



**AJMER VIDYUT VITRAN NIGAM LIMITED**

**Invitation of Expression of Interest (EOI) for  
conducting the IT/Cyber Security Audit of  
AVVNL from CERT-In empaneled agencies**

**Submitted by:**

**Ajmer Vidyut Vitran Nigam Ltd (AVVNL), Ajmer**

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## **Expression of Interest (EOI) from CERT-In empaneled agencies for Conducting IT/Cyber Security Audit of AVVNL**

Reference Number: **AVVNL/EOI-IT-01**

Dated: **02-07-2018**

<b>Place for opening of the EOI</b>	O/o Superintending Engineer (IT), Ajmer Vidyut Vitran Nigam Ltd. IT Cell, Opp.220kV GSS, Naka Madar, AJMER-305007.
<b>Start Date and Time of EOI</b>	<b>05-07-2018 at 10 AM</b>
<b>Last Date and Time of submission of EOI</b>	<b>06-08-2018 at 2 PM</b>
<b>Date and Time of Opening of EOI</b>	<b>07-08-2018 at 3 PM</b>

**Subject: Invitation of Expression of Interest (EOI) for conducting the IT/Cyber Security Audit of AVVNL from CERT-In empaneled agencies**

AVVNL is inviting EOI from CERT-In empaneled agencies for conducting IT/Cyber Security Audit.

The EOI may please be provided in a sealed envelope or by email (digitally signed) and should be received as per the details mentioned in this document, latest by **06-08-2018 at 2 PM**.

**EOI to be submitted in the following address:**

Superintending Engineer (IT)

Ajmer Vidyut Vitran Nigam Ltd.

IT Cell, Opp.220kV GSS, Naka Madar, AJMER-305007

Email id: [seitavvnajmer@gmail.com](mailto:seitavvnajmer@gmail.com)

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## 1. Introduction of AVVNL

- 1.1. Ajmer Vidyut Vitran Nigam Ltd (Erstwhile RSEB) [hereinafter to be referred to as AVVNL] is a distribution Utility entrusted with the distribution of power. It caters power to approx. more than 43 Lac consumers in 11 districts of Rajasthan state under Ajmer Discom.
- 1.2. During the past decade, the AVVNL has strengthened its IT infrastructure. To embark upon its ambitious growth plan and meet present and future need of Discom's business, Discom is under process of undergoing IT upgradation process with latest available technology.
- 1.3. The objective of this EOI is to prepare a panel of professionals, professional firms, having capability and experience to conduct comprehensive Information Systems/ Information Technology Audits/ reviews including assessments with regard to international best practices /standards/ frameworks (such as COBIT/ ISO27001 /ITIL / etc.), **Vulnerability Assessment & Penetration Testing for critical Network Devices, Security Devices, Servers, Applications, Databases and Websites of the Discom.**

## 2. Purpose of the Audit

AVVNL (hereinafter referred to as the Company) with Head Office at Ajmer, Rajasthan is interested to setup the Information Security policy after studying / identifying loopholes in existing system and thereafter conduct IT/ Cyber Security Audit through a reputed IT/ Cyber Security Audit firm empaneled by CERT-In on Yearly basis. The agency would be responsible to audit all possible threat network and Workstation possess threat to Discom Business/Network.

The initial term of contract would be for 1 years and can be extended on convince.

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## 3. Scope of Work

The Scope of work for Cyber Security Audit would be as per the Guidelines of CERT-IN and would be under the following broad categories:

### **3.1. Cyber security audit including the following:**

- a. Evaluation and Gap analysis of the Current IT infrastructure of the Discom.
  - b. Review of Software Applications and Packages that are exposed to Internet in Discom such as Online System, Antivirus Software, Routers, Switches, Modems, DCU and Firewall etc.
  - c. Review of Operating Systems and System Software such as Server Software, Domain controller Server, Server Hardware such as Blade Servers, Rack Servers, etc.
  - d. Review of Network architecture like MPLS/VPN connectivity between Data Center and Field Offices, MPLS and Internet connectivity between SCADA/DMS control center and Sub stations, connections of leased lines.
  - e. Controls of Internet and other network access to various end-users by firewalls and anti-virus policies.
  - f. Identification of Critical Information Infrastructure in AVVNL
  - g. Review of Network Security monitoring process and segregation of duties (SoD) in network management.
  - h. Identification of vulnerabilities, security flaws, gaps and loopholes.
  - i. Carry out ethical Internal and external Penetration Test for AVVNL IT setup and network.
  - j. Analyze all reports, logs, etc. of the cyber security devices installed in Discom and provide input on cyber security policies for the same.
- 3.2.** Review of the current IT Policy, Creation of Information Security Policy, CCMP as per CERT-IN/NCIIPC/CEA guidelines and provide recommendations for a roadmap to quality standard ISO 27001, including suggestions for best practices and procedures for Discom
- 3.3.** Documentation of Cyber Crisis Management Plan (CCMP) for Discom IT Facilities which will contain strategy followed in case of a Cyber-attack or threat in AVVNL. The CCMP will encompass all units of Discom as the cyber-attack may happen at any location of Discom.

