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REQUEST FOR PROPOSAL

FOR IT AUDIT OF

HUMAN RESOURCE MANAGEMENT SYSTEM (HRMS)

DEVELOPED

FOR

DEPARTMENT OF PERSONNEL, ADMINISTRATIVE REFORMS AND RAJBHASHA

(DOPARAR), GOVERNMENT OF JHARKHAND

Address for communication:

PRINCIPAL SECRETARY,
DEPARTMENT OF PERSONNEL, ADMINISTRATIVE REFORMS & RAJBHASHA, Government of Jharkhand,
Ranchi-834004
Jharkhand (India)
Contact: 0651-2400844
Email – dopjharkhand@gmail.com

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SECTION I: INVITATION TO BIDDERS

INVITATION OF PROPOSALS FROM REPUTED IT AUDITORS EMPANELLED IN CERT-IN FOR IT AUDIT OF ONLINE FOR IT AUDIT OF HUMAN RESOURCE MANAGEMENT SYSTEM (HRMS) DEVELOPED FOR THE DEPARTMENT OF PERSONNEL, ADMINISTRATIVE REFORMS & RAJBHASHA,

GOVERNMENT OF JHARKHAND.

INSTRUCTIONS TO VENDOR

1. **RIGHT TO ACCEPT AND REJECT PROPOSALS**

   i. The Personnel, Administrative Reforms and Rajbhasha Department, Govt. of Jharkhand reserves the right to waive any discrepancies, reject any or all proposals, and modify or negotiate any and all proposals received in conjunction with this Request for Proposal.

   ii. This Request for Proposal in no manner obligates the Department to an eventual contract for any items described, implied, or which may be proposed, until confirmed by written agreement and may be terminated by the Department without penalty or obligation at any time prior to the signing of a contract by all parties.

2. **SCHEDULE**

Place and date & time of seeking proposal and opening of bid.

Procurement officer	Place of Opening of Bid	Last date and time of Bid Submission	Date and Time of Bid opening
Under Secretary (Establishment)	Principal Secretary, Personnel, Administrative Reforms & Rajbhasha Department., 1st Floor, Jharkhand Mantralaya, Project Building, Dhurwa, Ranchi-834004	27/12/2017 17:00 Hrs	29/12/2017 15:30 Hrs

3. **PROPOSAL SUBMISSION AND PROCEDURES**

The Bidder should submit the cost of IT Audit proposals in physical copy on or before the date and time mentioned above by following the terms and conditions mentioned in as 'Terms and Conditions'.

   i. Bid should contain all such details as mentioned in the Bid Document/ Terms and Conditions.

   ii. Financial part of the bid should contain the following –

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a. Cost details of IT Audit of Online Human Resource Management System (HRMS) Application developed for the department.

b. All cost shall be inclusive of all admissible taxes, duties and levies etc.

iii. Proposals are to include all information as stated in the Terms and Conditions.

iv. Expenses for developing and presenting proposals shall be the entire responsibility of the Vendor and shall not be chargeable to the Department.

v. **Physical copy of proposals must be received on or before 5:00 P.M. December 20, 2017.**

vi. A bidder can submit one proposal at a time. Bidder submitting more than one proposal shall be rejected

vii. Proposals received after the stipulated time and date for receipt of proposals will not be opened or considered and will be returned to the vendor and/or will be rejected.

viii. The selected vendor for the IT Audit will be notified by December 28, 2017.

4. WITHDRAWAL OF PROPOSALS

i. A proposal may not be modified, withdrawn or canceled by the Vendor after the time and date designated for the receipt of Proposals, and Vendor so agrees in submitting his/her Proposal.

ii. Prior to the time and date of Receipt of Proposals, Proposals submitted early may be modified or withdrawn only by notice to the Under Secretary (Establishment), Personnel, Administrative Reforms and Rajbhasha Department, Govt. of Jharkhand. Such notice shall be in writing and must be received prior to the date and time set for receipt of proposals.

