



REQUEST FOR PROPOSALS ON ISO 27001:2013 CONSULTANCY SERVICE

SECTION 1

1. SUMMARY

Ministry of Communication, Science and Technology (“the Ministry”), as part of its strategy and commitment to enhanced and international standards based information security practices at the National Data Center and the National Computer Network, is looking for a consultancy firm (“the Firm”) to provide professional services leading to certification for the ISO 27001:2013 standard.

The Firm shall provide expert advice and assistance to the Ministry and the National Centre for Information Technology (“NCIT”) to upgrade and implement ISMS based on the latest version of the ISO 27001 standard. In addition, the Firm shall provide an onsite internal audit service to determine the readiness of NCIT for the initial certification assessment scheduled to commence by last quarter of 2019.

Further, the Firm shall provide onsite advisory and support to the Ministry and NCIT throughout the course of formal assessment to be conducted by a Certification Body. The scope of service is detailed in this document.

Parties interested in providing this service shall submit Expression of Interest (EOI) by 30th September 2019 by emailing to info@mcst.gov.mv and further submit required proposal before 12th October 2019.

2. PROPOSED SERVICES

There are three parts to the required services under this engagement.

2.1. PART A - Consultancy Services

Proposed services should include, but are not limited to the following:

- Perform a gap analysis in order to assess and evaluate the controls to be implemented to achieve ISO 27001:2013 certification and accreditation.
- Review existing systems at NCIT pertaining to security controls, policies, processes and any other established procedures on managing risk and

improving information security to deliver results in accordance with the organization's overall policies and objectives.

- Scoping of certification project and documenting the scope as per ISO 27001:2013 certification, detailing the functional areas and processes to be covered in the certification scope.
- Identify the information assets of NCIT, it's ownership, classification of assets and prepare information asset registers.
- Define and document the Risk Assessment Methodology for risk identification, mitigation and treatment.
- Conduct a comprehensive Risk Assessment across all functions and processes covered under the scope of ISMS for NCIT, prepare and present the Risk Assessment report to the management.
- Provide recommendations to the Ministry and NCIT's internal team and senior management for mitigating high risks identified during the Risk Assessment.
- Implement an ISMS based on the requirements of ISO 27001:2013.
- Review the current Organizational Structure and advise/modify to create an environment where policies, procedures and processes to manage and monitor regulatory, legal, risk, environmental and operational requirements are understood and inform the management of security risks.
- Define all ISO 27001:2013 roles and responsibilities and mapping them to existing business departments or positions according to the approved Organizational Structure.
- Define and develop required information security policies and procedures for NCIT.
- Define and create an evaluation method and metrics of the ISMS and the implemented controls. The plan should:
 - describe the goal of measurement objective;
 - define methods of collecting performance data;
 - define the frequency and method of monitoring;
 - define performance metrics, KPIs and dashboards for implemented security controls.
- Conduct ISO 27001:2013 awareness sessions to NCIT staff.

2.2. PART B - Internal Audit Service

Prior to the official assessment for certification, an onsite internal audit should be performed to determine the readiness of the in-scope services for the formal assessment. Activities during the onsite internal audit should include, but are not limited to the following:

- Assess the ISMS and related activities, processes, procedures and documentations.
- Conduct an internal audit by an independent team that did not participate in the ISMS implementation.
- Assist the Ministry and NCIT team and provide consultancy on the Risk Treatment status, closure of Internal Audit findings, and other matters prior to the certification.
- Benchmark against the ISO 27001:2013 standard and identify any non-conformity.
- Provide assistance and support on remediating all non-conformities, including the revision of all necessary documentation.

2.3. PART C – Onsite Support during Formal Assessment

The Firm should provide onsite advisory and support throughout the course of formal assessment of the Certification Body. This should include, but are not limited to the following:

- Attend interviews and site-visits with the external assessors.
- Assist in the identification and collection of audit evidence.
- Follow-up on queries raised by the Certification Body.

3. ELIGIBILITY CRITERIA

The bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in this RFP. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in this document. Parties who do not meet the Eligibility Criteria will not be considered for further evaluation.

3.1. Previous Experience Requirements

The Firm responding to this RFP shall demonstrate their capabilities and experience in providing similar services and similar engagements especially in the financial sector. These services and engagements must be performed by the Firm during the last five (5) years (minimum 3 similar successfully accomplished projects are required). Furthermore, the Firm shall demonstrate the following specific capabilities:

- Experience in designing, developing, implementing, and successful certification assistance in ISO 27001:2013.
- Experience in conducting full ISO 27001:2013 internal audits.
- More than 5 years in the field of information security, governance, risk and compliance in the region of operation.

3.2. Qualifications of the Consultants

The Firm should have minimum four (4) resource personnel each with more than three (3) years' experience in ISO 27001:2013 implementation and internal auditing. The proposed team must also be certified in at least two (2) of the following certifications/professional qualifications.

