

Reference No. QCI/IT/0821/059

Request for Proposal

Tech Partner for Performance/Load, Stress and/or Security Testing for the IT infrastructure developed for the various projects undertaken at QCI



QUALITY COUNCIL OF INDIA

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Tender Notice

1. Quality Council of India invites proposals for **“Hiring of Agency/Tech Partner for Performance and/or for the IT infrastructure developed for the various projects undertaken at QCI”**
2. The content of this RFP enlists the requirements of the Quality Council of India. It includes the Bidding Terms which details out all that may be needed by the potential bidders to understand the financial terms and bidding process and explain the contractual terms that the Quality Council of India wish to specify at this stage.
3. The Documents to be submitted:

Form 1	Covering letter with the Proposal in response to RFP Notice
Form 2	Relevant Project Experience
Form 3	Details of the responding organization
Annexure- A	Technical Proposal Format
Annexure – B	Financial Proposal Format

4. The Technical and Financial Bids may be submitted at the following address on or before September 07, 2021 by 5 PM via post to:

Deputy Director (Accounts), Quality Council of India (QCI)
Indian Council for Child Welfare, 2nd Floor, 4, Pandit Deen Dayal Upadhyaya Marg, New Delhi,
India-110002

Tender Summary

S. No.	Particulars	Details
1	Project Scope	Hiring of Agency/Tech Partner for Performance and/or for the IT infrastructure developed for the various projects undertaken at QCI
2	Project Duration	1 Year (from the date of award of work)
3	Proposal Selection	2 Bid System
4	Earnest Money Deposit	N/A
6	Last Date of Submission of Bid	September 07, 2021
7	Presentation Round	To be notified via e-mail

Introduction

Quality Council of India (QCI) is a pioneering experiment of the Government of India in setting up organizations in partnership with the Indian industry. The mandate of QCI is to lead nationwide quality movement in India by involving all stakeholders for emphasis on adherence to quality standards in all spheres of activities primarily for promoting and protecting interests of the nation and its citizens. To achieve this, QCI is playing a pivotal role in propagating, adoption and adherence to quality standards in all important spheres of activities including education, healthcare, environment protection, governance, social sectors, infrastructure sector and such other areas of organized activities that have significant bearing in improving the quality of life and well-being of the citizens of India.

Quality Council of India is looking for a Tech Partner for **Performance Load, Stress and Security Testing (Vulnerability assessment and Penetration testing)** for the IT infrastructure developed for the various projects undertaken at QCI from time to time on monthly retainership cost model.

QCI invites applications from experienced IT Firms for performing the below mentioned Scope of Work.

Scope of Work:

The Scope of Work for the same shall include:

1. Load/Performance Testing
2. Security Testing

On a high level, project scope is to set up the required processes for QCI to get their applications and products tested thoroughly. Below is the high-level list of testing types or tasks that need to be performed:

Part	Test Service	Details
A	Performance Testing	End to end performance testing (up to 2000 concurrent VU users) of all customer applications using all leading commercial/licensed and open - source performance engineering tools
B	Security Testing	Testing of all customer applications for security. Testing in line with industry standards such as OWASP Top 10

Note: Bidders may bid for Part A and/or B. QCI reserves the right to award the contract for individual parts (A or B) based on the technical and financial evaluation of the proposals.

PERFORMANCE TESTING:

1. Load testing of the various web portals/applications etc. including the Planning, Requirement Gathering, Scripting, Debugging of Scripts, Trial Runs, Execution & Monitoring of the same.
2. All performance issues identified during load testing will be informed using a detailed report to QCI.
3. Up to 3 load test runs in each phase of up to a maximum of 5000 concurrent users.
4. Test Scenarios should be identified.

