

REQUEST FOR PROPOSAL (RFP)

FOR

**IS AUDIT of AASHRAYA
(Pension Disbursement System)**

**Controller General of Defence Accounts
Ministry of Defence,
Government of India**

Summary Sheet

Name of the Department:	Defence Accounts Department, Govt. of India, MoD (Finance)
Date of issue of R.F.P:	23 rd May 2014 (Friday)
Last Date and Time for submission of queries by E-mail : cgdanewdelhi@nic.in :	09 th June 2014 at 3 pm (Monday)
Pre-bid meeting	11 th June 2014 at 'Aaditya Hall'(Wednesday)
Answers to the Bidder's Questions will be available at cgda.nic.in by:	13 th June 2014 (Friday)
Last Date and Time for Receipt of Proposal:	23 rd June 2014 before 3 pm (Monday)
Date and Time of Opening of Technical Bids:	23 rd June 2014 at 3.30 pm (Monday)
Place of Opening of Bids and pre-bid conference:	Conference Hall 'Aaditya' of CGDA, Ground Floor, Ulan Batar Road, Palam, Delhi Cantt – 110010
Address for Communication:	Sr. AO (EDPS) CGDA, Ulan Batar Road Palam, Delhi Cantt-110010 Ph:2566589 Email: cgdanewdelhi@nic.in

Note:

- This bid document is not transferable.
- Bids without relevant documents as specified in this RFP, should be summarily rejected.

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Abbreviations used in the document:

CDA	Controller of Defence Accounts
CEH	Certified Ethical Hacker
CGDA	Controller General of Defence Accounts
CISM	Certified Information Security Manager
CISA	Certified Information Security Auditor
CISSP	Certified Information System Security Professional
DAD	Defence Accounts Department
DPDO	Defence Disbursement Pension Office
ISO 27001 LA	ISO 27001 Lead Auditor
JCDA	Joint Controller of Defence Accounts
L1	Lowest No 1
PCDA	Principal Controller of Defence Accounts
PDA	Pension Disbursement Agency
PPOs	Pension Payment Orders
PD	Pension Disbursement
RFP	Request For Proposal
TEC	Technical Evaluation Committee
ZO	Zonal Office

A. Introduction and Overview:

The Defence Accounts Department is responsible for Pension Disbursement in compliance with the pension sanction authorizations through Pension Payment Orders (PPOs) issued by Principal Controller of Defence Accounts (Pensions) Allahabad, Principal Controller of Defence Accounts (Navy) Mumbai and Joint Controller of Defence Accounts (Air Force) Delhi. They are also responsible for maintaining the monthly pension disbursement details, related documents, identification of pensioners, stoppage of pension as prescribed under the rules, etc. The personnel covered for pension disbursement by the Defence Accounts Defence offices are – retiring personnel of the Armed Forces – both officers and personnel below officer rank – and also the retiring Defence Civilians.

b. The offices of the Defence Accounts Defence responsible for the pension disbursement functions are given below:

- i. Controller of Defence Accounts (Pension Disbursement), Meerut – He fulfills his responsibility of pension disbursement and accounting of the same through his network of 51 DPDOs and 5 ZOs (PD). The Controller of Defence Accounts (Pension Disbursement), Meerut is responsible for the disbursement of pension to the pensioners residing in the northern states of the country – Jammu & Kashmir, U.P., Himachal Pradesh, Kolkata, Haryana, Delhi.
- ii. Controller of Defence Accounts, Chennai – The pension disbursement functions of the Controller of Defence Accounts Chennai are identical to those of Controller of Defence Accounts (Pension Disbursement), Meerut. The Controller of Defence Accounts Chennai is responsible for the disbursement of pension to the pensioners residing in the southern states of the country – Andhra Pradesh, Kerala, Karnataka and Bangalore. He fulfills this responsibility of pension disbursement and accounting through his network of 12 DPDOs and 2 ZOs (PD).
- iii. Defence Disbursement Pension Offices (DPDOs) - These are the sub-offices under the Controller of Defence Accounts (Pension Disbursement), Meerut and Controller of Defence Accounts Chennai, which carry out all the tasks related to pension disbursement. All the related documents and materials pertaining to the pensioners who opt to draw his/her pension through that particular DPDO are available in these sub-offices. It is these offices which are the physical point of contact for the pensioners. The total number of DPDOs are 63. The DPDOs are responsible for issuing payments to the pensioners.
- iv. The Zonal Offices (Pension Disbursement) are a tier of monitoring and control of pension disbursement between the Controller of Defence Accounts (Pension Disbursement), Meerut and Controller of Defence Accounts Chennai. These offices are not having direct functional responsibilities with regard to Defence Pension Disbursement. Each Zonal Office (ZO) has a certain number of DPDOs under him which are located within his geographical zone.

c. The above offices are responsible for pension disbursement activities with respect to only such Defence Pensioners who opt for pension disbursement through the DPDOs including deposit of pension disbursement amounts in their respective bank accounts. These offices do not cater to the pension disbursement needs of Defence Pensioners who opt for pension disbursement directly from the banks. In such cases the Pension Disbursement Agency (PDA) is the bank who receives the necessary authorization from the PCDA (Pensions) Allahabad, in case of Army and Defence Civilian Pensioners, PCDA (Navy) Mumbai for Navy Pensioners or JCDA (Air Force), Delhi for Air Force Pensioners.

Broad description of scope is given in Annexure-B.

