

S NO	Queries	Clarification Needed	ReBIT Response
1	ISO 27001:2013 is generally awarded to Information Security Management Systems' organizations and not necessarily to Digital Forensic Companies. Should that be a mandatory requirement.		<p>Since the partner will be responsible for handling critical information/data, and so information security aspects will be of utmost importance. The certification gives that level of assurance on information security management at the organization level.</p> <p>This will be considered as "Good to Have", parameter as against "Must Have", mentioned in the technical compliance sheet..</p>
2	Cert-In empanelment is generally applicable for Information Security Auditors, Should it have any weightage considering the requirement for Digital Forensic Company. To the best of our knowledge, Cert-In has not started empaneling Digital Forensic Companies.		Cert-In empanel vendors are the trusted more in RBI's context and so we consider this important not mandatory though
3	Our team members hold professional post-graduate digital forensics degrees (2 year-full time) from reputed universities in India & Abroad, will that be considered as an equivalent?		Yes. All relevant Graduation/Certification will be considered.
4	Should the affidavit be on a stamp paper. If yes, what would be the denomination of the stamp paper		<p>1- Affidavit of non blacklisted/ no legal action must be provided on bidder's own standard format only.</p> <p>2- Shortlisted bidders need to sign ReBIT NDA on stamp paper of INR 600 before entering into contract with ReBIT</p>
5	Whether bidder can form a Joint Venture with other companies / foreign companies for participating in the RFP in order to deliver comprehensive services to ReBIT? Collaboration with foreign firms will be beneficial for ReBIT as firms in India do not have significant exposure to cyber forensic and incident investigation services.		<p>Joint ventures may be considered however -</p> <p>1) it is should not be formed solely for the said purpose</p> <p>2) has an existence already (prior to engaging for this RFP)</p> <p>Further sub-contracting is strictly restricted.</p>
6	Penalty should be limited to maximum 10% of the value of the contract, as is the general practice in other procurement cases.		<p>This is at a high level for now since there is just of empanelment only.</p> <p>Penalty will be decided on case-to-case basis along with the Scope of work.</p>
7	Is the Proposer required to have an office in Mumbai?		<p>No.</p> <p>If the partner has presence in Mumbai will be in benefit for us though not mandatory</p>
8	What are the Service Level Agreements to be adhered to during the contract period?		Since this is a master agreement for empaneling vendors, we will define the SLA's at the time of assignment of the project
9	Non-Disclosure Agreement - Please share the format for the agreement for review by proposers prior to submitting the proposals.		NDA will be shared with the shortlisted bidders only.

10	The timelines for submission are very aggressive. Since the tender was released on 29th December, most of the employees had left for new year vacation, and are expected to return later in week. Also arranging for travel at such short notice is not possible due to new year rush. This will also impact the preparation and submission of quality & comprehensive proposals meeting all the requirements of RFP. Planning Commission / CVC Guidelines also recommend providing sufficient time to enable all interested applicants to participate in interest of fairness, transparency and efficient price discovery. Request you to extend the timelines by at least three weeks for all the milestones to enable ReBIT to receive quality comprehensive proposals from all eligible parties.		Timeline is being extended, bidder may submit their proposals on or before 17 Jan 18
11	who are the ultimate clients to whom we should provide services? is it for rbi or the bank regulated by RBI		ReBIT will directly contracting and this is not for regulated entities.
12	In the clause "It is expected to....investigator" the word Investigator means - Internal to client (Financial crime head/CISO/SOC head etc.) or External (LEA or CERT-In)?		Primarily internal.  There may be a possibility of external engagement as well but it depends on case-to-case basis and will be decided as part of the SOW
13	Please refer to the clause "ReBIT reserves the right to....at any point of time." What does this clause mean in this context?		We are not restricting use of resources for performing an assignment given to the bidder.
