



DELHI JAL BOARD
GOVT OF NCT OF DELHI
OFFICE OF THE DIRECTOR (REVENUE)
VARUNALAYA PHASE-II, KAROL BAGH, NEW DELHI

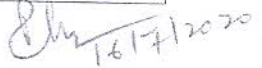


Ref. No.DJB/DOR/RFP/Audit/2020/01 Dated: 17 July 2020

On behalf of Delhi Jal Board, Director (Revenue) invites limited quotation for "Selection of Agency for Security Audit of Revenue Management System 2.0 Application" from the agencies empanelled with CERT-IN and having their office in Delhi NCR Region. Detailed RFP is available in DJB website: www.delhijalboard.nic.in.

Tender inviting Authority	Delhi Jal Board, Government of NCT of Delhi
Name of the Project Work	Selection of Agency for Security Audit of Revenue Management System 2.0 Application of Delhi Jal Board
Date of Release of RFP	17 th July 2020
Tender/Quotation Reference No.	DJB/DOR/RFP/Audit/2020/01 dated 17.07.2020
Mode of availability of Tender / Quotation	Through email to Cert-in empanelled agencies
Earnest Money Deposit (EMD)	All bids must be accompanied by scanned copies of RTGSs/NEFTs for Earnest Money Deposit (EMD) which are to be deposited through RTGS/NEFT in the DJB EMD A/c No. 50448339804 at Allahabad Bank, Copernicus Marg, New Delhi (IFSC code - ALLA0210619) through bidders banker.
Date, time and place of pre-bid Conference	24 th July 2020 at 3.30 P.M. Auditorium (Ground Floor) Delhi Jal Board (HQ) Varunalaya Building-II, Karol Bagh, New Delhi-110005 or through Video Conferencing
Address to send pre-bid queries	dir-rev.djb@nic.in
Last Date & Time for submission of email queries by bidders	28 th July 2020 upto 5.00 P.M.
Last date for response of pre-bid queries	4 th August 2020
Nature of Bid Process	Two bid system (Technical and Financial bid)
Method of selection	The selection will be based on lowest cost quoted by the technically qualified bidders(L1)

Last date and time for submission of bids in Hard Copy and sealed cover	11 th August 2020 upto 3.00 P.M.
Place for submission of bid documents	Office of the Jt. Director (Revenue)HQ Delhi Jal Board (HQ) Room No. 510, 5 th Floor Varunalaya Building-II, Karol Bagh, New Delhi-110005
Opening of Technical bids	13 th August 2020 at 11.00 A.M.
Opening of Financial bids	Date for opening of Financial bids will be informed later to the qualified bidders


 (Parveen Kumari)
 Dy. Director Revenue(HQ)

M/s _____

No.DJB/DOR/Limited Quotation/STQC/2020/ 1485

Dated: 17-07-2020

Copy to:

1. Secy to CEO for kind information of the CEO.
2. Member(Finance)/Member(WS)/Member (Dr.)/CVO.
3. All Chief Engineer (Maint).
4. Director (Revenue)/Director (Finance)/System Administrator(EDP).
5. JDR(HQ)/Consultant (Finance)/Jt. Director (F&A)-I/ Dy. Director (F&A)-I/
Sr. AO(R)/AAO(R).
6. M/s Wipro Limited/M/s PwC.
7. Notice Board, Varunalaya Phase 1 & II.
8. EE(EDP): for uploading on DJB website please.


 Dy. Director Revenue(HQ)

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

Dated: 17th July, 2020

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

Published by:
Director Revenue, Delhi Jal Board

Disclaimer

The **Delhi Jal Board** has prepared this Request for Proposal (RFP) for Security Audit of the RMS 2.0 Application. The information contained in this tender document or subsequently provided to Bidder(s), whether verbally or in documentary or in any other form, by or on behalf of Delhi Jal Board (hereafter referred to as "DJB") or any of its employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this tender document and all other terms and conditions subject to which such information is provided in writing.