RFP–Audit of AASHRAY Application (AASHRAYA)

B. GENERAL- Invitation to Bid

- i. This RFP is downloadable from the CGDA's web-site. A refundable bid amount of Rs. 10,000/-, to be submitted in the form of pay order/demand draft favoring "**CGDA-RFP for Audit of AASHRAYA Software**" payable at Delhi at the time of submission of the proposal at CGDA, Information Technology Department, Office of the CGDA, Ulan Batar Road, New Delhi-110010.
- ii. **The last date** for submission of RFP is **23rd June 2014 (Monday)** and it should reach CGDA, IT Department, at the above address by **3.00 p.m.** on that day. Bidders must keep in mind that there are security checks and related formalities for access to the building.
- iii. No proposals would be accepted after the above deadline.
- iv. The Technical Bids will be opened on **23rd June 2014 (Monday) at 03:30 p.m.** The bidder may, if so desire, depute their representative at the time of opening of Technical Bids.
- v. The CGDA reserves the right to accept any proposal or reject all the proposals, without assigning any reasons whatsoever. The CGDA's decision in this regard shall be final and binding.
- vi. Requirement, terms and conditions are mentioned in **Annexure-A.**

C. Submission and Evaluation of Proposals

- i) The Proposal shall be submitted duly signed by the authorized signatory with the seal of the IS Audit Company in three separate envelopes and to be delivered at the address given above.
 - a) **Envelope - I** containing the refundable bid amount Pay order or Demand Draft for Rs. 10,000/-. Envelope should be super-scribed "**Bid Security : Audit of AASHRAYA Software**".
 - b) **Envelope - II** containing the Technical and Qualification aspects hereinafter referred to as, **Technical Proposal**" should be super-scribed "**Technical Proposal-for Audit of AASHRAYA Software**" and a statement "**DO NOT OPEN BEFORE 23rd June 2014 : 03:30 pm**"
 - c) **Envelope - III** containing financial bid super scribed "**Financial bid: Audit of AASHRAYA Software**".

All the envelopes should be put in single larger envelop and should reach CGDA before prescribed date and time.

- ii) All **documents pertaining to Technical Proposal** Envelope should be completed and duly signed by the authorized signatory with the seal of the bidder. These are listed below
 - a. Proposal Form (**Form T1**).
 - b. Company profile (**Form T2**).
 - c. Curriculum Vitae of persons proposed to be associated w i t h the assignment (**Form T3**).
 - d. Bid Security Form (**Form T4**).
 - e. Technical Assessment Summary Form (**Form T5**)
 - f. Experience of Application Audit and Web application /Network Security Audit(**Form T6**).
 - g. Experience of application audit in Government/PSU sector (**Form T7**).
 - h. Evaluation of capability on the basis of the description of Approach, Methodology, Work Plan and Manpower proposed for performing the assignment and presentation specific to this project (**Form T8**).
 - i. Expertise/skills available (**Form T9**).
 - j. Document verification checklist for Technical Proposal (**Form T10**).
 - k. Non- Disclosure Agreement (**Form T11**).

D. General Conditions:

- i. Non-Disclosure Agreement (Form T11) need to be signed only by the vendor who will be awarded the contract
- ii. A Technical Proposal containing any price information will be summarily rejected. The CGDA will examine the proposal submitted by the vendors to determine whether they are complete, required Bid Security have been furnished, the documents have been properly signed, required information has been provided and the Bids are generally in order.
- iii. No fee for Tender has been prescribed. The bid security of all unsuccessful tender will be returned by the purchaser within 45 days, after evaluation of bids. The bid security of the successful bidder will be returned after submission of Contract Performance Guarantee Bond as required.
- iv. The CGDA reserves the right to evaluate the proposals either by itself and/or in co-ordination with and/or by engaging any outside consultants/experts.
- v. The CGDA will evaluate proposals of the respondents as per the contents of the response to the Request for Proposal submitted by the respondents. The respondents are to submit all detailed information that would help evaluation.
- vi. During evaluation, the CGDA, at its discretion, may ask the Bidder for clarification of its offer. The request for clarification and the response shall be in writing, and no change in the substance of the submission shall be sought, offered, or permitted. The CGDA reserves the right to verify the facts mentioned in the offer with respect to the information given by the respondent.
- vii. After evaluation of technical bid, the price bid for only those respondents who are short-listed and technically qualified, by the CGDA would be opened on a specified date and time which will be intimated to such short-listed bidders.

- viii. The CGDA would neither be bound to offer any reasons for such acceptance/rejection nor entertain any correspondence with the technically rejected respondents in this matter.
- ix. The Request for Proposal would neither bind the CGDA in any contract nor is it an offer of a contract. The details of services to be offered and documentation thereof would be undertaken with the selected vendor.
- x. The CGDA reserves the right to terminate the assignment, if the assignment is not proceeding in accordance with the terms of contract or to the satisfaction of the CGDA, by issuing a notice of one month.
- xi. The CGDA reserved the right to modify the assessment methodology or the weightages /marks as stated in proposal (RFP). The CGDA may at its discretion/modify any marks stated by the bidder after scrutiny of documents and/or after ascertaining the factual position.
- xii. The bidder selected for the assignment should adhere to global quality standards and GOI's regulatory/statutory directions in this regard.
- xiii. All costs shall be denominated in Indian Rupees.
- xiv. One hard and one soft copy (CD/DVD) of Technical bid, Bid Security and Financial Bid to be submitted in separate envelopes
- xv. The bidder understands that in the course of submission of the offer for the said Services and/or in the aftermath thereof, it may be necessary that the bidder may perform certain jobs/duties on the CGDA's or its sub offices' premises and/or have access to certain systems, plans, documents, approvals or information of the CGDA or its sub-offices.
- xvi. The CGDA may cancel the whole RFP process before final selection without assigning any reason whatsoever.

