

**PRE-BID QUERIES**

RFP Reference no. and date : No. NSeGS/Gen-5/2013 Vol-II (Pt)/96, dated 01-07-2021

RFP Name : Cyber Security Audit of Nagaland Department Websites hosted in Nagaland State Data Centre

Sl. No.	Relevant Section / Annexure of RFP	RFP Page No.	Relevant Content from RFP	Vendor's Query / Comment	Response
1	ELIGIBILITY CRITERIA	Page 8	The bidder should be empanelled by CERT-IN for IS Audit and in consortium with local IT empanelled firm (Nagaland)	<p>1) There is no need of consortium with local IT empanelled firm. Hence, this clause may be deleted.</p> <p>To ensure continuity of services for large scale project envisaged in this RFP, the bidder should be continuously empanelled with CERT-In atleast for last 2 terms. Hence, the Eligibility Criteria may be modified as under "The bidder must be empanelled in CERT-In (Government of India) as Information Security Auditing Organisation continuously for the last 10 years"</p> <p>2) Is the consortium mandatory? Or any Cert-In empanelled bidders are eligible?</p>	This is required so that there is timely support from the local level with the support and technical expertise of the CERT-IN empanelled firm. Eligibility criteria remains unchanged.
2	ELIGIBILITY CRITERIA	Page 8 clause 4	The bidder should have a minimum annual turnover of Rs.50 Lakhs. (i.e. 2017-18, 2018-19, 2019-20).	The applications of State Govt. are critical and therefore experience of conducting security audit to minimum benchmark the bidder is necessary. Hence, we request that turnover criteria to be included as "the Bidder should have an Annual Turnover of Rs. 10 Crores (Ten Crores) in IS Audit / Information Security Services during the last 3 financial years (2017-18, 2018-19 & 2019-20)	Eligibility criteria remains unchanged.
3	ELIGIBILITY CRITERIA	Page 9 clause 7	<p>Eligibility Criteria – Page 8 clause 7</p> <p>The Bidder should have a minimum any three each of CISA, CISSP, ISO 27001 LA/LI, CEH certification holder as permanent employees in their organization. In addition to this, Bidder should also have a minimum of fifteen staff with any of the following qualifications / Certifications. ...</p>	The minimum fifteen staff with the following certifications should also be considered CISA, CISSP, ISO 27001 LA/LI, CEH certification	Eligibility criteria remains unchanged. However, staff with additional qualifications as commented by vendor are welcome.
4	SUGGESTION	N/A	N/A	Eligibility Criteria (Net Worth and profitability)The bidder has to sustain themselves to render the services. Hence, we request that Networth and Profitability to be included as under " The bidder should have positive net worth and profit making organisation for the last 3 financial years (2017-18, 2018-19 & 2019-20)	Eligibility criteria remains unchanged.
5	SUGGESTION	N/A	N/A	Eligibility Criteria (Commercial Tools) For conducting web application audit, commercial tools are required. Hence, we request that the Commercial license tool criteria to be included as under "The bidder should have atleast 4 commercial licenced tools"	Eligibility criteria remains unchanged. Bidder may propose usage of licenced commercial tools as part of their proposal.
6	TENDER DOCUMENT FEE	Page 10	This RFP document can be downloaded from Nagaland State Government Portal i.e. <a href="http://www.nagaland.gov.in">www.nagaland.gov.in</a> . There is a Rs. 10,000/- (rupees ten thousand only) Fee for this RFP document.	As per MSME Act, an MSE is exempt from paying Tender Fee / EMD. Request you to consider the same and waive tender fee / EMD for MSE	MSEs registered under NSIC will be exempted from paying tender document fee and EMD, PROVIDED the primary bidder submits valid NSIC Government Purchase Enlistment Certificate.