- ISO-27001 Lead Auditor (LA)/Lead Implementer (LI).
- Certified Information Systems Auditor (CISA).
- Certified Information Security Manager (CISM).
- Certified Information Systems Security Professional (CISSP).

4. INSTRUCTIONS TO THE BIDDER

Technical Bid and Financial Bid must be submitted giving full particulars in two separate sealed envelopes at the address given below, on or before the dates mentioned below. All envelopes should be securely sealed and stamped.

The Technical Bid should not contain any price information. The Financial Bid should give all relevant price information including all applicable taxes and should not contradict the Technical Bid in any manner.

All the envelopes must have the following information clearly typed on the outside:

- Type of Proposal (Technical or Financial)
- Tender Reference Number
- Due Date
- Name of Bidder
- Name of the Authorized Person
- Contact mobile number

Address for Communication:

Bid Document should be submitted to the following address and any queries can be directed to the email below:

**Ministry of Communication, Science and Technology
Kalaafaanu Hingun
Male` 20064
Republic of Maldives**

For the purpose of clarification of doubts on issues related to this RFP, please send queries to info@mcst.gov.mv by 01st November 2019.

Important Dates:

Expression of Interest:	24 th November 2019
Enquiries:	01 st November 2019
Bid Submission Date:	12 th December 2019 (before 13:30PM)

5. BID EVALUATION

Weights allocated to the Technical and Financial bid are:

80% for the Technical Bid

20% for the Financial Bid

Bidders scoring 70% or more from the Technical Bid evaluation will qualify and the Financial Bid of only qualified bidders will be opened.

After Technical Bid evaluation, the Ministry shall notify those bidders whose bids did not meet the minimum qualifying mark or were considered non-responsive to the RFP, indicating that their Financial Bid will be returned upon completion of the selection process.

The Ministry shall simultaneously notify bidders who have secured the minimum qualifying mark, indicating the date and time set for opening the Financial Bid and stating that the opening ceremony is open to those bidders who choose to attend.

5.1. Technical Evaluation

The bidder will have to give a presentation on the following points as a part of the technical evaluation.

- Process approach for ISO 27001:2013 design and Implementation.
- Risk Assessment process approach and methodology.
- ISMS development activity details.
- Pre-audit assessment process plan and execution.
- Statement of Applicability: approach and completion.
- Deliverables.
- Project timeline and completion plan.
- Consultancy Team details including qualifications, experience, references etc.

The Technical Evaluation will be based on the following broad parameters.

No	Technical Evaluation	Expected Response	Marks
1	Proposal on Scope of Work (requirements) as specified in the RFP.	Proposal Document	20
2	Presentations on the skills, services provided on ISO 27001:2013 Certification.	Presentation will be scheduled and communicated to all bidders.	20
3	Customer references submitted by bidder	Document detailing customer references.	20
4	Documentary evidence for the scope of work already executed by the bidder, more weightage will be given for ISO 27001:2013 executed work.	Documentary Evidence.	20
5	Experienced and skilled professionals having certifications (e.g. ISO 27001:2013 Lead Auditor, CISA, CISSP, CISM and CEH) to carry out ISO 27001:2013 certification implementation at NCIT. Comparison of skilled resources will be done based on the number of resources with desired certifications.	Summary Document and copy of individual certificates. Please mention the number of professionals and their certifications in summary.	20
	Total		100

5.2. Financial Evaluation

Evaluators of Technical Bid shall not have access to the Financial Bid until the Technical evaluation is concluded.

The formula for determining the Financial Score (FS) is as follows:

FS = 100 X LF/F, where FS is the Financial Score; LF is the lowest priced financial bid and F is the price of the bid under evaluation.

Bids will be ranked according to their combined technical and financial scores using the weights (T = the weight given to the Technical Bid; P = the weight given to the Financial Bid). The combined technical and financial score, S, is calculated as follows: **S = TS x T % + FS x P %**. The Firm achieving the highest combined technical and financial score will win the bid.

6. TIMEFRAME

The primary objective is to enable NCIT and the National Data Center and National Computer Network operations to obtain ISO 27001:2013 certification in the first quarter of 2020. Accordingly, the Firm would carry out a comprehensive study of the existing systems and procedures, documentation etc. in the set-up identified for certification and should harmonize them with ISO standards, culminating in the Certification. Accordingly, the entire project should be completed within six (6) months starting from the contract signing date.

7. PRICE AND PAYMENT TERMS

Price shall remain fixed during the contract period. There shall be no increase in price for any reason whatsoever. Therefore, no request for any escalation of the price shall be entertained.

The following payment schedule is proposed.

Milestones		Payment %
1	PART A - Consultancy Services	20%
2	PART B - Internal Audit Service	20%
3	PART C - Onsite Support during Formal Assessment	60%
Total		100%

SECTION 2

Please fill the following forms when submitting bid.

