



Request for Proposal (RFP) Document For

Selection of ICT Companies for Establishment of Protocol for verifiable and auditable trails of accessing & modifying the database of HRMS Project under Center for Modernizing Government Initiative (CMGI)

RFP No: CMGI/ PCU/ICT - RFP/ 2015 / 470, Date: 23 .03. 2017

Sl.	Events	Date, Time
1.	Availability of RFP Document in website	23.03.2017
2.	Last date of submission of Pre-bid Queries	28.03.2017, 5.00 PM
3.	Pre-bid Conference	29.03.2017, 3.00 PM
4.	Last Date and Time of Submission of RFP	13.04.2017, 2.00 PM
5.	Opening of General & Technical Bid	13.04.2017, 3.00 PM
6.	Opening of Financial Bid	13.04.2017, 4.30 PM

RFPs are invited for RFP for Establishment of Protocol for verifiable and auditable trails of accessing & modifying the database of HRMS Projects of Center for Modernizing Government Initiative (CMGI)

BACKGROUND:

Centre for Modernizing Government Initiative (CMGI) is a society under General Administration (AR) Dept., Government of Odisha with an objective to ensure better public services to the citizens by improving the service delivery mechanism adopting a comprehensive four-pronged approach through the use of information technology, building an enabling policy framework for service delivery, re-engineering the government processes and enhancing capacity of the human resources to manage a smart and modern citizen centric government.

Broad reform strategy envisaged for Odisha is two pronged:

- I. To rationalize the role of the state to focus on the most critical goods and services which the private sector cannot or is not willing to provide; and
- II. To enhance the effectiveness, transparency and accountability with which the Government performs this role.

Sealed Request for Proposals (RFP) FP as per the terms and conditions contained in this RFP document is invited from reputed agencies for Establishment of Protocol for verifiable and auditable trails of accessing & modifying the database of HRMS Projects of Center for Modernizing Government Initiative (CMGI).

The deadline for submission of RFP is 13.04.2017

CMGI reserves the right to accept and or reject any or all the RFPs they receive without assigning any cause or reason thereof. No claim in whatsoever form from any firms for such decision of the CMGI shall be entertained.

Yours faithfully,

Procurement Officer
CMGI.

Centre for Modernizing Government Initiative (CMGI) invites RFPs from the reputed Indian ICT Companies/Agencies for **“Establishment of Protocol for verifiable and auditable trails of accessing & modifying the database of HRMS Project of Center for Modernizing Government Initiative (CMGI).”** Eligibility criteria and other details about the RFP are available at www.cmgi.org.in.

The empanelment shall remain valid for Two years from date of signing of the agreement. The empanelment can be further extended as per the requirement based on performance of the agency.

CMGI may empanel one or more number of agencies from the applications received through this RFP. Eligible agencies may submit their applications in a sealed envelope super scribing **“Application for Establishment of Protocol for verifiable and auditable trails of accessing & modifying the database of HRMS Project of Center for Modernizing Government Initiative (CMGI)”** complete in all respect and application should be addressed to the Procurement Officer, Centre for Modernizing Government Initiative (CMGI), Executive Director, CMGI, **Sishu Bhawan Square, Unit – 1, Bhubaneswar, Odisha, Telephone No. : 0674- 2598150/51, Bhubaneswar-751009.**

CMGI reserves the right to modify and amend any of the condition/criterion of the RFP document depending upon the necessity. Such amendments shall be hosted in the CMGI website and shall be published on or before 11.04.2017.

Any application received after the date and time as specified above shall not be entertained.

