

Limited Quotation  
for  
*“Selection of Agency for Security Audit of  
Revenue Management System 2.0”*  
(Limited Tender)



**Delhi Jal Board**  
**Government of NCT of Delhi**

**Corrigendum 1**

**Dated: 4<sup>th</sup> August,2020**

**Reference Number: DJB/DOR/RFP/Audit/2020/01**

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## Corrigendum 1

S. No.	Section (Pg. No)	As per RFP	To be read as
1	Section 7 Page 9	The Bidder should be registered under Companies Act, 2013 in India with a valid Incorporation certificate, PAN and GST Number	The Bidder should be registered under Companies Act, 2013/Limited Liability Partnership Act, 2008 in India with a valid Incorporation certificate, PAN and GST Number
2	Section 8.4.1 Page 11	The Annual revenue (in INR) of the bidder from IT Security Assessment/ Audit services in India in last 3 financial years (FY 16-17, FY 17-18, FY 18-19): <ul style="list-style-type: none"> <li>• &gt;= 1 Cr. and &lt; 5 Cr. = 5 Marks</li> <li>• &gt;= 5 Cr. and &lt; 10 Cr. = 10 Marks</li> <li>• &gt;= 10 Cr. = 20 Marks</li> </ul>	The Average Annual revenue (in INR) of the bidder from IT Security Assessment/ Audit services in India in last 3 financial years (FY 16-17, FY 17-18, FY 18-19): <ul style="list-style-type: none"> <li>• &gt;= 1 Cr. and &lt; 5 Cr. = 5 Marks</li> <li>• &gt;= 5 Cr. and &lt; 10 Cr. = 10 Marks</li> <li>• &gt;= 10 Cr. = 20 Marks</li> </ul>
3	Section 8.4.1 Page 11	The Bidder must have successfully executed projects in IT Security Assessment/Audit services, in any State/ Central Government/ PSU in India in last 3 years (FY 16-17, FY 17-18, FY 18-19) with minimum order value for each project at INR 20 Lakhs. <ul style="list-style-type: none"> <li>• &gt;= 10 Projects = 30 Marks</li> <li>• &gt; =5 and &lt; 10 Projects = 20 Marks</li> <li>• &gt;= 3 Projects = 10 Marks</li> </ul>	The Bidder must have successfully executed/is executing projects in IT Security Assessment/Audit services, in any State/ Central Government/ PSU in India in last 3 years (FY 16-17, FY 17-18, FY 18-19) with minimum order value for each project at INR 20 Lakhs. <ul style="list-style-type: none"> <li>• &gt;= 10 Projects = 30 Marks</li> <li>• &gt; =5 and &lt; 10 Projects = 20 Marks</li> <li>• &gt;= 3 Projects = 10 Marks</li> </ul>
4	Section 10.2 Page 14	Details of registration under Companies Act, 2013 in India with a valid Incorporation certificate, PAN and GST Number	Details of registration under Companies Act, 2013/Limited Liability Partnership Act, 2008 in India with a valid Incorporation certificate, PAN and GST Number

