

### **Corrigendum-1: Queries and Clarifications**

(Request for Quotation from Service Providers for Appointment of Consultant for Migration to ISO/IEC 27001:2013 alongwith Implementation and Certification for UTIITSL)

All prospective Certification Agencies/Service Providers interested in participating for bidding are requested to refer to the Original Tender Notice Bid for Appointment of Consultant for Migration to ISO/IEC 27001:2013 alongwith Implementation and Certification for UTIITSL released on our Website (<http://www.utiitsl.com>) on 17-Dec-2014 and the current Corrigendum-1 document being detailed as under.

Kindly note: **Last Date of Bid Submission is extended to 09<sup>th</sup> January 2015 3:00PM (1500 hours IST).**

Prospective bidders are requested to note the queries and our clarifications as furnished below in Table-A, and submit their bids accordingly.

**Table-A: Queries and Clarifications:**

<b>Sr. No.</b>	<b>Clause No./ Table No./ Annexure No./ Page No.</b>	<b>Queries</b>	<b>Clarifications</b>
1.	Page 3, Point 15	<p>This is a onetime Consulting assignment and will be valid till the completion of ISO/IEC 27001:2013 Certification of UTIITSL in the locations defined as per audit Scope.</p> <p>This will be a consulting activity which will last for three years till closure of one certification cycle. Is it so or one year consulting is fine?</p>	<p>The Consulting assignment as to be taken in the role of Consulting Agency lasts only till we get the ISO/IEC 27001:2013 Certification Audit (initial only) completed for UTIITSL by the Certification Agency for the certification qualification, which ideally should not go beyond 4 calendar months from the start of the Consulting Assignment. The Consulting Agency should accomplish all the activities listed under the Scope A work viz. Consultancy, Migration, Implementation, Trainings.</p> <p>Please refer to the following clauses as in the tender document (RFQ):</p> <ol style="list-style-type: none"> <li>1. Page 3 of RFQ document. Clause 15. Under "Scope A - Consulting Assignment".</li> <li>2. Page 4 of RFQ document. Clause 1 and 6. Under "General Terms and Conditions".</li> </ol> <p>Note: 3 years engagement is only for the Certification Agency for the defined Scope B activities.</p>

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2.	Page 2, Point 8	Internal audit training and Lead auditor training (max 5) – to be conducted at both the locations – Navi Mumbai and Hyderabad or will be at one location?	Internal Auditor Training and Lead Auditor Training are to be conducted only at Navi Mumbai location, where LA Training course is limited to 5 trainee participants.
3.	Page 2, Point 8	For Lead Auditor training for max. 5 employees – do you also require ISO Lead Auditor certifications for your employees?	Internal Auditor Training and Lead Auditor Training are to be conducted only at Navi Mumbai location, where LA Training course is limited to 5 trainee participants. ISO Lead Auditor certificates will be required for the participating employees post completion of the LA certification course and certainly forms a part of the Scope A assignment.
4.	Page 10, Point 7	It is mentioned that local conveyance at Navi Mumbai and Hyderabad will be provided by UTIITSL – in that case shall we exclude the local conveyance related OPEs for 3 years from our quotation? Our assumption will be that UTIITSL will reimburse local conveyance related OPEs separately.	Only Local Travel Conveyance will be provided for local travel in Mumbai/ Navi Mumbai and Hyderabad respectively. This clause is meant only for the Certification Assignment (Scope B) for the visiting auditors, and is applicable for their visits during the 3 year tenure of the certification at the time of Re-Certification Audit, 12th Monthly Surveillance Audit and 24th Monthly Surveillance Audit. Hence the local conveyance expenses may be excluded from the Certification Assignment quotation (Scope B). However, for the Consulting Assignment (Scope A), all conveyance expenses will be borne by the Consulting Agency only and not UTIITSL.
5.	Page 2, Point 2	To perform Gap Analysis on the existing documentation for all the departments/sections falling under the defined Scope, against the requirements of ISO/IEC 27001:2013 and produce a Gap Analysis Report. Please share the details of these policies/ procedures which are being followed as of now.	UTIITSL has developed and implemented policies as pertaining to the 130 controls as per ISO/IEC 27001:2005 standard.  These implemented and existing policies/ procedures being followed within UTIITSL will be shared at the time of assignment of the job.
6.	Page 2, Point 4	To develop/update all mandatory procedures as required in ISO/IEC 27001:2013 and guide the project team all through its implementation.	In latest version i.e. ISO/IEC 27001:2013, many of the controls are being merged into one and some new ones are also introduced. The role of the selected Consulting Agency will be to handhold UTIITSL team in refining and re-building (if

