The Director,
All India Institute of Medical Sciences, Ansari Nagar, N. Delhi-29
(SEAL OF THE OFFICER)

Dear Sir,

1. I/We hereby submit our tender for the Network Audit.

2. I/WE now enclosing herewith the Bank Guarantee/D.D. No.………………… dated……………. For Rs. 5,000/- drawn in favor of the “DIRECTOR, AIIMS, NEW DELHI” towards EMD/Bid Security. Tenders not accompanied with EMD/Bid Security (along with Technical Bid Part-I in case of two-bid system) shall be summarily rejected.

3. I/We hereby agree to all the terms and conditions, stipulated by the AIIMS, from page No.1 to (enclosed) in this connection including delivery, penalty etc. Quotations for each group are being submitted under separate covers and sheets and shall be considered on their face value.

4. I/We have noted that over written entries shall be deleted unless duly out & re-written and initialed. Tenders are duly signed (No thumb impression should be affixed).

5. Tenders are duly signed (No thumb impression should be affixed).

6. I/We undertake to sign the contract/agreement within 7 (seven days) from the issue of the letter of acceptance, failing which our/my security money deposited may be forfeited and our/my name may be removed from the list of suppliers at the AIIMS New Delhi-29.

7. I/We have gone through all terms and conditions of the tender documents before submitting the same.

NOTE: ALL TERMS & CONDITIONS SUCH AS RATES AND TAXES ETC, HAS BEEN INDICATED SEPARATLY IN THE QUOTATION. DURING THE RATE CONTRACT PERIOD BASIC PRICE EXCEPT GOVT. LEVIES OF THE ITEM WILL NOT BE CHANGED. OTHER TERMS AND CONDITIONS ARE ALSO AS PER YOUR REQUIREMENT.

Yours faithfully,

Signature of Tenderer with full Address.

WITNESS _______________________

WITNESS _______________________

WITNESS _______________________
Terms & conditions
(SCHEDULE-‘B’)

Tender Ref. No. : XX-292/ Network Audit/08-09/St..

Subject. : Network Audit at AIIMS

Date of Submission : 19.12.08 upto 12.30 P.M.

Date of Opening : 19.12.08 at 3.00 P.M.

1. Tender should be addressed to the Director, All India Institute of Medical Sciences, Ansari Nagar, New Delhi-29 and submitted to the Office of the Stores Officer, (Main) under sealed cover failing which the tender shall be rejected. Terms and conditions for supply should invariably be indicated otherwise would be taken on its face value. The rates may be quoted on separate sheets failing which the tender(s) will be rejected.

2. The Director, AIIMS New Delhi reserves the right to cancel/reject full or any part of the tender, which, generally do not fulfil the conditions, stipulated in the tender. No correspondence will be entertained in this regard.

3. Mixed quotations will not be considered for acceptance.

4. TENDER SHOULD INVARIABLY BE SUBMITTED IN TWO BID SYSTEM CONTAINING TWO PARTS AS DETAILED BELOW:

PART-I: - TECHNO-COMMERCIAL BID IN ONE SEALED COVER.

PART-II: - PRICE BID/FINANCIAL BID IN SEPARATE SEALED COVERS.

BOTH THE SEALED ENVELOPES (PART-I & II) SHOULD THEN BE PUT IN OUTERCOVER INDICATING THEREON:

i) Reference No. Of the Tender: _______________________________________________

ii) Tender regarding: _________________________________________________________

iii) Due date for submission of the tender: _______________________________________

iv) Due date for opening of the tender: _________________________________________

v) Name of the firm: _________________________________________________________

PLEASE NOTE THAT PRICES SHOULD NOT BE INDICATED IN THE TECHNO-COMMERCIAL BID. THE PRE-QUALIFICATION DOCUMENTS INCLUDING E.M.D./BID SECURITY AS REQUIRED IN THE TENDER DOCUMENT SHOULD INVARIABLE BE ACCOMPANIED WITH THE TECHNO-COMMERCIAL BID.
NOTE: TENDERS SUBMITTED WITHOUT FOLLOWING TWO-BID SYSTEM PROCEDURE AS MENTIONED ABOVE WOULD BE SUMMARILY REJECTED.

