



EXPRESSION OF INTEREST

FOR

CYBER SECURITY MANAGED SERVICES

G3B, Thejaswini Technopark Rd Technopark Campus

Thiruvananthapuram Kerala 695581 India

Contact Ph: +91-471 2700270

Email - arya@startupmission.in

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The information contained in this Expression of Interest (EOI) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Kerala Startup Mission, is provided to the bidder(s) on the terms and conditions set out in this EOI document and all other terms and conditions subject to which such information is provided.

This EOI is neither an agreement nor an offer and is only an invitation by KSUM to the interested parties for submission of CSMS EOI bids. The purpose of this EOI is to provide the bidder(s) with information to assist the formulation of their proposals. This EOI does not claim to contain all the information each bidder may require. Each CSMS bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this EOI and where necessary obtain independent advice. CSMS EOI makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this CSMS EOI. KSUM may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this CSMS EOI

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1. Introduction

Kerala Startup Mission (KSUM) is the organization under Kerala State Government decide to engage the services of an experienced Cyber Security Managed Services provider (CS-MSP), to Secure, Operate, Manage, Monitor and defend, security monitoring, detection, prevention, Security auditing, VAPT - Vulnerability Assessment & Penetration testing, Electronic Access and Video Surveillance, Risk and threat assessment, Security policy creation such as SSOP'S, User security Policy, Infrastructure Perimeter Security and enforcing and incident response. The Kerala Startup Mission Infrastructure Network comprises of its HQS campus network, with WAN links to remote branches in locations around the state. The Headquarter office campus network is linked to the other branch Site through internet and VPN connections clients.

2. EOI Purpose

This request for EOI is intended to identify highly skilled Expert and Experienced vendors that have the capacity to provide Cyber Security Managed Services to KSUM.

3. EOI Scope

a) The Cyber Security Managed Services shall cover the whole Kerala Startup Mission Network at headquarters, branches and backup sites.

b) The Cyber Security Managed Services that is ultimately selected to provide these services shall be expected to:

1. Supply and install, implement security network related equipment, and manage, operate, consulting and perform any services identified as prerequisites to the provision of Cyber Security Managed Services.
2. To Secure, Monitor and Control the Entire IT Network and Perimeter infrastructure Security
3. To conduct IT Infrastructure and supported network periodical Vulnerability Assessment & Penetration Testing.
4. To conduct System & Network Security Audit periodically for Entire IT Infrastructure
5. Provide services related to hacking, vulnerability mapping, security audit, identity theft, data recovery support, cyber forensic support etc
6. Managing and Monitoring the Access management & Video Surveillance System

7. Provide services in supporting in terms of security policy creation and enforcing
8. Provide Cyber Security Managed Services on a 24 hour-a-day, 7 days-a-week, and 365 days-a-year basis for a period of not less than one year.
9. The Contract period will be maximum of 3 years
10. The CSMS service to be made available to all the offices of KSUM. Presently KSUM is having 5 offices and new offices may get added during the contract period.

4. EOI Eligibility Requirements

A CSMS Bidder, and all parties constituting the Bidder, shall meet the following criteria to be eligible to participate in this procurement;

- Indian Companies who are registered/ incorporated in India only eligible to participate in the EOI.
- A CERT- In Empaneled company.
- Should have more than 8 + years of experience in Cyber Security Domain, Experience will be calculated as per incorporation date of registration.
- Should have a list of at least one Government agency customer reference for any cyber security service.
- Preference will be given to Kerala based companies.
- The relevant documents sufficing the eligibility requirement may be enclosed along with the submission of the EOI.

5. Expected Deliverables from Cyber Security Managed Service

The expected deliverables from the CSMS include but are not limited to the following:

- a) Protection from cyber-attacks.
- b) Incident detection, analysis, alerting, prevention and remediation.
- c) Conduct VAPT & Security Audit in quarterly basis/as requested by KSUM
- d) Monitor entire IT Infrastructure and perimeter through surveillance
- e) Managing and Monitoring the Access management & Video Surveillance System
- f) Creating & Enforcing Security Policy, Procedure and Standards
- g) Log and event data management for the duration stipulated in the contract.
- h) 24 hours a day, 7 days a week, 365 days of a year monitored and managed services.

- i) Periodic reports summarizing incidents, responses, and any other observations relevant to the services.
- j) Annual onsite Infrastructure assessments and recommendations.
- k) The hardware required for setting up of CSM infrastructure shall be procured by the agency and the cost incurred for the same (details of the procurement items) may be submitted along with the proposal. The hardware purchased should have warranty minimum of 3 years.

6. EOI Bidders Participation

- a) Commercial Proposal
- b) Company Profile along with copy of incorporation certificate / registration of the Firm or its equivalent;
- c) GST Registration Number
- d) Company PAN Card number.
- e) Cyber Security Management Service Agreement along with NDA need to be signed mutually between KSUM and CSMS Bidder.