E. Contact Person and Communication Address:

Shri Raju Prasad,
Sr. Accounts Officers (EDPS)
Room No 39,
CGDA, Ulan Batar Road,
New Delhi – 110010
Email:cgdanewdelhi@nic.in
Phone: 25665589

F. DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of CGDA, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by CGDA to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. CGDA makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. CGDA may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

1. Introduction and Overview of AASHRAY Software :

Defence Accounts Department is responsible for sanction and disbursement of Defence Pension to retired Service Officers, JCOs and ORs, Defence Civilians and their families. The issue of efficient Disbursement of Pension to the Defence Pensioners is of primmest concern to the Defence Accounts Department. About 4.5 Lacs Defence Pensioners are receiving their pension through 63 Defence Pension Disbursement Offices (DPDOs) spread across the country. With increased life expectancy and a dependency ratio of over 100% for Defence Pension it is imperative to ensure that correct pension is paid to the pensioners as the quantum of pension and its regularity impacts over 2 million Defence personnel. Given the huge amount of expenditure incurred by the Govt. towards its pension liability and the large no of people being its beneficiaries, it is absolutely necessary to have a pensioner friendly, efficient and a transparent Pension Disbursement System.

1.2. In view of above situation, the Defence Accounts Department conceived the idea of making an efficient Pension Disbursement System for making the correct payment of pension and addressing grievances of the pensioners while automating the most of the manual work of DPDOs. Accordingly the Project "Aashraya" was initiated. This software was developed by using open source platform i.e. PHP/ MySQL and runs on Linux/Windows etc. It has been designed, developed and implemented by team of officers totally in-house without any third party assistance and expenditure on this account.

1.3. This project was formally inaugurated by Ho'nble Raksha Mantri Sh. A K Antony on DAD Day on Oct1, 2010 and running successfully in 63 DPDOs. This initiative has also been awarded with 'Raksha Mantri' award 2011 for extraordinary efforts.

1.4. Highlights of positive features of software 'Aashraya':

- Development platform: 'Aashraya' is free of cost as it has been developed in-house on latest freeware/open source platforms like PHP/Apache/MySQL without any

third party assistance and expenditure on this account. This software can be run on a standalone PC or through LAN/WAN/Internet.

- Web Enabled User Friendly Operations: "Aashraya" is web enabled software with user friendly interface screens and navigation. Any non-technical person in DPDO can easily operate it on click of buttons. The operations of DPDO like generation of Pension Payment Schedule of Pensioners, MIS, Common reports and returns etc could be generated on click of button without programming knowledge.
- Role Based Operations: In "Aashraya" the functioning of DPDO has been made role based for various tasks and ranks as per procedures. This has induced accountability for various tasks at various ranks. Respective operators of "Aashraya" can print the record of the transactions done by them. The administrator can track the doer of the transaction.
- Transparency and stakeholder participation: "Aashraya" software is very user friendly with role based authentications. Pensioner's profile module in the system enables DPDO staff to view the complete profile of the pensioner by entering the ID of pensioner and payment history for the purpose of redressal of grievances. Even monthly pension statement is being sent to the pensioner on SMS and Email.
- E-payments: Bank wise 'Monthly Pension Schedules' are generated on a single click by the DPDO. There is no need to send cheques to the Banks for payment of pensions. A single e-file is also been generated alongwith the schedules for e-payment through NEFT. Now CMP branch (Cash Management Product) of State Bank of India, Mumbai is also providing the facility of e-payments. In SBI CMP a single e-file generated through 'Aashraya', containing the details of all pensioners and amount to be paid is required to be uploaded on the website of SBI CMP, Mumbai. SBI CMP has allotted user ID and password to each DPDO for uploading the file. After uploading the file, SBI CMP credit the pensioner's account and claim debit from RBI directly.

- Innovativeness of the initiative and its replicability: It can be customised for the use of any pension disbursement agency (Post office, civil treasury, bank etc.).
- Increased efficiency of outputs/processes and effectiveness of outcomes: This software has increased many folds the working efficiency of DPDOs staff as working on new system is very user friendly and faster. The process which took many hours now takes few minutes to finish.
- In-Built Help: There is in-built help for operation of every screen. There is no need for officers and staff to wait and depend on the programmer to process any transaction.
- Pensioners' Profile: the module "Pensioners' Profile" gives information regarding pensioners pension related matters and entitlements being paid. These can be fetched easily by staff and officers of DPDO for attending the grievances settlement quickly.
- In-Built Audit Checks: Common Audit Checks have been built into "Aashraya" to ensure accurate data entry and output results. Further, the manual comparison of payment schedule as audit requirement in earlier system was time consuming. The "Aashraya" has tool to compare the schedules of desired months.
- History of payments: "Aashraya" is maintaining the history of all payments made to the pensioners in the past to facilitate quick payment of arrears in event of change of entitlements by Government and settlement of a grievance etc.
- Latest achievements: GOI orders (One Rank One Pension) on the recommendations of the Committee of secretaries issued on 17.01.2013 have been implemented in all the 63 DPDOs within one month through 'Aashraya' software.

2. Project Objective

The AASHRAYA Software is in operation since 2010. The present scope is limited to the ambit of AASHRAYA Software. *The CGDA wants to have an assurance from a competent, independent and professional body that AASHRAYA Software is working as intended by the*

CGDA, vulnerabilities are identified, there are adequate control measures in place and the system is operating in an adequately controlled environment, the working of DPDOs is secured from all known types of risks related to AASHRAYA Software and the system is in compliance with rules and adequately secured from the possibilities of fraud etc. Keeping these goals in view the CGDA wants to carry out the application, security and control review of its AASHRAYA Software.