5. The tender forms be clearly filled in ink legibly or typewritten giving full address of the tenderers. The tenderers should quote ink figures as well as in words. Alterations/overwriting/cuttings unless legibly attested by the tenderers, shall disqualify the tenders. The tenders should be signed by the tenderer himself/themselves or their authorized agent on their behalf (Authorization may be enclosed, if applicable).

6. The basic price in Indian Rupees should be quoted, unit wise, both in figure and words separately for each items inclusive of packing, forwarding, freight, insurance and installation charges at site etc. THE INSTITUTE IS NOT AUTHORIZED TO ISSUE ‘C/D FORMS’. Tender not confirming to these requirements shall be rejected and no correspondence will be entertained whatsoever.

7. THIS TENDER DOCUMENT IS NON-TRANSFERABLE.

8. The tenderers should take care that the rates and amounts are written in such a way that interpolation is not possible, no blanks should be left which would otherwise, make the tender rejected.

9. The contract will be initially for a period of one year, extendable to a maximum additional period of two years on year-to-year basis, on satisfactory performance.

10. The tenderers shall clarify/state whether he/they are, accredited agent or sole representative indicating principals and agent quoting on behalf of their manufacturers/principals must attach authority letter in their favor provided the manufacturer accepts responsibility for any lapses of the distributors/supplier in case they are authorized agent.

11. Handwritten quotations shall be accepted at the bidder’s risk. In case of any discrepancy in the figures, the rate mentioned in words will only be considered.

12. Delivery prospects with definite date of delivery at destination taking into cognizance transit facilities must be indicated.

13. EACH TENDER SHOULD BE ACCOMPANIED WITH AN EMD/BID SECURITY AMOUNTING TO Rs.5,000/- BY WAY OF DEMAND DRAFT/ BANK GUARANTEE DRAWN IN FAVOUR OF “DIRECTOR, AIIMS, NEW DELHI”, (PREFERABLY BANK GUARANTEE) FAILING WHICH THE TENDER SHALL NOT BE CONSIDERED FOR ACCEPTANCE AND WILL BE OUTRIGHTLY REJECTED. IN CASE OF BANK GUARANTEE, IT SHALL BE VALID FOR 27 MONTHS FROM THE DATE OF OPENING AND THE SAME SHOULD BE FROM ANY SCHEDULED BANK (AS PER THE LIST ENCLOSED). CASH/CHEQUE/FDR IS NOT ACCEPTABLE AT ALL. THE EMD/BID SECURITY DEPOSITED AGAINST OTHER TENDERS CANNOT BE ADJUSTED OR CONSIDERED FOR THIS TENDER. NO INTEREST IS PAYABLE ON EMD/BID SECURITY.
14. The details of the maintenance and servicing such as preventive maintenance and emergency maintenance etc. may be clearly specified.

15. The terms of replacing of the spare parts and procurement etc. should be clearly indicated.

16. A comprehensive proposal along with the rates may be submitted with the tender.

17. All equipments shall be taken under service agreement from the existing contractor by the firm in working condition. Those equipment/parts, which are still under warranty, shall be included under the service contract after the expiry of their warranty. The equipment shall be taken under warranty only after proper Performa has been duly filled and signed by the respective authorities.

18. On completion of the contract in all respect, the security deposit made by the vendor will be refunded to the firm on demand without any interest on presentation of “No demand certificate” from the Computer Facility and the Stores Accounts Section.

19. In case the vendor fails to comply with the terms and conditions of the contract or fails to carry out the servicing/maintenance, the institute shall be entitled to forfeit the security money.

20. The vendors will attend to any number of breaks down emergency calls without extra payment and the calls will be attended immediately.

21. In case of any component failure, the vendor will procure/provide these parts and set the machines/equipments in order immediately.

22. The Successful tenders shall furnish the performance security within two weeks of issue of contract for due performance of the contract the performance security should be for an amount of 10% of the contract value payable in Indian rupees or DD/Bank guarantee from any Indian Nationalized Bank in favor of Director, AIIMS, and it shall be valid for 27 months from the date of issue of Rate contract, failure to furnish performance security in time would entail forfeiture of earnest money deposited by the firm & the cancellation of the contract.