14	Upon completion, data will be preserved by RBI or Service Provider?		All Data will be handed over to ReBIT.  Bidder to share artefact of secure wipe of the data processed at the time of engagement.
15	At each location, the compromised devices / machines shall be made available by ReBIT and also to provide local IT support.		All forensic activities shall be performed by partner, ReBIT will supervise .
16	The data extraction/collection and analysis should be done at client location or can be done at Cyber Forensic Lab of PwC office?		It has to be done at ReBIT/RBI premises only.
17	The evaluation sheet shall be attached with the technical proposal or it should be submitted as a separate document?		Bidder is required to submit compliance to the Technical Evaluation sheet with relevant justification and supporting artefacts.
18	In the section "Pre-Qualification/Minimum Eligibility Criteria", do you need only responses against each point or you need certificates / proof? If you need certificates, then whether its should be the part of technical proposal or attached separately.		Response against each point must be supported by relevant artefacts.
19	Do you have any specific format for "The Bidder should not be currently blacklisted....." or we can use our own format?		Bidder may use any standard format
20	Do you have any specific format for "The bidder must warrant that there is no legal action....." or we can use our own format?		Bidder may use any standard format
21	Please refer to the clause "Non-disclosure Agreements: Submit a copy of any non-disclosure contracts you would require to be executed...." What does this clause mean in this context? The format shall be provided by ReBIT or we have to use our own NDA document?		This essentially means that the shortlisted bidders are required to sign ReBIT NDA. The format will be with shortlisted bidders.
22	In commercial bid /rate card, out of pocket expenses (OPE's) shall be included or shall be submitted separately.		OPEs are not to separately factored.
23	Any possibility the forensic investigator will be called for deposing the evidence in Court of Law/ commission/ authority? If yes, who will pay the charges?		There may be a possibility of deposing the evidence in court of law but will be decided on case-to-case basis at the time of defining the scope.  All commercials etc. to be decided during the proposal submission
24	Any time limit to close the investigation?		This will depend on case to case basis.

25	What is the lead time for reporting? Are there any penalty clauses?		Lead time has to be defined in the proposal submission Refer above for Penalty clause
26	Will this engagement be for RBI or will the services be extended in performing investigations in the banks.		Primarily ReBIT and RBI only
27	If it is only for RBI, can you explain the kind of security solution are in place in RBI to identify security incidents.		This will depend on case to case basis. All class of breed security solutions are already deployed such as SIEM, WAF, IPS etc.
28	Will RBI license tools recommended by us which would facilitate in conducting investigations which would help in sourcing the data , performing analysis and help in preparing audit reports		Neither ReBIT nor RBI will license these tools.
29	The vendor team proposed for rendering the services must have a minimum of five years of experience in Cyber forensics and Incident investigations.	In the evaluation sheet under C1, it is mentioned as minimum 5 Cyber forensic and Incident investigation cases of varied types in last 3 years; Which one to follow?	We would want that both the conditions are met.
