Tender Document

Tender Document for Security audit of Web based applications of UGC website

No. INF/PUR/SECURITY/AUDIT/UGC/2020-21

Information and Library Network Centre

सूचना एवं पुस्तकालय नेटवर्क केन्द्र

An Autonomous Inter-University Centre of UGC

विश्वविद्यालय अनुदान आयोग का स्वायत्त अंतर विश्वविद्यालय केन्द्र

Gandhinagar / गांधीनगर– 382 007

Contact person:
(During office hours 9.30am to 6.00pm (Mon-Fri)

For Technical query:	*For Commercial query:*
Mr. Abhishek Kumar, Scientist – D (CS) *Email: abhishek[at]inflibnet[dot]ac[dot]in* *Tel : 079-23268280*	*Mr. Shyam T Yadav, I/C – (Purchase & Store)* *Email: shyam@inflibnet.ac.in* *Tel: +91 79 23268143*

Sr. No.	BID-DATA SHEET	
1.	Tender Number	INF/PUR/SECURITY/AUDIT/UGC/2020-21
2.	Yearly Estimated Cost of Tender	Rs.1,10,000/- Lakhs
3.	Bid validity	60 days
4.	Issue of Tender Forms	Tender Documents / Forms can be Downloaded from the Institute's website www.inflibnet.ac.in or Central Public Procurement Portal (CPPP) www.eprocure.gov.in
5.	Tender Document Delivery Mode	Through Speed Post / Registered Post/ Courier or either by person.
6.	Earnest Money Deposit (EMD)	Earnest Money of Rs.3,000.00
7.	Contact Address	In-Charge (P&S) INFLIBNET Centre, Infocity, PB No. 04, Gandhinagar- 382 007

IMPORTANT DATES

Publish Date	24.08.2020	11:00 Hrs.
Document Download / Sale start Date	24.08.2020	11:00 Hrs.
Document Download / Sale end Date	14.09.2020	17:00 Hrs.
Pre-Bid Meeting	02.09.2020	11:00 Hrs.
Bid Submission Start Date	03.09.2020	09:00 AM
Bid Submission End Date	14.09.2020	17:00 Hrs.
Bid Opening Date	15.09.2020	11:00 Hrs.

INTRODUCTION

*The Information and Library Network Centre (here after will be referred as INFLIBNET), is an autonomous Inter University Centre of the University Grants Commission, MHRD, New Delhi. Sealed bids on behalf of Director, **INFLIBNET Centre, Gandhinagar are invited** Sealed Tender for Security Auditing of UGC web based applications (https://www.ugc.ac.in) from agencies empaneled by CERT-In only as per terms and conditions attached.*

Tender document and further amendments can downloaded from the INFLIBNET Centre's website www.inflibnet.ac.in or Central Public Procurement Portal (CPPP), Govt. of India website www.eprocure.gov.in and submit the same to INFLIBNET CENTRE on or before due date of tender.

Bidder/Service provider is expected to examine all instructions, forms, terms & conditions, and specification in the bidding document. Failure to furnish all information prescribed in the bidding documents or submission of bids not substantially responsive to the bidding documents in every respect may result in the rejection of the bid.

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Scope of Work of the Security Audit

Primary objective of the security audit exercise is to identify major vulnerabilities of the UGC web based applications from internal and external threats. Once the threats are identified and reported the auditors should also suggest possible remedies. The exercise should also undertake a review of the Information security policy document and suggest additions and deletions in light of the implementation of UGC web based applications.

To ensure that the web based applications for UGC is free from the above vulnerabilities the audit exercise will need to undertake the following activities:

1. Identify the security vulnerabilities, which may be discovered during the UGC web based applications security audit including cross-site scripting, Broken links /Weak session management, Buffer Overflows, Forceful browsing, Form/ hidden field manipulation, Command injection, Insecure use of cryptography, Cookie posing, SQL injection, Server miss-configuration, Well known platform vulnerabilities, Errors triggering sensitive information, leak etc.