7. Confidentiality:

- a) The CSMS Bidder shall take adequate and timely measures to ensure that information provided through it as part of this contract/agreement shall be kept confidential, secured and protected and shall not be divulged to any authorized person/ firm.
- b) CSMS Bidders shall treat all documents / data / software or part of them, which KSUM may provide or CSMS Provider shall access, as strictly confidential and maintain secrecy for the same.
- c) The CSMS shall maintain full confidentiality of the data supplied by KSUM. Under no circumstances the CSMS Provider shall divulge/reveal/share such data for the purpose other than for meeting KSUM's requirement.
- d) CSMS Bidder shall not publish, disclose any information about, make available or otherwise dispose of the document / data / software or any part or parts thereof to any third party, directly or indirectly without prior written consent of KSUM.
- e) CSMS Bidder shall restrict access to the documents/data/software only to those of their employees to whom it will be felt necessary and relevant for the center operations and shall draw the provision of this commitment to KSUM made by the CSMS bidder, to the personal attention of those of its employees to whom access to the document/data/software will be granted.

8. Payment Terms

- a) The payment will be released against the submission of monthly CSMS report for the service and the hardware cost will be released on submission of original bills.
- b) The payment terms of the agency may be added along with the proposal.

9. Submission of EOI

- a) Sealed envelope(s) should be delivered to the office of the Kerala Startup Mission, Ground Floor, G3B, Thejaswini Building Technopark, Trivandrum, Kerala marked Expression of Interest for Provision of Managed Security Services-Procurement .
- b) Should submit the technical and financial proposal along with EoI.
- c) Any submission made after the close of submission date and time will be rejected.
- d) Kerala Startup Mission reserves the right to accept or reject any submission and is not bound, committed nor obliged to shortlist any provider who has expressed interest.

10. Notices

Any notice, documents, information, direction and any other communications required or permitted to be (or such other addresses as specified in writing by the respective Party from time to time) hereunder shall be sent in writing and sent by registered post, courier and or by facsimile transmission or delivered personally by hand or sent by email addressed to the other Party to the relevant addresses set out below at the following addresses:

The Technical Officer
Kerala Startup Mission
G3B, Ground Floor, Thejaswini, Technopark Rd
Technopark Campus, Trivandrum Kerala 695581 India
Ph: +91-471-2700270
Email : arya@startupmission.in

Critical dates:

EOI submission: 05.05.2018

Technical & financial proposal submission - closing date: 09.05.2018

Technical & Financial proposal evaluation date: 10.05.2018

Criteria for Evaluation

Pre-qualification Criteria

A CSMS Bidder, and all parties constituting the Bidder, shall meet the following criteria to be eligible to participate in this procurement;

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- a CERT- In Empaneled company.
- Should have more than 8 + years of experience in Cyber Security Domain, Experience will be calculated as per incorporation date of registration.
- Should have a list of at least one Government agency customer reference for any cyber security service.
- Preference will be given to Kerala based companies.

Technical Qualification Criteria

SL No	Requirements	Compliance (Yes/No)	Comments
1	Supply and install, implement security network related equipment, and manage, operate, consulting and perform any services identified as prerequisites to the provision of Cyber Security Managed Services.		
2	To Secure, Monitor and Control the Entire IT Network and Perimeter infrastructure Security		

3	To conduct IT Infrastructure and supported network periodical Vulnerability Assessment & Penetration Testing.		
4	To conduct System & Network Security Audit periodically for Entire IT Infrastructure		
	Provide services in related to hacking, vulnerability mapping, security audit, identity theft, data recovery support, cyber forensic support etc		
	Managing and Monitoring the Access management & Video Surveillance System		
	Provide services in supporting in terms of security policy creation and enforcing		
	Provide Cyber Security Managed Services on a 24 hour-a-day, 7 days-a-week, and 365 days-a-year basis for a period of not less than one year.		
	The Contract period will be maximum of 3 years		
	The CSMS service to be made available to all the offices of KSUM. Presently KSUM is having 5 offices and new offices may get added during the contract period.		

**** The qualification is based on the evaluation of detailed plan.**

Form I: Covering Letter

(Company letterhead)
[Date]

To,
The Chief Executive Officer
G3B, Thejaswini, Technopark Campus,
Kariyavattom, Trivandrum

Dear Sir,

Ref: Expression of Interest Notice

Having examined the Expression of Interest (EoI), the receipt of which is hereby duly acknowledged, we, the undersigned, intend to submit a proposal in response to the Expression of Interest (EoI) for Cyber Security Managed Services.

We attach hereto the response as required by the EoI, which constitutes our proposal. We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to Kerala Startup Mission is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short-listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so, for providing CSMS.

We agree for unconditional acceptance of all the terms and conditions set out in the EoI document.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ 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 2018

(Signature) (In the capacity of)

(Name)

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