This tender document is intended to be and is hereby issued only to the prospective Bidders. The purpose of this tender document is to provide the Bidder(s) with information to assist the formulation of their Proposals. This tender document does not purport to contain all the information that each Bidder may require. This tender document may not be appropriate for all persons, and it is not possible for the DJB, its employees or advisors to consider the investment objectives, financial situation and particular needs of each Bidder who reads or uses this tender document. The assumptions, assessments, statements and information contained in the tender document may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this tender document and where necessary obtain independent advice from appropriate sources. The DJB, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, adequacy, correctness, reliability or completeness of the tender document.

Information provided in this tender to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The DJB accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The DJB, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this tender document or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the tender document and any assessment, assumption, statement or information contained therein or deemed to form part of this tender document or arising in any way for participation.

The DJB also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this tender document.

The DJB may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this tender document before the last date of bid submission with reasonable time to bidders to submit modifications, if any.

The issue of this tender document does not imply that the DJB is bound to select a Bidder or to appoint the selected Bidder or Concessionaire, as the case may be, for the Project and the DJB reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the DJB or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the DJB shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

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1. Notice Inviting Tender

1.1. Fact Sheet

Tender Inviting Authority	Delhi Jal Board, Government of NCT Delhi
Name of the Project Work	Selection of Agency for Security Audit of Revenue Management System 2.0 application of Delhi Jal Board
Date of release of RFP	17 th July 2020
Tender reference Number	DJB/DOR/RFP/Audit/2020/01 dated 17/07/2020
Mode of Availability of tender Documents	The tender document shall be emailed to Cert-In empaneled agencies
Earnest Money Deposit (EMD)	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 - ALLA0210619) through bidder's banker.
Date, Time and place of Prebid Conference	24 th July 2020 at 3:30 PM, Auditorium (Ground Floor), Delhi Jal Board (HQ), Varunalaya Building-II, Karol Bagh, New Delhi-110005 OR Through Video Conferencing (Will be intimated)
Address to send pre-bid queries	All pre-bid queries to be sent to dir-rev.djb@nic.in
Nature of bid process	Two bid system (Technical and Financial bid)
Method of Selection	The selection will be based on lowest cost quoted by the technically qualified bidders (L1)
Last Date & Time for Submission of email queries by bidders	28 th July 2020 up to 5:00 PM (To be sent as per Format in Section 10.1 along with Bidder's Details)
Last date and time for submission of bids in hard copy and sealed cover	11 th August 2020 up to 3:00 PM
Place for submission of bid documents	Office of the Jt. Director (Revenue) HQ Delhi Jal Board (HQ), Room No. 510, 5 th Floor, Varunalaya Building -II, Karol Bagh, New Delhi - 110005
Opening of Technical bids	13 th August 2020 at 11:00 AM
Opening of Financial bids	Date for opening of financial bids will be informed later to the qualified bidders

2. Introduction

2.1 Background

DJB is a government utility constituted in 1998 for supply of potable water and sewage disposal in National Capital Territory region of Delhi, India. DJB is responsible for water resources management and the treatment and supply of potable water, Wastewater collection, conveyance, treatment and disposal facilities. Currently, it is serving around 24 lakh water connections with an extrapolation of 30 lakh connections in next 5 years. Delhi Jal Board introduced RMS 1.0 (Revenue Management System) in 2012 which digitized the Billing & Collection business processes. Application Landscape included Oracle Customer Care & Billing (CC&B), Web Portals (Consumer Portal, Employee Portal, Data Entry portal), Mobile applications (DJB mSeva, meter reader app), Oracle Universal Content Manager and Oracle Business Intelligence & Analytics.

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.

2.2 Objective of this Tender

The newer version of the current Revenue Management System, christened as RMS 2.0 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 are supported with newer hardware, capable of meeting the computation demands of the current user base (while adequate provisioning for potential increase during the contract period).

For ease of understanding, RMS 2.0 has the following aspects:

- Hardware Upgrade
- Application Upgrade
- Enhancements

In the context of all these changes, DJB intends to get a security audit done of the RMS 2.0 application by an external agency.

3. Scope of Work

The details of the current application i.e. RMS 2.0 is provided in section 10.4 of the annexure for the bidders to assess the existing technologies being used for the RMS 2.0 application.

