

GRAMEEN COMMUNICATIONS
 Telecom Bhaban (7th Floor), 53/1 Box Nagar,
 Zoo Road, Mirpur- 01, Dhaka 1216.
 Phone: +880-2-44802081, URL- www.grameen.technology

Request for Quotation-06/2022

Date-31-07-2022

Dear Concern,

Grameen Communications is looking forward to procure ISO27001:2013 Consultancy, Implementation (Local) and Certification (BSI) with the following specifications in the list furnished in page no 07.

It would be highly appreciated if your honor could submit quotation according to the specifications. Detailed may be obtained from our website-www.grameen.technology

In this regard Grameen Communications is inviting quotation vide this short notice RFQ from the prospective bidders, response vide sealed/e-mail to tender@grameen.com quotations need to be submitted latest by **04th August-2022**. Please see the details in the Annexure.


General information for bidders:-

Company Name:	Grameen Communications
Company Address:	Telecom Bhaban (7 th Floor), 53/1 Box Nagar Zoo Road, Mirpur- 01, Dhaka 1216, Bangladesh.
Website:	www.grameen.technology
Main Products/Services:	Micro Credit Software/IT Enables Services.

Terms and conditions for tender: -

1. Tender shall be dropped in our office or by email: tender@grameen.com till **3:30PM by 04th August-2022;**
2. Tender will be opened in presence of the party (if any) in the same date at **4:00 PM;**
3. The authority holds the right to reject any or all the items tender without assigning any reason whatsoever;
4. Should have to deliver the products/services in the time mentioned in the purchase/work order;
5. Payment will be made within 15-20 working days from the date of delivery completion;
6. Income tax & VAT will be deducted as per Government rules;
7. Penalty may be imposed in case of any deviation from the terms and conditions of the purchase/work order.

With best regards,

 31.07.22

(Azad Abul Hasanat)
 Member Secretary
 Grameen Communications Purchase Committee.
tender@grameen.com
 Cell # 01713371425



ANNEXURE

Note: For further queries, simply contact us *

Grameen Communications is requesting for proposal to engage an agency/firm for ISO 27001 Consulting, Implementation, Certification and Training/Awareness services:

1. Specification.

Description	Required Specification
a. Basic Criteria	<p>Interested bidder(s) must qualify for the below criteria,</p> <ol style="list-style-type: none"> 1. The bidder should obtain ISO 27001 Certification for the company from BSI. 2. The bidder should be reputed organization having experience in information security. 3. The bidder should be a company focusing on Information System Audit, Governance Risk Compliance (GRC) and Cyber security business with Minimum 03 years. 4. The bidder should have registered office in Bangladesh at least for last 3 years. 5. The bidder/ Service provider should have minimum 05 (Five) resources for ISO 27001 Lead Auditor, minimum 02 (Two) resources for Lead implementer. 6. The bidder should have at least 06 (Six) Customer references in Local/ global for ISO 27001 where 04 (Four) must be completed and there should be at least one bank among the Three (Must provide the work completion certificates and work orders) 7. Bidder(s) must have the legal capacity to enter the contract under the applicable law of Bangladesh. 8. Bidder(s) shall not be barred as per law of the land that may subject to legal proceedings of any kind. 9. At least 1 Consultant with 06 (Six) years Working experience in Bank/NBFI/MFS/Telco/MNC Organization's Information Security or IT Audit.
b. Scope	<p>Scoping Information for Bidders,</p> <ol style="list-style-type: none"> 1. Number of Location: 01 (One) 2. In Scope Division/Activities/Business functions: G-Banking Software, HQ IT element, IT Operation and Data Center. 3. Support functions: HR, IT, Risk Management, and Internal Audit. 4. Number of personnel in company: 250 + 5. Number of personnel to be covered by the assessment: 50 6. Number of personnel involved directly in ensuring security of information: 02 7. Internal Audit: 04 departments (each has 10 pers) <p><u>Project Scope.</u></p> <p>The whole project is under single package. Detailed scope are as follows:</p> <ol style="list-style-type: none"> 1. Conduct ISO27001 gap analysis based on the ISO 27001:2013 requirements (To be conducted by proposed Certification body) 2. Develop policies, Procedure, standard & other documents required for ISMS 3. Preparation of Statement of Applicability

