

**DETAILED NOTICE INVITING BIDS**  
**For Empanelment of IT Security Auditors for a period of 3 years**

The **North Eastern Electric Power Corporation Limited (NEEPCO)**, a Miniratna Category-I Public Sector Enterprise under the Ministry of Power, Government of India invites online bids from eligible bidders through e-procurement portal <https://etenders.gov.in> for **Empanelment of IT Security Auditor for a period of 3 (three) years** in NEEPCO Ltd. The empanelment will be done based on evaluation of technical eligibility criteria only. A maximum number of 5 (five) auditors will be empaneled for a period of 3 (years).

Prospective bidders may download the detailed bid document from <https://etenders.gov.in> with effect from 16:00 hours of 08-09-2022.

**1. PERIOD OF EMPANELMENT**

The empanelment period will be 3 (three) years from the date of issue of **Letter of Empanelment (LOE)**.

**2. SCOPE OF WORK**

2.1 The proposed security audit will be conducted for two categories :

- i) Vulnerability Assessment (VA) and Penetration Testing of IT hosts/devices – This will be carried out for servers and network devices installed at various sites/locations of NEEPCO.
- ii) Assessment of IT operations at NEEPCO Corporate Office, Shillong.

2.2 The auditors must be available at the Corporate Office, Shillong to conduct/perform the said audit work.

2.3 The auditor will conduct the audit on-site for the Shillong location. However, for other locations, the audit may be performed either on-site or remotely from Shillong office. Access to the concerned devices in each location will be given to the auditors by the Engineer-in-charge or site-in-charge.

2.4 For vulnerability assessment of IT hosts/devices, the following will be undertaken :

**(i) Vulnerability Assessment and Penetration Testing**

Perform black box (without user credentials) vulnerability assessment and penetration testing (VAPT) of the systems/devices using both automated and manual techniques. The manual assessment will be performed to remove false positives and identify vulnerabilities not reported by automated tool. This will be done without using any user credentials or in non-privileged mode.

**(ii) Configuration review of IT hosts/devices**

a) Perform Configuration review of the systems/devices to identify any potential security weaknesses.

b) Collect Information about the current security configuration of the hosts/ devices by running script/system commands with highest privilege or through examination of System Configuration files. The scripts/command details will be provided by the Auditor.

c) Running of the scripts/commands or copying of the configuration files will be done by the respective system administrators of the concerned site/project of NEEPCO (under the supervision of the Auditor) and the output or the copy of the configuration files will be submitted to the Auditor for analysis and interpretation.

2.5 To assess the IT Operations and Processes at NEEPCO Corporate Office, Shillong, the following will be undertaken :

a) **Review of Information Security Policies and Procedures:** The existing information security policies and procedures should be reviewed in accordance with the ISO 27000 series of international information security standards

b) **BCP/DR assessment and readiness review:** Review the Disaster Recovery Plan (DRP) and Business Continuity Plan (BCP), and associated processes for the existing critical infrastructure.

*(Note : The preparation of BCP / DR plan is not covered as part of the scope of work.)*

c) **Incident and Patch Management:** Review updates and patches management processes followed in the IT Department.

d) **Change Control:** Review the process followed to manage and implement changes at the IT infrastructure, applications and technology.

e) **User awareness and compliance:** Perform user security awareness assessment by conducting interviews of the users. This review will include user awareness on security policy, password management, account management and incident reporting.

2.6 The types of devices to be audited includes servers, storage devices and network devices like routers, firewalls and switches.

2.7 The total number of devices/hosts to be audited in each audit is estimated to be approximately 90 (ninety). However, the actual number of devices may vary slightly at the time of each audit.

2.8 It is intended to conduct the audit once in every six months. However, the Corporation reserves the right to increase or decrease the frequency of the audit.

### 3. QUALIFYING REQUIREMENTS

#### 3.1 General Qualifying Requirements

- i. The bidder must be a registered entity in India.
- ii. The bidder must be an individual / independent company and not a consortium or Joint Venture.

