

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**IS AUDIT of Dolphin Application  
(Pay and Accounting Software for PBORs)**

**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:	August 6 2013
Last Date and Time for submission of queries by E-mail : <a href="mailto:cgdanewdelhi@nic.in">cgdanewdelhi@nic.in</a> :	August 19 at 3 pm
Pre-bid meeting	August 21 at 'Aaditya Hall'
Answers to the Bidder's Questions will be available at <a href="http://cgda.nic.in">cgda.nic.in</a> by:	August 23
Last Date and Time for Receipt of Proposal:	Sept 05 2013 before 3:00 pm
Date and Time of Opening of Technical Bids:	Sept 05,2013 , 4:00 pm
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:	ACGDA(IT) CGDA, Ulan Batar Road Palam, Delhi Cantt-110010 Ph:25675481 Email: <a href="mailto:cgdanewdelhi@nic.in">cgdanewdelhi@nic.in</a>

### Note:

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



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**Abbreviations used in the document:**

ACR	Acquittance Rolls
AFPP Fund	Armed Forces Personal Provident Fund
CEH	Certified ethical hacker
CERT-IN	Indian computer emergency response team(Under Ministry of Communication and IT,Govt of India)
CGDA	Controller General of Defence Accounts
CISM	Certified information security manager
CISA	Certified information security auditor
CISSP	Certified information system security professional
CoBIT	Control Objectives for Information and related technology.
DO II	Daily Order – Part II
FAMO	Family allotment money order
IRLA	Individual Running Ledger Accounts
IS	Information Systems
ISO 27001 LA	ISO 27001 Lead Auditor
ITSDC	Information Technology and Software Development Centre
JCO	Junior commissioned officer
L1	Lowest No 1
OR	Other Ranks
PAO	Pay and Accounts Office
PBOR	Personnel Below Officer Ranks
PLI	Postal life insurance
TEC	Technical Evaluation Committee

The Dolphin application is in operation since 2009. It has been developed on JBoss application server with Postgres-sql database on a three tier platform. It is installed in about 45 PAOs across the country and is being maintained at the office of the ITSDC, Secunderabad by an in-house team. The present scope is limited to the ambit of Dolphin application. The CGDA wants to have an assurance from a competent, independent and professional body that Dolphin application 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 PAO is secured from all known types of risks related to Dolphin application 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 Dolphin Application. Application audit will be

defined by the scope of work given in annexure-B.



## RFP–Audit of Dolphin Application

### 1. GENERAL- Invitation to Bid

- A) This RFP is downloadable from the CGDA's web-site. A non-refundable bid amount of 10,000/-, to be submitted in the form of pay order/demand draft favoring "**CGDA**" 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.
- B) **The last date** for submission of RFP is 05/09/2013 (Thursday) and it should be dropped in the BOX labeled-"RFP of Dolphin Application" at the reception of the CGDA office. at the above given 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.
- C) No proposals would be accepted after the above deadline.
- D) The Technical Bids will be opened on 05/09/2013 (Thursday) at 04:00 p.m. The bidders may, if so desire, depute their representatives at the time of opening of Technical Bids.
- E) The CGDA reserves the right to accept or reject proposals, without assigning any reasons whatsoever. The CGDA's decision in this regard shall be final and binding.
- F) Requirement, terms and conditions are mentioned in **Annexure-A**.

## 2. Submission and Evaluation of Proposals

- i) The Proposal shall be submitted duly signed by the authorized signatory with the seal of the Company in three separate envelopes to be delivered at the address given above.
  - a) Envelope-I containing the non-refundable bid amount Pay order or Demand Draft for 10,000/-. Envelope should be super-scribed "**Bid Security: Audit of Dolphin Application**"
  - b) Envelope II containing the Technical and Qualification aspects hereinafter referred to as, "**Technical Proposal**" should be super-scribed "**Technical Proposal-for Audit of Dolphin Application**" and a statement "**DO NOT OPEN BEFORE 05.09.2013: 4:00 pm**"
  - c) Envelope III containing financial bid super scribed "**Financial bid: Audit of Dolphin Application**".