	<ol style="list-style-type: none"> 4. Remediation support to implement controls by proven consultant 5. Conduct risk assessment 6. Support internal audit 7. Certification audit by Certification body 8. Perform surveillance audit 9. Awareness Training for 25 personnel 10. Supervision and reporting of internal Audits following ISO 27001 audit checklist in four departments.
<p>c. Required Activities</p>	<p>This should cover the following activities:</p> <ol style="list-style-type: none"> 1. Identifying and documenting the scope of ISO 27001 certification. 2. Service Provider needs to identify functional areas and processes to be covered in the scope and documenting the scope as per ISO 27001 certification requirement. 3. Reviewing of ISMS policy, processes and systems and procedures relevant to managing risk and improving information security to deliver results in accordance with the organization’s overall policies and objectives. 4. Conducting of ISO 27001 Gap assessment. Service Provider shall conduct gap assessment against the ISO 27001 standard and provide the current status of ISMS to higher management. The identified service provider (Local Company) is required to provide assistance to organization internal team for closure of audit findings. 5. Preparation of guidelines, procedures and other subordinate documents. The selected Bidder would have to revise or formulate new required documentation such as IT Security policy, Standard & guidelines, Procedures, subordinate documents, Baseline security etc. The required documentation should also include the steps to be performed for ongoing ISO27001 compliance. 6. The agreement with the bidder will be applicable for a period of 3 years which includes the first ISO27001 certification process and subsequent surveillance audits. 7. Deliverables for Certification: <ol style="list-style-type: none"> (a) Precertification Gap assessment followed by Audit report (To be conducted by Certification Body) (b) All documentation required for ISO27001 certification and closure of audit findings specifically followings: <ol style="list-style-type: none"> (1) Technical Report (2) Identify high-risk areas requiring immediate attention. (3) Identify requirements for improving security policies and processes. (4) Risk rating or hardness of the vulnerability (5) Recommended Remediation Activities (c) ISO 27001 Certification audit by the approved BSI certification agency. (d) The bidder has to mention the certification Body along with Authorization letter from certification Body in the technical bid.
<p>d. ISO 27001 Standards Training / Awareness</p>	<p>This phase should include following activities:</p> <ol style="list-style-type: none"> 1. ISO 27001 standard Awareness & Training Programs. 2. The engaged Service Provider shall conduct the awareness and

	On-Floor sessions for different audience.
<p>e. Documentation</p>	<p>The successful bidder must review and update existing documents (where available) as needed or formulate and deliver following mandatory documents:</p> <ol style="list-style-type: none"> 1. Scope of the ISMS 2. Information security policy and objectives 3. Risk assessment and risk treatment methodology 4. Statement of Applicability 5. Risk treatment plan 6. Risk assessment and risk treatment report 7. Definition of security roles and responsibilities 8. Inventory of assets 9. Acceptable use of assets 10. Access control policy 11. Operating procedures for IT management 12. Supplier security policy 13. Incident management procedure 14. Business continuity Management procedures 15. Legal, regulatory, and contractual requirements 16. Records of training, skills, experience and qualifications 17. Monitoring and measurement results 18. Internal audit program 19. Results of internal audits 20. Results of the management review 21. Results of corrective actions <p>Bidder should also review (where existing documents available) or formulate the following documents:</p> <ol style="list-style-type: none"> 1. Procedure for document control 2. Controls for managing records 3. Procedure for internal audit 4. Procedure for corrective action 5. Bring your own device (BYOD) policy 6. Mobile device and teleworking policy 7. Information classification policy 8. Password policy 9. Disposal and destruction policy 10. Procedures for working in secure areas 11. Clear desk and clear screen policy 12. Change management policy 13. Backup policy Information transfer policy <p>Bidder should also formulate any other policy and procedure, which is required to ensure compliance with ISO 27001.</p> <p><u>Information security Policy should be aligned with ISO 27001, and Bangladesh Bank's ICT Security guideline. Bidder should provide detailed and specific compliance mapping addressing which section covers relevant section of ISO 27001 and Bangladesh Bank's ICT Security guideline.</u></p>

2. Documents to be submitted by Bidder for RFQ



Ser.	Criteria	Comments
a.	Proposal on Details Scope (requirements) as specified in the Specification section. Please note this includes details of Certifying Agency for ISO-27001 Certification.	Proposal Document
b.	Completed 04 (Four) or more than 04 (Four) ISO 27001 Implementation projects in Bangladesh	Completion Certificate
c.	Proposed certification body has certified ISO 27001 04 (Four) or more than 04 (Four) Banking/NBFI/Government/Telecom/Financial Organization in Bangladesh.	Documentary Evidence (Issued certificate/ Completion Certificate)
d.	Bidder should have at least below credential holders in this project team: (1) At least 5 ISO/IEC 27001 Lead Auditor (2) At Least 2 ISO/IEC 27001 Lead Implementer (3) At least 1 CISSP certified Professional (4) At least 2 CISA Certified professional (5) At least 1 Consultants with 06 (Six) years Working experience in Bank/NBFI/MFS/Telco/MNC Organization's Information Security or IT Audit function.	Documentary Evidence.
e.	BSI certification agreement with the Principal	Documentary evidence