30	Has minimum 5 years of professional and project based experience in Cyber forensic and Incident investigation with law enforcement agencies or other professional services firm.		Minimum eligibility criteria
31	The bidder should be a registered company incorporated in India, registered under Company Act 1956	We hope that this clause does not limit LLPs from submitting their responses	LLPs will be considered but are expected to submit the relevant artefacts of association
32	Personnel Certifications - CHFI, EnCE, CCFP, GIAC or equivalent	Will it include other forensics certifications like ACFE, etc.?	Yes
33	The bidder should have at least 3 certified professionals/ specialists having experience on Services/Solution.	Does it mean, any of above certification?	certification in the field of Cyber forensic and Incident investigation
34	The bidder must have prior experience in this specific and has successfully delivered across 5 different industry verticals preferably banking industry.	Whereas in C2 under Evaluation Sheet, it is mentioned that Follows the industry best practices and forensic guidelines like ISO/IEC 17025:2005 for data collection, preservation, analytics, and data dissemination. This needs further clarification	17025:2005 is not a mandatory requirement but the organization is expected to comply the best practices guidelines
35	Selected Bidders shall be empaneled with ReBIT for providing above mentioned services on need basis	Is RFP meant for empanelment or final selection of vendor?	Empanelment
36	Whenever services are required, an RFQ shall be floated to invite quotations from the empaneled vendors for a specific service and contract would be awarded to the bidder submitting the most favorable quote for ReBIT.	Whereas in Page 16, under Evaluation phases, it is mentioned that The vendor selected as the apparently successful vendor will be expected to enter into a contract with ReBIT. If the selected vendor fails to sign and return the contract within ten (10) business days of delivery of the final contract, ReBIT may elect to cancel the award and award the contract to the next-highest-ranked vendor. This seems contradicting	These are 2 statements with 2 different objective: 1) RFQ will be floated for work assignment 2) Shortlisted bidders during this exercise will undergo signing a contract and NDA
37	Total criteria weightage is 100 distributed across 5 major heads (Organization, Technology skill set, Consultants, understanding of scope/ methodologies and References	However as per evaluation sheet, it is stated that total Requirement weightage is 161 across 3 major heads (Technical capabilities, Resource competence, and General requirements)	The Evaluation criteria defines the overall assessment points to be considered for shortlisting the providers. Bidder score on Technical Evaluation sheet responses will feed as in input to the assessment of the bidder
38	An end-to-end investigation tracks all elements of a suspected compromise, including how the compromise initiated, which devices/systems were compromised, and the associated recovery process.	Please provide details related to the IT infrastructure involved.	This is be based on case to case assignment.

39	Should be able to provide cyber forensic services including (but not limited to) the examination of computers, mobile phones and other digital devices, digital		Bidders are expected to provide cyber forensics services as per the requirements from ReBIT.
40	evidence preservation, recovery, analysis, electronic mail extraction and database examination.	Provide details related to databases and email client involved	This is be based on case to case assignment.
41	Perform Cyber forensic investigation of varied operating systems (but not limited to) Windows, Linux, UNIX, Mac OSX etc.	Details of endpoint encryption (if any)	This is be based on case to case assignment.
42	Perform Cyber forensics and Incident investigation of (but not limited to) web/client based applications, databases (Sybase, oracle, MS SQL, Postgress etc.)	Details of the web/client based applications involved	This is be based on case to case assignment.
43	Perform cyber forensics and Incident investigation of (but not limited to) networking and security devices etc.	Details of application being used for network traffic capturing (if any) and its retention period	This is be based on case to case assignment.
44	Company - The bidder should be a registered company incorporated in India, registered under Company Act 1956. Copy of registration certificate to be enclosed.	KPMG, an Indian Registered Partnership and a member firm of the KPMG network of independent member firms. We understand this is the structure being followed by large advisory firms. We request ReBIT to kindly revise this clause.	Refer Pt # 31
45	Has lawful possession of all commercial standard forensic hardware and software tools applicable in different scenario of investigation, data processing, password recovery, steganography and data collection etc.	KPMG has lawful possession of commercial standard forensic hardware and software tools, which are widely used, except steganography tools. Based on our experience, we did not come across any case related to steganography in the recent past, as this is considered to be an outdated technique, hence we did not opt for the subscription of license. We request ReBIT to kindly revise this clause, but however if required we would purchase the required tool.	Bidder is expected to provide an assurance that the tool will be made available as per the need.
