

Request for proposal Cyber Forensic and Incident Investigation Services

29 / 12 / 2017

RESERVE BANK INFORMATION TECHNOLOGY PRIVATE LIMITED

MUMBAI - 400 705

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1. About ReBIT

ReBIT has been set up by the Reserve Bank of India (RBI), to take care of the IT requirements, including the cyber security needs of the Reserve Bank and its regulated entities. ReBIT will act as a catalyst for innovation, big systems and new ideas apart from having the capability to guide the regulated entities in the IT areas of their operations as also for the RBI's IT related functions and initiatives. Given the need for inter-operability and cross-institutional cooperation, ReBIT will effectively participate in setting up of standards to strengthen Reserve Bank's role as regulator.

2. Disclaimer & Disclosures

Reserve Bank Information Technology Private Limited (ReBIT), Mumbai, has prepared this document to give background information to the interested parties for participating in the RFP process for “Cyber forensic and Incident investigation Services”. While ReBIT has taken due care in the preparation of this RFP document and believe it to be accurate, neither ReBIT nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by ReBIT in submitting the bid. The information is provided on the basis that it is non-binding on ReBIT or any of its authorities or agencies or any of their respective officers, employees, agents or advisors. ReBIT reserves the right to alter / increase / decrease the scope of work requirements as well as add/reduce locations, as the case may be to meet ReBIT requirements at any point of time. ReBIT reserves the right not to proceed with the Project or to change the configuration of the Project, to alter the time table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest. ReBIT reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever. ReBIT does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender without assigning any reason whatsoever. ReBIT also has the right to re-issue the Tender without the Vendors having the right to object to such reissue.

The proposal in response to RFP should be signed and submitted by a person duly authorized to bind the bidder to the details submitted in the proposal. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered by the competent authority to sign the necessary documents and bind the bidding. All pages of the bid documents are to be signed by the authorized signatory. Clarification can be sought up to the date mentioned in the Section-4.

3. RFP requirements

ReBIT is in process to strengthen its Digital forensics department by engaging with specialized service providers to provide Forensics and Incident investigation services during/after a cyber-incident.

In this regard, ReBIT wishes to identify and engage with suitable service providers having expertise, with respect to people, process and technology, in the field of cyber forensics & Incident investigation services. ReBIT intends to consume the expertise as a service on resource augmentation model.

ReBIT invites technical proposal and approach document from OEMs/Vendors/Service Provider, willing to collaborate in this exercise. The bidder should note following;

- This RFP is intended to empanel firms to provide Cyber forensic and Incident investigation services to ReBIT.
- Selected firms must be experienced in all aspects of Cyber forensic and Incident Investigation work and shall have high level of skills and qualifications necessary to conduct assigned task effectively.
- The parameter specified in evaluation sheet are the minimum parameter for empanelling firms and seeking their services on need basis.
- Bid would be evaluated on the basis of minimum eligibility and technical qualification criteria of firms but bidders are expected to submit their commercial also as an indicative price, as per the rate card template, in the evaluation sheet available on the ReBIT portal.
- The selection process consists of the following two considerations:
 1. Pre-Qualification/Minimum Eligibility Criteria (Refer Section below)
 2. Technical Evaluation

Scope of Work

The primary scope of this RFP is to provide Cyber Forensic and Incident Investigation services to ReBIT in consultation with its Forensic team. These services may encompass (but not limited to) logs collection, acquisition of data, imaging, examination, recovery and presentation of digital evidence as determined by ReBIT team on need basis.

Detailed scope of work for the partners are as under:

- 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.
- Should be able to provide cyber forensic services including (but not limited to) the examination of computers, mobile phones and other digital devices, digital

evidence preservation, recovery, analysis, electronic mail extraction and database examination.