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. The indicative scope of work for Security Audit of Web/browser-based application, Website and Desktop application may include, but not limited to, the below mentioned audits/ tests:

- Application Security Audit along with Functional/ Process Audit
- Penetration & Vulnerability Testing (Using automated and manual mechanisms)
- Database Server & Physical Access Controls
- Network security Review as part of Application Security
- API testing, Mobile Application testing
- Test user's rights and roles-authorized person should allow to login
- Test security of data or information stored in application
- Source code review, Compliance Review
- Role based Security (Privilege Escalation)
- Authentication Bypass or Unauthorized Access
- Improper Error handling, and Buffer Overflow
- Denial of Services
- Insecure Communications, Insecure Cryptographic Storage

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 selected agency will issue an audit certificate for the applications under RMS 2.0.

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 may reach out to the contact specified in this limited tender.

The following are some of the important elements that will be a part of deliverables:

- The audit report provided by the selected agency should have details for corrective action and steps to remove identified vulnerabilities.
- The selected agency should provide support to the development team for changes in coding to remove the vulnerabilities.
- The support should include minimum of 1 day (per website or application) onsite training or handholding to the development team.
- Compliance review should be done after ensuring that changes to remove the vulnerabilities are completed by the development team.

- Compliance audit should be done not only to check for removal of previously identified threats but also to ensure that the application or website has no vulnerabilities as a result of changes done in the code.
- The application and related IT Infrastructure is hosted at NIC premises, so the audit certificate should be in compliance with the NIC standards/ Cert-in/ Government guidelines. The bidders may well acquaint themselves with NIC standards/ Cert-in/ Government guidelines before applying for tender.

In summary, the scope of work to be carried out by the selected agency shall be include, but not limited to, the following stages:

- Carrying out various activities as mentioned in the scope of work or as required and identification of the vulnerabilities/ issues identified in the RMS 2.0 application. All the issues identified shall be categorized into different severity levels as per the existing Cert-In/NIC/ government guidelines or as agreed with DJB for prioritization and resolution. The selected agency shall also be required to carry out risk profiling of different types of users and recommend corrective actions/resolution on the same and submit an Audit report to DJB for review and finalization.
- Once the vulnerabilities/ issues have been identified, a resolution plan shall be formulated after consultation with DJB in consideration of the severity levels of the identified vulnerabilities/issues for resolution. The selected agency will be required to extend necessary support/trainings to the System Integrator team for resolution and communicate the progress to DJB on a regular basis.
- After successful resolution of vulnerabilities/issues, the selected agency shall conduct a final security & compliance audit of the system in compliance with the Cert-in/ NIC standards/ government guidelines for verification and share the final security audit report along with necessary audit certificates. The final report shall also contain a section on lessons learned, and various risk mitigation practices that can be followed by different user types.

4. Roles and Responsibilities

4.1. Roles and Responsibilities of the selected agency

1. Undertake the security audit and related activities in consultation with DJB
2. Develop and undertake necessary training for DJB and other stakeholders for rectification of any vulnerability and bugs
3. Provide necessary support for fixing any vulnerabilities/performing corrective action
4. Deploy adequate manpower for timely and successful execution of the activities
5. Any other services for the successful execution of the audit
6. Adherence to all notifications set forth by DJB in the context of scope of services
7. Maintain confidentiality of the information gathered during the course of the audit

4.2. Roles and Responsibilities of DJB

1. Provide necessary information and access required for carrying out the scope of services upon receiving request sent in advance
2. Coordination between various stakeholders depending on the nature of the activities to be carried out during the course of the project
3. Monitoring the overall timelines and any other requirement that could arise during operations for effective governance and to meet any administrative requirement
4. Provide feedback/sign off for the deliverables subject to selected agency adhering to the requirements of the deliverable

5. Project Timelines

S. No.	Milestone	Timeline
1	Submission of Audit report including the details of corrective action	T1 + 6 Weeks
2	Completion of activities related to supporting the development team for removing the vulnerabilities/performing corrective action prescribed in the audit report	T1 + 12 Weeks
3	Completion of compliance audit, submission of necessary certificates/documents/reports to DJB and ensuring that vulnerabilities or corrective actions are resolved or closed	T1 + 14 Weeks

T1 – Date of signing the Master Services Agreement with the successful bidder

6. Payment Schedule

The table below outlines the Payment Schedule along with the deliverables that will be required to be submitted by the successful bidder engaged by DJB for the security audit.