LOAD TESTING:

Scenario Identification:

1. Involves carefully selecting business & performance impacting scenarios

Script Creation:

1. Script creation for performance critical scenarios (scenarios listed above).
2. Data driven script creation including parameterization & correlation
3. Incorporate weights or probabilities with scripted scenarios
4. Incorporate think times

Production Data Analysis:

1. Use production logs/Google analytics data to understand realistic usage of the site and derive weightage of various user scenario

Script verification:

1. Ensure that all transaction calls are accurate by comparing with either firebug or chrome F12 developer tools on Browser via proxy

Load Test Data:

1. Gathering Data requirements

Test infrastructure:

1. Setting up of load test infra-structure.
2. Verification of the load test infrastructure
3. Verification of the application environment including build number

Script Updates:

1. Will update load test scripts on latest application build during the load test execution cycle

Load Test Execution:

1. Execute script verification tests
2. Execute formal performance benchmarking tests – various loads to identify transaction which are not meeting the performance acceptable criteria.
3. Create and run performance test scenarios. Performance test scenarios will be executed across different customers using different Database server.

Load Test Monitoring & Analysis:

1. Create and run performance test scenarios. Performance test scenarios will be executed across different customers using different Database server.
2. Load pattern review: (Constant Load Pattern, Step Load Pattern and Goal-Based Load Pattern)
3. Performance test result analysis will be done for every load test run.
4. Following parameters will be considered to determine the upper boundaries of the various characteristics: Average response times Error rates, and Indexing latency

Base-lining:

1. Create base line load tests (tests that are repeatable and give reliable results)
2. Execute base-line before production releases and provide base-line comparison report

Reporting:

1. Results shall be provided for every load test run
2. Average Response Time data will be provided for every page under test
3. At the end, a final report would be provided which would list out the performance assessment of the site.

Other Terms:

1. Determining System's performance related requirements, identifying user activities (Individually & Collectively).
2. Developing the "artifacts" which will remain at the completion of Performance Engineering project.
3. Execution, Validation & Debugging of all scripts to conduct Baseline & Benchmarking tests for providing a basis of comparison for all future testing.
4. Performance benchmark to identify the maximum number of concurrent users and sessions application supports under load.
5. Identifying maximum number of business transactions application can sustain in an hour.
6. Response time analysis.
7. Reporting performance improvement areas, performance issues, and performance concern areas.
8. Recommending solutions for the issues
9. Coordinating monitoring activities with performance engineers
10. Verifying the performance fixes
11. Various Load Tests such as Benchmark Test, Baseline Load Tests, Step-Up Test, Stability/Endurance Test, Stress Break Point Test, Stress Failover Test, Scalability Test etc. may be used.
12. QCI will provide support for load test data creation.
13. Load Test data and the environment should be ready before test execution.
14. Load Tests will continue to be executed until the Application's response times and other metrics are good enough for Acceptance by QCI and approved for Signoff.
15. Test report, Certificate & Analysis for the load tests will be shared with QCI.

SECURITY TESTING:

This activity may mainly include the activities like Web Penetration security audit, External Penetration testing, Mobile Application Security Testing etc. The various users/stakeholders shall be identified to run a successful Test Run process to find out the vulnerabilities/bugs during the process.

- External Penetration testing of the Public IP address(s) will be carried out to find any vulnerabilities at the Network level. VA (Vulnerability Assessment) report is to be prepared for each IP address (Asset) highlighting the identified vulnerabilities and services/ open ports.
- Vulnerabilities may then be categorized as High, Medium or Low based on the extent of damage that their exploitation can cause to the IT infrastructure. The vulnerabilities classified, as false positive not included in the VA reports shall be provided to QCI.
- Reassessments shall be carried out to ensure successful closure of vulnerabilities.
- Security Testing also includes devising methods and processes for audit of web as well as mobile applications.

EXTERNAL PENETRATION TESTING:

The external penetration testing must include:

- a non-invasive means to test the current strength of the security of the network.
- independent analysis of the network and locate all vulnerabilities.
- Advice on the most effective solutions to secure your network.
- known penetration methods to create genuine results, from simulating external hacks to the firewall to internal attacks on LAN, intranet server and www site. The level, type of attack and frequency of testing must be tailored to the needs of the organization.