7	EARNEST MONEY DEPOSIT (EMD)	Page 10	Bidders shall furnish EMD of Rs.1,50,000/- (Rupees one lakh fifty thousand only) in the form of crossed DD / Pay Order / Bank Guarantee (as per Annexure #13) from Nationalized/Scheduled Banks excluding cooperative banks in favor of Nagaland State e-Governance Society, payable at Kohima, Nagaland. For the Bank, Guarantee should be valid for 4 more weeks beyond the offer validity period indicated in the tender. In case of submission of Bank Guarantee, the details of Contact Person of issuing branch, address, Fax, email address & Telephone No. are required to be furnished for verifying the authenticity of Bank Guarantee and also to facilitate returning the same to Bank after the expiry of validity period of Bank Guarantee.	As per MSME Act, an MSE is exempt from paying Tender Fee / EMD. Request you to consider the same and waive tender fee / EMD for MSE	MSEs registered under NSIC will be exempted from paying tender document fee and EMD PROVIDED the primary bidder submits valid NSIC Government Purchase Enlistment Certificate.
8	THE SUBMISSION OF PROPOSAL	Page 10	6. THE SUBMISSION OF PROPOSAL Page 10 1) Bidders have to submit the following documents to NSEGS in Hard copy (by post or courier) before the last date of submission of Bids:	Since we are a Mumbai based company due to lock down strict law has been imposed therefore we are unable to go to office. Hence, it is not practical possible to submit proposal in hard copy during this pandemic situation. As the proposal is to be submitted online therefore the requirement of hard copy may be deleted	The tender has been re-floated via No. NSEGS/Gen-5/2013 Vol-II (Pt)/96, dated 01-07-2021, to enable submission of documents and maximum participation. Criteria remains unchanged.
9	Scope of IT Infrastructure Audit	Page 18		We understand that only website audit needs to be conducted. Hence, this may be deleted Without prejudice, in case IT Infrastructure needs to be conducted kindly furnish the details of IT Infrastructure that needs to be audited as it is blank. Moreover, the commercial format also needs to be changed, as it does not include IT Infrastructure Audit.	Corrigendum to this effect has been issued and accordingly the commercial may be submitted for website audit. Additionally, in the re-floated tender, audit of IT infrastructure has been removed.
10	ANNEXURE #1	Page 18	1. Assessment report on the Information/IT Security Policy of NSDC and provide recommendations for a roadmap to quality standard ISO 27001, including suggestions for best practices and procedures for NSDC 2. Development of the Information Security/IT related Policies, as per ISMS 3. IT/Cyber Security Audit Report (along with recommendations) on NSDC IT environment	We understand that only website audit needs to be conducted. Hence, these clauses may be deleted. Without prejudice, in case the same needs to be conducted kindly furnish the details that needs to be audited. Moreover, the commercial format also needs to be changed, as it does not include these areas of Audit.	Corrigendum to this effect has been issued and accordingly the commercial may be submitted for website audit. Additionally, in the re-floated tender, this requirement has been removed.
11	DESCRIPTION OF WORK	Page 7	This needs to be done at Nagaland State Data Centre located at Kohima, Nagaland	1) Website audit is conducted offsite. Kindly confirm that the audit would be allowed offsite Due to the pandemic situation, we can also conduct audit remotely if VPN is provided to us 2) In light of the Covid-19 crisis across the nation, with the concern to take maximum precautions, request to allow the Cert-In agency to work offsite. Necessary site visits and onsite works can be undertaken by the local bidder	Website audit can be conducted offsite, if required, the local IT empanelled partner should be available for any onsite work.
12	SECURITY DEPOSIT	Page 12- (Clause 9.1-1)	The successful bidder shall submit Security Deposit for an amount of 10% on the value of the contract/order	As per the Government of India Guidelines, the Performance Bank Guarantee has to be 3%. Hence, request you to modify the percentage of Security Deposit.	Clause remains unchanged.

13	SECURITY DEPOSIT	Page 12- (Clause 9.1.2)	In case of Bank Guarantee, BG shall be from Nationalized/scheduled Banks excluding cooperative banks in the prescribed format and valid initially for two years plus an additional 4 weeks (for claim period).	As per page 2 clause 11, the period of contract is 3 months. Hence, the security deposit should be for 3 months. Request you to modify this clause accordingly	Clause remains unchanged. The BG will be released as soon as the work is completed and accepted.
14	ANNEXURE #3	Page 22-25	List of Websites to be audited	The following details are required for each of the application as mentioned in Annexure 3: <ul style="list-style-type: none"> <li>•Nos of static pages</li> <li>•Nos of Dynamic pages</li> <li>•Total Number of Inputfields</li> <li>•Types of users</li> <li>•Roles of each user</li> </ul>	Tentative list of websites is provided. The bidder is required to do a preliminary study of the websites to determine the requirements.
15	Annexure			Requested to provide the Annexures in word copy	will be provided on website
16	ELIGIBILITY CRITERIA	Page 9	In addition to this, Bidder should also have a minimum of fifteen staff with any of the following qualifications / Certifications. i. CISM ii. COBIT Certificate Holder iii. CCNA / CCNP iv. CHFI v. GIAC vi. CRISC vii. SSCP viii. ECSA ix. Offensive Security Certified Professional x. ECIH	We request you to please add CEH/ISO 27001 LA Certification in the list as these certificates also hold for security professionals.	Eligibility criteria remains unchanged. However, staff with additional qualifications as commented by vendor are welcome.
17	Annexure #1 –Scope of Work	Page 18	IT/Cyber Security Audit Report (along with recommendations) on NSDC IT environment, as per CERT-IN guidelines which should include but not limited to: a. Access Control b. Network Security Management c. Database Management Process d. Backup & Restore Policy and Backup Plan e. Log management and monitoring policies for the database, applications, router, firewall, and operating systems f. Incident Management and resolution process of the incidents g. Patch update, bug fix, and anti-Virus update process h. Report on Penetration Testing and Vulnerability Scan	Please confirm whether IT/Cyber security audit of IT Infrastructure is to be done. If yes, then please provide the details of IT Infrastructure like: 1. No. of Servers 2. No. of Firewall 3. No. of Switches 4. No of Ips 5. No. of IDS 6. No. of Routers etc.	Corrigendum to this effect has been issued