5. INDEMNIFICATION AND INSURANCE

i. The Vendor awarded an IT Audit contract shall be responsible to the Department for the commission and omissions of all his/her employees and all subcontractors, their agents and employees, and all other persons performing any of the work under a contract with the Vendor.

ii. The Vendor awarded a contract shall continuously maintain adequate protection of all of his/her work from damage and shall protect the Department's property from damage or loss arising in connection with this Contract, and make good any such damage, injury or loss from whatever cause.

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SECTION II: SCOPE OF AUDIT

1. Modules for Audit of Human Resource Management System (HRMS) Application

IT Audit will be done for the whole Human Resource Management System (HRMS) Application developed for Department of Personnel, Administrative Reforms and Rajbhasha, Govt. of Jharkhand in light of the Guidelines issued time to time by Indian Computer Emergency Response Team, Department of Electronics and Information Technology, Ministry of Communications & Information Technology, Government of India. The IT Audit of Online Human Resource Management System (HRMS) Application includes modules/ sections of the Application mentioned below, but are not limited to –

Details of different modules of Human Resource Management System (HRMS) Application

Sl.	Role/Function	Pages	Purpose
	1	*2*	*3*
1		Home Page	1) Login to employee account. 2) Employee Registration 3) Change Account Password 6) FAQ, Reports and Charts, Calendar, User Manuals 7) View E-Service Book 8) View order Documents 9) Marquee Notifications
2		Employee Registration	1) Employee Can Register him/her self in Manavsampada if he/she has valid Gpf Number. When he start registration his Entered GPF Number is checked in treasury through web service.
3		Forget/Reset Password	1) Employee can reset his/her password from this page only if he has valid GPF, Date of Birth and Mobile Number already updated on Manavsampada.
4		Reports and Charts	1) All Public Reports and Charts of employee records are there on this page.
5		Official Calendar	1) This page is of holiday calendar.
6		Search Employee and view e-Service Book	1) For Searching and Viewing Employee eServicebook and Attachments uploaded by employee in service book.
7		Helpline and Complaints through email and SMS	1) Here user can send email or sms of their queries.
8		Frequently Asked Questions	1) All Frequently Asked Questions about modules are on this page.
9		Birthday Wishes	1) This page is for Telephone Directory, user can view employee contact detail on Department and designation bases.
10		Orders Notic Board	This page Display all OTM Published orders.

11		Report TransactionTypes	User can view transactions done in Service history form (Form-7) department and designation wise.
12		Annual Property Return	Annual Property Returns can be seen here on the bases of department, designation, GPF and office.
14	**Software Administrator**	Admin Menu Management	On this page new menus can be created and master roles can be created.
15	**My Profile (Form-1)**	Personal Information	Employee update his/her personal details on this page.
16	**My Profile (Form-2)**	Employee Address Details	Employee update his/her Address details on this page.
17	**My Profile (Form-3)**	Employee Initial Joining Details	Employee update his/her initial joining details on this page
18	**My Profile (Form-4)**	Employee Education Details	Employee update his/her Education and Training details on this page
19	**My Profile (Form-5)**	Employee Family Details	Employee update his/her Family details on this page
20	**My Profile (Form-6)**	Employee Nominee Details	Employee update his/her Nominee details on this page
21	**My Profile (Form-7)**	Employee Service History Details	Employee update his/her History details on this page.
22	**My Profile (Form-8)**	Employee Current Posting and Establishment Details	Employee update his/her Posting, Establishment, service details on this page and finally lock his Service book on this page.
23	**My Profile**	View e-Service Book Attachment	Employee Can View his/her Service Book Attachments on this page.
24	**My Profile**	Update scanned signature	Employee can update his/her Scanned Sign on this page.
25	**My Profile**	Update contact details	Employee update his/her Contact Details on this page.
26	**My Profile**	Performace Appraisal Report	Employee update his/her Performance appraisal Report (PAR) on this page
27	**My Profile**	Update GPF/CPS/PRAN number	Employee update his/her GPF/CPS/PRAN number on this page.
28	**My Profile**	Office Mapping with Officers	Employee can do OTM Office Mapping on this page.
29	**EServiceBookMaster (Form-8)**	Employee Departmental Proceeding Details	Employee Update Departmental Proceedings Details on this page.
30	**EServiceBookMaster (Form-9)**	ACR/PAR backlog entry	Employee Update ACR Backlog Entries on this page.
31	**EServiceBookMaster (Form-10)**	Employee Leave Details	Employee Update Leave Legacy Data Entry on this page.