- Perform Cyber forensic investigation of varied operating systems (but not limited to) Windows, Linux, UNIX, Mac OSX etc.
- Perform Cyber forensics and Incident investigation of (but not limited to) web/client based applications, databases (Sybase, oracle, MS SQL, Postgress etc.)
- Perform cyber forensics and Incident investigation of (but not limited to) networking and security devices etc.
- To identify the malicious activities with respect to 5Ws + H (Why, When, Where, What, Who, How).
- Identify attack vectors by which a hacker (or cracker) could have gained access to a computer or network in order to deliver a payload or malicious outcome.
- Ensure that proper chain of custody (CoC) is maintained for integrity and all evidence recovery and collection methods are conducted, managed and achieved in a manner consistent to maintain preservation and protection of data and evidence in its original form such that it may be admissible in the court of law.
- It is expected to retrieve information stored on the devices in a form useful to investigator.
- Prepare and submit detailed report on the technical and executive aspect of the investigation.
- Create and maintain an electronic audit trail or manual record of all processes, including work-papers, applied to gather and examine relevant evidences in such a way to ensure even third parties should be able to examine those processes and achieve the same result.

Duration of Agreement

The agreement with the firm shall be valid for one year with a possibility of extension for additional two years subject to satisfactory performance of the firm.

4. RFP Details

RFP Timelines

The key timelines for this RFP are as below.

Milestone	Target End Date
• RFP release date	29 December 2017
• Vendors submit RFP Questions to ReBIT (as needed)	03 January 2018
• Bidders Conference (All queries raised by bidders shall be addressed in this conference, in person)	05 January 2018
• Vendor Proposal due to ReBIT	10 January 2018

Milestone	Target End Date
• Short Listed Bidders Presentation to ReBIT	15 & 16 January 2018
• Submit solution recommendation to ReBIT management for approval	19 January 2018
• Award Contract	To be determined

Inquiries and questions

Inquiries and questions regarding the proposal document, scope of services, or the terms and conditions shall be submitted via e-mail to procurement@rebit.org.in by the date and time mentioned above. All responses from ReBIT to all inquiries shall be sent via email as per above timelines.

Submittal Instructions

Response needs to be submitted by email before the date and time mentioned in the above table. Submittals must be received in the e-mail box listed below. Submittals sent to any other mail id will NOT be forwarded or accepted.

E-Mail procurement@rebit.org.in; with subject line “RFP - ReBIT Cyber forensic and Incident investigation Services”.

Sole responsibility rests with the Offeror to see that their RFP response is received on time. Any responses received after due date and time are liable to be rejected.

Terms and Conditions for Request for Proposal

- Proposers are expected to examine the scope of work, schedule and all instructions. Failure to do so will be at the proposer’s risk.
- Each proposer shall furnish the information required in the RFP.
- The Contract Order will be awarded to bidders whose submittal, conforming to the Request for Proposal, will be most advantageous to the ReBIT.
- ReBIT reserves the right to reject any or all proposals and to waive informalities and minor irregularities in proposals received, and to accept any portion of or all items proposed if deemed in the best interest of ReBIT to do so.
- After technical evaluation, successful bidders will be entitled to enter into the agreement with ReBIT for a period of one year.
- Any interpretation, correction or change of the Proposal Documents will be made by Addendum. Interpretations, corrections and changes of the Proposal Documents made in any other manner will not be binding, and Proposer shall not rely upon such interpretations, corrections and changes. ReBIT will not be responsible for oral clarification.

- ReBIT may, in its absolute discretion, seek additional information or material from any of the Bidders after the RFP closes and all such information and material provided must be taken to form part of that Bidder's response.
- Bidders should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to RFP could be conveyed promptly.
- If ReBIT, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then ReBIT reserves the right to communicate such response to all Bidders.
- ReBIT may, in its absolute discretion, engage in discussion or negotiation with any Bidder (or simultaneously with more than one Bidder) after the RFP closes to improve or clarify any response.
- ReBIT will notify all short-listed Bidders in writing or by mail as soon as practicable about the outcome of their RFP. ReBIT is not obliged to provide any reasons for any such acceptance or rejection.