All the envelopes should be put in single large 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 with 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**)

## 3. General Conditions:

- 1) Non-Disclosure Agreement (Form T11) need to be signed only by the vendor who will be awarded the contract
- 2) 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 has been furnished, the documents have been properly signed, required information has been provided and the Bids are

generally in order.

3) 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.

4) The CGDA will evaluate proposals of the bidders as per the contents of the response to the Request for Proposal submitted by the bidders. The bidders are to submit all detailed information that would help evaluation.

5) 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 bidder.

6) After evaluation of technical bid, the price bid for only those bidders who are technically qualified, by the CGDA TEC, would be opened on a specified date and time which will be intimated to such short-listed bidders.

7) The CGDA would neither be bound to offer any reasons for such acceptance/rejection nor entertain any correspondence with the technically rejected bidders in this matter.

8) 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.

9) 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.

10) The CGDA reserved the right to modify the assessment methodology or the weightage /marks as stated in proposal (RFP).

11) The bidder selected for the assignment should adhere to global quality standards and GOI's regulatory/statutory directions in this regard.

12) All costs shall be denominated in Indian Rupees.

13) 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.

14) The CGDA may cancel the whole RFP process before final selection without assigning any reason whatsoever.

**4. Contact Person and Communication Address:**

Vinay Khanna,  
ACGDA(IT)  
Room No 30,  
CGDA,Ulan Batar Road,  
New Delhi – 110010  
Email:cgdanewdelhi@nic.in  
**Phone: 25675481**

**5. 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 Dolphin application

The primary responsibility of Pay and Accounts Offices (referred to as PAO in this document) is to maintain the pay and accounts of the Junior Commissioned Officers/Other Ranks of Indian Army including Territorial Army. It maintains the pay and allowances of all entitlements/recoveries and AFPP Fund in respect of JCOs/ORs.

At present 45 PAOs are functioning at different locations across the country, maintaining pay and accounts in respect of JCOs/ORs of different Corps/Regiments. Source documents authorizing payments/recoveries are received by PAOs through concerned Record Offices. Source documents viz. DO Part-II Orders, ACRs, FAMOs, PLI, Fund Vouchers, Loans and Advances, Contingent Bills etc. are received in softcopy as well as Hard Copy.

The source documents are audited by the PAOs before accepting the Credit/Debit in the system after passing through prescribed level checks as per Departmental Codes and Manuals with regard to Government Orders on the subject. In case of rejection in audit the same is notified to the concerned unit/formation/record office. The net monthly entitlements of the JCOs/ORs are credited to their bank accounts and soft copy of Monthly Pay Slip (MPS) is provided to the concerned Record Offices for uploading the same on Army Intranet. The JCOs/ORs can view/download/print the MPS from Army Intranet. Any discrepancy noticed regarding their Pay & Allowances are referred to PAOs through concerned Record Offices. Complaints received from JCOs/ORs in the PAOs are verified and necessary action taken to settle the observation on IRLA. The claims are also received in respect of Non Effective personnel which are also settled by the PAOs.

The IRLA of the JCOs/ORs are finalized at the time of Retirement/Death/Invalid Out of the individual.

In addition, many controls and reports & returns are being generated in the PAOs to monitor the functioning of various sections in the office and submission of MIS for top level management. Monthly Abstract of Receipt and Charges is generated for Compilation /Budgeting purpose.

Detailed document regarding Dolphin application is available with the CGDA and will be made available on request, if required.

The CGDA intends to carry out the audit of Dolphin Application by a professional body for audit and assurance purposes.

## Technical details of Dolphin application

The pay accounting system of the Army PBOR has been running on COBOL/Unix ever since the system was computerised in 1980s. The system was based on batch processing with quarterly closing of accounts. Subsequently in 2009-10 the monthly pay system was introduced where the entitlements of the PBOR were directly credited to the bank account of the PBOR. The processing continued to be in the batch mode.