32	**EServiceBookMaster (Form-11)**	Employee Departmental Proceeding Details	Employee Update Examination Legacy Data Record on this page.
33	**EServiceBookMaster (Form-12)**	Employee Service Closing Details	Employee Can Close his/her Service on this page after closing service he/she will exit from HRMS.
34	**EServiceBookMaster**	Change Posting and Establishment Office Details	Employee Update his/her Posting and Establishment details on this page.
35	**EServiceBookMaster**	Employee e-Service Book submission for final verification	Employee Submit service book forms for verification on this page.
36	**Transfer/Promotion Online Transctions**	Online order generation process.	Employee Generate Draft List for OTM orders on this page.
37	**Transfer/Promotion Online Transctions**	Online order drafting and issuance process	Employee Submit Generated orders to Publishing officer on this page.
38	**Transfer/Promotion Online Transctions**	Employees' joining and relieving	Provision for Employee's Joining and Relieving against OTM order on this page.
39	**Transfer/Promotion Online Transctions**	Online order publishing process	Order Publishing officer Publish orders on this page.
40	**Super Administrator**	Upload document	Employee Upload department wise Notification Details in pdf file on this page.
41	**Super Administrator**	Upload marquee	Employee Upload Marquee Detail on this page which will display on screen In Marquee tag.
42	**Super Administrator**	Change Parent Department	Employee can change Parent Department on this page.
43	**Super Administrator**	Unlock e-Service Book	Employee's Service Book can be unlock on this page.
44	**Super Administrator --->Reports**	Report	Employee's Department wise Service Book status can be viewed on this page.
45	**Super Administrator --->Reports**	Report	Employee's Department wise Departmental Proceeding Details can be viewed on this page.
46	**Super Administrator --->Reports**	Report	Employee's Employee Code and PAR year wise Performance Apprasial Details can be viewed on this page.
47	**Super Administrator --->Reports**	Report	Employee's Leave details can be viewed on this page.
48	**Super Administrator**	Property Return Process	Employee Upload Movable and Immovable Property Details on this page.
49	**Super Administrator**	Departmental Exam. Type and Paper Master	Employee Upload Exam Type and Exam paper names on this page.
50	**Super Administrator**	Change Password	Employee's Passwords can be changed on this page.
51	**Super Administrator**	Employee's DDO Update	Employee's DDO Details can be updated on this page.
52	**Calender**	Calendar- Holiday updates	Holidays in year are uploaded on this page.

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53	**Service Book Verifying Administrator**	Employee registration process and role assignment process	New employee code can be generated, employee details can be updated and role can be assigned on this page.
54	**Service Book Verifying Administrator**	e-Service Book updation	Few Details of E-Service Book can be updated on this page.
55	**Service Book Verifying Administrator**	e-Service Book verification process	On this page Verifying Officer can verify,unverify, forward to another Verifying officer Employee's E-Service Book.
56	**Service Book Verifying Administrator**	Update office details	On this page Verifying officer can update Office details
57	**Head Office Administrator**	Office Hierarchy Setup	Office levels are created on this page.
58	**Head Office Administrator**	Office creation and updation	Offices are created and updaed on this page
59	**Head Office Administrator**	Designation creation and updation	Designations are created and updated on this page
60	**Head Office Administrator**	Create/Update office branch	Office Branches are created on this page
61	**Head Office Administrator**	Update Sanctioned Post	Sanction posts are filled on this page
62	**Head Office Administrator**	Create/Update Name of Service	Department wise Services are created on this page
63	**Head Office Administrator**	Update Seniority Number of Employees	Employee's Seniority can be updated on this page
64	**Head Office Administrator**	View yearwise seniority list	Year wise Seniority list can be viewed on this page
65	**Head Office Administrator**	View offices in tree view	Drill Down report on office master can be viewed on this page.
66	**Head Office Administrator**	Lock/unlock service book forms of employees	Employees service book forms can be locked or unlocked on this page.
67	**Head Office Administrator**	Service grading creation/updation	Create Service Grading on this page
68	**Head Office Administrator**	Create/update training master data	Create/update Department wise training names on this page
69	**Head Office Administrator**	Change password	Admin can change emplyee password on this page
70	**Head Office Administrator**	Create/update order type master data	Order types can be created on this page.
71	**Head Office Administrator**	Update Nodal Officer details	Nodal officer details will be updated on this page