## Clarification to Bidders

S. No.	Organization Name	Tender Page Number	Tender Clause/Para No	Tender Clause	Bidder's Query	Response
1	BDO India LLP	9	Section 7 - Eligibility Criteria for Bidders	The Bidder should be registered under Companies Act, 2013 in India with a valid Incorporation certificate, PAN and GST Number	Request you to consider changing the criteria to – <i>"The Bidder should be registered under Companies Act, 2013/<b>Limited Liability Partnership Act, 2008</b> in India with a valid Incorporation certificate, PAN and GST Number"</i>	Please refer Corrigendum point number 1 and 4
2	BDO India LLP	11	Section 8.4.1 - Technical Evaluation Criteria - S.No. 1 - Financial Capacity in terms of Annual Revenue	The Annual revenue (in INR) of the bidder from IT Security Assessment/ Audit services in India in last 3 financial years (FY 16-17, FY 17-18, FY 18-19): <ul style="list-style-type: none"> <li>• &gt;= 1 Cr. and &lt; 5 Cr. = 5 Marks</li> <li>• &gt;= 5 Cr. and &lt; 10 Cr. = 10 Marks</li> <li>• &gt;= 10 Cr. = 20 Marks</li> </ul> Supporting Documents - Certificate from Statutory Auditor	Request you to consider changing the criteria to – "The <b>Average</b> Annual Turnover (in INR) of the bidder from IT Security Assessment/ Audit services in India in last 3 financial years (FY 16-17, FY 17-18, FY 18-19)	Please refer Corrigendum point number 2
3	BDO India LLP	11	Section 8.4.1 - Technical Evaluation Criteria - S.No. 2 - Experience of handling similar works	The Bidder must have successfully executed projects in IT Security Assessment/Audit services, in any State/ Central Government/ PSU in India in last 3 years (FY 16-17, FY 17-18, FY 18-19) with minimum order value for each project at INR 20	Request you to consider changing the criteria to – "The Bidder must have successfully executed/ <b>executing</b> projects in IT Security Assessment/Audit services, in any State/ Central Government/ PSU in India in last 3 years (FY 16-17, FY 17-	Please refer Corrigendum point number 3

				<p>Lakhs.</p> <ul style="list-style-type: none"> <li>• &gt;= 10 Projects = 30 Marks</li> <li>• &gt; =5 and &lt; 10 Projects = 20 Marks</li> <li>• &gt;= 3 Projects = 10 Marks</li> </ul>	18, FY 18-19) with minimum order value for each project at INR 20 Lakhs.	
4	BDO India LLP	10	Section 8.4 - Evaluation of Bids	<p>Technical Evaluation: The bidders who qualify the eligibility criteria shall be considered for technical evaluation to identify bidders who meet the requirements as per the tender document. Those bidders scoring more than 70 marks in the Technical Evaluation criteria shall be considered Technically qualified for the next stage.</p> <p>Opening of Financial bids: The financial bids shall be opened only for the bidders who qualify the technical evaluation criteria The Financial bids shall be opened only for the Technically qualified bidders and the financial bids will be evaluated. The bidder with the lowest quoted price (L1) shall be the final selected agency</p>	Kindly request you to consider the selection of Bidder on the QCBS (70:30)	As per RFP

5	BDO India LLP	6	Section 3 - Scope of Work	The indicative scope of work for Security Audit of Web/browser-based application, Website and Desktop application	Kindly request you to provide the quantities for the following Activities - 1. No. of Web Applications 2. No. of Desktop Applications 3. No. of Mobile Applications 4. No. of API	1. No. of Web Applications—4 (only 1 external) 2. No. of Desktop Applications- None 3. No. of Mobile Applications-2 -Mseva (External) -Meter Android App (Internal) 4. No. of API-2
6	BDO India LLP	15	Section 10.3 - Format for submission of Financial Bid	As part of financial bid format – 1. Total Price for Security Audit of DJB's RMS 2.0 Application	As part of financial bid format following Point shall be covered 1. Total Price for Security Audit of DJB's RMS 2.0 Application (including one time revalidation audit) 2. Price for additional revalidation audits (2 Nos) If more than one revalidation audits are required, bidder will be paid based on the rate for re-validation audit as discovered in the financial bid	As per RFP
7	BDO India LLP	6	Section 3 - Scope of Work	The scope include one time audit and one time re-validation audit	Kindly request you to confirm us on the same	As per RFP
8	BDO India LLP		Generic		Considering COVID 19 situations, request you to please allow remote-audits through secure VPN	Not accepted
9	BDO India LLP	6	Section 3 - Scope of Work	The selected agency is expected to perform the security audit along with functional audit for validation of functionality of existing and new features of RMS 2.0 application as per the specifications.	We understand that DJB is executing RMS 2.0 which is upgrade of RMS 1.0. While the security audit is to be done for complete application, the functional audit will be performed by security auditor will be with respect to the functionalities mentioned in	Security Audit is to be done for complete application. Functional Audit to be conducted for the functionalities of RMS 2.0 as per the details in RFP floated for RMS 2.0 by DJB in January 2017.