23. The Vendors are requested to give detailed tender in their own forms.

24. If the delivery is not effected on due date, the Director, AIIMS, New Delhi will have the right to impose penalty as under:

a) First extension for month or part thereof _________________________ @ 2%

b) Second extension for an additional month___________________________ @ 3%

of part thereof.

c) In case of non-supply___________________________________________@ 7.5%

Or

d) In case of default institute will have the right to procure the ordered item from open market /another party at their own risk and expenses under risk purchase clause.
25. In case of non-supply of material within the due date i.e. with in the date of delivery, the Director, AIIMS, New Delhi will have the right to impose penalty as deemed fit and resort to risk purchase in full or part thereof at his/her discretion, his/her decision shall be final and binding.

26. Excise Duty & other such levy imposed by the Govt. of India from time to time will be authorized extra on demand with adequate proof thereof.

27. The Director, AIIMS New Delhi shall be the final authority to reject full or any part of the supply which is not confirming to the specification and other terms and conditions.

28. No payment shall be made for rejected material. The tenderers would remove rejected items within two weeks of the date of rejection at their own cost and replace immediately. In case these are not removed, these will be disposed off in a manner as deemed fit by the authorities at the risk and responsibility of the suppliers without any further notice.

29. Tenderers submitting tenders would be considered to have considered and accepted all the terms and conditions. No inquiries verbal or written shall be entertained in respect of acceptance or rejection of the tender.

30. TENDER SHALL BE REJECTED IF THE COPY OF SALES TAX REGISTRATION CERTIFICATE (Now called as VAT)/Service Tax Registration Certificate. Sales tax (VAT)/Service Tax and other statutory levies should be shown separately and should not be included in the basic price. Otherwise it will not be considered.

31. The quantity shown in the schedules can be increased or decreased to any extent depending upon the actual requirement.

32. Any action on the part of the tender to influence anybody in the said Institute will be taken as an offence and the tender submitted by the firm will subsequently be rejected and the vendor may be liable to be debarred from bidding for AIIMS tenders in future for a period of three years.

33. The price charged for the Stores/Equipment’s, under the reference, by the supplier shall in no even exceed the lowest price at which the supplier the Stores/Equipment’s of same identical description to any other person/organization/ Institution during the currency of the contract as per fall clause adhered by D.G.S.& D. If at any time, during the said period the supplier reduced the said prices of such/Stores/Equipment or sales such stores to any other person/organization/ Govt. Institution/ Co. Operative Stores at price lower than the quoted price, he shall forthwith notify such reduction or sale to the Director, All India Institute of Medical Sciences and the price payable for the Stores supplied after the date of coming into force of such reduction or sale shall stand correspondingly reduced and should attach an undertaking on non-judicial stamp paper of Rs 10/- duly attested otherwise quotation shall be summarily rejected.

34. PAYMENT: The payment for services rendered shall be made direct to the party by the Accounts Officer (Stores Accounts) on presentation of bills on triplicate duly pre-receipted along with a
certificate from the Computer Facility Department, other areas and Centers of AIIMS for performing satisfactory services after completion of the contractual period quarterly in arrears.

35. The Institute will give reasonable co-operation to the vendor and the institute will made the payments of the bills within 30 days time from the date or receipt of bills complete in all respects from the vendor.

36. The firm shall furnish the following certificate to the Accounts Officer (Stores Accounts) along with each bill for payment for supplies made against in Rate Contract Tender.

“I/We certify that the Stores of description identical to the Stores supplied to the government under the contract against Tender herein have not been offered/sold by me/us to any other person/organization/Institution up to date of bill/the date of completion of suppliers against all supply orders placed during the currency of the tender/rate contract at the price lower than the institute under contract /against tender”.

37. If at any time, any question, dispute or difference whatever shall arise between the two parties (AIIMS on the one hand and vendor on the other hand) in relation to the purchase either of the parties may give to the other notice in writing the existence of such a question, dispute or difference and the same shall be referred to two arbitrators, one to be nominated by the firm. Either party shall serve such a notice of the existence of any question, dispute or difference in connection with this purchase within 30 days of the beginning of such dispute failing which all right or claims shall be deemed to have been forfeited and absolutely barred.