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72	**Head Office Administrator**	View office master details	Office master details will be seen here
73	**Head Office Administrator**	Online order designation master data	Designations for online orders will be created on this page
74	**Office Administrator**	Register an employee through PMIS code generation	New employee code can be generated, employee details can be updated and role can be assigned on this page.
75	**Office Administrator**	Office mapping	Admin can Map Offices to establishment in charge on this page.
76	**Office Administrator**	Update employees' current posting/establishment office	Admin can Update his/her Posting and Establishment details on this page.
77	**Office Administrator**	Update GPF/CPS/PRAN No.	Employee can update his/her GPF/CPS/PRAN number and copy on gpf record to another gpf on this page.
78	**Office Administrator**	Report of employees' who have not locked their data	Employees list who has not locked their data can be viewed on pdf report on this page.
79	**Office Administrator**	Change password	head office administrator can change his/her password on this page.
80	**Office Administrator**	View e-Service Book of an employee	Employee's Service Book can be viewed on the basis of department and his/her GPF on this page.
81	**Office Administrator**	Change parent department of an employee	Parent department of employees can be changed on this page.
82	**PAR Manager**	View online PAR status	Employee's Employee Code and PAR year wise Performance Apprasial Details can be viewed on this page.
83	**PAR Manager**	Approve PAR (Certificate)	PAR Manager can Approve Employees PAR on this page .
84	**PAR Manager**	Issue PAR (Certificate)	PAR Manager can Issue PAR Certificate on this page.
85	**PAR Manager**	View missing and filled PAR reports	On this page PAR Manager can view missing and filled PAR Periods.
86	**APR Manager**	View APR status report	On this page APR Manager can view Annual Property Return (APR) staus details.
87	**Accounts Officer (AO), Assistant Accounts Officer (AAO), Dealing Assistant (DA)**	AG_final.asp	Final Submission by Accounts Officer (Action: Update, Final Submission, Print ,View)
88	**Accounts Officer (AO), Assistant Accounts Officer (AAO), Dealing Assistant (DA)**	AG_offduty.aspx	View e-Service Book of Employee, (Duty Leave View, Update), (Action: Forward, Approved, Reject, Return to Department,Add Remarks)

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89	**Accounts Officer (AO), Assistant Accounts Officer (AAO), Dealing Assistant (DA)**	AG_office.aspx	Employee Leave Balance Details (Action: Add, Update, View Details)
90	**Accounts Officer (AO), Assistant Accounts Officer (AAO), Dealing Assistant (DA)**	AG_office_status.aspx	Leave calculation (Action: Update, View Details, Forward to Level ,Add Remarks)
91	**Dealing Assistant (DA)**	AG_PendingDA.aspx	Leave Pending at Dealing Assistant (Action : Forward to Other DA, Add Date, Remarks)
92	**General**	applied_leaves.aspx	Applied Leave Details (Action: Track Status, View Remarks, View Order Details, Withdraw Leave)
93	**General**	cancel_leave.aspx	Leave Cancellation Details List, Approved Leave Details List
94	**General**	casual_and_hq.aspx	Apply Casual Leave (Action: Apply Leave, Reset ,View Applied Leave Details)
95	**General**	compensatory.aspx	Apply Compensatory Leave (Action: Apply Leave, Reset ,View Applied Leave Details)
96	**General**	earned_hp_commuted.aspx	Apply earned Leave (Action: Apply Leave, Reset ,View Applied Leave Details, Upload Document related to leave (Max. File size 500KB (pdf only)))
97	**General**	earned_leave.aspx	Apply earned Leave (Action: Apply Leave, Reset ,View Applied Leave Details, Upload Document related to leave (pdf,png,jpg)))
98	**Accounts Officer (AO)**	EditLeaveDetails.aspx	Applied Leave Details List (Action: Edit ,Update)
99	**General**	EmpLeaveDetails.aspx	Employee's Leave Details (Action: View)
100	**General (According to assacess permission)**	manageleave.aspx	Pending Leave Status ,Applied Leave Record (Action: View Employee Leave record,View Order Details , Rejection , Add Remarks, Send to Next Level)
101	**General (According to assacess permission)**	mappingAGwithservice.aspx	Mapping of departments services with AG Office (Action: Add, Update, View)
102	**General**	officer_taken_charge.aspx	Leave Applying/Approving Officer Details List
103	**Accounts Officer (AO), Assistant Accounts Officer (AAO), Dealing Assistant (DA)**	OfficerDetails.aspx(Popup Page)	Forward to next officer (Action: Forward, Cancel)
104	**General (According to assacess permission)**	OrderPublishing.aspx	Order Draft (Action: Create, Update , Publish)
105	**General (According to assacess permission)**	sendsms.aspx	Pendency Alert Message (Action : Send SMS , Select Multi, Single)