					the RFP folated for RMS 2.o. Please clarify	
10	BDO India LLP	6	Section 3 - Scope of Work	The Scope of Web/ Application Performance Testing will cover load, stress, and volume testing. Objective of performance testing is to ensure quality of services available to end users of RMS 2.0	As industry practice application performance testing will not be covered as part of IT Security audit. We request you to remove the same from the scope of work	The details of testing conducted by the SI shall be shared with the selected bidder. The selected bidder needs to review the same.
11	PwC India	6	Section 3- Scope of Work	Scope of Work	Is the assessment to be performed from DJB office or can be performed in part/ whole remotely.	Assessment will be conducted at DJB headquarters only. No remote access shall be provided for accessing the applications.
12	PwC India	13	Section 9- General Terms and Conditions	Terms and Conditions	We notice that below mandatory term is not explicitly covered in the RFP. DJB may please define terms in respect of :  a) Limitation of Liability- Liability of the consultant shall be limited to the overall fees to be paid to the consultant. Consultant shall not be responsible for any inconsequential damages.  b) Use of deliverables- Our deliverables are meants for view and use by DJB only. Consultant shall not be liable	To be done at the time of execution of MSA with the selected bidder.

					for any consequences arising out of sharing of deliverables by DJB with third parties.	
13	PwC India	1	Cover Page	-	It is mentioned that this is a limited tender. Please confirm to which all bidders is the tender issued.	Tender has been issued to all the Cert-In empaneled vendors.
14	PwC India	8	5- Project Timelines	Point 1- Submission of Audit report including the details of corrective action	We request the deliverable be renamed to remove reference to the word 'Audit'. Suggest it be called a Security Review report.	As per RFP
15	PwC India	9	7- Eligibility Criteria for Bidders	Point 3-The bidder should have an Average Annual Turnover of at least INR 10 Cr. during the last three (3) financial years (FY 16-17, 17-18 & 18-19) from operations in India	We suggest this be strengthened further to ask for minimum INR 50 crore as annual turnover	As per RFP
16	PwC India	4	1- Notice Inviting Tender	1.1 Fact Sheet  Last date and time for submission of bids in hard copy and sealed cover	Please provide 2 weeks time from the release of pre-bid query response.	As per RFP

17	Panacea Infosec	11	8.4.1 (Experience of handling similar work)	<p>The Bidder must have successfully executed projects in IT Security Assessment/Audit services, in any State/ Central Government/ PSU in India in last 3 years (FY 16-17, FY 17-18, FY 18-19) with minimum order value for each project at INR 20 Lakhs.</p> <ul style="list-style-type: none"> <li>• &gt;= 10 Projects = 30 Marks</li> <li>• &gt; =5 and &lt; 10 Projects = 20 Marks</li> <li>• &gt;= 3 Projects = 10 Marks</li> </ul>	<p>As per the clause mentionend here the minimum value of the project should be 20 lakhs for this eligibility criteria. But we would like to request DJB to bring the value of project from 20 to 4 lakhs. As the government IT audits for such high values ar generally clubbed with the implementation projects and so to have 10 projects with 20 lakh value will eliminate most of the CERT-In vendors and we think this will eliminate the healthy competition among the bidders.</p>	As per RFP
18	Panacea Infosec	11	8.4.1 (Experience of handling similar work)	<p>The Bidder must have successfully executed projects in IT Security Assessment/Audit services, in any State/ Central Government/ PSU in India in last 3 years (FY 16-17, FY 17-18, FY 18-19) with minimum order value for each project at INR 20 Lakhs.</p> <ul style="list-style-type: none"> <li>• &gt;= 10 Projects = 30 Marks</li> <li>• &gt; =5 and &lt; 10 Projects = 20 Marks</li> <li>• &gt;= 3 Projects = 10 Marks</li> </ul>	<p>Kindly confirm if a third party engagement is accpactable here. Such as the project is a much larger project with impementation, development, testing, etc services in a single project and the security portion is outsourced to us by the principal vendor.</p>	Not accepted
19	Panacea Infosec	11	8.4.1(Financial Capacity in terms of Annual Revenue)	<p>The Annual revenue (in INR) of the bidder from IT Security Assessment/ Audit services in India in last 3 financial years (FY 16-17, FY 17-18, FY 18-19):</p> <ul style="list-style-type: none"> <li>• &gt;= 1 Cr. and &lt; 5 Cr. = 5 Marks</li> <li>• &gt;= 5 Cr. and &lt; 10 Cr. = 10</li> </ul>	<p>Can we consider the year 2019-20 FY in past 3 years requirement.</p>	No Change