- iii. The Bidder must be a valid CERT-In empaneled Information Technology (IT) security auditor/auditing organization as on the last date of bid submission. Self-attested Certificate/Letter of Empanelment must be submitted.
- iv. The bidder must be in operation in the field of Information Security Audit Services for a period of at least 3 (three) years at the time of submission of bid. Self-attested copy of Certificate of Incorporation must be produced.
- v. Should have executed at least 3 (three) projects for Information Security Audit services in reputed organizations during the last 3 years. Work Completion Certificates from client with clearly indicating the date of certificate and cross-reference of order no. /date must be produced as proof.
- vi. The bidder shall not have been blacklisted by any Government / Government agency in India. Self-declaration to that effect should be submitted along with the submission of technical bid.

#### 4. BIDDING SYSTEM

The Bidder shall submit online bids under the Single-Stage Single-Envelope bidding system and shall contain **only Techno-Commercial Bid**. No price reference will be made anywhere in any form.

#### 5. REGISTRATION AND PARTICIPATION IN BIDS

- 5.1 This tender is being processed through e-tendering/e-procurement system. The bid documents are to be downloaded from <https://etenders.gov.in> and bids are also to be submitted/uploaded through the said system only. Guidelines for the e-tendering system are available in the portal (etenders.gov.in).
- 5.2 Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://etenders.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- 5.3 As part of the enrolment process, a bidder will be required to choose a unique username and assign a password for its account.
- 5.4 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 5.5 Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (**Class III Certificates with signing key usage**) issued by any Certifying Authority recognized by CCA India (e.g. Sify /nCode /eMudhra etc.), with their profile.
- 5.6 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 5.7 Bidders then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.
- 5.8 Bidders are requested to get themselves enrolled in the e-Procurement portal (<https://etenders.gov.in/eprocure/app>) and no extra time will be considered for submission of bids for any delay in the enrollment process.

For registration and other queries related to the portal, bidders may contact NIC at :

Ms. Deibaphira Suchiang  
Rollout Support Engineer, NIC, Shillong  
Mobile : 7005490585, 8256979394  
Email : deibaphirasuchiang@gmail.com

**6. SUBMISSION AND OPENING OF BIDS**

- 6.1 Bidders shall prepare and submit their bids online in <https://etenders.gov.in>. Submission of online bids is mandatory for consideration of the bids by NEEPCO. Bidding forms will be available in the above website.
- 6.2 The bidder shall also refer to the instructions for online bid submission given at Section-II (Instruction to Bidders) of the bid document.
- 6.3 Bids will be opened online on the stipulated date and time as given below.
- 6.4 Besides online submission, a few documents are required to be submitted physically (offline mode) as stipulated at Clause No. 6.5 of Section-II (Instruction to Bidders) of the bid document.

**7. BID VALIDITY**

180 (One hundred and eighty) days from the date of opening of bids.

**8. TENDER TIMELINE**

Start date and time for downloading of bid document	16:00 hrs on 08-09-2022
Last date & time of downloading of bid document	16:00 hrs on 13-10-2022
Last date & time for submission of online bids	16:00 hrs on 13-10-2022
Date & time of opening of bids online	16:00 hrs on 14-10-2022
Last date of receipt of bid queries	29-09-2022

Queries received after the expiry of last date of receipt of bid queries shall not be entertained by NEEPCO.

In the event the date of opening of bids is declared as a closed holiday for NEEPCO, the date of opening of bids will be the next working day at the appointed times.

**9. RELAXATION OF NORMS FOR STARTUPS AND MICRO & SMALL ENTERPRISES (MSES)**

Since the job of IT Security Audit is highly technical and requires special skills and experiences, relaxation of any norms during the process of empanelment and allotment of

works and exemption of experience criteria for Startups and MSME bidders will not be applicable for this bid.

10. NEEPCO reserves the right to extend the last date and time for submission of Bid.
11. Bidders are requested to visit <https://etenders.gov.in> and <http://www.neepco.co.in> regularly for any corrigendum/modification/clarification of the bid document.
12. Submission of bids shall not automatically construe qualification for evaluation. The Owner reserves the right to reject any or all bids, or to annul the bidding process and reject all the bids, without thereby incurring any liability to the affected bidders, nor does it have any obligation to inform the bidders of the ground for such action on the part of the Owner.

Sd/-  
Dy. General Manager (IT)  
NEEPCO Ltd., Shillong