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2. **Scope of Audit:**

   i. Audit will be done for testing OWASP Top 10 Vulnerabilities and for other IT Security vulnerability found in the system as per the best standards in the world.

   ii. Auditor will give a report by analysing the risk involved due the weaknesses present in the system and will give an advisory to mitigate the risk.

3. **Deliverables:**

   i. IT Security Audit Reports

   ii. IT Security Audit Certificate

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SECTION III: TERMS AND CONDITIONS FOR SCOPE OF WORK AND AUDIT

1. THE RESPONSIBILITIES OF THE IT AUDITOR

The Auditor:

i. Shall provide Audit checklist.

ii. Shall provide Audit Plan with timelines.

iii. Shall provide Audit tasks.

iv. Shall provide method for Structure, Content and secure handling of final deliverable (Such as Audit Reports).

v. Shall do follow up Audits after compliance made by the Software Developer on observations made by the Auditor.

vi. Shall mention mechanism followed for handling, storage, accessing, retention and destroying data related to the Department.

vii. Must only deploy the manpower with background verification check done from suitable Law Enforcement Agency.

viii. Team shall be led by or should have qualified IT Auditors in audit team having qualifications such as CISA/CISSP/CISM or any other formal IT security auditor qualification.

ix. Shall sign a Formal Confidentiality & Non-disclosure agreement with the Department before starting of the work.

x. Shall keep devices such as Desktops/Laptops/Tablets/Mobiles/Pen Drives etc. used for conducting the audit with sufficient security measures implemented, as may be necessary, including use of encryption to prevent data leakage and device theft.

xi. Shall access to the data related to the Department with appropriate access control mechanisms and the data access should be only on need to know basis.

xii. Shall make Audit documentation to be archived on access controlled storage preferably in an encrypted form and should be permanently deleted from the desktop/laptop or other temporary storages (used during the course of audit) after the completion of the Audit work.

xiii. Should communicate the audit outcome & related matters only to the specified Point of Contact (POC) of the Department.

xiv. Should only share the audit report using secure methods such as use of passwords, encryption etc.

xv. Should not share Audit report/host on online internet file services, online sharing platforms and cloud services, unless the service is under technical and administrative control of the auditing organisation or as specifically authorized by the Department.

xvi. Should have Incident Management Policy and related processes in place with clearly defined escalation matrix and procedures to deal with non-compliance. This process for dealing with incidents should be shared with the Department.

xvii. Should inform the Department of any incident related to the IT Audit/ data related to the Department and take all necessary actions to address the incident as may be required.

xviii. Should work jointly with the Department to minimise impact due to data loss and support the Department in taking suitable measures.

2. RESPONSIBILITIES OF THE DOPARAR

i. Nominating an official as single point of contact for the IT Audit to coordinate with the Auditor and to provide required information.

ii. Checking the Quality of Service and Reports provided by the Audit Organisation.

iii. Facilitating the Auditor during the course of the IT Audit for necessary information and support.

iv. Department will provide the Online Human Resource Management System (HRMS) Application available on a staging server for remote audit purposes.