				Marks • >= 10 Cr. = 20 Marks		
20	Panacea Infosec	6	3. (Scope of Work)		<p>There are total 7 applications under scope.</p> <ol style="list-style-type: none"> <li>1. Oracle Customer Care and Billing (CC&amp;B)</li> <li>2. Consumer Portal Web application</li> <li>3 Employee Portal Web application</li> <li>4. Data Entry portal web application</li> <li>5. BI Publisher</li> <li>6. mSeva mobile App for consumers (Android Only)</li> <li>7. Meter reader Android App (Android Only)</li> </ol> <p>Please provide the following information such as user roles/dynamic pages for each application for efforts calculations.</p>	<ol style="list-style-type: none"> <li>1. Oracle Customer Care and Billing (CC&amp;B)-(Total Users - 300, Concurrent Users -100 ) Approximate Values</li> <li>2. Consumer Portal Web application - Its on public domain Internet Base</li> <li>3. Employee Portal Web application-(Total Users-300, Concurrent Users - 25) Approximate Values</li> <li>4. Data Entry portal web application-(Total Users- 300, Concurrent Users - 25) Approximate Values</li> <li>5. BI Publisher-(Total Users- 300, Concurrent Users - 10 ) Approximate Values</li> <li>6. mSeva mobile App for consumers (Android Only)-(Total Users - 8000, Concurrent Users - 4500) Approximate Values</li> </ol>

						<p>7. Meter reader Android App (Android Only)- (Total Users- 750, Concurrent Users - 100) Approximate Values</p> <p>CCB,BI,Meter Reader App, Data entry portal,Employee Portal are internal Applications . Only mSeva and Consumer portal is Dynamic and exposed to Consumer.</p>
21	Panacea Infosec	6	3. (Scope of Work)		As performnace testing of the application is not part of security assessment, Please clarify the scope of performance testing. As information security specialist organization we recommend to remove performance testing out of scope.	The details of testing conducted by the SI shall be shared with the selected bidder. The selected bidder needs to review the same.

22	Panacea Infosec	6	3. (Scope of Work)		As functional testing and process audits are separate activities; which are not part of security assessment, Please clarify the scope of functional testing and process audits. As information security specialist organization we recommend to remove functional testing out of scope. And process audit should be separately clarified for scope understanding.	As per RFP
23	Panacea Infosec	19	10.4.d (Details Hardware/Servers for RMS 2.0:)	10.4. Technical Details of RMS 2.0 Solution	Please confirm the list of Servers mentioned will be covered under security audit VAPT scope.	As per RFP
24	Panacea Infosec	General	General		Can all the activities be performed remotely or onsite	Please refer response to query number 11
25	Proviti India Member Pvt Ltd	5	Clause 2.1/ Para 2	As a process of improving the overall performance of RMS application and to cater the needs of customer base that has increased exponentially in past 5 years, the newer version of the current Revenue Management System, christened as RMS 2.0 is in the process of development. It is essentially the current platform (interface, workflow) with improved performance in terms of speed and enhanced features, which have been desired by the user from time and again. These changes will be supported with newer hardware, which will be capable of meeting the computation demands of the current user.	We understand, currently the RMS 2.0 is live in production. Kindly confirm if the technical testing (VAPT for in scope applications and mobile application security assessment) has to be conducted on development or UAT or production environment.	To be conducted on the Production environment.