2. Identification and prioritization of various risks to the UGC web applications;

3. Identify remedial solutions and recommendations for making the web application and database secure.

4. Undertake user profiling and suggest specific access methodologies and privileges for each category of the users identified. The auditors will have to carry out an assessment of the vulnerabilities, threats and risks that exist in UGC web based applications through Internet Vulnerability Assessment and Penetration Testing. This will include identifying remedial solutions and recommendations for implementations of the same to mitigate all identified risks, with the objective of enhancing the security of the system. The bidder will also be expected to propose a risk mitigation strategy as well as give specific recommendations to tackle the residual risks emerging out of identified vulnerabilities assessment. The UGC web based applications should be audited as per the CERT-in Standards. The auditor is expected to submit the final audit report after the remedies/recommendations are implemented and confirmed with retest.

5. **TIME SCHEDULE FOR SUBMISSION OF REPORT:** The security audit report will have to be

completed and submitted within 45 days from the date of commencement of work/contract as per the scope of work.

After the report is submitted by the auditors, UGC will be expected to remove all the vulnerabilities. The Audit Firm/company has to submit a summary compliance report at the end of the assessment phase and the final Report will certify the UGC web based applications in compliance with the NIC standards.

Deliverables and Audit Reports

The successful bidder will be required to submit the following documents in printed format (2 copies each) after the audit of the UGC web based applications.

(i)   A detailed report with security status and discovered vulnerabilities weakness and mis-configurations with associated risk levels and recommended actions for risk mitigations.
(ii) Summary and detailed reports on security risk, vulnerabilities and audit with the necessary counter measures and recommended corrective actions to be undertaken by UGC.
(iii) **The final security audit certificate for the UGC web based applications should be in compliance with the NIC standards.**
(iv) All deliverables shall be in English language and in A4 size format.
(v)   The vendor will be required to submit the deliverables as per terms and conditions of this document.

1. **Currently Server specification/configuration and Capacity:**

   Server Operating System : Windows Server 2012/2016 R2 Standard
   Processor : Intel(R) Xeon(R) CPU E52660 @ 2.60GHz (2 Processors)
   RAM : 64 GB as per processor
   System Type : 64 Bit OS
   Storage Capacity : 4-8 TB
   URL : https://www.ugc.ac.in

2. **Database Management Services**: We are currently using SQL Server 2014/2016 R2.

3. **IIS Version**: IIS 8.5/10

4. **VS Framework**: Framework 4.0 and above, MVC

5. **URLs**
   https://*.ugc.ac.in/
   Total dynamic pages: 1200+ (it may vary)

   Total static pages: 400+ (it may vary)

   SIGNATURE WITH SEAL OF TENDERER _____

   NAME IN BLOCK LETTERS: _____

   COMPANY NAME WITH FULL ADDRESS: _____

<div align="center">***INSTRUCTION TO BIDDER***</div>

01.   Kindly submit the following documents along with quotation:

Sr. No.	Chapter	Description
1.	Annexure-T-I	Checklist for Technical Bid a) Registration Certificate b) PAN No. in the Company's Name c) GST Number d) Certificate of IATA
2.	Annexure-T-II	Bidder's Details
3.	Annexure-T-III	Bank details
4.	Annexure-T-IV	Bid form
5.	Annexure-T- V	Declaration

Before submitting the tender, kindly read the attached Terms & Conditions carefully and in case you need any clarification, please contact the undersigned.

The bidder should submit original proposal with all required document in the prescribed form mentioned at Annexure- T-I). The documents submitted must be legible and each page of proposal should be duly sealed & signed by the company of authorized officer otherwise the bid is likely to be rejected.

The sealed envelope should be submitted to the In-Charge – (P&S), INFLIBNET Centre, INFOCITY, Gandhinagar And also deposited/ dropped in the tender Box placed at the security cabin, INFLIBNET CENTRE, INFOCITY, GANDHINAGAR-382007 on or before 14th September, 2020 at 17:00 hrs., superscribing the enquiry number and due date.