Before proceeding with the reference the arbitrators shall appoint/nominate an umpire. In the event of the arbitrators not agreeing in their award the umpire appointed by them shall enter upon the reference and his award shall be binding on the parties. The venue of the arbitrator shall be at AIIMS.

The provision of the Indian Arbitration and Reconciliation Act 1996 and of rules framed if under and any statutory modifications thereof shall be deemed to apply and be incorporated for the supply, installation, installation and commissioning etc.

Upon every or any such reference the cost of any incidents to the reference and awards respectively shall be at the discretion of the arbitrators on in the event of their not agreeing of the Umpire appointed by them who may determine the amount thereof or direct the same to be fixed as between solicitors and client or as between parties and shall direct by whom and in what manners the same shall be borne and paid.

38. The court of Delhi will have the jurisdiction to try any matter, dispute or reference between the parties arising out of the contract. It is specifically agreed that no court outside and other the court shall have jurisdiction in the matter.

39. Any failing of omission to carry out the provision of the contract by the supplier shall not give rise to any claim by any party, one against the either, if such failure of omission or arises from an act
of God, which shall include all acts of natural calamities such as fire, flood, earthquake hurricane or any pestilence or from civil strikes, compliance with any stature and/or regulation of the Government, lookouts and strikes, riots, embargoes or from any political or other reasons beyond the suppliers control including war (whether declared or not) civil war or state or insurrection, provided that notice or the occurrence of any event by either party to the other shall be given within two weeks from the date of occurrence of such an event which could be attributed to force major conditions.

40. The tenderer shall furnish a non-blacklisting certificate that the firm has not been blacklisted in the past by any government/Private institution. The tenderer/Supplier has to give an affidavit on non-judicial stamp paper of Rs.10/- duly attested that there is no vigilance/CBI case pending against the firm/supplier and the firm has not been blacklisted in the past by any Govt. or Private Organization.

41. The tenderer shall furnish following certificates invariably along with techno-commercial bid, as applicable, otherwise quotation shall be summarily rejected:

   a) A declaration by the proprietor of the firm, in case, the firm is proprietorship firms on non-judicial stamp paper of worth Rs. 100/- duly attested.

   b) An attested copy of partnership deed duly registered by the Registrar of Firms, in case, of partnership firm.

   c) An attested copy of article of memorandum with constitution of firm and guidelines, in case, of private limited firm with name, photo & signatures of all Directors.

42. A surprise visit to the premises by the representatives of the Institute shall be made to assess the firm’s capacity and standing.

43. A duly constituted Technical Selection Committee will shortlist the Technical Bids on the basis of technical parameters including possible visit to inspect or service station/working facilities, if considered necessary. Based on the Technical details infrastructure, vendors will be short-listed further and the names of short listed vendors will be announced to the respective vendors only whose Technical Bids qualify for opening of the Financial/Commercial Bids. The Commercial Bids of only vendors, shortlist from the Technical Bids will be opened in the presence of their representatives on a specified date and time to be intimated to the respective vendors, and the same will be evaluated by a duly constituted Committee.

44. The percentage of Sales Tax/VAT/Service Tax to be charged be clearly mentioned along with the rates.

45. Tender by Tele-fax/telegram/fax/e-mail will not be accepted.

46. The tenderer should submit statement of financial standing from their bankers/chartered accountants. The name of the bank/firm along with full address to be furnished on their firm’s letterhead.
47. The proposal is required from reputed vast experienced authorized dealers/service providers. The vendor is also required to submit list of organizations (on the firm’s letter head) and to submit performance report from similar organizations (on the clients letter head) preferably where the vendor has experience in Auditing a network of more than 500 nodes at a single site, with UTP lines, fiber optic back bone and heterogeneous servers in the last two years. “The tenderers are not supposed to attach any document that reveals price along with techno-commercial bid as a proof of experience. Tenderer may enclose the copy of inspection note issued by respective Deptt. without disclosing rates”. Failure to comply this clause will lead to rejection of their bid.

48. The tenderer is also required to enclose list of Engineers employed by the Vendor giving name, designation, qualification, years of experience with the vendor, telephone numbers etc.

49. The tenderer should have been in this business for a period of at least last 2 years in the country in relation to the type of stores for which the quotations/tenders are being submitted. A declaration to this effect should be given by the tenderer on a non-judicial stamp paper worth Rs.10/- duly attested.