26	Proviti India Member Pvt Ltd	5	Clause 3/Para 2	The selected agency is required to do a complete security assessment audit of RMS2.0 (including RMS1.0 and all enhancements) in totality and in compliance with the Cert-in standards & guidelines.	Kindly confirm if RMS 1.0 is in scope of review.	Please refer response to query number 9
27	Proviti India Member Pvt Ltd	6	Clause 3/ Para 2	Application Security Audit along with Functional/ Process Audit Database Server & Physical Access Controls Test user's rights and roles-authorized person should allow to login Test security of data or information stored in application	1. Please confirm if business controls review of RMS 2.0 (input, output, reports, business logic) are to be covered under scope of review as part of functional and process audit. 2. The testing would be conducted on sample basis. Kindly confirm.	As per RFP
28	Proviti India Member Pvt Ltd	6	Clause 3/ Para 2	Role based Security (Privilege Escalation) Insecure Communications, Insecure Cryptographic Storage	The process assessment including the ITGC areas mentioned in scope such as Access Controls, Test user's rights and roles, Test security of data or information stored in application, Role based Security (Privilege Escalation), Cryptographic Storage would be performed on sample basis. Kindly confirm	As per RFP
29	Proviti India Member Pvt Ltd	6	Clause 3/ Para 2	Source code review, Compliance Review	Please confirm the applicable specific compliance requirements (Regulatory, Legal, Policy and Procedures)to be covered as part of compliance review.	As per Cert-In and government guidelines

30	Proviti India Member Pvt Ltd	6	Clause 3/ Para 3	Kindly confirm the details of applications for source code review activity and number of lines of code in each application.	<p><b>Oracle Customer Care &amp; billing</b>  -Oracle Product Customized for DJB Web portal on Oracle Weblogic  1. Consumer Portal Web application - Total No. of Forms: 15 (Approx.) Lines of Code: 100000 (Approx.)  2 Employee Portal Web application - Total No. of Forms: 15 (Approx.) Lines of Code: 98000 (Approx)  3. Data Entry portal web application - Total No. of Forms: 54 (Approx.) Lines of Code:130000 (Approx)</p> <p><b>Mobile Applications</b>  -mSeva- Total No. of Forms: 10 (Approx.)  -Meter Reader Android App- Total No. of Forms: 25 (Approx.)</p> <p><b>Oracle Business Intelligence &amp; Analytics</b></p>
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						<p>-Oracle Product Customized for DJB</p> <p><b>Universal Content Manager</b></p> <p>-Oracle Product Customized for DJB</p>
31	Proviti India Member Pvt Ltd	6	Clause 3/ Para 3	<p>The functionality of RMS 2.0 application is to be evaluated as per Solution Design Document and Software Requirement Specification Document. The selected agency is expected to perform the security audit along with functional audit for validation of functionality of existing and new features of RMS 2.0 application as per the specifications. In case of successful audit, the</p>	<p>In case of successful audit, we shall issue a certificate for technical assessments only i.e. - VAPT, application security. Please confirm on the same and elaborate for any other certification requirements.</p>	<p>As per Cert-In and government guidelines.</p>

				selected agency will issue an audit certificate for the applications under RMS 2.0.		
32	Proviti India Member Pvt Ltd	6	Clause 3/ Para 3	Penetration & Vulnerability Testing (Using automated and manual mechanisms)	Kindly confirm the number of internal and external IP address for VAPT activity.	Information will be provided to the selected bidder.
33	Proviti India Member Pvt Ltd	6	Clause 3/ Para 3	Denial of service	Denial of service - How many devices are in scope for DOS. Kindly confirm if DOS is to be conducted for UAT or production environment.	Information will be provided to the selected bidder. The test to be conducted on production environment.
34	Proviti India Member Pvt Ltd	6	Clause 3/ Para 3	The selected agency should provide support to the development team for changes in coding to remove the vulnerabilities.	Please confirm, if PMO and Implementation assistance for gaps identified is in scope.	As per RFP
35	Proviti India Member Pvt Ltd	6,18	Clause 3/ Para 4, 10.4.b	The Scope of Web/ Application Performance Testing will cover load, stress, and volume testing. Objective of performance testing is to ensure quality of services available to end users of RMS 2.0, and the requirements specified in SLAs will also be a consideration, which is defined in RFP of RMS 2.0 published by Delhi Jal Board in January 2017. In case of requirement of any more details, the bidders	For Web/ Application Performance Testing, we will assess/review the tests (load, stress, and volume testing) performed by the DJB team and shall not be responsible to re-perform the same. Please confirm.	The details of testing conducted by the SI shall be shared with the selected bidder. The selected bidder needs to review the same.

