Request for Proposal

Information Security Audit CUM ISO 27001:2022 Gap Assessment
City Wallet Pvt Ltd.

IT Department   **City Wallet Pvt Ltd.**   **Kamladi, Kathmandu**   **Tel No:014548080**   **Email: pratik.regmi@cityremit.com**   **Website: www.citywalletnp.com**

REQUEST FOR PROPOSAL

City Wallet Pvt Ltd (CityPAY) invites sealed bid proposal (technical and financial) from registered and eligible national firms/companies for "Information Security Audit CUM ISO 27001:2022 Gap Assessment".

Proposal should be submitted by 30th December within 17:00 NST. Proposals received after deadline will not be accepted.

The company reserves the right to accept or reject any or all proposals fully or partially without assigning any reason whatsoever.

Request for Proposal (RFP):
Information Security Audit CUM ISO 27001:2022 Gap Assessment
City Wallet Pvt Ltd.
IT Department
Kamladi, Kathmandu, Nepal

Tel No: 014548080
Email: pratik.regmi@cityremit.com
Website: www.citywallet.com.np

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1. Introduction

City Wallet Pvt Ltd. (CityPay) is seeking proposals from qualified, registered, and eligible national firms/companies for conducting a comprehensive **Information Security Audit** and **ISO 27001:2022 Gap Assessment**. The goal of this RFP is to engage an expert firm to assess and strengthen City Wallet's **Information Security Management System (ISMS)** in compliance with ISO 27001:2022 standards and to ensure readiness for certification.

2. Company Background

City Wallet Pvt Ltd. is a leading digital wallet application that facilitates secure remittance services and other financial transactions for customers and agents. CityPay's vision is to empower individuals and businesses with efficient, secure, and forward-thinking payment solutions. As we continue to grow, our commitment is to be the most preferred payment solution provider for remittance beneficiaries in Nepal.

3. Scope of Work

The selected vendor will perform the following:

3.1 Information Security Audit

The vendor must conduct a comprehensive audit of City Wallet's **Information Security Management System (ISMS)** in alignment with ISO 27001:2022 standards, covering the following domains:

- Information Security Policies
- Information Security Risk Assessment
- Information Security Organization
- Asset Management
- Access Control

- Information Systems Acquisition, Development, and Maintenance
- Operations Security
- Communications Security
- Human Resource Security
- Physical Security
- Business Continuity Management
- Compliance Management
- Information Security Performance Measurement
- Confidentiality and Security

3.2 Reporting

The vendor is expected to provide the following reports:

- **Information Security Audit Report**: Summary of findings, recommendations, and evidence of compliance.
- **Gap Analysis Report**: Identify gaps between the current security posture and ISO 27001:2022 standards.
- **Risk Assessment Report**: Comprehensive report including risk identification, assessment, and mitigation strategies.
- **Vulnerability Assessment and Penetration Testing (VAPT) Report**: Detailed VAPT for each system/web and mobile app used by City Wallet.
- **Final Report**: Including revalidation of the implementation of recommendations.

3.3 Deliverables

The selected vendor will provide the following deliverables:

- Detailed **Information Security Audit Report**.
- Comprehensive **VAPT Report** for all systems, web, and mobile applications.
- **ISO 27001:2022 Gap Assessment Report**.
- **Risk Assessment and Mitigation Strategies**.
- **Recommendations for Improvement**.
- **Evidence of Compliance** (documented proof of meeting ISO 27001 requirements).
- **Supporting Documentation** for the assessment.
- **Revalidation Time**: Periodic assessments of the improvements implemented.

4. Proposal Requirements

4.1 Company Background

The proposal must include:

- A brief history of the firm.

- Experience in conducting information security audits and ISO 27001 certifications.
- Documentation to validate compliance with government tax regulations.

4.2 Qualifications

The proposal must demonstrate the following:

- Proven expertise in **Information Security Audits** and **ISO 27001:2022** assessments.
- Experience with digital wallet technologies and financial services systems.
- A qualified team of professionals with certifications (CISA, CISSP, CISM, ISO 27001 Lead Auditor, etc.).
- A track record of similar projects, especially in the financial services or payment systems sector.

4.3 Additional Information

Provide the following:

- A detailed approach and methodology for conducting the audit and achieving compliance with ISO 27001:2022.
- Team composition, including experience and certifications of key personnel involved.
- Case studies or client testimonials from previous engagements.
- A **detailed cost breakdown** for the audit (Itemized cost breakdown for each component).
- Project timeline and milestones for the audit and gap assessment.

5. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

Technical (60% weightage)

- Expertise and qualifications of the vendor team.
- Methodology and approach to conducting the audit and ISO 27001 gap assessment.
- Experience with similar engagements, particularly in financial services or payment systems.
- References and client testimonials.
- Tools, technologies, and frameworks used for the assessment.
- Openness on Service Level Agreements (SLAs) and post-engagement support.

Financial (40% weightage)

- Cost-effectiveness of the proposed solution.
- Require bidders to provide a rationale for each cost component and clarify assumptions for their estimates emphasizing Itemized cost breakdown, including hourly rates or fixed

project fees for each component (audit, gap analysis, VAPT, etc.). **Refer to the sample attached.**

- Cost clarity and detail.
- Competitiveness of the pricing**.**

6. Submission Instructions

6.1 Proposal Deadline

Proposals must be submitted by **December 30th, 2024, 17:00 NST**. Late proposals will not be considered.

6.2 Submission Format

Proposals must be submitted in **sealed bids** (hard copies) and include:

- A detailed **technical proposal**.
- A **financial proposal** with the itemized cost breakdown.
- Any supporting documentation.

6.3 Queries

For questions regarding this RFP, please contact **Pratik Regmi** at pratik.regmi@cityremit.com by **December 29th, 2024**.

7. Terms and Conditions

- City Wallet reserves the right to **accept or reject** any or all proposals, either fully or partially, without assigning any reason.
- Shortlisted vendors may be requested to provide additional information or clarifications.
- Detailed **terms and conditions**, including confidentiality agreements and disqualification criteria, will be provided to shortlisted vendors.
- **Vendor presentations** may be requested as part of the selection process.
- **Non-compliance** with any of the RFP requirements may result in disqualification.

8. Conclusion

By engaging in this audit and gap assessment, City Wallet aims to:

- Achieve compliance with **ISO 27001:2022** and industry standards.
- Strengthen the **Information Security Management System (ISMS)**.
- Mitigate risks and enhance overall security posture.
- Ensure readiness for ISO 27001:2022 **certification**.

9. Itemized Cost Breakdown (Sample)

Category	Cost Component	Description	Quantity	Unit Price (NPR)	Total Cost (NPR)
IS Audit Costs					
	Man-days for on-site audit	Number of days required by auditors	X days	XX/day	XXX
	Cost of tools or software used	Tools like vulnerability scanners, etc.	X licenses	XX/license	XXX
	VAPT	Vulnerability Assessment and Penetration Testing for critical systems	X hours	XX/hour	XXX
	Reporting and recommendations	Preparation of findings and recommendations	X hours	XX/hour	XXX
ISO 27001 Gap Assessment Costs					
	Gap analysis activities	Identification of gaps in ISO 27001 compliance	X hours	XX/hour	XXX
	Preparation of compliance reports	Drafting and finalizing reports	X hours	XX/hour	XXX
	Advisory services	Recommendations and consultations	X hours	XX/hour	XXX
Miscellaneous					