Request For Proposal

(RFP)

Consultancy for ISO 27001:2022 Certification

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BACKGROUND

Bhutan Telecom Limited (BTL) is the leading provider of telecommunications and Internet services in the Kingdom of Bhutan. Besides fixed line telephony, it provides GSM Mobile services under its flagship brand B-Mobile, and Internet Services. It is the leading provider of both mobile telephony and Internet services in the country, and the only fixed line telephony services provider in the country. BTL has a data center, TIER III design in Phuntsholing that not only houses BTL services but hosted services for other enterprise clients like financial institutions and other corporations.

OBJECTIVES

BTL wants to get its data Center located at Phuntsholing certified for ISO 27001:2020. The objective is to provide a framework for managing and improving the security of an organization's information assets, securing business continuity, and reducing the risks of business disruptions due to cybersecurity incidents. It is to provide assurance to stakeholders that an organization has implemented an Information Security Management System (ISMS) that meets the requirements of the ISO 27001:2022 standard. In addition, ISO 27001 certification is to help organizations comply with legal and regulatory requirements related to information security, and improve their resilience against cyber threats and data breaches.

DUE DILIGENCE

The Bid shall be deemed to have been submitted after careful study and examination of this RFP document. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders' risk and may result in rejection of the bid. The grounds for rejection of Bid should not be questioned after the final declaration of the successful Bidder. The Bidder is requested to carefully examine the RFP documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the RFP document, Bidder should seek necessary clarifications.

OWNERSHIP OF THIS RFP

SCOPE OF WORK: ISO 27001:2022 CERTIFICATION

The scope of work for ISO 27001:2022 certification of BTL's data center involves implementing an Information Security Management System (ISMS) that meets the requirements of the ISO 27001:2022 standard. This includes the following

a. Defining the scope of the ISMS: This involves identifying the boundaries of the ISMS and the assets, processes, and systems it covers.
b. Conducting a risk assessment: This involves identifying the risks, threats, and vulnerabilities to the information assets, processes, and systems within the scope of the ISMS.
c. Developing information security policies, procedures, and controls: This involves developing and documenting the policies, procedures, and controls required to manage the identified risks.
d. Implementing the ISMS: This involves implementing the policies, procedures, and controls to manage the identified risks.
e. Continual monitoring and improvement of the ISMS: This involves ongoing monitoring, measurement, and improvement of the performance of the ISMS to ensure it is effective in managing the identified risks.
f. Conducting internal audits: This involves regular assessment of the ISMS to ensure that it is operating effectively and in compliance with the ISO 27001:2022 standard.
g. Conducting management reviews: This involves regular reviews of the ISMS by senior management to ensure its effectiveness, suitability, and alignment with the organization's goals and objectives.
h. Preparing for external audit: This involves preparing for an external audit by a certification body to demonstrate compliance with the ISO 27001:2022 standard.
i. Achieving ISO 27001:2022 certification: This involves identifying certifying body and successfully passing an external audit by a certification body to demonstrate compliance with the ISO 27001:2022 standard.
j. Service provider should ensure surveillance audits for two years.
k. Successful bidders should share the timeline of the project within 2 weeks after the issuance of purchase order.
l. The BTL expects that consultants will perform work in a mutually respectful and professional manner.

LOCATION OF WORK

The work shall be carried out at Bhutan Telecom Data Center, Phuentsholing Bhutan

DOCUMENTATION

All documentation required for tasks to ISO 27001:2022 certification need to be completed & submitted to the BTL by the Service Provider.

SINGLE POINT OF CONTACT

The shortlisted Bidder shall appoint a single point of contact (Project Manager) with whom the BTL will deal for any activity pertaining to the requirements of this RFP.

ELIGIBILITY CRITERIA

I. Prerequisite: The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in the tender document. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in the document. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation. The invitation to bid is open to all Bidders who qualify the Eligibility Criteria as given below:

II. Eligibility Criteria: The following criteria will be strictly considered eligibility verification for technical bid evaluation

   a. The firms offering services should not be a proprietary concern or an individual and must be a Partnership Firm, a Corporate Entity like a Limited Company, a statutory body, a government department or a society etc. Documents like Registration Certificate, Certificate of incorporation, valid tax clearance, valid license, etc. as applicable will have to be produced as proof of constitution.
   b. During the last 5 years from the due date of bid submission, Bidder should have executed minimum five (5) related works leading to ISO 27001 certification.
   c. The Bidder should be having in their permanent roles at least 3 CISA/ CISSP/ CISM qualified personnel apart from CEH certified, with experience in similar type of assignment in related areas. Details of such persons together with their qualifications, experience in the relevant area of assignment and domain knowledge should be furnished with the technical bid along with documentary evidence. The successful bidder should deploy at least two of the qualified personnel for the proposed assignment.
   d. The Bidder should have the capability to perform the entire scope of the assignment without outsourcing the same to any third party or without engaging persons other than their own employees for this assignment.
   e. The Bidder should adhere to the Do's and Don'ts condition that would be stipulated by the BTL.
   f. The Bidder should sign a Non-Disclosure Agreement (NDA) and Fiduciary & Secrecy.
   g. The Bidder is expected to examine all instructions, forms, terms and specifications in this document and should submit relevant documents supporting the eligibility/ qualification criteria. Failure to furnish all information required in the documents or to submit a bid not substantially responsive to the documents in every respect will be at the Bidder's risk and may result in the rejection of the bid.
   h. All bids and supporting documentation shall be in English.
   i. Failure to provide the desired information and documents may lead to disqualification of the bid.

REJECTION

Failing to submit any or all the required documents with the tender documents will be treated as non-responsive and hence will be rejected.

EVALUATION OF TECHNICAL BIDS

The technical bid of the eligible firm/company/organization would be evaluated based on following:

#	Criteria	Weightage
i.	**The bidder's experience and its relevance for the assignment**	**40%**
ii.	**The qualifications and experience of the key staff proposed to be deployed for this assignment**	**40%**
iii.	**The quality of the methodology proposed and accommodation of Scope of work**	**20%**

i.	**The bidder's experience and its relevance for the assignment**	**Total: 40%**
i.a.)	*Five ISO 27001 related works*	20%
i.b.)	*Five to Seven ISO 27001 related works*	30%
i.c.)	*More than Seven ISO 27001 related works*	40%

ii.	**The qualifications and experience of the key staff proposed to be deployed for this assignment**	**Total: 40%**
ii.a.)	*Three CISA/ CISSP/ CISM qualified personnel*	20%
ii.b.)	*Four CISA/ CISSP/ CISM qualified personnel*	30%
ii.c.)	*Five CISA/ CISSP/ CISM qualified personnel*	40%

iii.	**The quality of the methodology proposed and accommodation of Scope of work**	**Total: 20%**
iii.a.)	*To the satisfaction of Scope of work plus One periodic assessment audit support after project completion (interval 2 months)*	10%
iii.b.)	*To the satisfaction of Scope of work plus Two periodic assessments audit support after project completion (interval 2 months)*	15%
iii.c.)	*To the satisfaction of Scope of work plus Three periodic assessments audit support after project completion (interval 2 months)*	20%

To assess the capability of the bidding firm for handling the assignment, if considered necessary, the BTL may ask the bidders either collectively or individually to participate in an interaction with a team of officials of the BTL and to present the methodologies they propose to adopt. After such technical evaluation, a short list of technically qualified bidders will be prepared. Commercial bids of only such short-listed bidders will be opened and evaluated for awarding the contract.

The right of acceptance/ rejection of any bids or otherwise will rest solely with the BTL.

TECHNICAL BID

DETAILS OF THE BIDDER

1. Name of the Company/Firm/Society/Organization

2. Constitution

3. Postal Address

4. Phone No. Mobile, email

5. Name of the Partners / Directors / Members

6. Details of assignments of Information Systems Audit / Review Assignment undertaken by the firm within Bhutan and outside (Enclose soft copy)

7. Name and designation of the Contact Person: With Phone No., Mobile and email id:

8. Details of Human Resources available

   a) Names and designations of persons available with CISA / CISSP / CISM / CEH and other relevant certifications
   b) Details of experience of such persons in IS Review /IS Audit

9. Details of IS Review /Audit methodology proposed to be adopted and details of assessment tools if any proposed to be used.

10. Capability to perform the assignment without out-sourcing (Provide documents if any)

I / We agree to sign the Non-Disclosure Agreement, Fiduciary & Secrecy and the Do's and Don'ts in the format given in the RFP if we are assigned the job. Date:

Signature: _____

(in the Capacity of:) _____

Duly authorized to sign the offer for and on behalf of the firm / company