- All the envelopes shall indicate the name and address of the bidder to enable the bid to be returned, if required.
- Late/ or delayed tenders shall not be considered. Therefore, please ensure that the tender is submitted/ posted well in time to reach us before the due date.
- Incomplete and conditional tender will be rejected
- The bid shall be written in English only.
- No other method/means of submission of bid except as stated above shall be acceptable. All entries in the bid form should be legible and filled clearly. Otherwise the bid is likely to be rejected. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting is permitted in the Financial Bid form. The cuttings, if any, in the Bid/ Bid application must be initialed by the person authorized to sign the bid.

02. Earnest Money Deposit (EMD): The interested Companies/firms may put the tender document complete in all respects along with Earnest Money Deposit (EMD) of Rs.3,000/- in the form of Demand draft / Banker's Cheque / Fixed Deposit of any scheduled bank drawn in favour of "INFLIBNET Centre" payable at Gandhinagar and other requisite documents in the Tender Box kept near Security Cabin of INFLIBNET Centre, INFOCITY, Gandhinagar.

The bid securities of the unsuccessful bidders shall be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. No interest shall be payable by the Institute on EMD. In the event of the successful bidder/contractor failing to comply with any provision of the contract, EMD/Security Deposit shall stand forfeited. The bid security is normally to remain valid for a period of forty-five days beyond the final bid validity period.

In exceptional circumstances, INFLIBNET may solicit Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The Bid security shall also be suitably extended. A Bidder granting the request is not required nor permitted to modify the Bid.

Forfeiture of EMD: EMD made by Bidder may be forfeited under the following conditions:

- Accept the work order along with the terms and conditions.
- Furnish performance security.
- Violates any of the work conditions of this proposal or indulges in any such activities as would jeopardize the work.
- Submitting false/misleading information/declaration/documents/proof/etc. The decision of INFLIBNET regarding forfeiture of EMD shall be final and shall not be called upon to question under any circumstances, besides, forfeiture of EMD even the Bidder will be deferred from participating in any job.

03. **Performance Security Deposit**: The successful bidder shall have to deposit a Performance Security Deposit of the 10 % of the total amount of work order within three (3) weeks of the receipt of the LOI/Order. The performance security deposit will be furnished in the form of Demand draft/ Bank Guarantee/Banker's Cheque/Fixed Deposit of any scheduled bank drawn in favour of "INFLIBNET Centre" Payable at Gandhinagar. The performance security deposit should be valid for sixty days beyond the date of completion of all contractual obligations. Bid security shall be refunded to the successful bidder on receipt of performance security.

04. **Terms of Payment:**
- 100 % payment will be release after submitting the final security audit certificate on completion of audit of website as per mentioned at scope of work, by e-transfer through RTGS/ NIFT. No advance payment will be made. The Contractor should provide their bank details duly signed by authorized signatories.
- Format of invoice is as per INFLIBNET (i.e. Tax invoice as per GST rules clearly indicating Tax registration number, Service Classification, GST number of both parties, rate and amount of Tax shown separately). The terms of such invoice(s) is that they shall be payable as per the rates submitted, negotiated and agreed by both.
- The Centre will deduct Income tax at source under Section 194-C of Income Tax Act from the renderer at the prevailing rates of such sum as income tax on the income comprised therein. All Taxes per applicable rules at time to time will be deducted at applicable rates from all payments made by INFLIBNET Centre. Necessary TDS certificate will be issued by the Centre.
- No claim for interest will be entertained by the Centre in respect of any payment/deport which will be held with the Centre due to dispute between the Centre & Contractor or due to Admin delay for the reasons beyond the control of the Centre.