The applicants must clearly mention on the envelope The RFP would be opened on 13.04.2017 at 3.00 PM

Yours faithfully,

Procurement Officer, CMGI

Description of Work

Brief Description about Human Resources Management System (HRMS)

Human Resources Management System (HRMS) envisages automating transaction relating to personnel matters. HRMS is the flagship project of CMGI, Government of Odisha. In HRMS, an employee may apply leave, loan, or put forward his/ her report, request etc. through Internet. In return she/he can receive the sanction or reply on-line through internet from authorities. An authority may issue notification or orders of transfer, promotion or deputation of the employees on-line. HRMS software automatically prepares all related accounts and registers like Service Book, Leave Account, Loan Account, Salary Account, Incumbency Chart etc, and retrieving relevant data from transactions. Moreover, it will also help retiring employees to prepare their own pension papers on click of buttons and help authorities to process pension papers easily and quickly. HRMS is an application to carry out personnel transaction of government employees in on-line mode through Internet. In this regard, the transactions that have already taken place are already being captured as legacy data.

An authority may issue notification or orders of transfer, promotion or deputation of the employees on-line. HRMS software automatically prepares all related accounts and registers like Service Book, Leave Account, Loan Account, Salary Account, Incumbency Chart etc, retrieving relevant data from transactions. Moreover, it will also help retiring employees to prepare their own pension papers on click of buttons and help authorities to process pension papers easily and quickly. HRMS is an application software to carry out personnel transaction of government employees in on-line mode through Internet. In this regard, the transactions that have already taken place are already being captured as legacy data. The Service Book of each employee is the most composite repository of such transactions. Hence, service data of each employee from the service book creates backbone of HRMS software for provisioning above services.

Technical Background of HRMS

Centre for Modernizing Government Initiative (CMGI) is a society under General Administration (AR) Dept., Government of Odisha with an objective to ensure better public services to the citizens by improving the service delivery mechanism adopting a comprehensive four-pronged approach through the use of information technology, building an enabling policy framework for service delivery, re-engineering the government processes and enhancing capacity of the human resources to manage a smart and modern citizen centric Government.

- 1) JAVA 1.7
- 2) Spring
- 3) Hibernate
- 4) PostgreSQL
- 5) JBOSS

Silicon Tech Lab, Bhubaneswar as the technical partner helps to installation of Open Source Software and migration from Oracle to Open source technology.

Scope of the Work:

HRMS Application and HRMS Official Website / Web hosting Software should be adhered to.

- Establishment of Protocol for verifiable and auditable trails of accessing & modifying the database of HRMS Projects
- IS Audit Implementation of Information Security Policy
- Network Management & Security Audit
- Data Centre Operations
- Disaster Recovery Centre

The selected agency should submit the audited report periodically by evaluating the system from time to time, as specified by CMGI.

SCOPE OF SECURITY AUDIT (SA) :

The details provided in the scope are indicative lists but not restricted to the following.

The agency shall carryout the following activities with qualified professionals:

i) Establishment of Protocol :

- The selected agency should propose protocols for accessing and modifying the database, creating auditable trails for monitoring the changes in the database;
- The selected agency should propose categories of users and their permission levels and protocols for detecting breaches of security and escalation matrix to deal with such breaches
- The selected agency should identify and effectively neutralize users who exceed their permission and their usage practices that may compromise the security of the database
- The selected agency should follow global standards and practices for adoption for developing, maintaining and securing the HRMS application. The principal idea is to identify any malicious activity in the HRMS application.

Once the above Protocols are established, CMGI will enforce the protocols in the HRMS environment (System, Data Centre and network) .

- ### **ii)**
- Post Establishment of the Audit Protocols the selected agency must conduct periodical audits (at least once in a quarter) and submit the audit reports based on their findings with respect to new global trends (in terms of newer security threats, updated practices, etc.) and submit a progress report by evaluating the suggestions proposed in the previous report, and progress achieved to resolve them.

The Security Audit :

The audit report must include the details of current practice, and suggestive measures to enforce the industry standard practice regarding aspects mentioned below.