50. The tenderer should submit the details about the infrastructure and stock available with vendors for providing after sales services along with procedure/efficiency for replacing deficit material.

51. Rates should be quoted strictly as per the tender specifications and should be valid till finalization of next tender and any deviation from specification shall not be considered at all.

52. If the tenderer gives a false statement on any of the above information, the firm/supplier will not be considered and their quotation/tender shall be deemed to be rejected and the security deposited will stand forfeited.

53. Any defective item displaying manufacturing defects or Quality Control Problem will be totally replaced with new one by the Vendor at his cost and risk within 5 days of rerouting such defects. Failure of which entail cancellation of the Purchase Order along with forfeiture of the EMD/Security Deposit. In case these are not replaced/removed, those will be auctioned at the risk and responsibility of the suppliers without any further notice.

54. TENDER DOCUMENTS ARE NOT TRANSFERABLE.

55. In case, the AIIMS shows that the market rates have come down from the time earlier when rates were finalized, the AIIMS will ask the technically short-listed vendors to re-quote the prices and the vendor will be selected on the basis of procedures given earlier. The time difference between such re-quotes will be minimum 2 months.

56. Payment shall be released after the successful performance of the terms & conditions of the contract.

57. AIIMS will not be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the tender notice or submission of the tender bids.
58. THE FORWARDING LETTER/ UNDERTAKING (SCHEDULE-A) DULY SIGNED SHOULD INVARIBLY BE RETURNED ALONG WITH QUOTATIONS FURNISHED FAILING WHICH THE TENDER SHALL BE REJECTED.

59. IN CASE THE TENDER DOCUMENTS DOWNLOADED FROM THE WEBSITE: -


TENDERS SHOULD BE SUBMITTED IN TWO PARTS PART-I CONTAINING TECHNO-COMMERCIAL BID IN ONE SEALED COVER AND PART-II CONTAINING PRICE BIDS/FINANCIAL BIDS. IN OTHER SEALED COVER. ALL THE PRE-QUALIFICATION DOCUMENTS INCLUDING EMD AS REQUIRED IN THE TENDER DOCUMENT SHOULD INVARIBLY BE ACCOMPANIED WITH THE TECHNO-COMMERCIAL BID. TENDERS SUBMITTED WITHOUT FOLLOWING AS PRESCRIBED ABOVE WILL BE SUMMARILY REJECTED.

Note: -

a) If the above-mentioned certificates/documents are not submitted along with the tender, such offers will not be considered and will be out rightly rejected.

b) Any tenderer/supplier giving false information shall be disqualified and removed from the rate contract. No business, henceforth, will be done
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INTRODUCTION

1. With the advancement in Computer and Information Technology, the use of Internet and Information sharing has been increasing at a rapid pace. One of the negative impacts of such a rapid increase was the large increase in new information threats which has increased with a tremendous pace in the last few years. As per the CERT (Computer Emergency Response Team) guidelines it is recommended for all PSU’s to undergo Network and security audit to be safe from Cyber Terrorism.

2. It has been proven that computer networks have to be continuously monitored for vulnerabilities from known vulnerability attacks and countermeasures must be taken to keep networks secure. Threat attacks exist from internal users / employees / partners and external users like on line cargo tracking. Thereby, a need for IT Network and Security process backed by specialized products to find and plug insecurities and implement security policy and implement security policy required for network to be worthy of interconnection with international partners and doing business with them.

3. Hence this proposal has been taken up to conduct a third party a) Network Audit for efficient Network design and dataflow b) Information Security Audit for ISMS Implementation. The audit ensures that the IT architecture is secure from Cyber Attacks and all the Information assets of the organization are secure from outsiders. The audit ensures that the processes of the organization are streamlined to ensure maximum security of Information.
The purpose of Tender is to short list Auditor for conducting Network Audit and IS Audit for AIIMS based on

1) Minimum Eligibility Criteria
2) Technical bid
3) Commercial bid.

REQUIREMENTS FOR AN AUDIT

The following needs of AIIMS have to be met –

- Security policy compliance for the Computer Facility department and Datacenter of AIIMS like :-
  
  1. The policy should be concerned with confidentiality, integrity and availability of the data as well as with accuracy, reliability, performance and functional correctness of the information system.
  