Proper methodologies must be devised and adopted to prevent all the IT infrastructure from threats of external Penetration.

Deliverables:

- i. Executive Summary
- ii. Test Scripts
- iii. Security Audit Reports, which should include the following:
 - a. Detailed technical vulnerability findings for target
 - b. Proof of concepts and evidence for each identified vulnerability (ex. screen capture, configurations, logs, files, reports, etc.).
 - c. Conditions under which the vulnerability may materialize.
 - d. Implications and consequences of not fixing the vulnerability.
 - e. Overall risk rating for each identified vulnerability based on ease of identification, ease of exploitation and potential impact.
 - f. Technical remediation steps.
- iv. The testing report shall have details for corrective action and steps to remove identified vulnerabilities.
- v. Revalidation Testing Report, once the identified vulnerabilities have been mitigated by the development team
- vi. Final Security Audit Certificate after all rounds of testing
- vii. Other possible recommendations

Other Terms and Conditions:

1. The Service Provider should have technically qualified and well experienced strong in-house resource base.
2. The cost of all load testing tools shall be borne by the vendor.
3. The Service Provider must be a legal entity registered anywhere in India.
4. Confidentiality: The shortlisted service provide shall keep all data related to the project safe, protected and confidential.
5. All the deliverables as per scope of this RFP will become the property of QCI
6. The Service Provider shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of QCI.
7. The Service Provider should execute a Service Level Agreement (SLA) with QCI which will remain valid for at least 12 months. The Service Level Agreement would include all the terms and

conditions of the services to be extended as detailed herein and as may be prescribed or recommended by QCI which will include a Non-disclosure Agreement clause.

Pre-qualification Criteria:

Bidders are expected to meet the following prequalification criteria. Bidders failing to either meet these criteria or not furnishing the requisite supporting documents/documentary evidence is liable to be summarily rejected. QCI shall evaluate the prequalification proposal with reference to the information and supporting documents furnished.

S. No	Eligibility Criteria*	Supporting Document Required	Yes / No and Deviation , if any
1	Applicant should be either a Government Organization/PSU/PSE/ partnership firm/LLP or a limited Company under Indian Laws or /and an autonomous Institution approved by GOI, should have been in existence in India for the last three years.	Partnership firm Certified copy of Partnership Deed. Limited Company Certified copy of Certificate of Incorporation and Certificate of Commencement of Business. Reference of Act/Notification For other eligible entities- Applicable documents.	
2	Average Annual Turnover of the Bidder during the last Three financial years, i.e., FY 2018-19, FY 2019-20, 2020-21, should be more than 50 Lakhs.	Profit and Loss Statement, Balance Sheets or documents (audited or unaudited) certified by CA	
2	The agency must be registered in India with appropriate tax and other administrative authorities.	GST Registration Certificate PAN Card	
3	Past Experience of working on 3 such projects of work as mentioned in the scope of work	Work/Purchase/Sanction Order and Completion Certificate for the same.	
4	The Bidder should be empanelled by CERT-IN and/or STQC as on (date).	Empanelment Letter/Documentary proof	
5	The firm should not be blacklisted / barred by Government of India or any regulatory/Statutory body in India.	Self-Declaration	

Contract Period

The contract shall be valid for a period of 1-3 years; the same shall be reviewed every year and will be renewed annually subject to satisfactory performance. QCI reserves the right to extend the contract further or terminate early without assigning any reason what so ever.

Evaluation of Bids

The Bidders shall be short listed after the evaluation of their Technical Bids. Financial bids of only such technically shortlisted bidders will be opened. The final selection of the bidders shall be done

on Least Cost Selection (LCS) Basis amongst the technically qualified bidders.