05. **Period of Validity of Offer:** For the purpose of placing the order, the proposals shall remain valid till 60days. During the period of validity of proposals, the rates quoted shall not change. In exceptional circumstances, INFLIBNET may ask for extension of the period of validity and such a request shall be binding on Bidders. INFLIBNET's request and the response to such a request by various Bidders shall be in writing. A Bidder agreeing to such an extension will not be permitted to increase its rates

06. **Pre Bid Meeting**: Pre Bid Meeting will be held on 02.09.2020 at 11.00 hrs at premises of INFLIBNET. Only the queries received within the stipulated date prior to the Pre Bid Meeting will be answered.

07. **INFLIBNET'S Right to reject any of all bids:** INFLIBNET reserves the right to reject any bid and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision. Any effort by a bidder or bidder's agent / consultant or representative, whosoever described to influence the INFLIBNET/ in any way concerning scrutiny / consideration

/ evaluation / comparison of the bid or decision concerning award of contract shall entail rejection of the bid.

08. **Termination of the Contract:** The contract may be curtailed/terminated before the contract period, inter alia owing to deficiency in services or substandard quality of services by the empanelled agency etc. as may be specified in the contract to be singed between the parties. The INFLIBNET, however, reserves right to terminate this initial contract at any time after giving one month's notice to the selected Service Provider with or without assigning any reasons. Where a contract terminated by INFLIBNET on account of the committed by the agency, it shall have the right to award the contract to any other agency at the cost, risk and responsibilities of contract and excess expenditure incurred on account of this will be recovered by INFLIBNET from his Security deposit or pending bill or by raising a separate claim.

09. **Liquidated Damage:** In the event of failure to meet the job completion in stipulated date/time liquidated damage may be imposed on the Bidder/OEM for sum not less than 0.50% of the contract value for that item/job for each week or part thereof, subject to a ceiling of 5 % of the total contract value/tender amount (including all taxes & duties and other charges). In the event of LD exceeds 5 % of the order value, INFLIBNET reserves the right to terminate the contract and INFLIBNET will get the job completed by any other competent party. The difference of cost incurred by INFLIBNET will be recovered from the Bidder/OEM.

10. **Resolution of Disputes:**
The place of the arbitration shall be Ahmedabad/Gandhinagar, Gujarat. The Arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended.

11. **Relaxation of Terms and Conditions:** The Director, INFLIBNET is empowered to relax any term or condition mentioned herein.

SIGNATURE WITH SEAL OF TENDERER _____

NAME IN BLOCK LETTERS: _____

COMPANY NAME WITH FULL ADDRESS: _____

TERMS & CONDITIONS

The web based application may be hosted at INFLIBNET/NIC server after Security audit, so the security audit certificate should be in compliance with the NIC standards.

01. Only those Organizations/firms registered with the CERT-in-empaneled are eligible for submitting the tender
02. The first round of security audit report should be submitted to INFLIBNET Centre within 15 days after the work order issued by INFLIBNET Centre and consecutive round report if any should be submitted within 5 working days.
03. In case, the firm does not complete the audit work within the stipulated period from the date of confirmed work order, EMD submitted by the firm will be forfeited.
04. The tenderer can remain present himself /herself or his/her authorized representative at the time of opening the tender. Only authorized representative will be allowed to attend the meeting of the Tender Committee. They should also bring an undertaking on the letter head of the firm/organization that any decision/negotiation taken by their representative shall be acceptable to the firm.
05. All the firms/organization participating in the Tender must submit a list of their owners/partners etc. along with their contact numbers and a Certificate to the effect that the firm/organization is neither blacklisted by any Govt. Department nor any Criminal Case is registered against the firm or its owner or partners anywhere in India be attached with this tender. Any firm/organization blacklisted by a Govt./Semi Govt. Deptt. shall not be considered for this tender and tender will be rejected straightway.
06. The Tender Committee reserves the right to reject any tender or negotiate with L-1 firm/organization.
07. If the firm/organization wants to know about the size, i.e. of the Website before submitting the tender, they can contact this office at Mr Abhishek Kumar, Scientist D (CS) INFLIBNET Centre.
08. Firms/Organization will also have to assist in patching vulnerabilities if any after security audit for the platforms i.e. Dot net/SQL server at application level.