1. Audit of Information Security Architecture & Implementation of Information Security Policy with specific reference to
 - a. Information Security Organization Structure
 - b. Roles and Responsibilities
 - c. Data Classification Policy
 - d. Software Policy
 - e. Application Security Policy
 - f. Password Security Policy

- g. Internet Access Policy
 - h. Data Centre Security & Monitoring
 - i. Virus control Policy
 - j. Backup Policy
 - k. Data center policy
 - l. Network policy
 - m. Hardware policy
 - n. Physical security policy
 - o. Environment security policy
 - p. Incident Management Policy
 - q. Business continuity and Disaster recovery plan
2. Information Security (IS) Audit of key IT Systems and resources
- a. Network admission control
 - b. Hardening of systems, switches and routers
 - c. Patch update Management
 - d. Port based security controls
 - e. Process control for change management
 - f. Security incident and management
 - g. Access control for DMZ application
 - h. Control filtering for web access and data leakage
 - i. Net scanning-vulnerability assessment
 - j. Network admission control, hardening of system, switches routers, port based security control
 - k. Penetration testing (both internal and external)
 - l. Password cracking
 - m. Intrusion detection system testing
 - n. Denial of Services testing
3. Data Centre
- a. Physical security
 - b. Physical access controls;
 - c. Operating System (OS)
 - d. Set up and maintenance of operating system parameters;
 - e. Updating of OS Patches;
 - f. OS Change Management Procedures;
 - g. Use of root and other sensitive passwords such as database servers and web servers;
 - h. Use of sensitive system software utilities;
 - i. Interfaces with external applications
 - j. Hardening of Operating System.
 - k. DBMS and data security
 - l. Secure use of SQL
 - m. Control procedures for changes to the parameter files
 - n. Logical access controls
 - o. Control procedures for sensitive database passwords
 - p. Control procedures for purging of Data Files
 - q. Procedures for data backup, restoration, recovery and readability of backed up data.

4. Disaster Recovery Site: IS Audit of DR Site with respect to
 - a. Compliance with Disaster Recovery Plan aspects
 - b. Log shipping management
5. Web Access:
 - a. To Assess Flaws in Web Hosting Software i.e. Security of web server and Design of the Applications.
 - b. Attempting to guess passwords using password-cracking tools.
 - c. Search for back door traps in the software.
 - d. Attempting to overload the systems using Distributed Denial of Services (DDOS) and Denial of Services (DOS) attacks.
 - e. Attempting penetration through perceivable network equipment / addressing and other vulnerabilities.
 - f. Check Vulnerabilities like IP Spoofing, Buffer Overflows, session hijacks, account spoofing, Frame Spoofing, Caching of web pages, Cross site scripting, Cookie handling, injection flaws
 - g. Check system of penetration testing and its effectiveness
 - h. Sniffing.
 - i. 256-bit / 128-bit SSL Certificate & PKI verification.
 - j. Whether solution architecture provides 24 X 7 availability to customer. If all servers are configured to synchronize time with Central NTP server.
 - k. To check whether date and time stamp are appearing correctly on all reports.
 - l. To check whether servers are updated with latest security patches on a periodical basis.
 - m. Confirm Rule base in Firewall are configured properly.
 - n. To ascertain IDS is configured for intrusion detection, suspicious activity on host are monitored and reported to server, firewall and IDS logs are generated and scrutinized. IP routing is disabled.
 - o. For changing system parameters whether Maker-Checker concept is followed.
 - p. Logical Access Controls Techniques viz. Passwords, Smart Cards or Other Biometric Technologies.
 - q. Proxy Server is issued between Internet and proxy systems.
 - r. Vulnerabilities of unnecessary utilities residing on Application server.
 - s. Computer Access, messages are logged and security violations reported and acted upon.
 - t. Effectiveness of Tools being used for monitoring systems and network against intrusions and attacks.
 - u. Proper infrastructure and schedule for back up is fixed, testing of back-up data done to ensure readability.
 - v. Electronic Record is authenticated by Asymmetric Cryptosystem and hash function.
 - w. Secrecy and confidentiality of Customer preserved.
 - x. Regulatory and Supervisory issues.
 - y. Any other items relevant in the case of security.
 - z. All the guidelines issued by CERT-IN from time to time relating to IT Security.