Technical Evaluation shall be done by a committee constituted for evaluation by the QCI based on the below given criteria (but not limited to):

- a. Understanding of Scope of Work
- b. Proposed Test Scripts
- c. CVs of professionals (testing team having expertise in security testing) to be deployed in the project
- d. Relevant experience in security testing for Government/ PSUs/ Private Sector
- e. A 20-minute presentation on technical proposal showcasing the experience, understanding of the project requirement, technical expertise etc.

Presentation

As a part of Evaluation of proposals submitted by the applicants, QCI may seek further information or a presentation from the Organizations at a short notice for evaluation purposes.

Amendments to RFP

At any time prior to the last date for receipt of applications, QCI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the RFP document by an amendment. In order to provide prospective applicants reasonable time in which to take the amendment into account in preparing their proposals, QCI may at its discretion extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the RFP.

Payment Schedule

Payment will be made within 20 days of submission of proper invoices at the end of every month.

Rejection of Application

The application is liable to be rejected if:

- a. Not in prescribed forms and not containing all required details.
- b. Not properly sealed and signed as per requirements.
- c. Received after the expiry of due date and time.
- d. Missing of any supporting document(s) with the Proposal.

Disclaimer

- a. The QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.
- b. The QCI reserves the right
 - i. To reject any/all applications without assigning any reasons thereof.
 - ii. To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the QCI without assigning any reasons thereof.
 - iii. To include any other item in the Scope of work at any time after consultation with applicants or otherwise

Termination of Contract

- a. **Termination for Default:** QCI reserves the right to terminate / short close the contract, without prejudice to any other remedy for breach of contract, by giving one month notice if the agency fails to perform any obligation(s) under the contract and if agency, does not cure their failure within a period of 15 days (or such longer period as QCI may authorize in writing) after receipt of the default notice from QCI.
- b. **Termination for Insolvency:** QCI may at any time terminate the contract by giving written notice without compensation to the agency, if the agency becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to QCI.
- c. **Termination for Convenience:** QCI may by written notice sent to agency, terminate the contract, in whole or part, at any time for its convenience. However, the payment shall be released to the extent to which performance of work executed as determined by agency till the date upon which such termination becomes effective.

Force Majeure

Neither party shall be held responsible for non-fulfilment of their respective obligations due to the exigency of one or more of the force majeure events such as but not limited to Acts of God, war, flood, earthquakes, strike, lockouts, epidemics, riots, civil commotion etc., provided on the occurrence and cessation of any such events. The affected party thereby shall give a notice in writing to the other party within one week of such occurrence or cessation. If the force majeure conditions continue beyond six months the parties shall then mutually decide about the future course of action.

Documents Submission

The following set of documents needs to be submitted to qualify for the evaluation process. These documents are:

- i. All the necessary documents mentioned in the pre- qualification criteria
- ii. Form 1: Covering letter with the Proposal in response to RFP Notice
- iii. Form 2: Relevant Project Experience
- iv. Form 3: Details of the responding organization
- v. Annexure A: Technical Proposal in the provided format
- vi. Annexure B: Financial Proposal in the provided format

Interested parties may send the technical and financial bid in two separately sealed envelopes inside a larger sealed envelope super-scribing Tech Partner for Performance Load, Stress and/or Security Testing for the IT infrastructure developed for the various projects undertaken at QCI 110002 latest by September 07, 2021, 5 PM.

For further queries, you may please contact the below:

For any other queries: Procurement Team

email id: procurement@qcin.org

Form 1: Covering letter with the Proposal in response to RFP Notice

(To be submitted on the Letterhead of the responding firm)

{Place}

{Date}

To,

Deputy Director (Accounts),
Quality Council of India,
Indian Council for Child Welfare, 2nd Floor,
4, Pandit Deen Dayal Upadhyaya Marg,
New Delhi-110002, India.

