

REQUEST FOR PROPOSAL (RFP)

FOR

ISO/IEC 27001 – Information Security Management

System (ISMS) Certification

FOR

UBI Services Limited

504-506, 5th Floor, Centrum, S. G. Barve Road, Wagle Estate,
MIDC, Thane (W), Pin code – 400604.

BID FOR ISO/IEC 27001 CERTIFICATION

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1. BACKGROUND: -

UBI Services Limited (“UBISL” or “The Company”) is a wholly owned subsidiary of Union Bank of India (UBI) engaged in various activities that range from distribution of Retail Loan products & manpower solutions to the Parent Bank. The Company is a Corporate Selling Agent of Parent Bank and into distribution of various retail and other loan products mainly of Home Loan, Car Loan, Education Loan, and MSME Loan etc. The Company is also providing manpower solutions to various department / process of parent Banks like Centralized Vendor Payment Cell (CVPC), Core Banking Solutions (CBS) Helpdesk, Credit Compliance & Monitoring Cell (CMCC), etc.

2. REQUIREMENTS:

UBI Services Limited (“UBISL” or “The Company”) invites quotations from suppliers (“Suppliers or Bidder”) from open market, Interested suppliers who deal **ISO/IEC 27001 – Information Security Management System (ISMS) Certification** (Items as per **Annexure A**) related materials or work and meeting the eligibility criteria shall respond to these bid documents. Suppliers shall be selected based on technical scrutiny followed by Financial Bid.

3. SCOPE OF WORK:

The selected Bidder shall be responsible for supporting, designing, implementing, and facilitating the organization in obtaining certification for ISO/IEC 27001 – Information Security Management System (ISMS).

Requirement as mentioned in Annexure - A.

4. ELIGIBILITY CRITERIA:

Only those Bidders who fulfill the following criteria are eligible to respond to the RFP document. Offers received from the bidders who do not fulfill following criteria are considered as ineligible bidder.

(a) TECHNICAL BID:

S No.	Eligibility Criteria	Documents Required
1	Bidder must be legally registered entity i.e. Registered Firm / Limited Liability Partnership / Registered Domestic Company	Registration certificate issued by Registrar of Firms / Ministry of Corporate Affairs etc. Also Shop & Establishment License issued by local authority.
2	Valid / Active Shop & Establishment, PAN and GST registration numbers	Self-certified S&E Certificate, PAN and GST copies
3	Annual Turnover of Rs. 25 lakhs. for the last Three financial years i.e. FY 22-23, 2023-24 & 2024-25.	Audited Financial Statements for the last Three years (if not audited then Financial Statement certified by Chartered Accountant along with Income Tax Return filed for respective year)
4	Work Experience: - The bidder / supplier/ OEM should have a minimum of Three year of experience in ISO/IEC 27001 – ISMS, Audit, VAPT and Assessment to any organization like Banks, Govt. Organizations, PSU, Pvt. Ltd. Organization etc.	Copies of purchase orders from the organizations shall be submitted or Self attested/Undertaking letter to be provided.

5	The bidder / suppliers should not have been blacklisted by any company in the past or services terminated due to poor performance	An undertaking stating that the Company / Firm have not been blacklisted should be submitted.
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(b) COMMERCIAL BID: -

- The Bidder should submit the bid which will contain a Scope of work (as referred in Annexure A).
- The Bidder should give MRP and Quoted / Offered Price.

5. BID DETAILS IN BRIEF:

S No.	Description	Details
1	Bid / RFP No. & Date	UBISL/RFP/IT/2025-26/008 Dated Feb 24, 2026
2	Brief Description of the RFP	ISO/IEC 27001 – Information Security Management System (ISMS) Certification. Annexure A
3	Address for Communication	IT Manager UBI Services Limited Registered / Head Office: Unit No. 504-506, 5th Floor, Centrum, Wagle Estate, Opp. Raila Devi Lake, Near Satkar Hotel, Thane West, Maharashtra, Pin – 400 604. Phone No.: 022 – 6930 3001, 8880141068 Email: - tenders@ubisl.co.in
4	Date of Issue	Feb 25, 2026
5	Pre-Bid Meeting	Feb 27, 2026
6	Last Date of submission of Bids	March 09, 2026, 6:00 PM
7	Date and time of opening Technical Bids.	March 10, 2026
8	Date of Evaluation of	March 12, 2026

S No.	Description	Details
	Technical bids and opening financial bids.	

The bid documents should be delivered / submitted in sealed envelopes and scribed as “**BID for ISO/IEC 27001 Certification To UBISL**” to address mentioned above before last date of submission of bids. **The Bidder should compile two separate envelopes, one for technical bid (Documents and technical information) another for Financial Bid which will contain a standard quantity (Number of licenses), MRP and Quoted / Offered Price etc.**

The bidder can send their tender documents in soft copy via email to tenders@ubisl.co.in but documents should be password protected and password can be shared to Manager IT at the time of opening of bid documents which shall be communicated separately.