Broad description of scope is given below in Annexure-B.

3. Eligibility

- i. The IS Audit firm/company should have been in existence for at least five years as on 31.03.2014 (in case of mergers/acquisition/restructuring or name change, the date of establishment of the earlier/original Partnership Firm/Limited Company can be taken in to account).
- ii. The company should be empanelled Information Security Auditing Organisation by CERT-In.
- iii. Should have adequate financial standing, market reputation, competent personnel and experience to undertake the assignment. Must have a minimum turnover of at least 5.00 Crore in the past three years i.e upto 31st March 2012, 31st March 2013 and 31st March 2014.
- iv. Should have both domain and technical knowledge of application related and IT areas. The technology area of expertise should include IS Audit of Enterprise Data Centre, hardware and software, Networking and Delivery channels, SDLC, software review, UAT review, BC&DR, vulnerability assessment and risk analysis, expertise in areas related to audit and payment, Business Impact Analysis etc. Should have carried out similar audit for at least five big size applications in the past one year. However it is preferable to have more experience. As evidence, satisfactory completion letter shall be submitted from the organisation, where application audit

was carried out. Should provide the team leader who has been personally involved in at least one of the similar assignments as stated above. Suitable evidence, in this regard shall also be furnished.

- v. Should have a pool of at least 10 professionals with international accreditation like CISA, CISSP and BS7799/ISO27001 trained lead auditors etc. employed with them for at least last 2 years
- vi. Should have carried out application audit of at least 05 Applications in last 12 months.
- vii. Should have minimum 2 professional having experience of accounting/payroll system in the domain for last 2 years.
- viii. The bidder must give detailed information/records substantiating the above requirements. Any bid not containing the above information will be rejected.

Note: Offers from companies/firms or its associates engaged in running/ managing a Data Center, DR Center or Software applications of CGDA or its subordinate offices shall not be considered.

4. Time for Completion of Activity

This is a one-time audit and compliance audit exercise. The tenure of the audit would be for a maximum period of 1 year. The auditor will undertake the audit exercise, submit the report within 3(three) months from the commencement of the audit, the CGDA would attend to the report for compliance and provide the compliance report within 3(three) months after the submission of report. The compliance audit will be done by the firm within 3(three) months of submission of compliance report. 3 (three) months as grace period for unavoidable delays on the part of the CGDA for compliance by the in-house solution developers.

4.2 The CGDA reserves the right to extend the period of audit in case intended tasks are not completed in time.

4.3 In case there is any delay, which is solely attributable to bidder, the CGDA will have the right to deduct 0.5% for every week or part thereof max 10 % of the total contract value for delay beyond the above mentioned period. Once the maximum deduction is reached the CGDA may consider termination of the contract. However, for any reasons, if it is mutually agreed between the CGDA and the bidder in writing, CGDA may waive the above time-overrun charges.

4.4 The CGDA reserves the right to terminate the services, if the assignment is not proceeding in accordance with the terms of contract by issuing a notice of three months.

5. PAYMENT TERMS:

The price quoted will be all-inclusive. Only service tax if applicable will be paid extra. No additional/extra charges, fees, expenses, taxes, levies, duties, costs, etc. will be payable, for whatever reason. In specific, no costs/expenses shall be payable extra for traveling (including local conveyance), boarding, lodging, out-of-pocket expenses, liaison, etc. during the validity of the contract.

- No advance payment will be made.
- The contracted fee will be paid on pro-rata basis as stated below subject to maintenance of schedule for completion of audit as mentioned in para 4 above. All payments shall be made net of taxes, if any i.e less: Tax Deduction at Source (TDS). Payment shall be made in Indian Rupees only.
- The fee payment will be done in two installments, 50% after submission of 1st audit report/s and rest 50% after submission of compliance review report/s or completion of contract whichever is later for **Audit of the AASHRAYA Software.**

6. CONFIDENTIALITY

The Vendor shall agree and assure the CGDA that its employees and/or agents shall maintain strict confidentiality regarding all information/data related to the CGDA, which

might come into their possession or knowledge in the course of this contract. Neither the vendor nor the CGDA shall disclose the confidential information to a third party. Both parties will, at all times, maintain confidentiality regarding the contents of this agreement and proprietary information including any business, technical or financial information. The Vendor shall indemnify any loss or damage the CGDA might suffer on account of any intended/unintended lapse on its part, its employees and/or its agents in this respect. The amount of indemnification, shall, however, be restricted to the Total Contract Value placed on the selected IS Audit Company. The selected IS Audit firm shall be required to comply with policies of the CGDA. The Short listed Bidder shall sign the Non-Disclosure Agreement.

7. PERFORMANCE GUARANTEE

The successful bidder would be required to furnish a Performance Guarantee amounting to ten percent (10%) of the contract value valid for a period of two years from the date of the contract, from the any schedule commercial bank, towards performance of the contract. The performance guarantee shall be invoked if the bidder fails to perform the assignments within the tenure of the contract, or in the event of the CGDA terminating the contract due to non- performance and/or unsatisfactory performance.