Confidential / Proprietary Information:

Any restrictions on the use or inspection of material contained within the proposal and any resulting contract shall be clearly stated in the proposal itself. Confidential/proprietary information must be readily identified, marked and separated/packaged from the rest of the proposal. Co-mingling of confidential / proprietary and other information is NOT acceptable. Neither a proposal, in its entirety, nor proposal price information will be considered confidential / proprietary. Any information that will be included in any resulting contract cannot be considered confidential.

Response Format and Contents

The response to the RFP would need to be in two parts:

1. Respond to the RFP as per the format given in [Annex](#). Provide a descriptive response (including diagrams and tables as needed) to each of the questions and sections.
2. Respond to all the worksheets in the Cyber Forensic and Incident Investigation services evaluation sheet available along with this document in the ReBIT portal. Provide a detailed response to each point in this workbook.

If you have any submission format questions, please contact procurement@rebit.org.in.

Pre-Qualification/Minimum Eligibility Criteria

- The vendor team proposed for rendering the services must have a minimum of five years of experience in Cyber forensics and Incident investigations.
- The bidder must have prior experience in this specific and has successfully delivered across 5 different industry verticals preferably banking industry.
- It is expected that relevant personnel designated by firms to perform assigned task holds professional certification like CHFI, EnCE, CCFP, GIAC or equivalent etc.
- Company - The bidder should be a registered company incorporated in India, registered under Company Act 1956. Copy of registration certificate to be enclosed.
- The Bidder should not be currently blacklisted by any bank / institution in India or abroad.
- The bidder must have adequate commercial licensed hardware and software tools required to perform forensic investigation at various level. All licenses must be valid for the period of contract.
- 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).
- The bidder should have at least 3 certified professionals/ specialists having experience on Services/Solution.

Note: The Bidder should submit relevant documentation supporting the above eligibility/ qualification criteria. In case of non-compliance with any of the eligibility criteria mentioned above, the bidder shall be liable to be disqualified without any notice and the bids of the bidder may not be processed further. Any additional / irrelevant document enclosed with the bid, may lead to disqualification.

General Instructions:

Inquiries and questions regarding the proposal document, scope of services, or the terms and conditions shall be submitted via e-mail to procurement@rebit.org.in by 4:00 p.m. Wednesday, 03 January 2018 OR earlier. All responses from ReBIT to all inquiries shall be addressed during the bidders conference scheduled on Friday, 05 January, 2018.

Technical proposal are due at the postal address given below or the email box (preferred) listed below, for time and date recording on or before 4:00 p.m. IST on Wednesday, 10 January, 2018. Electronic Submittals must be received in the e-mail box listed below. Submittals sent to any other box will NOT be forwarded or accepted.

E-Mail: Procurement@rebit.org.in.

Postal Address: Reserve Bank Information Technology Pvt Ltd (ReBIT), Cyber One, 18th Floor, Opp. to CIDCO Exhibition Centre, Sector 30A, Vashi, Navi Mumbai - 400703

General Vendor Requirements

- Has industry exposure and experience in Cyber forensic and Incident investigations.
- Has ability to conduct the forensic investigation and response in a fast, effective and professional manner.
- Has ability to analyse industry technology trends to incorporate proven forensic investigation and supporting technologies into practice;
- Has ability to analyse and deploy best practices applicable to the forensic investigation.
- 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.
- Having professional certifications and membership in professional associations in the field of Cyber forensic is desirable.
- Has appropriate accreditations aligned to industry standards
- Has ability to investigate varied types of cases (not limited to) website defacement, data theft, application compromise, data lost, network security breach, policy violation etc.
- 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.

Note: The Bidder should submit relevant documentation supporting the above eligibility/ qualification criteria. In case of non-compliance with any of the eligibility criteria mentioned above, the bidder shall be liable to be disqualified without any notice and the bids of the bidder may not be processed further. Any additional / irrelevant document enclosed with the bid, may lead to disqualification.

