
2	Know your NSK Portal	To facilitate citizens to search for their NSKS
3	Search by MAP (Guwahati NSK) Portal	To facilitate citizens of Guwahati to search for their NSKS through Map
4	Know your ward Portal	To facilitate citizens of Guwahati to know their wards through their locality names
5	NRC FV & OV Reporting portal	To upload FV and OV data from districts and to generate administrative reports
6	HRMIS Portal	To maintain HR Database including all the persons involved at various level
7	NRC FV QC Capturing through Questionaries'	NRC FV QC Capturing through Questionaries'
8	FTP Server for booklets	To enable downloading of SECC and Legacy Data Booklet
9	FTP Server for OV Lot Download	To enable districts/circles to download OV Lots
10	Two numbers of Portals for Legacy data search	To enable any person to search for DLDD ID and image details.
11	Grievance redressal Portal	To enable citizens to submit their grievances and to generate reports accordingly.
12	Two numbers of ACK ID Portal	