8. CGDA RESERVES THE RIGHTS TO THE FOLLOWING

- i. Extend the time of submission of proposal (RFP).
- ii. Modify this document by an amendment, which shall be intimated to the bidder in writing. Any bidder, not agreeable to such amendment, shall be permitted to withdraw from the bidding process, without forfeiting the bid security, provided the bidder informs the CGDA in writing of its intention to do so, within 7 days of receipt of information of the modification.
- iii. Terminate the assignment if not proceeding in accordance with the terms of the contract and to the satisfaction of the CGDA.
- iv. Modify the period stipulated for completion of the assignment during the execution of the contract.
- v. Modify any other terms, conditions and requirements mentioned above, as the CGDA may deem fit.
- vi. Cancel the whole process without assigning any reason whatsoever.

9. EVALUATION PROCEDURE: All bids shall be evaluated by a Evaluation Committee set up for this purpose by the CGDA after opening of the Technical bids. The evaluation shall be on the basis of professional competence. The marks will be awarded to the bidder as per the details/evidences furnished. Price quoted in the Commercial Quote will be taken for evaluation of L1. Evaluation process as decided by the CGDA will be binding on the bidder. The bidders who secure 70% or more will be eligible for opening of financial bids. They will be informed of the date and time of opening of financial bid. The financially lowest bidder (L1) out of technically qualified bidders will be considered for award of work.

10. General Terms:

- i. **Cost of Bidding:** The bidder shall bear all costs associated with the preparation and submission of its Bid, and the CGDA will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.
- ii. **Clarifications of Bidding Documents** A prospective bidder requiring any clarification of the Bidding Document may notify the CGDA in writing or by Fax at the address / fax number / e-mail indicated in Invitation to Bid. All clarifications needed shall be addressed to the CGDA prior to 9th June 2014 at 3:00 PM. The CGDA will respond

through a pre-bid meeting or through email to any request for clarification of the Bidding Document. Relaxation in any of the terms contained in the Bid, in general, will not be permitted, but if granted, the same will be published in the CGDA's website.

iii. **Amendments of Bidding Documents/s** : At any time prior to deadline for submission of Bids, the CGDA, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document/s, by amendment. The amendment would be published in the CGDA's website and the same will be final and binding on all the bidders.

iv. **Language of the Bid**

a) The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the CGDA and supporting documents and printed literature shall be written in English.

b) The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature.

c) Any inter-lineation, erasures or overwriting shall be valid **only** if they are initialed by the person signing the Bids. The CGDA reserves the right to reject bids not confirming to above.

v. **Opening of Bids by the CGDA**

a) The Bidders' names, or withdrawals and the presence or absence of requisite Bid Security and such other details as the CGDA, at its discretion, may consider appropriate, shall be announced at the Bid opening.

b) Bids (and modifications sent) that are not opened at Bid Opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.

vi. **Preliminary Examination**

- a. The CGDA shall examine the bids to determine whether they are complete, furnished in required formats, the documents have been properly signed, and the bids are generally in order.
- b. The CGDA may, at its discretion, waive any minor infirmity, non-conformity, or irregularity in a bid, which does not constitute a material deviation.
- c. If a bid is not substantially responsive, it shall be rejected by the CGDA and may not subsequently be made responsive by the bidder by correction of the non-conformity.
- d. The technical evaluation will take into account the capability of the bidder to implement the proposed solution.
- e. Only those bidders whose Technical bids have been found substantially responsive would be intimated by the CGDA about their participation in the process.
- f. Responsive bidders have to make detailed presentation before the members of the **Project Evaluation Committee of the CGDA**. The bidder has to present the methodology, approach, strategy, road map, total manpower involved in the project, total man-days requirement etc. The time and venue will be informed to the technically qualified bidders, after the evaluation of technical bid.
- g. After the presentation the opening of the financial bid will be initiated and date and time will be informed to the eligible vendors by the Project Evaluation Committee.
- h. The key persons identified for the project should carry out the activities from the CGDA premises at Delhi Cantt. The person provided for executing the assignment should be adequately qualified / experienced and preferably should have implemented a similar assignment.
- i. The IS auditor selected for the assignment should adhere to the quality standards, regulatory directions in this regard and extant policy and guidelines of the CGDA and the Government of India.

Annexure-B

Scope of work for Application Audit of the DPDO Software (AASHRAYA)

The bidder should understand the modules and the way they are configured in AASHRAYA Software and identify key parameters in consultation with DPDOs and check the value of these parameters as configured in AASHRAYA and confirm actual working of these parameters as intended by the DPDOs. Bidder has to identify exceptions and see if appropriate approval is available for them. He has to report issues and suggest action plan.

Test Name	Objective of Test and procedure
A. Application Controls Review	<ul style="list-style-type: none">i. Study the implemented functionality of AASHRAYA solution in the below-mentioned areas and to ensure correctness of functionality of each module and all modules in totality as per the rules and guideline procedure of the AASHRAYA Software and Office manual of the Department.<ul style="list-style-type: none">• Audit trails such as creator identification, modifier identification with time stamps with all master and transaction data.• Before and after image of data with history logs of key master files.• Audit reports in printable form by specific user IDs or group IDs and date ranges.• Application Logical Security• The software vendor shall be responsible for developing an Application Access Security module to include - creation and modification of users; user grouping by departments and<ul style="list-style-type: none">a. ECS/NEFT etcb. User and Access managementc. Interfaces with other systemsd. Management Information System (MIS) and Control Reportse. Application securityf. Any other function.ii. Study the AASHRAY Software for adequate input.iii. Processing and output controls and conduct various tests to verify existence and effectiveness of the controls.iv. Check system input/processing/output control over all types of transactions.