SIGNATURE WITH SEAL OF TENDERER _____

NAME IN BLOCK LETTERS: _____

COMPANY NAME WITH FULL ADDRESS: _____

Annexure T-I

Checklist for Technical Bid

Mention Page Numbers

Sr. No.	Pre-qualification criteria	Documents to be provided	Attached(Y/N)	Page No.
01.	The Registration Certificate	**I.** Certificate of Commencement of business (Certificate of incorporation)		
03.	They should be registered with Income Tax and Goods and Service Tax.	I. Attested copy of PAN/GIR Card II. Attested copy of GST		
06.	Annexure-T-II [On the letterhead of the Bidder]	Bidder's Details		
07.	Annexure-T-III [On the letterhead of the Bidder]	Bank details		
09.	Annexure-T- IV [On the letterhead of the Bidder]	Declaration		

- o Please use separate sheet for providing complete information.

- o While evaluating bids, the document required against above eligibility criteria shall be provided as per this tender as Annexures. Firm shall self-certify each page of the tender document in token of its understanding / acceptance by signing it.

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Annexure T–II

[On the original letterhead of the Bidder/OEM]
Bidder/OEM's Details

1.	Name of the Firm/ Company	
2.	Name and Designation of Authorized Signatory	
3.	Communication Address:	
4.	Office Phone No: Mobile No:	
5.	Fax: E-Mail ID:	
6.	GST registration Number: PAN Number:	
Particular Details of the Bidder/OEMs Representative'		
7.	Name of the Contact Person: Designation: Phone No: Mobile No: E-Mail ID:	

UNDERTAKING
I, the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.

Authorized Signatory (signature in full) :_____

Name and Title of Signatory :_____

Company Rubber Stamp :_____

Annexure T–III

[On the original letterhead of the Bidder/OEM]
RTGS/ National Electronic Fund Transfer (NEFT) Mandate Form

Sl. No	Particulars	Attached (Y/N)
1.	Name of the Bidder/OEM	
2.	Permanent Account No. (PAN)	
3.	Particulars of Bank Account	
	a) Nmae of Bank	
	b) Name of Branch	
	c) Branch code	
	d) NEFT/ IFSC Code	
	e) Account No.	
	f) RTGS Code	
	g) 9 digit MICR code appearing on the cheque book	
	h) Type of account	
	i) Address	
	j) City Name	
	k) Telephone No.	
4.	Email id of the Bidder/OEM	

Note:- Please attach original cancelled cheque along with the RTGS/ National Electronic Fund Transfer (NEFT) Mandate Form

Date :_____

Authorized Signatory (signature in full) :_____

Name and Title of Signatory :_____

Company Rubber Stamp :_____

<u>**Annexure T– IV**</u>

[On the original letterhead of the Bidder/OEM]

Date :_____

DECLARATION

I,_____Son/Daughter/Wife   of
_____   Resident
of_____ Proprietor / Director / Authorized Signatory of the Company / Firm, mentioned above, is competent to sign this declaration and execute this tender document.

I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedules(s), etc.,) which form part of the contract agreement and I/We shall abide hereby by the terms / conditions / clauses contained therein.

The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

The corrigendum(s) issued from time to time by your department/organization too have all been taken into consideration, while submitting this declaration letter.

I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s) in it's totally / entirely.

In case any provision of this tender are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full earnest money deposit.

Date :_____

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Commercial Bid should be in the format given below and it should contain price only and no other documents shall be enclosed.

COMMERCIAL BID (On Company Letter Head)

To,   Date:
Information and Library Network Centre (INFLIBNET),
an IUC of UGC,
Infocity,
Gandhinagar

Sl. No.	Description	Price	18% GST	Total Amount with GST in (RS.)
1.	**Security Audit of UGC web based applications available at www.ugc.ac.in (as per scope of work)**			

SIGNATURE WITH SEAL OF TENDERER: _____

NAME IN BLOCK LETTERS: _____

COMPANY NAME WITH FULL ADDRESS: _____