18	EARNEST MONEY DEPOSIT (EMD)	Page 10	Bidders shall furnish EMD of Rs.1,50,000/- (Rupees one lakh fifty thousand only) in the form of crossed DD / Pay Order / Bank Guarantee (as per Annexure #13) from Nationalized/Scheduled Banks excluding cooperative banks in favor of Nagaland State e-Governance Society, payable at Kohima, Nagaland. For the Bank, Guarantee should be valid for 4 more weeks beyond the offer validity period indicated in the tender. In case of submission of Bank Guarantee, the details of Contact Person of issuing branch, address, Fax, email address & Telephone No. are required to be furnished for verifying the authenticity of Bank Guarantee and also to facilitate returning the same to Bank after the expiry of validity period of Bank Guarantee.	Due to the Covid-19 pandemic lockdown situation, it is difficult to arrange a DD, instead can you please allow online payment like NEFT.	Not applicable as the tender has been re-floated.
19	THE SUBMISSION OF PROPOSAL	Page 10	Bidders have to submit the following documents to NSEGS in Hard copy (by post or courier) before the last date of submission of Bids:	Due to the Covid-19 pandemic lockdown situation, there is a delay in the courier deliveries, therefore can you please allow us to submit the softcopy by the last day of submission and the hardcopy to be delivered later.	Not applicable as the tender has been re-floated.
20	SECURITY DEPOSIT	Page 12	The successful bidder shall submit Security Deposit for an amount of 10% on the value of the contract/order excluding Taxes & Duties in the form of DD /Pay Order/ Bank Guarantee in the prescribed format as per Annexure #14 in favour of Director, NSEGS., payable at Kohima within 15 working days of from the date of Work Order.	Due to the Covid-19 pandemic lockdown situation, it is difficult to arrange a DD, instead can you please allow online payment like NEFT.	Not applicable as the tender has been re-floated.
21	ELIGIBILITY CRITERIA			Due to the Covid-19 crisis, earnest request to convert to limited tender for local IT empaneled firms only. The local bidder can then tie up with a Cert-IN empaneled agency.	Eligibility Criteria remains unchanged
22	ELIGIBILITY CRITERIA	Page 8	The bidder should be empanelled by CERT-IN for IS Audit and in consortium with local IT empanelled firm (Nagaland)	In order to empower and enable local IT firms in Nagaland, earnest request to allow local IT empaneled firms in Nagaland to bid as primary bidder on behalf of the consortium with Cert-IN empaneled agency.	Eligibility Criteria remains unchanged
23	ELIGIBILITY CRITERIA	Page 9	Bidder must have carried out Minimum TWO Information Security Audit in Central/State Government/PSUs (or) Banks.	Request to give preference to local empanelled firm which has experience in facilitating Website Security Audits in collaboration with Cert-IN agency for Nagaland Government Websites.	Eligibility Criteria remains unchanged
24	EARNEST MONEY DEPOSIT (EMD)	Page 10	EMD of Rs. 1,50,000/- (Rupees one lakh fifty thousand only)	Request to please exempt for IT empanelled firms in Nagaland.	MSEs registered under NSIC will be exempted from paying tender document fee and EMD PROVIDED the primary bidder submits valid NSIC Government Purchase Enlistment Certificate.
25	ELIGIBILITY CRITERIA	Page 8	Point no.1, section 2	Wherein the vendor has been asked to be in consortium with a local IT empanelled firm (Nagaland) , as of now Talakunchi Networks does not have any associate or a partner company locally in Nagaland or in nearby vicinity, so kindly guide us in the same regards.	List on IT Empanelled firms is available on <a href="http://ditc.nagaland.gov.in">ditc.nagaland.gov.in</a>
26				Scoping Sheet -Network	Not applicable as corrigendum has been issued.
27				Scoping Sheet - Website, Web Application, Web Services	Not applicable as corrigendum has been issued.