<p>B. System processing logic</p>	<ul style="list-style-type: none"> i. Review the system inbuilt and configured logic and ensure that the calculation is performed as intended by DPDOs. ii. Review that logics are built in accordance with the DPDOs requirements iii. Understand the logic and flow of the automated calculation and re-perform the calculation outside the system to ensure that calculations are performed accurately by the system as intended by the DPDOs. iv. Conduct various validation tests to verify existence and effectiveness of the controls for all functionalities, schemes and products supported by the applications under review.
<p>C. Review of Parameters and other areas</p>	<ul style="list-style-type: none"> i. Key parameters, updating thereof and actual working of them as intended by the DPDOs. ii. Parameterization availability, flexibility, security and integrity iii. Review processes of and controls over the periodical / mass run system generated or user-initiated transactions and to verify proper procedures are in place to ensure the accuracy of the calculations iv. Review and understand Controls over automated processing/updating of records, review or check of critical calculations, review of the functioning of automated scheduled tasks, reports distribution, etc. v. Review Day End controls to ensure integrity of the transactions as per DPDOs guidelines, trapping, reporting and follow-up procedures for exceptions. vi. Review design deficiencies necessitating manual intervention. vii. Check if failed transactions are getting saved.
<p>D. Interface</p>	<ul style="list-style-type: none"> i. Interface of AASHRAYA Software with other applications. At present regular Pension payment is disbursed through Cash Management Product (CMP). However the department reserves the right to add interfaces in the list during the course of contract. ii. Security considerations in data preparation, transit channels, handling and upload process. iii. Review of inter-dependency of AASHRAYA and interfaces, validation procedures during day-end operations iv. Reconciliation/ comparison before/after interface upload and handling of interface rejections v. Duplicate checking/Error checking during data upload vi. Reporting controls

<p>E. Data Integrity of reports generated from the system</p>	<ul style="list-style-type: none"> i. Study of the report generated from the system ii. Study of the inbuilt logic iii. Identification of the source data (for AASHRAYA) and preparation of the report outside the system iv. Comparison of the output with the system generated report v. Adequacy of reports to the management to ensure that no exceptions/marked transactions/data remain unreported. vi. Reporting of transactions done by the system without user initiative
<p>F. Assessment of Role based Security for Applications under Scope</p>	<p>Review the application security setup supported by applications under scope to ensure as under:</p> <ul style="list-style-type: none"> i. Access level controls are appropriately built and implemented into the application ii. Only authorized users should be able to edit, input or update data in the application or carry out activities as per their role and/or functional requirements. iii. Review process of users and their privileges iv. Access on a "need-to-know" and "need to-do basis" and "need-to-access". v. Appropriate user maintenance and password policies being followed vi. All the activities relating to changes in data files are through maker/checker arrangement vii. Control over system users and super users viii. Unsuccessful access attempt logging and reporting ix. Any deficient log out procedure x. Segregation of duties xi. Access control for development, production and test environment, application and personnel management among the different environments xii. Maintenance of /Restrictions on audit trail files xiii. Access to OS and databases xiv. Access level of software developers and Record office personnel to the data xv. Control and monitoring functions of the DPDO on the access privileges of system admin and software developers.

	<p>xvi. Vulnerabilities related to data manipulation through back-end/methods other than through AASHRAYA menus.</p> <p>xvii. Sufficiency of logs at levels and scope for forensics.</p> <p>xviii. Manpower deployment for application maintenance.</p> <p>xix. To look into the following security aspects</p> <ul style="list-style-type: none"> • Physical Security • Network Security • Protocols/Services • Information Security Policy • Data Storage Security • Business Continuity and Disaster Recovery Policy • System Administration Policy • Network Management • Firewall Policy • IPS Policy • VPN Policy • Access Rights • Backup Policy
<p>G. Others</p>	<p>Adequacy of Audit trails and Logs</p> <p>i. Handling of logs</p> <p>ii. Adequacy of systems/procedure for forensics</p> <p>iii. Adherence to Legal and Statutory Requirements.</p> <p>iv. Adequacy, Accuracy, Data Integrity of key MIS and Audit Reports</p> <p>v. To review documentations, policies, procedures, user manuals, operating manuals and systems manuals and to verify the version/updating controls are in place.</p> <p>vi. DPDOs preparedness to withstand application failure/unavailability of support and other contingencies like obsolescence of software etc</p> <p>vii. Other related procedures like backup, change request, version control</p> <p>viii. Risk Management Process for the application</p> <p>ix. Capacity adequacy and utilization of Servers, backup servers related to AASHRAYA</p> <p>x. Network, Bandwidth requirements and availability</p> <p>xi. Hard coded user id and passwords/ generic user id and passwords in AASHRAYA</p> <p>xii. Physical security of system</p> <p>xiii. Access beyond office hours and authorization</p>

<p>H. Deliverables</p>	<p>All the reports would be prepared module/functionality-wise keeping the following points in view.</p> <ol style="list-style-type: none"> i. The assurance that application functions as intended by the DPDOs ii. Identification of gaps/deviancies/deficiencies/vulnerabilities/risks and detailed observations and its potential impact on the working of DPDOs iii. Industry best practices iv. Specific recommendations for improvement v. Adequate verifiable audit evidences vi. Inputs for security policy, IT policy and change management. vii. Risk analysis of AASHRAYA application viii. Security and control review of the AASHRAYA Software ix. All observations will be thoroughly discussed with AASHRAYA team/application owners before finalization of report and the users' views/explanations to be noted for deviations/ recommendations. x. However this should not influence the independent views/observations of the auditors. xi. Recommendation regarding competencies and training needs of personnel deployed in AASHRAYA management. xii. All the documents and audit evidences, documentary or otherwise with screenshots/gist of discussion with stakeholders xiii. Documents/training sessions for knowledge transfer to CGDA for continuous monitoring
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PROPOSAL FORM

Date :.....