General Submission Requirements

Please include the following information in your submission, in the order listed below.

1. Vendor Contact Information

- Company Name, Address, Phone Number and Contact Information.
- Name of contact person(s) for contract administration and technical liaison
- Indicate your company's hours of business, off-hours contact and availability.
- Suggest appropriate processes for ongoing communications between Vendors and ReBIT, e.g. email, website, phone, etc.)

The Commercial bid should be in accordance with the following:

- a. The bidder should quote the commercial value as per the excel sheet shared.
- b. The bidder should indicate unit price of each and every component proposed by them

2. Non-disclosure Agreements: Submit a copy of any non-disclosure contracts you would require to be executed as part of the evaluation process. The bidder will have to sign the ReBIT NDA document.
3. Bidders are not permitted to submit more than one bid. The cost of bidding and submission of the bids is entirely the responsibility of the bidders, regardless of the conduct or outcome of the tendering process.
4. The bids are not submitted in the prescribed format or incomplete or after due date in any sense are liable to be rejected. ReBIT reserves the right to accept or reject any bids without assigning any reason and ReBIT's decision in this regard will be treated as final.
5. ReBIT reserves the right to alter / increase / decrease the hardware and software requirements as well as add/reduce locations, as the case may be to meet ReBIT requirements at any point of time.
6. Each and every page of the bid documents should be properly stamped and signed by the authorised signatory. However, ReBIT may seek original hard copy of the document for verification
7. Bids shall remain valid for a period of 90 days after the date of bid opening or as may be extended from time to time. ReBIT holds the right to reject a bid valid for a period shorter than 90 days as non-responsive, without any correspondence.
8. The bid shall be in English Language.
9. Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids.
10. ReBIT reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever. ReBIT does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender without assigning any reason whatsoever. ReBIT also has the right to re-issue the Tender without the Vendors having the right to object to such reissue
11. Contacting ReBIT - From the time of bid opening to the time of Contract award, if any bidder wishes to contact ReBIT for seeking any clarification in any matter related to the bid, they should do so in writing by seeking such clarification/s from an authorized person. Any attempt to contact ReBIT with a view to canvas for a bid or put any pressure on any official of ReBIT may entail disqualification of the concerned bidder or its bid.

Terms of Payment

- Selected Bidders shall be empanelled with ReBIT for providing above mentioned services on need basis
- Whenever services are required, an RFQ shall be floated to invite quotations from the empanelled vendors for a specific service and contract would be awarded to the bidder submitting the most favourable quote for ReBIT.
- There is no advance pay out in term of any expenses until the completion of assigned project, onetime payment will be provided at the completion of project and final report submitted.

Subcontracting

The selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of ReBIT.

Penalties

Penalties for delay in delivering services:

If the bidder fails to deliver services within timeline communicated by ReBIT forensic team at the time of project initiation, then sum equivalent to one percent (1%) of the total order value shall be deducted from the payment for each calendar week of delay or part thereof.

Delay in excess will be sufficient to cause for termination of the contract.

- The inability of the Bidder to provide the requirements as per the scope or to meet the deadlines as specified would be treated as breach of contract and invoke the Penalty Clause.

Period of validity of bids / Responses

- Proposal submitted by Bidders must be firm for an acceptance period of 90 days from date of closure of this RFP.
- In exceptional circumstances ReBIT may solicit the Bidders consent to an extension of the period of validity. The request and response thereto shall be made in writing.
- ReBIT, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.

Force Majeure

Neither Party shall be responsible for any failure to perform due to unforeseen circumstances or due to causes beyond the defaulting Party's control even after exertion of best efforts to prevent such failure, which failure may include, but not be limited to, acts of God, war, riots, embargoes, strikes, lockouts, acts of any Government authority, delays in obtaining licenses or rejection of applications under the Statutes, fire or floods.