## 4. Hardware & Software Details

- R-APDRP Area Details:**

#	R-APDRP Towns	SDO/Other Office	Number of Offices	Bar Code Reader	HH Spot Billing M/C	Dot Matrix Printer	A3 Inkjet Color Printer	Network Laser Jet (B/W) Printer	WorkStation PCs	Line Printer	IP Phone
1	30	SDO	56	229	25	76	49	56	661	0	55
2		Other Office	60	0	0	26	0	0	114	12	51

- Non R-APDRP Details:**

Details of Available IT Hardware's in Non RAPDRP Sub division Area										
#	Number of Circle	Number of Location	Work Station PCs	Bar Code Reader	Dot Matrix Printer	Laser Jet (B/W) printer	Network Laser Jet Printer	Line Printer	02 KVA UPS	
1	12	136	808	126	45	65	46	11	46	

- CCC & IT Cell Details:**

#	Office Name	UT M	PRI Device	PRI Line	Server	Gateway	Switch	Network Laser Jet (B/W) Printer	WorkStation PCs	DV R	Camera	IP Phone
1	CCC	0	1	2	1	2	4	1	63	1	6	2
2	IT Cell	1	0	0	1	0	1	8	36	3	38	6

- SDO & Other Offices BSNL Connectivity Details:**

Details of Networking hardware(s) and Networking software(s)						
#	Number Of Office	Type Of Connectivity	Name of Networking Hardware/Software	Roter Qty.	Switch Qty.	Modems
1	151	MPLS	Router and Switch	151	151	-
2	148	Broadband VPN	Modems	-	-	148

- **DCU & Modem Installation Details:**

#	DCU/Modems	Qty
1	DCUs	100
2	Modems	7250

- **SCADA/DMS Details:**

1. **Hardware Details:**

<b>Hardware Supply and Installation for Control Center and DR</b>		
#	<b>Equipment/item Details (as per LOA/Work Order)</b>	
	<b>Item Description</b>	<b>Qty.</b>
<b>1</b>	<b>Server /Workstation/ console Hardware</b>	
	SCADA/DMS server	2
	FEP server with Interface switches	2
	ISR server	2
	NMS server	2
	Development server	1
	Communication Server	2
	Web/Directory server	2
	Workstation with dual TFT Monitors	3
	Remote VDU with one TFT Monitor	4
	Development console with one TFT	2
	GPS Time Synchronization System	2
	Time , Day and Date Digital Display	1
	Cable ,Jacks etc	Lot
	Panel for Server / Communication Server	3
<b>2</b>	<b>Video Projection system</b>	
	DLP (3X2 Cube) Module	1
<b>3</b>	<b>Switches /Routers</b>	
	Layer II switch (SCADA/DMS LAN)	2
	Layer II switch ( Development system LAN &DTS)	1
	Router one each for interfacing IT system, SCADA/DMS DR center	1
	Router at Remote VDU	4

	KVM Switch	2
	KVM Console Monitor	2
<b>4</b>	<b>Storage &amp; Backup Devices</b>	
	External RAID Mass storage device	1
	External DAT drive (160/320GB)	1
<b>5</b>	<b>Security System</b>	
	Web server with load balancing	2
	Router	2
	Firewall & network IDS/IPS	2
	Layer II Switch	2
<b>6</b>	<b>Printers</b>	
	A3 Color inkjet printer	1
	B/W Laser printer	1
<b>7</b>	<b>UPS &amp; Battery System</b>	
	UPS with suitable rating running in parallel redundant mode* (30 KVA)	1 Lot
	VRLA type Battery banks for above UPS for minimum 1 hr. backup duration (set included in Above)	