S. No.	Milestone	Payment
1	Submission of Audit report including the details of corrective action	30%
2	Completion of activities related to supporting the development team for removing the vulnerabilities/performing corrective action prescribed in the audit report	30%
3	Completion of compliance audit, submission of necessary certificates/documents/reports to DJB and ensuring that vulnerabilities or corrective actions are resolved or closed	40%

The tentative timelines for the completion of activities are mentioned in the previous section. Payment is subject to the acceptance of deliverables by DJB.

7. Eligibility Criteria for Bidders

The table below provides the eligibility criteria and necessary details required for participation in this limited tender, and the requisite documents that need to be furnished as a part of technical bid.

#	Description	Documents Required
1.	The Bidder should be registered under Companies Act, 2013 in India with a valid Incorporation certificate, PAN and GST Number	Copy of Certificate of Incorporation and valid tax registration documents (PAN, GST)
2.	The Bidder should have a CERT-In Empanelment valid at the time of submission of the bid	Letter of Empanelment
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	Certificate from Statutory Auditor
4.	The bidder should have a valid ISO 27001 certification	Copy of valid Certificate
5.	The Bidder should have at least 30 Cybersecurity personnel on its payroll in India	Certificate from HR on Company Letter Head
6.	The bidder should not have been blacklisted by any State/Central Govt./PSU organization in India in the past.	Self-Certificate with a declaration is required by bidder on company letter head with stamp and signature from authorized signatory
7.	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

Bidder should provide the details as per the requirements in **Section 10.2** of the Annexure.

8. Bidding Terms & Conditions

8.1. Procedure for submission of bids

1. Bidder shall mandatorily submit the bid in the form of a physical document
2. The last date, place and time of submission of bids shall be as per the Fact sheet of the RFP
3. The bids received after the due date and time shall be summarily rejected and the same shall not be opened
4. Technical bid should be a complete document of good print quality. The document should be page numbered and indexed and must contain the list of contents with page numbers
5. The total project cost quoted in the financial bid will have to be filled in the prescribed format in the tender document
6. The Technical bid and the Financial bid will have to be submitted in two separate envelopes.

8.2. Format for submission of bids

The bidders need to submit two separate sealed envelopes as follows:

- **Technical Bid:** The technical bid shall contain two parts and each part should have a compliance table as per the requirements of eligibility criteria and technical evaluation criteria with clearly defined numbering/referencing:
 - **Part 1:** Documents supporting the eligibility criteria (As per Annexure in section 10.2)
 - **Part 2:** Documents supporting the technical evaluation criteria
- **Financial Bid:** The financial bid shall be submitted in a separate envelope as per the format defined in the Annexure.

8.3. Opening of Bids

8.3.1. Opening of Technical Bids

The technical bids shall be opened which are received before the timeline as per the information provided in the fact sheet or subsequently informed by the DJB. The eligibility of the bidders shall be verified as per the eligibility requirements laid down in the tender document, and the technical evaluation shall be carried out as per the criteria defined in the tender document only for the bidders who qualify the eligibility criteria.

8.3.2. Opening of Commercial Bids

The DJB will open the Financial Bids of only Technically Qualified Bidders, in the presence of the representatives of the Bidders who choose to attend, at the time, date and place, as decided by the DJB.

The Financial bids shall be evaluated by the DJB for completeness and accuracy. If there is a discrepancy between words and figures, the amount in words will prevail.

8.4. Evaluation of Bids

The process for evaluation of the bids shall be for bidders who meet the eligibility criteria requirements as per the requirements laid out in Section 10.2 of the Annexure in the RFP and will be as follows:

- **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.
- **Opening of Financial bids:** The financial bids shall be opened only for the bidders who qualify the technical evaluation criteria.