3. Work Schedule to be submitted by Bidder

Year	Activities	Man-Days	
Year-1	Kick off Meeting		
	Gap Analysis		
	Risk assessment		
	Risk Treatment Plan		
	Implementation of ISMS controls		
	Information Security objectives		
	Prepare statement of applicability		
	Review/formulating of Policies and related procedures		
	Review of BCP and DRP		
	Internal ISMS Audit		
	ISO Certification Audit to be conducted by certification body (by whom?, timeline to be clearly mentioned) e.g., audit by BSI (India), review by BSI (UK)		
	Stage-01 Audit (Focused on policy, procedures, and related documentation)		
	Mitigation of audit findings		

	Stage-02 Audit (Focused on implemented controls)	
	Mitigation of audit findings	
	Total	
Year-2	Surveillance Audit ISO Certification Audit to be conducted by certification body (by whom?, timeline to be clearly mentioned) e.g., audit by BSI (India), review by BSI (UK)	
Year-3	Surveillance Audit ISO Certification Audit to be conducted by certification body (by whom?, timeline to be clearly mentioned) e.g., audit by BSI (India), review by BSI (UK)	

4. Financials to be submitted by Bidder


Ser.	Scope of Work	Cost (BDT)
1	ISO 27001 – year 2022 End to End ISO 27001:2013 Consultancy, Implementation and preparation of all relevant policies, procedures, and standards as mentioned in Para 7 and 8.	
2	Receipt of ISO 27001 Certification – year 2022 BSI will conduct stage 1 and stage 2 remote/online audits and then provide certification for 03 years starting year 2022.	
3	Surveillance Audit – 1 (year 2023) <i>On year 2023 BSI will conduct a remote/online audit after certificate achievement</i>	
4	Surveillance Audit – 2 (year 2024) <i>Again, on year 2024 BSI will conduct another remote/online audit after surveillance audit 1</i>	
5	Supervision and reporting of internal Audits following ISO 27001 audit checklist in four departments.	
6	Grand Total:	

5. Terms and Conditions

- The Bidder must submit the offer in an envelope which will contain the full name, address of the participant company. The name, address and telephone number of the contact person should be mentioned in the forwarding letter submitted with the offer.
- Sealed quotations have to be submitted to the Managing Director on or before 04th August-2022 the same day in presence of bidders or their representatives, if any.
- The bidder should be a legal entity and a registered company that has not been prohibited by Bangladeshi court(s) to enter into contracts.
- All the pages of the tender schedule as well as all the offered documents should be duly signed by the authority of the bidder.
- The offers should have validity for at least 6 (six) months.
- Successful bidder/vendor shall have to start the work within 10 (Ten) days from the date of issuance of work order after signing a NDA with the Bank.
- While dealing with the successful bidder in all matters including assignments, correspondences, approval and acceptance of services and works, settlement and payment of bills etc. the Managing Director shall represent the organization.
- Proper documents and data sheet have to be provided for indicating that all the features are present in the offered model, which is stated in the required specification, feature and description.

9. All quoted prices should include gap assessment, documents preparation, Surveillance audit (2nd and 3rd Year), remediation consultancy and awareness & Implementation training cost and VAT, Tax, etc, if any. VAT & Tax will be deducted from the bill at the time of payment.
10. The rates must be quoted in figure as well as in words. All the prices should be mentioned in Bangladesh Taka (BDT). The payment will also be made in BDT.
11. The terms of payment will be as under:
 - a. All the prices should be mentioned in Bangladesh Taka (BDT). The payment will also be made in BDT.
 - b. The payment schedule is: 30% on issuing of work order
 - c. After Completion consultancy (50%)
 - d. Rest of the amount after (20%) Certification
12. Photocopy of all the relevant documents should be submitted with the offer including:
 - a. Valid Trade License
 - b. VAT and TIN certificate
 - c. List of Corporate Clients
15. The authority reserves the right to relax, change or drop any of the terms and conditions of the schedule without any further notice.
16. Grameen Communications reserves the right not to accept the lowest tender and to reject any Tender or part thereof or all Tenders without assigning any reason whatsoever.

-End of document-

 31.07.22

(Azad Abul Hasanat)
Member Secretary
Grameen Communications Purchase Committee.
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