The project Dolphin was an effort to shift the COBOL based batch-mode system to on-line system. The online system provides immediate feedback on all the transactions and enables the PAO to take immediate corrective action wherever necessary. In addition, all the sections in the PAO have on-line access to the entire database which will help them in attending to any query easily. Dolphin is designed to be deployed as a centralized application but currently being used in distributed model due to remoteness of locations and lack of highly reliable networks in these regions. Once the wide area network over which the PAOs are connected becomes reliable, the pay accounts of all the 44 PAOs can be processed from a single location. Till then the system can be used in a decentralised mode on the LANs of the PAOs. As soon as a DOII (DOII is a document containing event which has direct bearing on financial and non financial effect on a PBORs pay and service) is fed into the system, the result – including the calculated arrears – is known immediately.

It can handle electronic data provided by Record Office/Units. Now-a-days the Record Offices use ARPAN software to publish the Dos II. Similarly the Units use HR Suite for the purpose. Dolphin has been designed to accept the soft copies of the DOII data which will result in reduced data entry in the PAOs. The electronic data can be processed in bulk, while the occasional DOs-II which comes in the form of hard copy only can be data entered and processed through the screens provided for the purpose. Dolphin can handle digital signatures. Dolphin provides support for validating the digital signatures if the electronic data provided by the Recorded Offices /Units are signed electronically. At present both soft copy and hard copies of the DOII data are being insisted by the PAOs as there is no way to authenticate the soft copy of the data given in the CDs. It is expected that the future versions of HR Suite from Army will provide support for digital signatures and the PAOs can get authenticated soft copies of data. Once that happens, the hard copy can be done away with except in cases where certificates are required. Dolphin is a web based system. Linux OS has been used for the development as well as the deployment of the system. Consequently, the system has been tested only on Linux with Firefox as the browser. The project consists of over 2 lac lines of source code. DOII module comprises of all the DOII types -including the Group IIA that capture the family details. In all there are 275 descriptions.

Dolphin is based on Open Source Software. The following are various software components used for developing Dolphin.



- Web Framework – JBoss Seam (V 2.1.1)
- RDBMS-PostgreSQL(V 8.3)
- Platform-JavaEE Application Server–JBoss (V 5.0.1)
- OS – Linux (Fedora 11)

The development as well as the deployment of Dolphin has been done on Linux.

## 2. Project Objective

The Dolphin is in operation since 2009. The present scope is limited to the ambit of Dolphin Application. The CGDA wants to have an assurance from a competent, independent and professional body that Dolphin application 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 PAO is secured from all known types of risks related to Dolphin application 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 Dolphin Application. Bidder is expected to use CoBIT as a framework for reference for evaluation of the IT system.

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

## 3. Eligibility

- 1) The Firm/company should have been in existence for at least five years as on 31.03.2013 (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).
- 2) The company should be empanelled Information Security Auditing Organisation by CERT-In.
- 3) Should have adequate financial standing, market reputation, competent personnel and experience to undertake the assignment. Must have an average turnover of at least 4.00 Crore for the last two years i.e upto 31<sup>st</sup> March 2011 and 31<sup>st</sup> March 2012.
- 4) 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.

- 5) 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
- 6) Should have carried out application audit of at least 5(five) Applications since March 2012.
- 7) Should have minimum 2 professional having experience of accounting/HR/payroll system in the domain for last 2 years.
- 8) 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 has been allocated as grace period for unavoidable delays for compliance by in-house solution developers.

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

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.

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 one month.

## **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 1<sup>st</sup> audit report/s and rest 50% after submission of compliance review report/s or completion of contract whichever is later for Audit of the Dolphin Application.