Subject: Submission of proposal in response to the RFP for **Hiring of Agency for Performance and Security Testing of Web Portals and Mobile Applications**

Dear Sir,

2. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP dated <dd/mm/yy> for <RFP NAME>
3. We attach our technical response and our financial quotation, the technical response and the financial response in a separate sealed cover as required by the RFP both of which together constitutes our proposal, in full conformity with the said RFP.
4. We undertake, if our proposal is accepted, to adhere to assign a team dedicate to this project.
5. We have read the provisions of RFP and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
6. We undertake, if our proposal is accepted, to adhere to the scope of engagement or such modified plan as may subsequently be mutually agreed between us and QCI or its appointed representatives.
7. We agree to unconditionally accept all the terms and conditions set out in the RFP document and also agree to abide by this Proposal response for a maximum period of TWO MONTHS from

the date fixed for Proposal opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this Proposal response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and QCI.

8. We affirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to through this proposal is true, accurate, and complete.
9. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the QCI as to any material fact. We agree that QCI is not bound to accept the lowest or any Proposal response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the Proposal response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2021

(Signature) (In the capacity of)

Duly authorized to sign the Proposal Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of Vendor

Form 2: Relevant Project Experience

S. No.	Name of the Project/ Engagement	Client name	Duration (Period)	Value

Form 3: Details of responding organization

Section No.	Sr. No.	Particular	Detail
I	COMPANY PROFILE:		
	1.	Name of the Organization * (As appearing on PAN Card)	
	2.	Registered Office Address *	
	3.	Address for Billing Office & Address *	
		Name of Contact Person *	
		Contact No. *	
		Mobile No.	
		E mail ID *	
	4.	Name of Contact Person (Finance & Accounts) *	
		Contact no.	
		Mobile no.	
		E mail ID *	

II	STATUTORY DETAILS:	
	1.	GST Details: -
		Whether Registered Assessee (Yes or No)
		If Yes: -
		GSTIN Number # *
		Type of Assessee
	2.	MSME
		Whether Registered under MSME (Yes or No) *
		If Yes: -
		MSME Registration No. and validity date # *
	3.	Permanent Income Tax No. (PAN) # *
	4.	<u>NATURE OF ENTITY:</u> * PROPRIETOR/PARTNERSHIP/ LPP/ PRIVATE LIMITED /PUBLIC LIMITED/GOVERNMENT
	5.	WHETHER FUNCTIONING IN A SPECIAL ECONOMIC ZONE. (SEZ) (YES/ NO) *

III	BANK DETAILS: -
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		Name of Bank	
		Address of Bank	
		Bank Account No.	
		IFSC Code	
		SWIFT CODE (If party's billing address is outside India)	

Declaration by Director/ Partner:

I/We declare that the information furnished above are correct to the best of my/our knowledge / belief. I/We undertake to inform you of any change in above particulars at the earliest.

Date:

Place:

Signature

Name & Designation

Annexure A: Technical Proposal Format

Technical Proposal

The Technical proposal should contain the following information:

- a) Methodology/Approach proposed for accomplishing the proposed project/above mentioned scope of work, Activities / tasks, project planning, resource planning, effort estimate etc.
- b) Professional qualifications and experience of the key staff proposed/ identified for this assignment.
- c) Sample vulnerability and penetration report.
- d) Sample Performance/Load, Stress and Security Testing report
- e) Details of past experience in similar work, if any.
- f) Any other details that the bidder may like to provide.

(On the letter head)

Annexure B: Financial Proposal Format

(To be submitted by the Vendor as per the format given below in a separate sealed cover)

Part	Description	Cost	Taxes	Total Cost
A	Retainer Model based Per Month Cost for Security Testing (estimated projects for performance testing will be 15-16 in a year)			
B	Per project cost for Performance Testing			

Please note: Bidders may bid for Part A and/or B.

Please mention the following in preparing your bid:

- Dated this [date / month / year]
- Authorized Signatory (in full and initials)
- Name and title of signatory
- Duly authorized to sign this proposal for and on behalf of [Name of Vendor]
- Name of Firm
- Address