Please Note : The agencies bidding for this RFP are requested to refer the documents of Government of India; “ **Framework for Adoption of Open Source Software in e-Governance**”

Systems” and “ **Policy_Open_Source_sw_oss_egov”**. The said documents are uploaded along with this RFP document.

For further queries please contact at the following address;

EXECUTIVE DIRECTOR, CENTRE FOR MODERNIZING GOVERNMENT INITIATIVE (CMGI), PLOT NO – 1212A, SISHU BHAWAN SQUARE, UNIT – 1, BHUBANESWAR, ODISHA, TELEPHONE NO.: 0674- 2598150/51, BHUBANESWAR-751009.

1. Minimum Eligibility Criteria:

Applicants not meeting the **minimum eligibility criteria** shall not be considered for further short listing. Self-attested documents listed below against each parameter must be submitted by the applicant. All documents must be properly indexed.

Minimum eligibility criteria prescribed for Agencies for “Establishment of Protocol for verifiable and auditable trails of accessing & modifying the database of HRMS Project of Center for Modernizing Government Initiative (CMGI)” are:

Providing Technological Know-How and Manpower for Smart Governance Applications.

- i. **Registration:** A Company/Firm duly formed and registered under Companies Registration Act 1956.
- ii. Should be ISO certified in development, implementation and configuration of software and related consulting services.
- iii. RFP Fee: A Demand Draft of Rs. 5, 000/- (Rupees Five Thousand Only) drawn in favor of “**Executive Director, CMGI, Bhubaneswar**” must be enclosed with the application. Applications without the RFP Fee will be summarily rejected.
- iv. **Earnest Money Deposit:** A Demand Draft of Rs. 50,000/- (Rupees Fifty Thousand Only) drawn in favor of “**Executive Director, CMGI, Bhubaneswar**” must be enclosed with the application. Applications without the earnest money will be summarily rejected. Earnest Money of unsuccessful applicants will be returned after the finalization of agencies.
- v. Applicant should have willingness to register under Odisha VAT. On selection.
- vi. Applicant should have Service Tax Registration.
- vii. **Experience:** Applicant must have executed minimum 10 (TEN) work orders (Including in-progress projects) in last Five Financial Years (2011-12, 2012-13, 2013-14, 2014-15, 2015-16) in developing/managing/maintaining custom software, supplying /implementing/maintaining open source software operating system, Enhancement

of Open Source Software operating system, Security enforcement for various Government /PSU/ private organizations (Local/National /International).

- viii. **Turnover:** Applicant must have an average annual turnover Rs.50,00,000/- (Rupees Fifty Lakhs) during the five financial years (2011-12, 2012-13, 2013-14, 2014-15, 2015-16)
- ix. **Consortiums/Joint Ventures:** Consortiums/Joint Ventures are allowed. However, on selection, Work Order and Payment will be issued in favor of the Principal Consortium Partner.

Please Note: Priority will be given to organizations, with IT certified professionals along with number of years of experience.

List of certified professionals required:

1. Project Manager: Certified PMP / Prince2 Professional with minimum 10 years of experience to carry out and conduct the project.
2. Linux related server Level Certification: With minimum 10 years of experience.
3. Certified RDBMS Professional: Professional experienced with Oracle / MySQL / PostgreSQL with minimum 10 years of experience.

General & Technical Bid (List of documents to be submitted with the RFP)

In addition to the documents mentioned as above, applicants should submit following documents with their application. Performance against the parameters must be duly supported with self-attested documents.

- i. Profile of the Agency/Company in the enclosed format (Annex-A).
- ii. **Registration:** Copy of ROC.
- iii. Organization setup in terms of technical staff indicating their qualifications and competencies.
 - Project Management Professional : Certified PMP / Prince2 Professional with minimum 10 years of experience. CV of the said professionals should be submitted along with the bid.
 - Linux Server Professional: With minimum 10 years of experience. CV of the said professionals should be submitted along with the bid.
 - Certified RDBMS Professional: Professional experienced with Oracle / MySQL / PostgreSQL with minimum 10 years of experience. CV of the said professionals should be submitted along with the bid.