8.4.1. Technical Evaluation Criteria

S. No.	Criteria	Basis for evaluation	Maximum Marks	Supporting Documents
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"> • ≥ 1 Cr. and < 5 Cr. = 5 Marks • ≥ 5 Cr. and < 10 Cr. = 10 Marks • ≥ 10 Cr. = 20 Marks 	20	Certificate from Statutory Auditor
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. <ul style="list-style-type: none"> • ≥ 10 Projects = 30 Marks • ≥ 5 and < 10 Projects = 20 Marks • ≥ 3 Projects = 10 Marks 	30	Any of the following: Work Order/ Contract/ Engagement Letter and Proof of completion/ Client Certificate
3.	Number of personnel for the adequacy of the assignment	The number of Cybersecurity personnel on permanent payrolls of the Bidder working in India <ul style="list-style-type: none"> • ≥ 30 and < 50: 10 Marks • ≥ 50 and < 70: 15 Marks • ≥ 70: 20 Marks 	20	Certificate from the HR on Company Letter Head
4.	Technical Presentation	The bidders shall be required to make a technical presentation before the technical evaluation committee at DJB. The scoring will be done on various parameters basis the presentation such as: <ul style="list-style-type: none"> - Understanding of Scope and past experience & knowledge of the subject area - Past projects successfully completed in the similar domain - Approach & Methodology proposed - Awareness of Quality Principles - Adherence to Cert-In and Security Guidelines 	30	To be undertaken as per instructions from DJB

		<ul style="list-style-type: none"> - Approach to handle technical challenges basis complexity of application - International Benchmarks followed - Commitment to complete the given work in given timeframe 		
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Those bidders scoring more than 70 marks in the Technical Evaluation criteria shall be considered Technically qualified for the next stage.

8.4.2. Financial Evaluation of Bids

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.

8.5. Purchaser's Right to Accept /Reject any or all bids

The DJB reserves the right to accept or reject any bid, and to annul the tender process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders of the grounds for the DJB’s action.

8.6. Notification of Award

The DJB will notify the successful Bidder in writing that its bid has been accepted by issuing a Letter of Award (LoA). The Bidder shall provide its acceptance within 7 days of receipt of such letter of Award. The successful Bidder shall be required to sign the LoA and return the same to the address specified in the LoA as a token of acceptance of the LoA.

Upon the successful Bidder's furnishing of performance bank guarantee, the DJB may notify each unsuccessful Bidder and will discharge their EMD.

8.7. Performance Bank Guarantee

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.

Failure of the successful Bidder to comply with the requirement of this section shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD.

On failure of execution of any work awarded to the agency, in the event of breach/unsatisfactory performance/negligence or non-adherence to terms and conditions in the contract, the Performance Bank Guarantee furnished for the contract will be forfeited.

8.8. Signing of Contract

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.

9. General Terms and Conditions

1. The bid must remain valid for a period of 180 days from the submission due date.
2. 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.
3. The selected agency shall not assign, in whole or in part, any right or delegate any duty under the Master Services Agreement to any third party, except with DJB's prior written consent.
4. The Cert-In empanelment of the selected agency should remain valid during execution of the assignment.
5. The empaneled agency will maintain confidentiality of the findings of security audit and ensure that the findings & corrective actions are shared only with concerned stakeholders in the project.
6. Language: All the bids should be in English language only.
7. Due to unforeseen condition, if the opening date of Technical Bid/Financial Bid is declared as a holiday, then in that case bids will be open on next working day at the same time and place.
8. The bidders shall send a consolidated set of queries as per the format in Section 10.1 of Annexure along with the details of the bidder over email as mentioned in the Fact Sheet.

10. Annexures

10.1. Format for submitting pre bid queries

S. No.	Tender Page Number	Tender Clause/ Para No.	Tender Clause	Bidder's Query

To be mandatorily sent in an excel file and the email title should be “Pre-bid queries for security Audit of RMS 2.0 - <Agency Name>”.

10.2. Documents to be submitted by the Bidders

The table below contains the details to be submitted by the bidders which include the requirements as per the eligibility criteria.