  2. Database Security: - Storing personal / patients health data in the database environment, database specific security should be established.

- Continuously assess business and technical Security risks

- Comprehensive Vulnerability Assessment and Penetration Testing of the complete IT architecture of AIIMS

  - Vulnerability remediation including patch management
  - Report enterprise-wide security posture
  - ISMS audit and Implementation training

- To analyze the existing network and to propose a efficient network design and architecture for AIIMS.
• To analyze the existing bottleneck in AIIMS network and suggestions for efficient and secure dataflow, etc..

THE SCOPE OF PROPOSED WORK

The Network and Security Audit for AIIMS would cover the following scope –

1. Network Audit and implementation training for the IT Department and Data Center at AIIMS - The audit has to be conducted on people/process/technology as per international standards and will involve the Computer Facility Department of AIIMS.

2. Comprehensive Technical Audit – Even though a Vulnerability Assessment and Penetration Testing is a part of ISMS implementation, this project has a requirement of a comprehensive technical audit which moves beyond the scope of normal audits. This includes Application Security for critical applications as well as for security appliances like Firewalls, IDS / IPS etc. The audit will be done for all the IT assets of the organization.

3. Ongoing Implementation support – Analysis of Audit reports created as a result of the audit exercise and preparation of subsequent Risk Treatment Plan and creation of customized patches for applications wherever required.

**Phase 1 - Network Assessment, its Vulnerabilities and Penetration Testing**

The scope of the job is to carry out audit of the entire Network and web applications of AIIMS and its centers for one year resting at quarterly intervals. The vendor will provide services for:

- Evaluate of the current IT infrastructure of AIIMS, Network and the devices in use, Operating Systems, Database and Application packages, Operational Procedures and its website.
• Evaluate the design of Network Architecture, recommend changes/ new designs/layouts, and document the security architecture so as to conform to the International Standards and Industry-wide accepted best practices.

• Identification of vulnerabilities, security flaws, gaps and loopholes in the IT systems. These include but are not limited to:
  
  o Workstations / desktops
  
  o Mail servers
  
  o Exchange servers
  
  o Web servers
  
  o Application servers
  
  o Proxy Server
  
  o Remote Access Server
  
  o Internet Gateway
  
  o DNS Servers
  
  o Wireless Network
  
  o Wi-Fi
  
  o Web Applications
  
  o Radio Link

• Documenting all the vulnerabilities, security flaws, gaps and loopholes

• Fixing the vulnerabilities in deployment of applications/systems, and recommend fixes for system vulnerabilities in design or otherwise for the IT Infrastructure.

• Applying regular patches available through OEM to overcome security loopholes/flaws
• Creating customized patches for vulnerabilities which cannot be rectified by availing of regular patches available through OEM to overcome security loopholes/flaws.

• There may be a change in network configuration, servers and devices from the time of release of tender to the time actual audit begins. Such a change needs to be accommodated by the vendor.

The Applications Security audit has to be done on the following parameters -

• To Assess Flaws in Web hosting Software i.e Security of web server.

• To Assess Flaws in the Design of the Applications.

• Attempting to guess passwords using password-cracking tools.

• Search for back door traps in the software.

• Attempting to overload the systems using Distributed Denial of Services (DDOS) and Denial of Services (DOS) attacks.

• Checking if commonly known holes in the software exist.

• Attempting penetration through perceivable network equipment / addressing and other vulnerabilities.

• Check Vulnerabilities like IP Spoofing, Buffer Overflows, session hijacks, account spoofing, Frame Spoofing, Caching of web pages, Cross site scripting, Cookie handling etc

• Whether solution architecture provides 24 X 7 availability to all users

• To check whether date and time stamp are appearing correctly on all reports.

• To check whether servers are updated with latest security patches. Remote server Management Software used, Web logic server is up to date, IOS version in Router is vulnerable one.
• Logical Access Controls Techniques viz. Passwords, Smart Cards or Other Biometric Technologies.

• Vulnerabilities of unnecessary utilities residing on Application server.

• Computer Access, messages are logged and security violations reported and acted upon.

• Effectiveness of Tools being used for monitoring systems and network against intrusions and attacks.