46	Information on Customer reference / client credentials / work certificates	Due to non-disclosure agreements signed with our clients we will not be able to share client names and engagement contracts / work certificates as documentary proof. We request ReBIT to provide an exception on this matter, but however if required we can request our clients for waiver of non-disclosure requirements and thereafter provide any further details.	Customer reference has a weightage in overall assessment. If the references are not provided, it may impact overall scoring of the bidder
47	i) Having accreditation on certifications like ISO 27001:2013 etc. ii) Follows the industry best practices and forensic guidelines like ISO/IEC 17025:2005 for data collection, preservation, analytics, and data dissemination.	KPMG cyber response / digital forensic methodology is in line with the industry best practices pertaining to NIST, SANS and ISO standards, but however we do not have accreditation on certifications like ISO 27001:2013, ISO/IEC 17025:2005 etc. We request ReBIT to provide an exception on this matter.	Provide equivalent accreditation.
48	i) The Bidder should not be currently blacklisted by any bank / institution in India or abroad. ii) The bidder must warrant that there is no legal action being taken against it for any cause in any legal jurisdiction. If such an action exists and the bidder considers that it does not affect its ability to deliver the requirements as per the Tender, it shall provide details of the action(s).	KPMG, an Indian Registered Partnership and a member firm of the KPMG network of independent member firms, which is not blacklisted by any bank / institution in India to the best of our knowledge and belief. We request ReBIT to revise this clause covering India Jurisdiction only .	RFP covers only Indian jurisdiction

49	Penalties	We understand that any delay (from ReBIT) in availability of data / system for acquisition / review / analysis, will not invoke the penalty clause. Kindly confirm our understanding.	The understanding is correct.
50	Please provide names of work locations (Name of City and State) where vendor needs to provide services		Mostly Mumbai and Nagpur. But may also extend across PAN RBI on case to case basis.
51	Does ReBIT expect digital forensic analysis services to be carried out from its premises only?		Yes. Either from RBI or ReBIT Office locations only
52	Please provide volumetric as to number of cases per month, approximate size in GB of data per case.		Depends on the need on incident investigation
53	Please elaborate the Services/Solution in place (Reference - Last bullet point - The bidder should have at least 3 certified professionals/ specialists having experience on Services/Solution - in Pre-Qualification/Minimum Eligibility Criteria section.		It is mandatory for the partner to have three certified forensic professional on board to perform forensic activities assigned on need basis
54	What are the tools and technologies that are currently in use for Cyber Forensic and Incident Investigation?		There are no tools available, which is why we want to avail this as a service from the bidder.
55	Please list the standard Service Level Agreements (SLAs) expected.		None for now. Will be decided on case to case basis.
56	Is court appearance as an expert witness mandatory for resources of the service provider?		It may require, depends on case to case basis
57	Can the service provider utilize the services of its business partners with the prior written consent of ReBIT when sudden ramping up of team is required?		We do not want the activities to be further contracted but this can be decided on case to case basis.
58	extension in the deadline to submit the proposal i.e. from 10-January-2018 to 12-January-2018.		Refer Pt # 10
59	If the bidder fails to deliver services within timeline communicated by ReBIT forensic team at the time of project initiation	We would suggest rewording the requirement from 'If the bidder fails to deliver services within timeline communicated by ReBIT forensic team at the time of project initiation..' to 'If the bidder fails to deliver services within timeline mutually agreed between Bidder and ReBIT forensic team at the time of project initiation.	Suggested changes is considered.
60	Provide client satisfaction certificates and number of clients worked for	We are willing to furnish copies of past purchase orders. However, as per existing agreements with our clients, we will not be able to disclose the identification details of any of our clients in the purchase orders.	It is required for our internal assessments. All we are expecting is the certificate from the clients and not expecting any confidential details relating to the assignment handled.
61	Company - The bidder should be a registered company incorporated in India, registered under Company Act 1956.	Request amendment of this criteria to allow partnership firms incorporated under the LLP Act to bid.	Refer pt # 31
62	Number of clients in BFSI Domain / Other industries	We are willing to furnish copies of past purchase orders and indicative numbers. However, as per existing agreements with our clients, we will not be able to disclose the identification details of any of our clients in the purchase orders.	It is required for our internal assessments. All we are expecting is the certificate from the clients and not expecting any confidential details relating to the assignment handled.