- iv. Should be ISO certified: Copy of ISO certificate in development, implementation and configuration of software and related consulting services.
- v. RFP Fee: A Demand Draft of Rs. 5, 000/- (Rupees Five Thousand Only) drawn in favor of “**Executive Director, CMGI, Bhubaneswar**” must be enclosed with the application.
- vi. **Earnest Money Deposit (EMD)**: A Demand Draft of Rs. 50,000/- (Rupees Fifty Thousand Only) drawn in favor of “**Executive Director, CMGI, Bhubaneswar**”.
- vii. Self-Certificate stating that the agency has not been blacklisted in the past by any Government /PSU/ private organizations (National /International).
- x. **Experience**: 10 (TEN) numbers of work orders/MoUs/Agreements-along with completion certificates / proof of payments showing the proof that the bidder has a minimum of five years’ experience developing/managing/maintaining custom software, supplying /implementing/maintaining open source software operating system, Enhancement of Open Source Software operating system, Security enforcement for various Government /PSU/ private organizations (Local/National /International) in the five Financial Years (2011-12, 2012-13, 2013-14, 2014-15, 2015-16) .
- viii. **Turnover**: Applicant must have an average annual turnover Re.50,00,000/- (Rupees Fifty Lakhs) during the five financial years (2011-12, 2012-13, 2013-14, 2014-15, 2015-16)
- ix. Copy of Proof of Service Tax Registration
- xi. **Consortiums/Joint Ventures**: MoU/ Agreement / Contract/ Board Resolution regarding Consortium/Joint Venture should be submitted.
- x. A certificate indicating that information submitted is correct. Anyone found guilty of furnishing false information shall be blacklisted by CMGI .
- iii) The RFP should contain an Executive Summary of the proposal to assess the competency of the bidder.

2. Method of Selection

The application submitted by agencies would be examined by the RFP Evaluation Committee, constituted by CMGI.

Agencies who are found successful in the General and Technical Bid will be eligible for the next round of evaluation, i.e., Financial Evaluation.

Terms of Contract

- I. No advance payment will be considered.
- II. Payment will be paid by way of NEFT/RTGS/ Cheque within 90 days from the date of submission of completed Bills.
- III. A cash discount of 2% would be levied if payments are to be released within 30 days.
- IV. Bills may be submitted regularly with pre-receipted bills in triplicate, towards activities already completed for settlement.
- V. The Selected agency will have to submit security deposit Rs. 2 Lakh in the form of D.D. which will be kept with CMGI for 2 years prior to obtaining the Work Order. The DD deposited against Earnest money deposit will be returned to the unsuccessful agencies after finalization of the selection procedure.
- VI. Conditional RFPs will be rejected out rightly.
- VII. CMGI reserves the right to reject offer received from any agency without any intimation to the applicant.
- VIII. CMGI has the right to cancel / postpone the RFP without assigning any reason.
- IX. CMGI reserves its right to place an order for full or part quantities under any items of work under scope.
- X. The period of validity of RFP is 180 days from the closing date of the proposals.
- XI. The agency shall maintain strict confidentiality. CMGI may also assign work of its subordinate/ attached offices/ autonomous organization on approved rates. The agency should undertake the same without any reservations.
- XII. The selected agency should be ready to use its own infrastructure while executing any project.
- XIII. Neither party will be liable in respect of failure to fulfill its obligations, if the said failure is entirely due to Governmental restrictions or instructions, natural calamities or catastrophe, epidemics or disturbances in the country. The party affected by an event of Force Majeure will immediately notify to the other party about its inability to fulfill its contractual obligation resulting from such Force Majeure Act. It should similarly notify to the other party on cessation of disability arising from such event.