• Proper infrastructure and schedule for back up is fixed, testing of back-up data done to ensure readability.

• Any other items relevant in the case of security.

**Phase2: ISMS Audit and Implementation Training**

To Set up an Information Security Management System is an integrated part of any organization. ISMS should ensures that Information Security as a conglomerate of people, process and technology and enables companies to measure the risk to their Information and ensure the selection of adequate and proportionate security controls that protect information assets and give confidence to interested parties including an organization's users.

**Scope of an ISMS audit**

- Security policy
- Organization of information security
- Asset management
- Human resources security
- Physical and environmental security
- Communications and operations management
– Access control
– Information systems acquisition, development and maintenance
– Information security incident management
– Business continuity management and Disaster Recovery
– Compliance

Deliverables

• Information Security Policy
• Risk Assessment Matrix
• Risk Treatment Plan
• Procedure manual
• Business Continuity Plan
• Disaster Recovery Plan
• Report submission on recommendations on the IT architecture of the Data center
• Technology Audit Report for the Data Center
• Patching implementation plan report
• Risk analysis report

GENERAL TERMS AND CONDITIONS

(Minimum Eligibility Criteria)
The work shall be executed by following the procedure of open tender. It is proposed to invite tenders from the willing and eligible vendors, considering only those vendors who meet the following requirements –

1. The vendor must be panel member of the security auditors of the Indian Computer Emergency Response Team (CERT-in) under the department of Information Technology, Government of India.

2. The vendor should have conducted at least one Information Security Audit for the Healthcare Industry/Institution.

3. The vendor must be in the field of Information Security training for at least two years with propriety Information Security courses.

4. The vendor must have conducted at least one Information Security Training for a Government organization.

5. The vendor or any member of the Consortium/Joint Venture is not blacklisted by any Government Department / Public Sector.

6. The vendor should have undertaken a single order of Technical Audit of minimum value Rs.2,00,000 (Rs. Two Lakhs) during the last two years (reckoned from the date of opening of un-priced bid). The bidder must enclose copies of the POs/Contracts along with the relevant Completion Certificates. Reference of major clients should be given.

7. The vendor should have relevant certified in major security certification courses including CISSP / CISA / CEH / Lead Auditors or equivalent

8. The Annual Turnover of the vendor should be equal to or more than Rs. 15,00,000 (Rs. Fifteen Lakhs) in any of the preceding three financial years. The vendor must be based within in Delhi jurisdiction.

9. To ensure audit independence, the bidder should not have been a vendor of IT equipment / peripherals / services to AIIMS in the past 2 years.
10. The Earnest money (Bid Security) of Rs. 5,000/- (Five thousand only) has to be deposited with the bid in the form of either a Bank Draft / Banker’s Cheque/ Bank Guarantee or Letter of Credit.

11. In case Bid Security is in the form of a Bank Guarantee or irrevocable Letter of Credit, the same shall be from any Indian scheduled bank or a branch of an International bank situated in India and registered with Reserve bank of India as scheduled foreign bank.

12. AIIMS shall not be liable to pay any bank charges, commission or interest on the amount of Bid Security.

Each vendor should meet minimum of the specifications and standards defined without permitting any equivalent product.

1) Prequalification & Technical bids and 2) Financial bids will be collected in two separate sealed envelopes.

Financial bids of the pre-qualified & technically accepted offers shall only be opened.
DETAILS OF THE DOCUMENTS REQUIRED

1. Vendor Description and Pre-qualification

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<th>Response to be filled in by bidder</th>
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<td>1. Name of the vendor</td>
<td>[Full name of the firm/company]</td>
</tr>
<tr>
<td>2. Main / Head / Corporate Office</td>
<td>[Full address, telephone numbers, fax numbers, and email address of the primary office of the organization]</td>
</tr>
<tr>
<td>3. Name of the CEO</td>
<td>[Name, and full address of the Chief Executive Officer of the bidding organization, including contact numbers and email address]</td>
</tr>
<tr>
<td>4. Dealing Office [i.e. the office dealing with this proposal]</td>
<td>[Full address, telephone and fax numbers, and email addresses of the office of the organization interacting with NHB for this RFP]</td>
</tr>
<tr>
<td>5. Name and designation of the contact person dealing with this proposal</td>
<td>[Name, designation and full address of the contact person of the dealing office, including contact numbers and email address]</td>
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<tr>
<td>6. Validity of offer, minimum period of three months specified</td>
<td>[Validity of the offer in calendar days]</td>
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</table>
**PRE-QUALIFICATION FOR DETAILS:**