## **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 Company. The selected 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 any scheduled 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

1. Extend the time of submission of proposal (RFP).
2. 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.
3. Terminate the assignment if not proceeding in accordance with the terms of the contract and to the satisfaction of the CGDA.
4. Modify the period stipulated for completion of the assignment during the execution of the contract.
5. Modify any other terms, conditions and requirements mentioned above, as the CGDA may deem fit.
6. 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 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 August 19, 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

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 conforming 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. The technical evaluation will take into account the capability of the bidder to implement the proposed solution.
- d) Only those bidders whose Technical bids have been found substantially responsive would be intimated by the CGDA about their participation in the process.

e) Responsive bidders have to make detailed presentation before the members of the **Technical 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.

f) After the presentation the opening of the financial bid will be initiated and date and time will be informed to the eligible vendors.

g) **The key persons identified for the project should carry out the activities from the Department's premises at Secunderabad.** The in-house development team is based in Secunderabad and the application is also deployed at one of the offices at Secunderabad out of 45 locations pan India. The person provided for executing the assignment should be adequately qualified / experienced and should have implemented similar assignments.

h) 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 PAO Software(Dolphin)

The bidder should understand the modules and the way they are configured in Dolphin System and identify key parameters in consultation with PAO and check the value of these parameters as configured in Dolphin and confirm actual working of these parameters as intended by the PAO. 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
<b>A. Application Controls Review</b>	<ul style="list-style-type: none"><li>i. Study the implemented functionality of Dolphin 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 Dolphin system and Office manual of the Department.<ul style="list-style-type: none"><li>a. Dos-II processing</li><li>b. ACR (Acquittance Rolls)</li><li>c. FAMO (Family Allotment Money Order)</li><li>d. Adjustments</li><li>e. Contingent Bills</li><li>f. AFPP (Armed Forces Personal Provident) Fund Withdrawal</li><li>g. PLI (Postal Life Insurance)</li><li>h. IRLA (Individual Running Ledger Account)</li><li>i. ECS/NEFT etc</li><li>j. Final settlement</li><li>k. User and Access management</li><li>l. Interfaces with other systems</li><li>m. Management Information System (MIS) and Control Reports</li><li>n. Application security</li><li>o. Any other function.</li></ul></li><li>ii. Study the Dolphin system for adequate input.</li><li>iii. Processing and output controls and conduct various tests to verify existence and effectiveness of the controls.</li><li>iv. Audit, calculations &amp; payment, accruals into the IRLA account, advances and fund accounts etc.</li><li>v. Whether adequate controls over accounting and adjustments of IRLA accounts are in place.</li><li>vi. Check system input/processing/output control over all types of transactions like DOII processing for various casualties (events), credit, debit from IRLA, advances, etc.</li></ul>
<b>B. System processing</b>	<ul style="list-style-type: none"><li>i. Review the system inbuilt and configured logic and</li></ul>

<p><b>logic</b></p>	<p>ensure that the calculation is performed as intended by PAO</p> <ul style="list-style-type: none"> <li>ii. Review that logics are built in accordance with the PAO requirements</li> <li>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 PAO.</li> <li>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.</li> </ul>
<p><b>C. Review of Parameters and other areas</b></p>	<ul style="list-style-type: none"> <li>i. Key parameters, updating thereof and actual working of them as intended by the PAO.</li> <li>ii. Parameterization availability, flexibility, security and integrity</li> <li>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</li> <li>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.</li> <li>v. Review Day End controls to ensure integrity of the transactions as per PAO guidelines, trapping, reporting and follow-up procedures for exceptions.</li> <li>vi. Review design deficiencies necessitating manual intervention.</li> <li>vii. Check if failed transactions are getting saved.</li> </ul>
<p><b>D. Interface</b></p>	<ul style="list-style-type: none"> <li>i. Interface of Dolphin Software with other applications.(At present it is CMP (Cash Management Product) and Record Office application and E-ticketing application) (However the department reserves the right to add interfaces in the list during the course of contract)</li> <li>ii. Control over the Record office data and the import of data there on and to verify proper control is there to reconcile the transactions at End of Day Operations.</li> <li>iii. Validation of interface files before upload.</li> <li>iv. Security considerations in data preparation, transit channels, handling and upload process.</li> <li>v. Review of inter-dependency of Dolphin and interfaces, validation procedures during day-end operations</li> <li>vi. Reconciliation/ comparison before/after interface upload and handling of interface rejections</li> <li>vii. Duplicate checking/Error checking during data upload</li> <li>viii. Reporting controls</li> </ul>
<p><b>E. Data Integrity of reports generated</b></p>	<ul style="list-style-type: none"> <li>i. Study of the report generated from the system</li> <li>ii. Study of the inbuilt logic</li> <li>iii. Identification of the source data (for Dolphin) and</li> </ul>