3. INTELLECTUAL PROPERTY RIGHT

i. The Intellectual Property Rights and Copy Right as to the Online Human Resource Management System (HRMS) Application and its contents will rest in the Department of Personnel, Administrative Reforms and Rajbhasha, Government of Jharkhand, Ranchi.

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SECTION IV: GENERAL TERMS AND CONDITIONS

1. ELIGIBILITY

a) IT Audit Organisation should be in empanelled list of the Indian Computer Emergency Response Team, Department of Electronics and Information Technology, Ministry of Communications & Information Technology, Government of India.

2. TERMINATION

a) The Department shall have the right to terminate the contract with the Vendor at will without penalty pursuant to fifteen (15) days written notice of termination to the Vendor.

b) The Right of acceptance/ rejection of any offer shall remain reserved with the Department.

c) **Principal Secretary, Department of Personnel, Administrative Reforms & Rajbhasha reserves the right to alter or cancel any of the above mentioned points without assigning any reasons thereof and also to cancel or reject any or all the Proposals.**

3. SUBMISSION OF BIDS

a) Sealing and Marking of Bids

The Bidders shall seal the envelope duly marking the envelopes as –

"PROPOSAL FOR IT AUDIT OF ONLINE HUMAN RESOURCE MANAGEMENT SYSTEM (HRMS) APPLICATION DEVELOPED FOR DOPARAR, GOVT. OF JHARKHAND"

b) The envelope shall be sealed and should be addressed to:-

PRINCIPAL SECRETARY,
DEPARTMENT OF PERSONNEL, ADMINISTRATIVE, REFORMS & RAJBHASHA,
Government of Jharkhand,
Project Building, Dhurwa,
Ranchi-834004
Jharkhand (India)

c) The envelope shall indicate the name and address of the Bidder.

d) The bidders shall submit the bid document by hand or by post or by courier.

e) Submission of bid in soft copy or through email shall not be accepted.

4. **AWARD OF WORK**

   i. The finalization of the Proposals will be done by a committee constituted by the Department for this purpose.

   ii. The contract will be awarded to the successful bidder, whose bid has been determined as commercially lowest (Vide clause 3(ii) of Section-I).

5. **INTERPRETATION OF THE CLAUSES IN THE PROPOSAL DOCUMENT/ CONTRACT DOCUMENT.**

   i. In case of any ambiguity in the interpretation of any of the clauses in Proposal Document or the Contract Document, interpretation of the Department shall be final and binding on all parties.

6. **DECISION TAKEN**

   i. The decision taken by the Department in the process of proposal evaluation will be full and final and binding on all the bidders.

7. **PAYMENT SCHEDULE**

   i. The payment will be made after issuance of Audit Certificate by the Audit Oraganisation and successful completion of the Audit work.

8. **TERMINATION FOR DEFAULT**

   i. The Department may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Auditor, terminate the Contract in whole or part:

   ii. If the Auditor fails to deliver any or all of the services within the period(s) specified in the Contract,

   iii. If the Auditor fails to perform as per the performance standards as stipulated in the RFP.

   iv. If the Auditor, in the judgment of the Department has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

9. **LEGAL JURISDICTION**

   All legal disputes are subject to the jurisdiction of Ranchi courts only.

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10. TAXES AND DUTIES

The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes, duties and levies as applicable up to the completion of job. Any increase in the rates will not be allowed.

11. BINDING CLAUSE

All decisions taken by the Department's Committee regarding the processing of this proposal and award of contract shall be final and binding on all concerned parties.

12. THE DEPARTMENT, RESERVES THE RIGHT

i. To verify, modify, revise, amend or change any of the Terms and Conditions mentioned above or to reject any or all the Proposal(s) without assigning any reason whatsoever thereof or may terminate the Proposal process midway without assigning any reason.

ii. To drop entire RFP/further progress in consequence thereof, if the required fund is not made available to the Department.

iii. The Decision regarding acceptance of proposal by the Department will be full and final.

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