1. Is a panel member of the security auditors of CERT-in under the dept of IT, Govt. of India.
   - **YES:** [ ]  **NO:** [ ]

2. Have conducted at least one Information Security Audit for the Healthcare Industry/Institution
   - **YES:** [ ]  **NO:** [ ]

3. Have been providing propriety Information Security courses for least two years.
   - **YES:** [ ]  **NO:** [ ]

4. Have already conducted at least one Information Security Training for a Government organization
   - **YES:** [ ]  **NO:** [ ]

5. Copies of the POs/Contracts along with the relevant Completion Certificates.
   - **YES:** [ ]  **NO:** [ ]
   
   *(see General terms and Condition pt. 6)*

6. Have relevant certification in major security certification courses including CISSP / CISA / CEH / Lead Auditors or equivalent
   - **YES:** [ ]  **NO:** [ ]

7. Is the Annual Turnover of the vendor equal to or more than Rs. 15,00,000 (Rs. Fifteen Lakhs) in any of the preceding three financial years.
   - **YES:** [ ]  **NO:** [ ]
8. The bidder should not have been a vendor of IT equipment / peripherals /services to AIIMS in the past 2 years. YES:  [ ] NO:  [ ]

<table>
<thead>
<tr>
<th>2. TECHNICAL BID</th>
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<tbody>
<tr>
<td>Item</td>
</tr>
<tr>
<td>1. Empanelment with CERT-In as Information Security Auditing Organization</td>
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<tr>
<td>2. Number of years of experience of the firm in the field of ISA</td>
</tr>
<tr>
<td>3. Domain/Industry expertise/specialization of the firm</td>
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<tr>
<td>4. Annual turnover of the firm and the percentage related to ISA for the last year</td>
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<td><strong>5. Details of the technical professionals on the rolls of the firm to be deployed for AIIMS ISAudit</strong></td>
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<td><strong>6. Details of the methodology which would be followed to undertake ISA of AIIMS.</strong></td>
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<td><strong>7. Roadmap for assignment</strong></td>
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<tr>
<td><strong>Knowledge Transfer</strong></td>
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<td><strong>8. Competence in knowledge transfer</strong></td>
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<td><strong>9. Training</strong></td>
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10. Documentation

| Please indicate the ISA project documentation process supported by sample documentation/manual. Separate document expected. |

11. Give a brief description of creating customized patches for vulnerable software applications.

| Must include customized code creation wherever applicable |

12. Details of at least one Information Security Training in the last two years

13. Details of at least two Application Security Clients of the organization in the last two years

**Details:**

| a) Name of the company | ALL INDIA INSTITUTE OF MEDICAL SCIENCES |
| b) Company's address in India | A.I.I.M.S, Ansari Nagar, New Delhi-110029 |
| c) Contact person | DR. R.S.Tyagi, Dy. Director Computer Facility, AIIMS, New Delhi - 29 |
| d) Telephone no. | 011-26588332 |
| e) Fax | 011-26588663 |
| f) E-mail address | rstyagi@aiims.ac.in |
| g) Brief description of the project |  |
### Complexity of the assignment

<table>
<thead>
<tr>
<th>No. of Servers</th>
<th>Computer Facility – approx 15 Others: 5</th>
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<tbody>
<tr>
<td>No. of nodes / clients</td>
<td>Approx. 1400</td>
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<tr>
<td>No. of Routers</td>
<td>Approx: 5</td>
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<tr>
<td>No. of Switches / Hubs</td>
<td>Approx. 125 / 75</td>
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<tr>
<td>No. of firewalls</td>
<td>1</td>
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### LIST OF SUPPORTED STAFF WITH QUALIFICATION BACKGROUND:-

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Name of the Employee</th>
<th>Professional Qualification</th>
<th>Experience (No. of yrs)</th>
<th>Date of joining the firm</th>
<th>Documents attached.</th>
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Authorized Signature __________________________ Date ___/___/200___