<p><b>from the system</b></p>	<p>preparation of the report outside the system</p> <ol style="list-style-type: none"> <li>iv. Comparison of the output with the system generated report</li> <li>v. Adequacy of reports to the management to ensure that no exceptions/marked transactions/data remain unreported.</li> <li>vi. Reporting of transactions done by the system without user initiative</li> </ol>
<p><b>F. Assessment of Role based Security for Applications under Scope</b></p>	<p>Review the application security setup supported by applications under scope to ensure as under:</p> <ol style="list-style-type: none"> <li>i. Access level controls are appropriately built and implemented into the application</li> <li>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.</li> <li>iii. Review process of users and their privileges</li> <li>iv. Access on a "need-to-know" and "need to-do basis" and "need-to-access".</li> <li>v. Appropriate user maintenance and password policies being followed</li> <li>vi. All the activities relating to changes in data files are through maker/checker arrangement</li> <li>vii. Control over system users and super users</li> <li>viii. Unsuccessful access attempt logging and reporting</li> <li>ix. Any deficient log out procedure</li> <li>x. Segregation of duties</li> <li>xi. Access control for development, production and test environment, application and personnel management among the different environments</li> <li>xii. Maintenance of /Restrictions on audit trail files</li> <li>xiii. Access to OS and databases</li> <li>xiv. Access level of software developers and Record office personnel to the data</li> <li>xv. Control and monitoring functions of the PAO on the access privileges of system admin and software developers.</li> <li>xvi. Vulnerabilities related to data manipulation through back-end/methods other than through Dolphin menus.</li> <li>xvii. Sufficiency of logs at levels and scope for forensics.</li> <li>xviii. Manpower deployment for application maintenance.</li> <li>xix. To look into the following security aspects <ul style="list-style-type: none"> <li>• Physical Security</li> <li>• Network Security</li> <li>• Protocols/Services</li> <li>• Information Security Policy</li> <li>• Data Storage Security</li> <li>• Business Continuity and Disaster Recovery Policy</li> </ul> </li> </ol>

	<ul style="list-style-type: none"> <li>• System Administration Policy</li> <li>• Network Management</li> <li>• Firewall Policy</li> <li>• IPS Policy</li> <li>• VPN Policy</li> <li>• Access Rights</li> <li>• Backup Policy</li> </ul>
<p><b>G. Others</b></p>	<p>Adequacy of Audit trails and Logs</p> <ol style="list-style-type: none"> <li>i. Handling of logs</li> <li>ii. Adequacy of systems/procedure for forensics</li> <li>iii. Adherence to Legal and Statutory Requirements.</li> <li>iv. Adequacy, Accuracy, Data Integrity of key MIS and Audit Reports</li> <li>v. To review documentations, policies, procedures, user manuals, operating manuals and systems manuals and to verify the version/updating controls are in place.</li> <li>vi. PAOs preparedness to withstand application failure/unavailability of support and other contingencies like obsolescence of software etc</li> <li>vii. Other related procedures like backup, change request, version control</li> <li>viii. Risk Management Process for the application</li> <li>ix. Capacity adequacy and utilization of Servers, backup servers related to Dolphin</li> <li>x. Network, Bandwidth requirements and availability</li> <li>xi. Hard coded user id and passwords/ generic user id and passwords in Dolphin</li> <li>xii. Physical security of system</li> <li>xiii. Access beyond office hours and authorisation</li> </ol>
<p><b>H. Deliverables</b></p>	<p>All the reports would be prepared module/functionality-wise keeping the following points in view.</p> <ol style="list-style-type: none"> <li>i. The assurance that application functions as intended by the PAO</li> <li>ii. Identification of gaps/deviations/deficiencies/vulnerabilities/risks and detailed observations and its potential impact on the working of PAO</li> <li>iii. Industry best practices</li> <li>iv. Specific recommendations for improvement</li> <li>v. Adequate verifiable audit evidences</li> <li>vi. Inputs for security policy, IT policy and change management.</li> <li>vii. Risk analysis of Dolphin application</li> <li>viii. Security and control review of the Dolphin application</li> <li>ix. All observations will be thoroughly discussed with Dolphin team/application owners before finalization of report and the users' views/explanations to be noted for</li> </ol>