				may reach out to the contact specified in this limited tender.		
36	Proviti India Member Pvt Ltd	6	Clause 3/ Para 6	The support should include minimum of 1 day (per website or application) onsite training or handholding to the development team.	1. Please confirm the location for onsite training. 2. Kindly confirm if trainings can be conducted online due to covid situation.	Please refer response to query number 11
37	Proviti India Member Pvt Ltd	6	Clause 3/ Para 6	Compliance review should be done after ensuring that changes to remove the vulnerabilities are completed by the development team.	We understand revalidation testing is part of the engagement scope. Please confirm.	As per RFP
38	Proviti India Member Pvt Ltd	8	Clause 6	The tentative timelines for the completion of activities are mentioned in the previous section. Payment is subject to the acceptance of deliverables by DJB.	The deliverable acceptance period shall be within stipulated timeline (5 working days) post submission of the deliverable by Protiviti. If we do not receive the response within the stipulated timeline (5 working days), the deliverable shall be considered deemed approved. Kindly confirm.	Not Accepted
39	Proviti India Member Pvt Ltd	9	Clause 8.1.1	Bidder shall mandatorily submit the bid in the form of a physical document	Please confirm if only soft copy can be submitted for the Bid proposals - Technical and Commercial due to covid situation	As per RFP



40	Proviti India Member Pvt Ltd	11	Clause 8.4.1/point 2	Experience of handling similar works - The Bidder must have successfully executed projects in IT Security Assessment/Audit services, in any State/ Central Government/ PSU in India in last 3 years (FY 16-17, FY 17-18, FY 18-19) with minimum order value for each project at INR 20 Lakhs.	<ol style="list-style-type: none"> <li>1. Kindly confirm if there would be any relaxation in terms if sector such as State/ Central Government/ PSU</li> <li>2. Kindly confirm if there would be any relaxation in terms of project value of 20 Lakhs</li> </ol>	As per RFP
41	Proviti India Member Pvt Ltd	12	Clause 8.7	Within 15 days of the receipt of notification of LoA from the DJB, the successful Bidder shall furnish unconditional, irrevocable and continuing performance bank guarantee, for an amount of 10% of total contract value, from a nationalized bank in the form acceptable to DJB. The Performance Bank Guarantee shall be valid for entire Term of engagement and expiry of 60 days thereafter. No interest shall be payable on the Performance Bank Guarantee. In case the Project is delayed beyond the project schedule as envisaged by DJB, the performance bank guarantee will be extended by the Bidder till the completion of scope of work.	<ol style="list-style-type: none"> <li>1. Kindly confirm if the performance bank guarantee can be 5% of total contract value instead of 10% of total contract value.</li> <li>2. Kindly confirm if there would be relaxation in this clause of performance bank guarantee, if any project delays.</li> </ol>	As per RFP