#	Description	Documents Required
1.	Name of the Bidder, Address and Contact Details	<Details Required>
2.	Details of registration under Companies Act, 2013 in India with a valid Incorporation certificate, PAN and GST Number	<Copy of Certificate of Incorporation and valid tax registration documents>
3.	Valid Cert-In Empanelment at the time of submission of the bid	<letter of empanelment>
4.	Proof of Average Annual Turnover of at least INR 10Cr. during the last three (3) financial years (FY 16-17, 17-18 & 18-19) from operations in India	<Certificate from Statutory Auditor>
5.	Valid ISO 27001 certification	<Certificate>
6.	Proof of the Bidder having Cybersecurity personnel with numbers on its payroll in India	<Certificate from HR on company letterhead>
7.	Earnest Money Deposit	Proof of payment of EMD as per the details in fact sheet
8.	Declaration that the bidder has not been blacklisted by any State/Central Govt./PSU organization in India in the past.	<Self-Certification required by bidder on company letter head with stamp and signature>
9.	Details of office in Delhi NCR Region	<Details required that includes email id, contact no. and office address in Delhi NCR region>

10.3. Format for submission of Financial Bid

Financial Bid (To be Submitted on Company Letter Head)

To,

**The Office of Director (Revenue)
Delhi Jal Board
Varunalaya Phase-II, New Delhi-110005**

Subject: Price Bid for limited tender for security audit of DJB's RMS 2.0 application.

Name and Contact Details of Bidder: _____

Address for Correspondence: _____

I/we hereby submit the financial bid for conducting Security Audit of RMS 2.0 Application of Delhi Jal Board (DJB), as per the Scope of work given in this tender document within the time specified and in accordance with the terms and conditions.

#	Description	Total Price	Taxes	Total Price Including Taxes
1	Security Audit of DJB's RMS 2.0 Application			

1. The rate should not be provided as a percentage figure but in absolute Indian Rupees.
2. The rate quoted must be reasonable and valid for the period of contract from the date of opening of financial bid.

SIGNATURE WITH SEAL OF TENDERER

10.4. Technical Details of RMS 2.0 Solution

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.

RMS 2.0 is a newer version of RMS 1.0 and the following version upgrades have been performed in the upgraded version:

S. No.	Old Version (RMS 1.0)	Upgraded Version (RMS 2.0)
1	Application version in RMS 1.0- Oracle Customer care and billing (CC&B) v2.3.1 sp2	Application Version in RMS 2.0 – Oracle Customer care and billing (CC&B) v2.5 sp2
2	Database version in RMS 1.0- Oracle Database 11g	Database version in RMS 2.0- Oracle Database 12c
3	Web Logic Portal in RMS 1.0- Web logic portal-10.3.2	Web Logic Portal in RMS 2.0- Web logic portal- 10.3.6
4	Web center Content- OUCM (Oracle Universal Content Manager) in RMS 1.0 - 11gR1-11.1.1.5.0	Web center Content- OUCM (Oracle Universal Content Manager) in RMS 2.0- 11gR1-11.1.1.9.0.
5	Oracle Business Intelligence Enterprise Edition in RMS 1.0- BI Publisher version 11.1.1	Oracle Business Intelligence Enterprise Edition in RSM 2.0-BI Publisher version 12c

a) Details of applications for RMS 2.0:

S. No.	Type of Application in RMS 2.0	Functionality/Description of Application	Technical Details												
1.	Oracle Customer Care and Billing (CC&B)	The important functionalities under this application consist of Bill generation, bill cancellation, billing rate, meter configuration, meter read etc.	<table border="1"> <thead> <tr> <th colspan="2">Technical Details</th> </tr> </thead> <tbody> <tr> <td>Version</td> <td>CCB2.5-SP2</td> </tr> <tr> <td>Operating system</td> <td>OEL 7.5</td> </tr> <tr> <td>Minimum Jdk version</td> <td>1.8 51 Update</td> </tr> <tr> <td>DataBase</td> <td>Enterprise Edition Release 12.1.0.2.0</td> </tr> <tr> <td>Application Server</td> <td>Weblogic 12.1.3.0.0</td> </tr> </tbody> </table>	Technical Details		Version	CCB2.5-SP2	Operating system	OEL 7.5	Minimum Jdk version	1.8 51 Update	DataBase	Enterprise Edition Release 12.1.0.2.0	Application Server	Weblogic 12.1.3.0.0
Technical Details															
Version	CCB2.5-SP2														
Operating system	OEL 7.5														
Minimum Jdk version	1.8 51 Update														
DataBase	Enterprise Edition Release 12.1.0.2.0														
Application Server	Weblogic 12.1.3.0.0														