- XIV. **Arbitration:** In case of any disputes and on written request of the agency, an arbitrator shall be nominated by mutually by both parties, which decision shall be final and binding on both parties.
- XV. **Payment Terms: The Technical Committee of CMGI** will verify the work and issue “ **Work Completion Certificate** ” in favor of the agency if the work is found satisfactory in every respect. Payment cycle will be quarterly. Quarterly payment process will be initiated on successful completion of quarterly audit and subsequent certification by **Technical Committee of CMGI**.
- XVI. **Jurisdiction:** The contract shall be governed by laws of India and all Government rules issued from time to time and in force at time of execution of contract. Dispute/suit, if any arising out of the contract shall be filed by either party in a court of Law to which the jurisdiction of the High Court of Odisha extends.
- XVII. CMGI reserves right to terminate the contract of any agency / agencies without assigning any reason. In case the selected agency desires to terminate the contract, a notice of 90 days is required during which they will be required to carry out the work awarded to them. Failure to do so would be resulting in forfeiture of security deposit.
- XVIII. CMGI will have the right to assess the performance of the Agency and may decide to continue or terminate the contract as per assessment made.
- XIX. **Amendment of RFP Document:** In case of any discrepancy between the Press Advertisement, other detailed provision of the **RFP** document and the updated version on the web, the web-version will prevail. The Procurement & Contracting Unit, CMGI reserves the right to add/ modify/ delete any portion of this document by issuance of a corrigendum/addendum, which would be published in the CMGI web site **www.cmgi.org.in** and will be binding on the agencies.

Annexure – A

PROFILE OF THE COMPANY

Notice inviting Requests for Proposal (RFP) for Empanelment of Agencies/Companies for Establishment of Protocol for verifiable and auditable trails of accessing & modifying the database of HRMS Project of Center for Modernizing Government Initiative (CMGI).

PROFILE OF THE COMPANY

1	Name of the Owner / Promotor/ Managing Director of the organization:	
2	Name of the organization: <ul style="list-style-type: none">• Office Address in full:• Telephone No.:• Fax No.:• E-Mail address:	
3	Details of Accounts statements (P&L and Balance Sheet) submitted for last five financial years (2011-12, 2012-13, 2013-14, 2014-15, 2015-16) (Supporting documents be attached)	
4	Sales Tax/VAT Registration	
5	Service Tax Registration	
6	PAN No.: TAN No.:	

Signature_____

Full name and designation_____

Official Seal

Annexure – B (On letterhead of the bidder)

DECLARATION

I/We _____ (Owner or Managing Director) solemnly affirm that the facts stated above are correct and nothing has been withheld. If any information submitted above, is found to be false or fabricated, I may be liable to be suspended and/or debarred from empanelment with CMGI.

Signature _____

Full Name _____

Date _____

Official Seal

Note:

1. Please attach sheets wherever necessary.
2. All the enclosures should be properly annexed and serial numbered
3. Please ensure that application form is complete. Incomplete application form shall not be considered.
4. Last date for submission of complete application in the prescribed RFP document format is _____

On Letterhead of the Bidder
Financial Bid

Financial Bid (A) : One Time

Sl. No.	Description of Work	Cost towards establishment of Protocol (A)	Taxes (B)	Total (A+B)
1	Establishment of Protocol (one time) for verifiable and auditable trails of accessing & modifying the database of HRMS Project under Center for Modernizing Government Initiative (CMGI)			“ X ”
In Words :				

Financial Bid (B) (at least 7 times in years)

Sl. No.	Description of Work	Audit fees per quarter	Audit fees for seven Quarters (A)	Service Tax for Seven Quarters (B)	Total (A+B)
1	Information Security (IS) Audit which includes Network Management & Security Audit, Data Centre Audit and Disaster Recovery Centre Audit				“ Y ”
In Words :					

Total Financial Bid Amount : Should be sum total of the above two bids (Financial Bid (A) and Financial Bid (B), i.e., X + Y =

In Words :

Signature with Stamp