To
The Sr. Accounts Officer (EDPS)
Office of the CGDA
Ulan Batar Road, Palam
Delhi Cantt-110010
Ph: 25665589, Fax:25675030

Re: Request for proposal- Audit of AASHRAYA Software.

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to carry out the assignment in conformity with the said Bidding documents.

We undertake, if our Proposal is accepted, to carry out the work in accordance with the delivery terms and locations specified in the RFP.

We agree to abide by the Proposal and the rates quoted therein for the orders awarded by the CGDA. We hereby acknowledge and unconditionally accept that CGDA can at its absolute discretion apply the criteria deemed appropriate in short listing and selection of the Bidder.

Until a formal contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that you are not bound to accept the lowest or any Proposal you may receive.

<i>Name</i>	<i>Signature</i>	<i>In Capacity of</i>
<i>Date</i>		<i>Place</i>
<i>Duly authorised to sign the bid for and on behalf of _____.</i>		

COMPANY PROFILE

No	Particulars	Details	Enclosures if Any
1	Name of the Bidder/Bidding Firm		
2	Date of Incorporation		
3	Address of Registered Office		
4	Address for communication (with telephone number and email-id)		
5	Contact Person		

We confirm that all details mentioned and all information as stated herein are correct, and if the CGDA observes any misrepresentations of facts on any matter at any stage of evaluation, the CGDA has the right to reject the tender.

We have understood the scope of the work and undertake to execute the assignment as per the requirement of the RFP.

		<i>In Capacity of</i>
<i>Name</i>	<i>Signature</i>	
<i>Date</i>		<i>Place</i>
<i>Duly authorised to sign the bid for and on behalf</i>		
<i>of</i> _____.		

CURRICULUM VITAE

(Of persons who will be associated with the assignment)

Name of Person:

Address:

E-mail ID:

Phone number:

Qualification:

Qualification	Name of University	Year of passing	Distinction/merit (If any)

Present Designation:

Past Experience:

Name of Organization	Period From To	Brief details of nature of assignments handled

Experience in **Application Audit**

Name of Organization	Period From To	Brief details of nature of assignments handled

Note: The format is indicative of minimum requirements. Respondents may furnish additional details, if any, as a separate annexure

<i>Name</i>	<i>Signature</i>	<i>In Capacity of</i>
<i>Date</i>		<i>Place</i>
<i>Duly authorised to sign the bid for and on behalf</i> <i>of _____</i>		

BID SECURITY FORM (Refundable)

We are enclosing the Bid Security of Rs 10,000/- (Rupees Ten Thousand Only) to carry out **Audit of the AASHRAYA Software.**

The details of Demand Draft drawn in favour of "CGDA- RFP,Audit of AASHRAYA Software" are as follows:

Name of the Drawer

Bank: Branch:

Date of D:

DD No:

Amount of DD: 10,000/-

<i>Name</i>	<i>Signature</i>	<i>In Capacity of</i>
<i>Date</i>		<i>Place</i>
<i>Duly authorised to sign the bid for and on behalf of _____.</i>		

Technical Assessment FORM (SUMMARY)

TEC will allot marks in this assessment form as per pre-defined methodology and bidders responses supported with documents.

Summary of Assessment Weight age Distribution (To be filled in by the TEC):

Parameters	Maximum Marks	Marks obtained
(i) Experience for Application Audit (Form T6)	30	
(ii) Experience of Audit in Government/PSU sector (Form T7)	10	
(iii) Evaluation of capability on the basis of write-up on approach, methodology and manpower and the presentation specific to this project (Form T8)	30	
(iv) Expertise / Skills available (Form T9)	30	
Total	100	

Experience for Application Audit

(Maximum Marks=30)

Parameters	Maximum Marks	Number of assignments (To be filled by bidder)	Allotted Marks (by TEC)
21 or more assignments	20		
From 11 up to 20 assignments	15		
5 to 10 assignment	07		
Assignments in Web application security and network security audit			
i) More than 10 assignments.	10		
ii) 05 - 10 assignments	5		
TOTAL			

Note: Bidders are required to allocate the marks as per the factual position of the company and enclose all necessary documents/testimonials/declaration/proof of assignments/declaration in support of the above.

<i>Name</i>	<i>Signature</i>	<i>In Capacity of</i>
<i>Date</i>		<i>Place</i>
<i>Duly authorised to sign the bid for and on behalf of _____.</i>		

Application Audit experience in Government/PSU

(Maximum Marks=10)

1.Govt/ Public Sector Applications(since march 2014)	Max Marks	No of Assignments (To be filled by bidder)	Allotted Marks (by TEC)
a) More than 5 assignments	5		
b) 2-5 assignments	3		
2. One or more assignment in Defence organisations	5		
TOTAL	10		

Note: Bidders are required to indicate the number of assignments as per the factual position of the company and enclose all necessary documents/testimonials/declaration/proof of assignments

Duly authorized to sign the proposal for and on behalf of : _____

**Description of Approach, methodology, work plan and manpower for
Performing the Assignment**

(Maximum Marks=30)

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal divided into the following three chapters:

a) **Technical Approach and Methodology** In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

b) **Work Plan.**

In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, charts, drawings etc to be delivered as final output, should be included here. The work plan should be consistent with the scope of work as given in this document.

c) **Organization and Personnel.**

In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support personnel.