42	Proviti India Member Pvt Ltd	13	Clause 8.8/9	<p>Subsequent to DJB's notification to the successful Bidder by way of a LoA, acceptance of the LoA and submission of the Performance Bank Guarantee, the successful Bidder shall execute the Master Services Agreement with DJB within 7(seven) working days of the submission of Performance bank guarantee. Failure of the successful Bidder to execute the Agreement within the prescribed time shall cause the EMD of the successful Bidder to be liquidated. In such event, DJB shall negotiate with the next eligible bidder. The successful Bidder will be liable to indemnify DJB for any additional cost or expense, incurred on account of failure of the successful Bidder to execute the Agreement. Notwithstanding anything to the contrary mentioned above, the DJB at its sole discretion shall have the right to extend the timelines for execution of Agreement on the request of the successful Bidder, provided the same is bona fide.</p>	<p>The clause related to indemnity would be taken into consideration during actual award of project and signing of engagement letter. Kindly confirm.</p>	<p>The clause related to indemnity will be included in the MSA signed with the selected bidder.</p>
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43	Proviti India Member Pvt Ltd	13	Clause 9/Point 2	<p>Indemnity: The selected agency shall at all times, i.e. during the subsistence of the Master Services Agreement and any time thereafter, defend, indemnify and hold DJB harmless from and against all claims (including without limitation claims for infringement of intellectual property, breach of contract, death or injury to a person or injury to property, or other tort claims) and expenses (including court costs) arising out of or relating to the breach by the selected agency of any covenant, representation or warranty or from any act or omission of the selected agency or his agents, employees or subcontractors.</p>	<p>“Indemnity: The selected agency shall at all times, i.e. during the subsistence of the Master Services Agreement <del>and any time thereafter</del>, defend, indemnify and hold DJB harmless from and against all claims <del>(including without limitation claims for infringement of intellectual property, breach of contract, death or injury to a person or injury to property, or other tort claims)</del> and expenses (including court costs) arising out of or relating to the breach by the selected agency <del>of any covenant, representation or warranty or</del> from any act or omission of the selected agency or his agents, employees or subcontractors <b>which can be solely attributable to the selected agency. Notwithstanding anything contrary, the aforesaid indemnity obligation shall be subject to the liability cap agreed under the Master Services Agreement”.</b></p> <p>Please see the revisions and confirm.</p> <p>The clause related to indemnity would be taken into consideration during actual award of project and signing of engagement letter. Kindly confirm.</p>	<p>The clause related to indemnity will be included in the MSA signed with the selected bidder.</p>
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44	Proviti India Member Pvt Ltd	14	Clause 10.2	The bidder should have a valid ISO 27001 certification	We are service organisation and we have IT and IS policies inline with ISO 27001 and 27002. We have employees who are IISO 27001 and 27002 LA and LI certified. Currently we do not have a valid ISO 27001 certification. Please confirm if the relaxation for this clause can be considered for bid qualification.	No Change
45	Proviti India Member Pvt Ltd	16	Clause 10.4/ Para 1	RMS 2.0 application landscape includes five applications namely: Oracle Customer Care & billing (CC&B), Web portal (Consumer Portal, Employee Portal, Data Entry Portal), Mobile Applications (DJB mSeva, meter reader app), Oracle Universal Content Manager and Oracle Business Intelligence & Analytics.	We understand RMS 2.0 landscape includes five applications - Oracle Customer Care & billing, Web portal, Mobile Applications, Universal Content Manager and Oracle Business Intelligence & Analytics. Kindly confirm the number of static and dynamic pages in each application.	<p><b>Oracle Customer Care &amp; billing</b>  -Oracle Product Customized for DJB Web portal on Oracle Weblogic  1. Consumer Portal Web application - Total No. of Forms: 15 (Approx.)  2 Employee Portal Web application - Total No. of Forms: 15 (Approx.)  3. Data Entry portal web application - Total No. of Forms: 54 (Approx.)</p> <p><b>Mobile Applications</b>  -mSeva- Total No. of Forms: 10 (Approx.)  -Meter Reader Android App- Total No. of Forms: 25 (Approx.)</p> <p><b>Oracle Business Intelligence &amp;</b></p>

						<b>Analytics</b> -Oracle Product Customized for DJB  <b>Universal Content Manager</b> -Oracle Product Customized for DJB
46	Proviti India Member Pvt Ltd	19	Clause 10.4/ Section d	Details Hardware/Servers for RMS 2.0: The operating system used for this application is Linux version. All the IT infrastructure for Data Centre of RMS 2.0 is installed at NIC premises. The servers and related IT infrastructure are installed/hosted at both NIC DC and DR premises.	Please confirm the location visit to NIC DC and DR premises is in scope of review.	The selected bidder will be provided the detailed technical and network architecture of RMS 2.0 application. Based on the project requirements, location visit may be required.
47	Proviti India Member Pvt Ltd	Additional		As per the pre-bid meeting, we understand approx. 350 internal users are currently using the RMS system.	Please confirm.	Please refer response to query number 20