	<p>deviations/recommendations.</p> <ul style="list-style-type: none"><li>x. However this should not influence the independent views/observations of the auditors.</li><li>xi. Recommendation regarding competencies and training needs of personnel deployed Dolphin management.</li><li>xii. All the documents and audit evidences, documentary or otherwise with screenshots/gist of discussion with stakeholders</li><li>xiii. Documents/training sessions for knowledge transfer to CGDA for continuous monitoring</li></ul>
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**PROPOSAL FORM**

Date :.....

To  
The ACGDA(IT)  
Office of the CGDA  
Ulan Batar Road  
Palam  
Delhi Cantt-110010  
Ph: 25665500, Fax:25674813

**Re: Request for proposal- Audit of Dolphin Application**

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	Turnover of the company(in Rs)	2010-11 2011-12	
6	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. Bidders 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 (Non refundable)**

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

The details of Demand Draft drawn in favour of "**CGDA**" payable at Delhi are as follows:

Name of the Drawer

Bank: Branch:

Date of DD:

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):**

<b>Parameters</b>	<b>Maximum Marks</b>	<b>Marks obtained</b>
(II) Experience for Application Audit (Form T6)	<b>30</b>	
(III) Experience of Audit in Government/PSU sector (Form T7)	<b>10</b>	
(IV) Evaluation of capability on the basis of write-up on approach, methodology and manpower and the presentation specific to this project (Form T8)	<b>30</b>	
(V) Expertise / Skills available (Form T9)	<b>30</b>	
<b>TOTAL</b>	<b>100</b>	



**Experience for Application Audit and Web application and network security audit.**

(Maximum Marks=30)

Parameters of Application Audit	Maximum Marks	Number of assignments (To be filled by bidder)	Allotted Marks (by TEC)
<b>Application Audit (since march 2012):</b>	<b>20</b>		
• More than 20 assignments			
• From 11 up to 20 assignments	15		
• 5 to 10 assignment	10		
<b>Assignments in Web application and Network security audit (since march 2012)</b>			
• More than 10 assignments.	<b>10</b>		
• 05 - 10 assignments	5		
<b>TOTAL</b>			

**Note:** Bidders are required to fill in the number of assignments as per 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 2012)	Max Marks	No of Assignments (To be filled by bidder)	Marks Allotted (by TEC)
a) More than 5 assignments	5		
b) 2-5 assignments	3		
2. One or more assignment in Defence organisations	5		
<b>TOTAL</b>	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) with required experience			
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		
<b>TOTAL</b>			

**Note:** (1) 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>



**Document verification checklist**

	Description	Remarks (YES/NO)
a)	(i) Company should be in existence for last 5 years (as on 31.03.2013) (ii) Carried out Application Audit for at least 05 organisations. (iii) Average Annual Turnover 4.00 crore for the last 2 years (31 <sup>st</sup> March 2011 & 31 <sup>st</sup> March 2012)	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/HR/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	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 Dolphin 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 Technical Evaluation Committee has full rights to disqualify any bidder in case of non-adherence to 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>		



**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 Dolphin Application (DOLPHIN) dated \_\_\_\_\_, 2013 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

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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>