d) **Presentation**

Presentation on the approach and methodology, work plan, roadmap, Organisation and Personnel, previous project implementation, deliverables proposed, tools to be used, infrastructure required, knowledge sharing etc The marks for this section will be allotted based on the above write-up by the bidder and presentation made in support before the nominated TEC

Expertise / Skills available
(Maximum Marks=30)

	Max marks	No of professionals (To be filled by bidder)	Marks allotted (By TEC)
a) CISA/CISSP/CISM/CEH/BS7799/ISO 27001 LA etc. qualified Professionals:(last two years on the pay roll)			
i) More than 20 Professionals	15		
ii) 11- 15 Professionals	10		
iii) 10 Professionals	07		
b) Bio-data comprises of professionals with cumulative experience of such assignments			
i. 10 or more assignments	10		
ii. 5 or more assignments	05		
c) HR/Payroll/Accounting Professionals (last two years on the pay roll)			
i) More than 5 Professionals	05		
ii) 2-5 professionals	02		
TOTAL			

Note: Bidders are required to indicate number of professionals as per actual position. All supporting documents should be submitted along with the proposal.

<i>Name</i>	<i>Signature</i>	<i>In Capacity of</i>
<i>Date</i>		<i>Place</i>
<i>Duly authorized to sign the bid for and on behalf of _____.</i>		

Document verification checklist

Sl. No.	Description	Remarks (YES/NO)
a)	(i) Company should have existing for last 5 years (as on 31.03.2014) (ii) Profit making for last 3 years; 31 st March 2012, 31 st March 2013 & 31 st March 2014. (ii) Carried out Application Audit for at least 05 organisations. (iii) Annual Turn over 5.00 crore for last 3 consecutive years (31 st March 2012, 31 st March 2013 & 31 st March 2014)	YES/NO
b)	Carried out Application Audit of software in Government/PSU Sector in last 12 months	YES/NO
c)	Not have been blacklisted by any Government body in past or in present. (Please submit the self declaration letter)	YES/NO
d)	Have at least 10 or more CISA/CISSP/ISO 27001 LA/BS 7799/CISM/CEH etc (related field) qualified personnel on its payroll for minimum 2 years.	YES/NO
e)	Have at least 02 accounting/payroll professionals on its payroll for minimum of 2 years	YES/NO
g)	Shall give detailed information / records / testimonials/ declarations substantiating the above parameters in chronological order.	YES/NO
h)	Bid Security of 10,000/- by way of Demand Draft/Bank Guarantee	YES/NO
i)	Detailed note on the methodology, approach, strategy, road map, total manpower involved in the project, total man days requirement etc. specific to AASHRAYA project	YES/NO
j)	Attached Form T1 to T10.	YES/NO

NOTE: (i) The bidder shall be disqualified in case of Non-adherence of any of above essential qualification criteria.

(ii) We have enclosed all relevant documents/testimonials/declaration /proofs in supporting of the above are correct and true to the best of our knowledge

(iii) All the testimonials/proofs/documents/declaration/enclosure supporting of the above are in chronological order and enclose with the Form T6. We repeat that enclosing of documents in the form of evidence to Form T6 is must and Project Evaluation Committee has full rights to disqualify any bidder in case of non-adherence to above. Fully compliance to above will only be eligible to qualify for further tender process.

<i>Name</i>	<i>Signature</i>	<i>In Capacity of</i>
<i>Date</i>		<i>Place</i>
<i>Duly authorised to sign the bid for and on behalf of</i> _____.		

NON-DISCLOSURE AGREEMENT

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the COMPANY, are agreeable to offer Audit Services as required under their RFP for Application Audit of the AASHRAYA Software dated _____, 2014 to CGDA, having its registered office at Ulan Batar Road, New Delhi-110010 hereinafter referred to as the CGDA and,

WHEREAS, the COMPANY understands that the information regarding the CGDA's Data Center and DR Site and other related information of customers/CGDA, etc. are confidential and/or proprietary to the CGDA and

WHEREAS, the COMPANY understands that in the course of submission of the offer for the said Services and/or in the aftermath thereof, it may be necessary that the COMPANY may perform certain jobs/duties on the CGDA's or its sub-offices premises and/or have access to certain systems, plans, documents, approvals or information of the CGDA or its sub-office.

NOW THEREFORE, in consideration of the foregoing, the COMPANY agrees to all of the following conditions, in order to induce the CGDA to grant the COMPANY specific access to the CGDA's property/information

The COMPANY will not publish or disclose to others, nor, use in any services that the COMPANY performs for others, any confidential or proprietary information belonging to the CGDA, unless the COMPANY has first obtained the CGDA's written authorisation to do so;

The COMPANY agrees that notes, specifications, designs, memoranda, SYSTEMS AND TOOLS and other data shared by the CGDA or, prepared or produced by the COMPANY for the purpose of submitting the offer to the CGDA or for the performance of the said Contract/Services, will not be disclosed to during or subsequent to

submission/execution of the offer to the CGDA, to anyone outside the CGDA.

The COMPANY shall not, without the CGDA's written consent, disclose any specification, plan, pattern, details of systems, design, sample or information (to be) furnished by or on behalf of the CGDA or made privy/available to the COMPANY in connection with this assignment, to any person(s) other than those employed/engaged by the COMPANY for the purpose of submitting the offer to the CGDA and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

This agreement survives the SLA or any other agreement, notwithstanding the status of the contract in reference of which this NDA is executed, for a period of minimum 25 years from the date of this document. This is binding on the parties without any recourse to legal/regulatory/statutory obligations.

<i>Name</i>	<i>Signature</i>	<i>In Capacity of</i>
<i>Date</i>		<i>Place</i>