FOOD CORPORATION OF INDIA

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Terms of Reference (ToR) for Selection of Agency for conducting STQC of HRMS

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Abbreviations & Acronyms

ABBREVIATIONS	
FCI	Food Corporation of India
PDS	Public Distribution System
GoI	Government of India
MSP	Minimum Support Price
TPA	Third Party Audit
STQC	Standardization testing and Quality certification

1. Introduction

The Food Corporation of India (FCI) is one of the premier organizations of Government of India (GoI) setup under the Food Corporation Act 1964, to fulfil the objectives of the Food Policy. Since its inception, FCI has played a highly significant role to fulfil the key objectives of the food security policy of the GoI, which includes effective price support operations for safeguarding the interests of the farmers, distribution of foodgrains throughout the country for public distribution system, maintaining satisfactory level of operational and buffer stocks of foodgrains to ensure national food security.

FCI's objectives are:

A. Effective price support operations for safeguarding the interests of the farmers.
B. Making foodgrains accessible at reasonable prices, especially to the weak and vulnerable sections of the society under Public Distribution System (PDS).
C. Maintaining satisfactory level of operational and buffer stocks of foodgrains to ensure National Food Security.
D. To make foodgrains available at reasonable prices, particularly to vulnerable sections of the society.
E. To intervene in market for price stabilization.
F. Efficient procurement at Minimum Support Price (MSP), storage and distribution of food grains.
G. Ensuring availability of foodgrains and sugar through appropriate policy instrument.

FCI has been entrusted with the responsibility of execution of the Food Policies of the GoI in the areas of procurement, storage, movement, and distribution of foodgrains across the nation. FCI has put a great emphasis on improving its operational efficiency, handling the complex and dynamic operations, spread throughout the country, through use of IT enabled systems for efficient and fast paced decision making. It has played a significant role in India's success in transforming the crisis management – oriented food security into a stable security system.

2. Project Background

The project involves conducting an STQC Audit of the HRMS application used by the Food Corporation of India (FCI) to ensure compliance with Government of India's prescribed standards for web application quality, security, and performance. The objective is to assess the HRMS system against STQC guidelines covering aspects such as functionality, usability, security, accessibility, and adherence to applicable regulatory norms.

As part of this initiative, a STQC empanelled vendor will be onboarded to carry out the end-to-end audit, identify gaps, and provide recommendations for corrective measures. The vendor will also support the implementation of necessary improvements to ensure that the HRMS application meets the required STQC certification criteria and delivers a secure, reliable, and user-friendly experience

3.   Scope of Work

Agency to audit and certify the deployed HRMS and Attendance Management System to ensure that the application meets the security and performance standards, while complying with the recommended infrastructure and future scalability and manageability. All costs related to Third Party Audit shall be borne by FCI. The System Integrator shall provide all necessary support to ensure that the audit process is carried out smoothly. The audit, at a minimum, shall be carried out on the following aspects

•   Security

•   Performance

•   Availability

•   Manageability

•   SLA Reporting

•   Data Quality

Security

"The software application developed/customized shall be audited by third party from a security and controls perspective. Such audit shall also include the IT infrastructure and network deployed for the project. Following are the broad activities to be performed, but not limited to, as part of Security Review for the solution.

a. Audit of Network, Server and Application security mechanisms
b. Assessment of authentication mechanism provided in the application /components/processes
c. Assessment of data encryption mechanisms implemented for the solution
d. Assessment of data access privileges, retention periods and archival mechanisms
e. Server and application security features incorporated
f. Application Security mechanisms should be accessed in compliance with the Indian
g. IT Act 2000,2008 Amendment and IT rules 2011, etc., such that it maintains data/information Integrity, Confidentiality, and Non-repudiation
h. Audit of Security mechanisms so that they are in compliance with the latest Guidelines by the Controller of Certifying authority (CCA) of India, Indian IT Act, ISO27001, etc."

The web application to be audited as follows:

- **https://www.hrmsfci.in/**
- **https://www.prms.hrmsfci.in/**
- **https://www.medical.hrmsfci.in/**

- Total Number of Form: approx.2500
- No. of Form Fields: min 5 per form in web application
- User's role(s) of the Web Application: 4 (i.e. ESS, MSS, Retired Employee ESS and Hospital User)
- For VAPT, in Application have around 120 VMs in DC and 60 VMs in DR.

Performance

"Performance is another key requirement of the project and the third party auditor shall review the performance of the deployed solution against certain key parameters defined in SLA. Such parameters include request-response time, workflow processing time, concurrent sessions supported by the system, disaster recovery drill etc. The performance review shall also include verification of scalability provisioned in the solution for catering to the project requirements."

a. The expected number of concurrent users

> Normal Load – 3000 Active Users
> Peak Load – 6000-7000 Active users

b. Duration for which the system should sustain the simulated load.

> Normal Load = 3,000 Active Users

The system should be able to handle 3,000 users continuously for a defined business period (e.g., 8 hours working day or 24/7, depending on SLA).