2.	Consumer Portal Web application	The important functionalities under this application consist of Apply for new connection/mutation/ Disconnection/reopening forms, pay online, view/print bill receipt, Download notices and circular etc.	<i>Technical Details</i>	
			<i>Weblogic Portal</i>	<i>10.3.7</i>
			<i>Operating system</i>	<i>Oracle Ent.Linux 6.0</i>
			<i>Minimum Jdk version</i>	<i>jdk1.7</i>
			<i>DataBase</i>	<i>Enterprise Edition Release 12.1.0.2.0</i>
			<i>Application Server</i>	<i>Weblogic Server 10.3.6</i>
3.	Employee Portal Web application	The important functionalities under this application consist of new connection/regularization connection, grievances registration and feedback, password management, bulk connection etc.	<i>Technical Details</i>	
			<i>Weblogic Portal</i>	<i>10.3.7</i>
			<i>Operating system</i>	<i>Oracle Ent.Linux 6.0</i>
			<i>Minimum Jdk version</i>	<i>jdk1.7</i>
			<i>DataBase</i>	<i>Enterprise Edition Release 12.1.0.2.0</i>
			<i>Application Server</i>	<i>Weblogic Server 10.3.6</i>
4.	Data Entry portal web application	The important functionalities under this application consist of MRD management, new connection DAF entry and search, Audit Management and Admin management etc.	<i>Technical Details</i>	
			<i>Weblogic Portal</i>	<i>10.3.7</i>
			<i>Operating system</i>	<i>Oracle Ent.Linux 6.0</i>
			<i>Minimum Jdk version</i>	<i>jdk1.7</i>
			<i>DataBase</i>	<i>Enterprise Edition Release 12.1.0.2.0</i>
			<i>Application Server</i>	<i>Weblogic Server 10.3.6</i>
5.	BI Publisher	The important functionalities under this application consist of Bill cancellation report, disconnection/new connection/mutation reports, zone wise bill generation/cancellation report, zone wise payment report etc.	<i>Technical Details</i>	
			<i>BI Publisher Version</i>	<i>12.2.1.4.0</i>
			<i>Operating system</i>	<i>Oracle Ent. Linux 7.5</i>
			<i>Minimum jdk version</i>	<i>jdk 1.8</i>
			<i>Database</i>	<i>Enterprise edition release 12.1.0.2.0</i>
			<i>Application server</i>	<i>Weblogic server 12.2.1.3.0</i>
6.	mSeva mobile App	The important functionalities under this application consist of Self bill generation,	<i>Technical Details</i>	
			<i>Operating system</i>	<i>Android</i>

	for consumers	grievances submission, pay bills online, bill consumption summary etc.	<i>Minimum SDK version</i>	14
			<i>Storage used</i>	Shared preference, External storage and SQLite Database
			<i>Language used</i>	Java
			<i>Permissions required</i>	Camera, storage, location, telephone and internet.
7.	Meter reader Android App	The important functionalities under this application consist of Bill generation and printing, consumer search etc.	<i>Technical Details</i>	
			<i>Operating system</i>	Android
			<i>Minimum SDK version</i>	19
			<i>Storage used</i>	Shared preference, External storage and SQLite Database
			<i>Language used</i>	Java
			<i>Size of application</i>	6.75 MB
			<i>Permissions required</i>	Camera, storage, location and internet

b) For Web performance testing the details on the Numbers of Simultaneous user with which the load test to be carried out are as follows:

- CCNB:100 Users
- Data Entry Portal : 25 Users
- Employee Portal : 25 Users
- OUCM:5-10 Users
- BI-10 Users
- **Total: 50 Users**

c) Details of Database for RMS 2.0 and its DB Size:

Database Version	Database Size (GB)
Oracle Database 12c Enterprise Edition Release 12.1.0.2.0 - 64bit Production	5346

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. The details of Server including VM's installed for hosting RMS 2.0 application are as follows:

LINUX								
DC								
#	Site Name	OVS	Make - Model (Chasis)	Make-Model (Blade)	Application Suite	OS		
1	DC	Physical Machine	-	Cisco - UCS B200 M4	Web Server/NTP	OEL 7.7		
2	DC	Physical Machine	-	Cisco - UCS B200 M4	Web Server/NTP	OEL 7.7		
3	DC	OVS-1	Cisco -UCS 5108 AC2 Chassis	Cisco - UCS B200 M4	App Tier & CCB	OEL 7.5		
4	DC			Cisco - UCS B200 M4	OAM	OEL 7.5		
5	DC			Cisco - UCS B200 M4	Portal	OEL 6.0		
6	DC			Cisco - UCS B200 M4	UCM	OEL 7.5		
7	DC			Cisco - UCS B200 M4	EISS (IDAM)/OID	OEL 7.5		
8	DC			Cisco - UCS B200 M4	DNS Server	OEL 7.5		
9	DC			OVS-2	Cisco -UCS 5108 AC2 Chassis	Cisco - UCS B200 M4	Portal	OEL 6.0
10	DC					Cisco - UCS B200 M4	Business Intelligence	OEL 7.5
11	DC	Cisco - UCS B200 M4	CCB DB			OEL 7.5		
12	DC	Cisco - UCS B200 M4	CCB Analytics DB			OEL 7.5		
13	DC	Cisco - UCS B200 M4	Audit Vault			OEL 7.5		
14	DC	Cisco - UCS B200 M4	Portal DB			OEL 7.5		
15	DC	OVS-3	Cisco -UCS 5108 AC2 Chassis	Cisco - UCS B200 M4	App Tier & CCB	OEL 7.5		
16	DC			Cisco - UCS B200 M4	OAM	OEL 7.5		
17	DC			Cisco - UCS B200 M4	Portal	OEL 6.0		
18	DC			Cisco - UCS B200 M4	UCM	OEL 7.5		
19	DC			Cisco - UCS B200 M4	EISS (IDAM)/OID	OEL 7.5		

20	DC			Cisco - UCS B200 M4	OVM Manager	OEL 7.5
21	DC			Cisco - UCS B200 M4	Local yum server	OEL 7.5
22	DC	OVS-4		Cisco - UCS B200 M4	Business Intelligence	OEL 7.5
23	DC			Cisco - UCS B200 M4	CCB DB	OEL 7.5
24	DC			Cisco - UCS B200 M4	CCB Analytics DB	OEL 7.5
25	DC			Cisco - UCS B200 M4	Audit Vault	OEL 7.5
26	DC			Cisco - UCS B200 M4	Portal DB	OEL 7.5
27	DC			Cisco - UCS B200 M4	FTP Server	OEL 7.5
DR						
S. No.	Site Name		Make - Model (Chasis)	Make-Model (Blade)	Application Suite	OS
1	DR	Physical Machine	-	Cisco UCS B200 M4	Web Server/NTP	OEL 7.5
2	DR	OVS-1	Cisco -UCS 5108 AC2 Chassis	Cisco UCS B200 M4	OAM	OEL 7.5
3	DR			Cisco UCS B200 M4	Portal	OEL 6.0
4	DR			Cisco UCS B200 M4	UCM	OEL 7.5
5	DR			Cisco UCS B200 M4	EISS (IDAM)/OID	OEL 7.5
6	DR			Cisco UCS B200 M4	FTP Server	OEL 7.5
7	DR			Cisco UCS B200 M4	Oracle Business Intelligence	OEL 7.5
8	DR			Cisco UCS B200 M4	Yum	OEL 7.5
9	DR			Cisco UCS B200 M4	OVM Manager	OEL 7.5
10	DR			OVS-2	Cisco -UCS 5108 AC2 Chassis	Cisco UCS B200 M4
11	DR	Cisco UCS B200 M4	CCB DB			OEL 7.5
12	DR	Cisco UCS B200 M4	CCB Analytics DB			OEL 7.5
13	DR	Cisco UCS B200 M4	Audit Vault			OEL 7.5
14	DR	Cisco UCS B200 M4	Portal DB			OEL 7.5
15	DR	Cisco UCS B200 M4	DNS Server			OEL 7.5