Form 1

#	List of Documents to be Submitted		
Bid will be disqualified if the following documents are not submitted.			
1.	Bid Submission Form 2		
2.	Registration copy of the Company/Partnership/Cooperative Society/ Sole Proprietorship		
3.	Tax Registration Notification issued by MIRA		
4.	Estimate (Quotation/ BOQ)		
5.	Profile of the Company/Partnership/Corporation Society/ Sole Proprietorship Issued by Ministry of Economic Development.		
6.	G.S.T Registration Copy (If Registered)		
7.	Document of Power of Attorney		
8.	Tax Clearance Report (03 Months Validity)		
9.	If there is a relative working in the Ministry of any Departments of the Ministry, please submit a letter stating the name and relation of the said employee.		
10.	The bidder should submit a Bank Guarantee of Mvr 10,000/- if the proposed value is above Mvr 250,000.		
11.	The bidder should submit a Performance Guarantee of 5% of the proposed value if the value is above Mvr 250,000/-		
12.	Document under Annex 4 of the bidding document and Work Experience documents in the relevant field.		

Bid Submission Form 2

1.	Bidders Information		
1.1.	Name		
1.2.	TIN		1.3. Reg No
1.4.	Address		
1.5.	Phone		1.6. Email
2.	Bid Information		
2.1.	Project Name		
2.2.	Announcement Number		
3.	Price and Serving Period		
3.1.	Bidding Price (Without GST)		
3.2.	G.S.T		
3.3.	Total Price (In English)		
3.4.	Period (Including Public Holidays)		
4.	Bidders Declaration		
4.1.	I/We submit the bid to provide the proposed service /scope work at above mentioned price.		
4.2.	I/We agree to commence and complete the service/proposed work according to the timeframe in section 3.3 of this application.		
4.3.	I/We agree to sign and enforce the agreement accordingly within the validity period of 60 (Sixty) days after bid submission date.		
4.4.			
	Name		
	Designation		
	Signature		
	Date		

Bidders Profile 3

The bidder should submit the Business Profile Sheet issued by the Ministry of Economic Development including Shareholder/Partner Details, Board Directors and Objectives

Previous Relevant Work Experience

Detail of Relevant Work Experience				
#	Project Name	Client Detail	Year	Contract Value (in MVR)
Grand Total:				

Form of Bid Security (Bank Guarantee)

WHEREAS,[*name of Bidder*] (hereinafter called "the Bidder") has submitted his Bid for the Project no.....issued by the Ministry of Communication, Science & Technology onfor construction of[*name of Contract*] (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that We [*name of Bank*] of [*name of country*] having our registered office at (hereinafter called "the Bank") are bound unto[*name of Purchaser*] (hereinafter called "the Purchaser") in the sum of * for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents.

SEALED with the Common Seal of the said Bank thisday of20.....

THE CONDITIONS of this obligation are:

- (1) If, after Bid opening, the Bidder withdraws his Bid during the period of Bid validity specified in the Form of Bid;
- or
- (2) If the Bidder having been notified of the acceptance of his Bid by the Purchaser during the period of Bid validity:
 - (a) fails or refuses to execute the Form of Agreement in accordance with the Instructions to Bidders, if required; or
 - (b) fails or refuses to furnish the Performance Security, in accordance with the Instruction to Bidders; or
 - (c) does not accept the correction of the Bid Price pursuant to Clause 27,

* The Bidder should insert the amount of the Guarantee in words and figures denominated in Maldivian Rufiyaa. This figure should be the same as shown in Clause 16.1 of the Instructions to Bidders.

we undertake to pay to the Purchaser up to the above amount upon receipt of his first written demand, without the Purchaser's having to substantiate his demand, provided that in his demand the Purchaser will note that the amount claimed by him is due to him owing to the occurrence of one or any of the three conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date days after the deadline for submission of bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Purchaser, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this Guarantee should reach the Bank not later than the above date.

DATE..... SIGNATURE OF THE BANK

WITNESS SEAL

[signature, name, and address]

Performance Guarantee

Form of Performance Bank Guarantee (Unconditional)

To: [name & address of Purchaser]

WHEREAS [name and address of Supplier] (hereinafter called "the Supplier") has undertaken, in pursuance of Contract No. dated to execute [name of Contract and brief description of Works] (hereinafter called "the Contract");

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Supplier such a Bank Guarantee;

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Supplier, up to a total of * [amount of Guarantee] [amount in words], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of [amount of Guarantee] as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

*An amount is to be inserted by the Guarantor, representing the percentage of the Contract Price specified in the Contract, in Maldivian Rufiyaa.

We hereby waive the necessity of your demanding the said debt from the Supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Works to be performed there under or of any of the Contract documents which may be made between you and the Supplier shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall be valid until the date of issue of the Defects Correction Certificate.

SIGNATURE AND SEAL OF THE GUARANTOR
Name of Bank
Address
Date