> Peak Load = 6,000–7,000 Active Users

The system should sustain this sudden for a defined duration (say, 30 – 40 Mins, depending on requirement).

c. Critical scenarios/modules to be tested under load (e.g., employee login, leave application, attendance marking, etc.).

Availability

The solution must be designed without any single point of failures. Appropriate redundancy shall be built into all the critical components to provide the ability to recover from failures. The TPA shall perform network, server, security, DC/DR fail-over tests etc. to verify the availability of the services in case of component/location failures. TPA shall also verify the availability of the project services to all the users in the defined locations.

SLA Reporting

TPA shall verify the accuracy and completeness of the information captured by SLA monitoring system implemented by the System integrator and certify the same.

Manageability

TPA shall verify the manageability of the solution and its supporting infrastructure deployed by the selected Bidder that includes remote monitoring, administration, configuration, inventory management, fault identification etc.

TPA to audit infrastructure for remote monitoring, configuration, fault identification, and administration

Current setup: ~120 VMs in DC and ~60 VMs in DR

Data Quality

TPA shall perform Data Quality Assessment for the sample data migrated by the System Integrator to the new system. The errors/gaps identified during the Data Quality shall be addressed,

Additional Information :

- Total number of modules in the HRMS. – 11 Modules

- Total number of functions implemented within the HRMS. :- Total Number of Form approx. 2500 and No. of Form Fields: min 5 in web application.

4. Contract Duration, Payment Terms and Deliverables

The onboarded vendor is expected to complete the entire STQC audit of HRMS (FCI) in 2 Months from the date of contract signing.

Payment Terms

a) Payment will be released after successful completion of work, submission of necessary certificate /documents / Report to FCI and receipt of pre-receipted bill.
b) No advance payment shall be made
c) No claim on account of any price variation / escalation shall be entertained.
d) No interest shall be payable by FCI HQ in case of delayed payments.

List of Deliverables

- Security Test Report
- Vulnerability Assessment Report
- Performance Report
- Penetration Test
- SLA Audit Report
- Data Quality Audit Report
- Final Certificate of STQC Audit

5. Evaluation Criteria

5.1.   Technical Evaluation

As part of the technical evaluation, participating vendors may be invited to deliver a detailed presentation covering their proposed approach and methodology, relevant experience in STQC. This presentation will serve as a key input in assessing the vendor's capability and readiness to undertake the assignment.

The evaluation of the presentation will be done as below:

#	Scoring Parameter	Max. Marks
1	Experience of firm in IT/e-Gov engagements, of STQC at Indian State/Central level PSUs < 3 projects – 0 Marks 3 projects – 9 Marks 4 projects – 18 Marks 5 projects – 27 Marks More than 5 projects – 36 Marks	36
2	Detailed Plan for the performing the STQC	32
3	• Understanding of the FCI HRMS • Approach & Methodology • Brief on Similar work done	32

The bidders must secure a **minimum of 70 marks out of 100** in the technical presentation to qualify for the financial evaluation stage.

5.2. Financial Evaluation

The contract shall be awarded to who submits the **lowest financial bid (L1)**, in accordance with the **Least Cost Selection (LCS)** methodology.

The price bid to be submitted in the format given as **Annexure-I**.

The cost indicated in the financial proposal shall be deemed as final and reflecting the total cost of services. Omissions, if any, in costing any item shall not entitle the firm to be compensated and the liability to fulfil its obligations as per the TOR within the total quoted price shall be that of the bidders

6. Terms & Conditions

a) The vendor must ensure that all data, reports, and findings remain **strictly confidential**.
b) No application details or accessibility findings shall be shared with third parties without prior written approval from FCI.
c) The vendor shall comply with **all applicable data protection laws**.
d) In case of **delay in project execution**, a penalty of **0.5% of the contract value per week** shall be imposed, subject to a maximum of **10%**.
e) If the vendor fails to meet quality standards or deliverables, FCI reserves the right to **terminate the contract** with a **15-day notice**.
f) The onboarded vendor shall ensure compliance with all terms and conditions of the empanelment.

7. Annexures

Annexure - I: PRICE BID

Financials to be provided by the bidding agencies in the following format.

#	Item Description	Total Amount Exclusive of GST (INR)
1	Price for conducting STQC Audit of HRMS	
Total cost in Words		

Date:

Place:

Authorised Signatory

Name:

Designation:

Note:

a. Bidder shall provide all prices as per the prescribed format and shall not leave any field blank. In case the field is not applicable, Bidder shall indicate "0" (Zero) in all such fields.
b. Bidder shall quote consolidated fee (inclusive of all taxes, duties, fees, and levies etc., except GST) as applicable.
c. Rates quoted in any other manner than the above shall be summarily rejected. The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.
d. In case of any discrepancy/difference in the amounts indicated in figures and words, the lesser quoted amount shall prevail and shall be considered.
e. The fee shall be quoted in INR only.
f. The quoted total rate comprises the cost for entire scope of work as mentioned in the ToR and shall be considered as final for the purpose of bid evaluation.