48	Proviti India Member Pvt Ltd	Additional		-	Kindly confirm if the audit can be performed remotely due to COVID situation	Please refer response to query number 11
49	Net Square Solution Pvt Ltd	4	Clause 6/Section 1.1 Fact Sheet	All bids must be accompanied by scanned copies of RTGSs/NEFTs towards Earnest Money Deposit (EMD) of INR 40,000 which is to be deposited through RTGS/NEFT in the DJB EMD A/c No. 50448339804 at Allahabad Bank, Copernicus Marg, New Delhi (IFSC code - ALLAO210619) through bidder's banker.	Request to waive off the EMD cost of 40,000/- Since we are MSME registered vendors.	Any bidder who wants to avail this relaxation, needs to submit the necessary documents as proof of being registered with MSME.
50	Net Square Solution Pvt Ltd	9	Clause 7./Section7. Eligibility Criteria for Bidders	The bidder should have an office in Delhi NCR Region;Details required that includes email id, contact no. and office address in Delhi NCR region	The criteria in RFP about a bidder should have an office in Delhi NCR Region, is this a mandatory requirement? We are Ahmedabad based vendor and we don't have an office in Delhi NCR Region but we are comfortable travelling on-site at Delhi	The bidder will be required to have a presence in Delhi NCR region as need based support may be required during different stages of the project to visit DJB headquarters as remote access to the applications will not be provided.
51	Xiarch Solutions Private Limited	4	Earnest Money Deposit (EMD)/Fact Sheet	All bids must be accompanied by scanned copies of RTGSs/NEFTs towards Earnest Money Deposit (EMD) of INR 40,000	Xiarch Solutions Private Limited is a MSME unit registered with NSIC under its single point registration scheme and therefore entitled for benefits such as a) Exemption from depositing the Tender Fee and issue of tender sets free of cost. b) Exemption from payment of Bid Security/ Security Deposit/ Earnest Money Deposit.	Any bidder who wants to avail this relaxation, needs to submit the necessary documents as proof of being registered with MSME.

					Please exempt our EMD for the tender.	
52	Xiarch Solutions Private Limited	9	Eligibility Criteria for Bidders(Point no 3 )	The bidder should have an Average Annual Turnover of at least INR 10 Cr. during the last three (3) financial years (FY 16-17, 17-18 & 18-19) from operations in India	Xiarch Solutions Private Limited is a MSME unit registered with NSIC under its single point registration scheme and therefore entitled for benefits such as - Relaxation of prior turnover (Exemption is sought on the basis of a letter for Hon Ministry of Finance no F20/02/2014-PPD(pt.) dated 25th July 2016.	RMS 2.0 is a large and complex project and this tender is for the Security Audit of the application, due to the nature of the work to be carried out, this request is not accepted.
53	Xiarch Solutions Private Limited	6	Roles and Responsibilities	Database Server & Physical Access Controls	Do we need to add this control in application audit scope ?	As per RFP
54	Xiarch Solutions Private Limited	6	Scope of Work	Network security Review	Is the Physically visit mandatory (if yes then please confirm the location) ?	Please refer response to query number 11 and 46
55	Xiarch Solutions Private Limited	6	Scope of Work	API Function Detail	Please confirm the No of API's functions (inhouse developed)	Please refer response to query number 5
56	Xiarch Solutions Private Limited	6	Scope of Work	Source code audit	Please share the no. of applications to be audited along with no. of lines per applications	Please refer response to query number 30
57	Xiarch Solutions Private Limited	6	Scope of Work	Vulnerability Fixing/Onsite training	Can we explain remotely ?	Please refer response to query number 11

58	Xiarch Solutions Private Limited	6	Scope of Work	Audit Location	Onsite or Remote	Please refer response to query number 11
59	Xiarch Solutions Private Limited	11	8.4.1.2 Technical Evaluation Criteria	Experience of handling similar works	kindly reduce this. Clause	As per RFP
60	Xiarch Solutions Private Limited	11	8.4.1.3 Technical Evaluation Criteria	Number of personnel for the adequacy of the assignment	kindly reduce this. Clause	As per RFP
61	Xiarch Solutions Private Limited	6	Scope of Work	Details of applications for RMS 2.0:	Kindly share the applicaiton dtails like no. of pages, no. of forms. no. of field	Please refer response to query number 45