- The Bid / Offer should be complete in all respects and contain all information asked for in this document
- The Company or UBISL may, at its sole discretion, extend the deadline for submission of bids by issuing an amendment to the RFP Document. The Company also reserves the right to withdraw the RFP at any time without assigning any reason.
- The Bid should be signed by the authorized signatory of the bidder. A Power of attorney or letter of authority to that effect shall be submitted by the bidder along with bid submission.
- All supporting documents / annexures should be duly signed and stamped by authorized signatories.
- The submitted bids should be valid for 90 days from the last date of submission of bid.

6. EMPANELMENT PERIOD AND TERMS:

The empanelment period will be valid for a period of Three years (36 months) from the date of issue of an empanelment letter or purchase order. The review of the empaneled vendor may be conducted annually to review the quality of products

delivered, timelines and negotiation in products prices. Based on performance, the company may consider extending the term, subject to mutually agreed upon terms and conditions. The Company may terminate the services of empaneled vendors at its discretion based on review and shall have the right to cancel this panel of vendors at any time during the empanelment period.

The Company is in process of empanelment of vendor / supplier for ISO/IEC 27001 – Information Security Management System (ISMS) Certification for a period of Three years. The Company will shortlist three vendors / suppliers based on the following criteria.

- Technically qualified vendors (Top 3)
- Lowest quoted Cost / discount offered (L1, L2, & L3)
- implementation period

The company will place the order to lowest quoted vendor.

7. BID EVALUATION CRITERIA:

Bidder must qualify the technical eligibility criteria and should submit the required documentary proofs as indicated above. Bids which fail to qualify for any of the following criteria will be rejected. To evaluate the technical and commercial bid, the procurement committee constituted by the Company shall examine the documents furnished by the Bidder in the Technical Bid and Presentation to be given by the bidder. Only those bids which satisfy the Eligibility Criteria will be eligible for negotiation of quoted price.

Sr No.	Bidder Credentials	Max. Marks	Supporting Documents
1	Annual turnover more than Rs.25 lakh. in the last Three financial years	20	Audited Financial Statements for the last Three years (if not audited then Financial Statement certified by Chartered Accountant along

Sr No.	Bidder Credentials	Max. Marks	Supporting Documents
			with Income Tax Return filed for respective year)
2	Minimum Three year of experience in ISO/IEC 27001 – ISMS, Audit, VAPT and Assessment to any organization like Banks, Govt. Organizations, PSU, Pvt. Ltd. Organization etc.	20	Copies of purchase orders from the organizations shall be submitted.
3	Bidder should not be blacklisted by any corporate / bank for poor performance.	20	Undertaking by Bidder
4	Bidder should provide MSME Registration certificate, GST Certificate, PAN and Company incorporation Certificate	20	Provide Company Document or Certificate as mentioned.
5	Provide Draft Timelines for Delivery and Installation	20	Tentative timeline for Delivery and Installation from the date of PO. on letter head
	TOTAL	100	

Note: The Technical Bid will have 65% weightage and Commercial Bid 35% weightage.

Annexure A (Scop of work)

The Information Security Management System (ISMS) applies to digital operations, web and mobile platforms, cloud infrastructure, local IT infrastructures, Organization Data, Cybersecurity, Network Security, Business Applications and other operational activities.

- A well-established IT infrastructure and security framework
- Defined and documented security policies and procedures
- Risk-based information security controls
- Compliance with regulatory and contractual requirements
- Continuous monitoring and improvement of IT security practices
- Employee background verification
- Onboarding & exit process

Bidder shall provide commercial quote based on total Employee strength of Head Office 95 Approximate

ISO/IEC 27001 Certification Body Requirements:

1. Accreditation Requirements

- The Certification Body must be accredited by NABCB (Quality Council of India)
- Accreditation must cover certification for ISO/IEC 27001.
- Accreditation must comply with ISO/IEC 17021 requirements for certification bodies.
- Valid accreditation certificate must be submitted.

2. Minimum Years of Experience

- Minimum 3 years of experience in conducting ISO/IEC 27001 certification audits.
- Minimum 3 years of experience in BFSI / Financial Services sector.

3. BFSI / NBFC-Specific Experience

The certification body must have:

- Successfully certified at least 3 BFSI organizations in the last 3 years.

- At least 3 NBFCs / Loan Companies / Fintech certified.

4. Audit Experience & Track Record

- Minimum 3 ISO/IEC 27001 certifications issued in the last 3 years.
- Experience in:
 - Stage 1 Audit
 - Stage 2 Audit
 - Surveillance Audits
 - Recertification Audits

5. Lead Auditor & Audit Team Requirements

Lead Auditor:

- Minimum 3 years of ISMS audit experience.
- Conducted at least 3 ISO/IEC 27001 audits as Lead Auditor.
- Prior experience auditing BFSI/NBFC clients in India.

Audit Team:

- Knowledge of:
 - Cyber Security Guidelines
 - Data protection practices
 - Risk management in financial institutions
 - Cloud security controls

6. Local Presence

- Must have operational presence in India.
- Experience conducting audits in Mumbai / Maharashtra preferred.
- Ability to conduct on-site audits at Head Office

7. Client References

- Minimum 3 client references from BFSI sector in the last 3 years.
- Provide:
 - Organization name
 - Scope of certification
 - Certification year
 - Contact person details