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		Please share the details of these policies/ procedures which are being followed as of now.	so required) of these existing and pre-implemented policies to comply with the new version requirements and also in building up the policies for newly introduced controls.
7.	Page 2, Point 16	<p>To conduct the required awareness programs that will include,</p> <ul style="list-style-type: none"> <li>• Top Senior Management briefing</li> <li>• Planning, Documentation and Implementation, Workshop for ISO team.</li> <li>• Awareness Program to all UTIITSL employees covered under the Scope.</li> </ul> <p>Please specify the batch size for conducting this training.</p> <p>We assume that this training has to be carried out only during Year 1. No knowledge transfer sessions would be required in Year 2 and Year 3.</p>	<p>Approximately 30 personnel may be a part of the Security awareness training as trainees. However the exact count will be given before the commencement of the training. The training on Lead Auditor certification will be limited to 5 trainee participants.</p> <p>These trainings should be provided during the Consulting Assignment (Scope A) only in the first year itself. No knowledge transfer sessions would be required in Year 2 and Year 3.</p>
8.	Page 2	Sealed quotations need to be submitted latest by 31st December 2014 upto 3:00PM.	<b>Last Date of Bid Submission is extended to 09<sup>th</sup> January 2015 3:00PM (1500 hours IST).</b>
9.	Page 5, Point 10	Last Date for receipt of sealed quotations: 31st December 2014 upto 3:00PM.	<b>Last Date of Bid Submission is extended to 09<sup>th</sup> January 2015 3:00PM (1500 hours IST).</b>
10.	General	If Bidder is not a certification agency and will help you only in "Scope A"- hence are we supposed to recommend a certification agency separately? If yes, is service provider supposed to submit the commercials jointly for Scope A (consulting quotation) and Scope B (certification quotation)?	Bidder, if not a Certification Agency, can bid for the Consulting Assignment (Scope A) alongwith their recommendation for Certification Agency for the Scope B assignment in their same bid proposal. Yes, Service Provider would need to submit the commercials jointly for Scope A (Consulting Agency quotation) and Scope B (Certification Agency quotation) strictly in the format as per Commercial Bid. Refer Page 8-10 of the RFQ document for the Commercial Bid format.
11.	General	Does audit site location 1 in Navi Mumbai comprise the datacenter of UTIITSL as well?	Yes, the audit site location 1 in Navi Mumbai comprises of the Primary Data Centre of UTIITSL as well, and thus will be part of the audit scope. Even the audit site location 2 in Hyderabad comprises of the BCC/DR centre (Secondary Data Centre), thus included in the scope.

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12.	General	Are the following processes in scope of ISO 27001:2013 certification : Business Operations, IT Consultancy and IT/IT Enabled services to its clients in the areas of Registrar & Transfer (for Mutual Funds, Bonds, Equity & Fixed Deposits), Mutual funds distribution, Insurance & Healthcare BPO, Document Management System including Scanning, Digitalization & Central Recordkeeping, PAN Card Processing and other Plastic/Smart Card Based Solutions, IT Infrastructure & Facility Management, Data Centre Setup & Support Services, Business Continuity Centre Setup & Management, Website Hosting & Development, Web-based Application Development.	Yes, as this is the exact statement of Scope of the existing ISMS Certification ISO/IEC 27001:2005 for UTIITSL and will continue to exist for ISO/IEC 27001:2013 as well until it undergoes a revision post the initial Gap Analysis as may be suggested by the Consulting Agency, or any amendment simply at the discretion of UTIITSL.
13.	General	Payment Terms	Payment terms as of now will hold as per original tender document. Any changes still, may be taken up at the sole discretion of UTIITSL only after a successful agency is appointed.

Bidders should enclose the duly signed and stamped copies (on all pages) of the Original Tender Notice Bid and of this Corrigendum-1 document and submit alongwith the Technical Bid.

Rest all Terms and Conditions as notified earlier to release of this Corrigendum-1 stand unchanged.

Sd/-

Authorized Signatory  
(On behalf of UTIITSL)

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