## 2. Software & Licenses Details:

#	Software & License Details (as per LOA/WO)		
	Product Name	Qty.	No of Licenses
1	SCADA software	1	2
2	ISR Software	1	2
3	DMS software	1	2
4	DTS software	0	0
5	Development software	1	1
6	Network Management Software	1	2
7	RDBMS package	1	1
8	WEB /Network security software	1	2
9	GIS Adaptor/Engine for importing data from GIS system under IT system	1	2
10	Any other item to meet specification requirements	-	-



### 3. RTU's Details:

#	Equipment/item Details (as per LOA/Work Order)	
	Item Description	Qty.
<b>C1</b>	<b>RTUs</b>	
1.	RTU comprising panels, racks, sub-racks, Power Supply modules, CPU analog / digital input & control output module as per specification interfacing equipment, required converters & all other required items/accessories including complete wiring for all modules for locations.	39
2.	MFTs	247
3.	CMRs	4721
4.	HDR	2215
5.	Weather transducer - wind speed	1
6.	Weather transducer - rainfall	1
7.	Weather transducer - Humidity	1
8.	Weather transducer -Temperature	1
9.	Weather transducer -Wind Direction	1
10.	Modem	0
11.	Router	21
12.	Single TFT PC for LDMS	21
13.	1 B/W laser printer	21
<b>C2</b>	<b>LDMS</b>	
14.	Software for LDMS	21
15.	Any other software to meet functional /performance requirement of MTS	21
<b>C3</b>	<b>Test Equipment for RTU</b>	
16.	RTU Database Configuration & Maintenance Software tool & License	1
17.	Master Station cum RTU Simulator & Protocol analyzer software tool & License	1
18.	Laptop PC for above software tools along with interfacing hardware including Hub	2
<b>C4</b>	<b>Auxiliary power supply</b>	
19.	DC Power Supply (DCPS) system based on SMPS	21
20.	Battery bank for above DCPS (VRLA Type) for minimum 4 hrs backup	21

#### 4. FRTU's Details:

#	Equipment/item Details (as per LOA/Work Order)	
	Item Description	Qty.
<b>D1</b>	<b>FRTUs</b>	
1.	Mini pole mounted FRTU base equipment along with enclosure suitable to work in open environment (Adequate protection from water & dust) , racks, sub-racks, Power Supply modules with power backup , I/o modules, CPU, interfacing equipment, required converters & all other required items/accessories including complete wiring for all modules for locations.	67
2.	MFTs	67
3.	CMRs	0
4.	HDR	716
5.	Modem	67
6.	Any other ITEM to meet functional /performance requirement of MTS	-
<b>D2</b>	<b>TEST EQUIPMENTS for FRTU</b>	
7.	FRTU Database Configuration & Maintenance Software tool & License	1
8.	Master Station cum RTU Simulator & Protocol analyzer software tool & License	1
9.	Laptop PC for above software tools along with interfacing hardware including Hub	1
<b>D3</b>	<b>Auxiliary power supply</b>	
10.	DC Power Supply (DCPS) system based on SMPS	67
11.	12 V Monobloc Battery	67

#### 5. Communication Details under SCADA/DMS:

S. No.	Equipment	Qty.
1	MPLS network Connectivity charges for 2 mbps for Internet link	1
2	MPLS-VPN network Connectivity charges for Control Center	1
3	MPLS-VPN network Connectivity charges for (IT Cell, DC & DR)	21
4	GPRS/CDMA/3G For FRTU	67

## 5. Technical Terms

The bidder should provide the following details along with documentary proof:

Sr. No.	Description	Reply	Remarks/Documents Attached/If any
1	Number of years the bidder has been undertaking IT/ Cyber Security Audit. (Attach necessary documentary proof e.g. Work Order / Completion certificate.)		
2	Details of Authorized Contact Person <ul style="list-style-type: none"> <li>▪ Name</li> <li>▪ Designation,</li> <li>▪ Telephone. No. with STD code,</li> <li>▪ Mobile No.</li> <li>▪ E-mail ID</li> </ul>		
3	City-wise details of offices in India with contact number List to be enclosed		
4	Project Activity offerings vis-à-vis Scope – Brief write up indicating <ul style="list-style-type: none"> <li>▪ Methodology,</li> <li>▪ Standards,</li> <li>▪ Licensed automated tools etc. to be adopted</li> </ul> Please specify the tools and its features that will be used		
5	Name, Designation and Qualification of the Personnel to be deployed for IT/Cyber Security Audit. Name of Projects accomplished successfully and name of the project(s) on which they are working		
6	Certification, if any, awarded in the field of Security Audit like CISA (Certified Information System Auditor), ISO 27001, CISSP (Certified Information System Security Professional) & ethical hacking certified.		
7	Testimonials & Recommendation Letters (Attach necessary documentary proofs.)		
8	Is the bidder having good understanding of ISO 27001 – Yes/No? (Attach necessary documentary proofs.)		

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## 6. Evaluation Criteria

The eligibility criteria for the bidder are as under:

1. Bidder should be a registered company in India under Companies Act 1956 and should have been in operation for a period at least 5 years as on date of EOI.
2. The Bidder should be empaneled with CERT-IN preferably for the last three years from the date of EOI. The proof of the same should be submitted along with EOI.
3. Bidders should have carried out the similar assignment of Services / Consultation / implementation in Information/Cyber Security Audit related area in India preferably in Power industry in last three years from the date EOI.
4. Bidder should have technical team at its office in India and the dedicated team should be with the AVVNL for the duration of the assignment.
5. Bidder should have turnover of minimum **Rs. 20 Crs.** and also net profit during last 3 financial years as per Audited Balance Sheet.
6. Bidder should have an experience in security assessment in Operation Technology of Power Sector (e.g. SCADA/DMS project).
7. Bidder should have more than 100 experienced people in the Team.

### **Other Terms and Conditions:**

- **Language of EOI:** All EOI and supporting documentation shall be submitted in English.
- Applicants who are not empaneled with CERT-In for the last three consecutive years or have been blacklisted by CERT-In are barred from being considered for empanelment, hence they need not apply and no further correspondence shall be made with them.
- The broad scope of work would be on similar lines as that indicated in CERT-In empanelment and may, inter alia, include the following: - **conduct of VA&PT, security assessments/reviews of - application, network, operating systems, databases, source code, System Development Life Cycle, Critical IT Infrastructure etc.**
- AVVNL reserves the right to verify the validity of EOI information and to reject any EOI where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of EOI, without assigning any reason thereof.
- AVVNL will not be liable for any costs incurred by the bidder in the preparation of the response to this EOI.

## 7. Nominated Point of Contact Person

Recipients are required to direct all communications related to this document through the Nominated Point of Contact person:

Superintending Engineer (IT)  
Ajmer Vidyut Vitran Nigam Ltd.  
IT Cell, Opp.220kV GSS, Naka Madar,  
AJMER-305007, Rajasthan  
Contact No.: 0145-2671860  
Email id: [seitavvnajmer@gmail.com](mailto:seitavvnajmer@gmail.com)

## **Annexures**

### **Annexure 1:**

#### **Company Constitution and Contact Profile**

<b>Description</b>	<b>Details</b>
The registered name of the Company	
Company's registered address	
Company Address for Correspondence	Address: STD- Phone: e-mail Id: FAX No:
Contact name of the official who can commit on the contractual terms and the name of an alternate official who may be contacted in the absence of the former	Primary Contact: Name: Designation: STD- Phone No: Mobile Phone : e-mail ID : Alternate Contact: Name : Designation: STD- Phone No: Mobile Phone :
Contact addresses if different from above	
Business Structure	
Constitution (Public Ltd/ Pvt. Ltd )	
Core Business of Company	
Company's Organization has been in existence since (date)	
Company is engaged in providing Anti Phishing and Antimalware services since (month & year)	
Total No. of employees	
Income Tax No: (PAN)	
Sales Tax No:	
Website Address	

**Annexure 2:**

**Experience of the Applicant during the financial years 2015-16, 2016-17 & 2017-2018**

Sr. No	Name, Address and Contact details of the clients (including the email id)	Particulars of the order /Description of the audit services	Month and Year of the order	Type of audit service* (CBS/ VA-PT etc.)	Period of engagement	Date of completion	Remarks
1							
2							

**Annexure 3:**

**Undertaking for not being blacklisted (To be submitted by all Company's on their letter head)**

To,

Superintending Engineer (IT)

Ajmer Vidyut Vitran Nigam Ltd.

IT Cell, Opp.220kV GSS, Naka Madar,

AJMER-305007, Rajasthan

Email id: [seitavvnajmer@gmail.com](mailto:seitavvnajmer@gmail.com)

Dear Sir,

Document Reference Number:

We \_\_\_\_\_ (Company name), hereby undertake that

- We have not been blacklisted at any time by the Central/ any of the State Governments in India or any Financial Institution in India.
- We also undertake that, we were never involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to AVVNL.

Yours faithfully,

Authorized Signatories

(Name, Designation and Seal of the Company)