Arbitration

- In the event of any dispute or differences between the parties relating to the "Contract or LOI (Letter of Invitation) whichever is issued later" the same shall be referred to arbitration to be conducted in accordance with the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Mumbai, India.
- In the event of failure to resolve the differences through arbitration, either of the parties shall be free to undertake necessary further legal course with the Courts of Law in Mumbai who shall have jurisdiction for preventive, interlocutory and other incidental relief applied for by any party under or in relation to Agreement.

Limitation of liability

Neither party shall, in any event, regardless of the form of claim, be liable for any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to any loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum liability, of selected bidder (vendor) and purchaser (ReBIT) shall be, regardless of the form of claim, restricted to the total of bill of material received by vendor from Purchaser for the event that gave rise to such liability, as of the date such liability arose, during contract period.

Other Terms and Conditions

- Ensure that all forensic hardware and software used in the data collection and analysis are verified and validated.
- The bidder and its staff shall maintain confidentiality regarding any information obtained in connection with the Cyber forensic and Incident investigation services undertaken on behalf of ReBIT
- All the proposals / declarations / assertions made by Bidder should be on their letter head.
- ReBIT reserves the right to advise the bidder to demonstrate their capabilities to handle cyber security incidences and investigation during the technical evaluation. ReBIT, at its discretion, may visit firm's lab to check the availability of people, process and technologies.
- Establishing and providing uninterrupted services throughout the agreed period.
- The successful bidders will have to bear all the legal charges like cost of Stamp duty etc. at the time of signing Agreement/Service Level Agreement.
- Bidder should be willing to accept payment through Electronic Payment System (RTGS or NEFT)
- The bidder shall be responsible for generation and submission of necessary documentation required during various phases of project. Documentation shall be approved by ReBIT.
- The bidder is required to get prior approval of all the project plans and processes from ReBIT before commencement of the project. This will be reviewed from time to time based on the agreed milestones. Reports on progress of the project should be submitted by the Project Manager of the firm on daily basis to ReBIT till the completion of the project.
- ReBIT reserves the right to accept or reject any bid or scraps the Tender without assigning any reason thereof and ReBIT's decision in this regard will be treated as final.
- **Ownership of this RFP:** The content of this RFP is a copy right material of ReBIT. No part or material of this RFP document should be published in paper or electronic media without prior written permission from ReBIT.
- Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the Vendor

without advance written consent of ReBIT and any such sale, lease, assignment or transfer otherwise made by the Vendor shall be void and of no effect.

Vendor Evaluation Process and Criteria

The proposal received will be evaluated on the basis of below criteria:

1. The evaluators will consider how well the vendor's proposed solution meets the needs of ReBIT as described in the vendor's response to the requirements and requests for information. The responses should be clear, concise and complete so that the evaluators can adequately understand all aspects of the proposal in a succinct fashion.

2. Technical capabilities of firms shall be evaluated using following criteria:

a) - Firm/Institution's general reliability, experience and capacity in the specific field of assignment (including previous experience):

I) - Number of Years of experience of the Firm in Cyber forensic and Incident investigation services

II) - Commitment to ongoing training and education in the field of Cyber forensic and Incident Investigation

III) - Satisfactory and timely completion of work certificate for the firm from clients

b- Technical inputs provided in response to the RFP

c- Qualifications and competence of the personnel proposed for the assignment. The personnel shall be rated in accordance with:

I- Provide client satisfaction certificates and number of clients worked for

II- Familiarity of proposed personnel with cyber forensic best practices and standards

III- Experience in Cyber forensic and Incident investigation

IV- Certification like GIAC certified forensic analyst, certified computer examiner CCE, Certified ethical hacker CEH, certified hacking & forensic investigator (CHFI) or equivalent

Evaluation Category	Criteria Weightage
Consolidated Score	100
Organization	15
<ul style="list-style-type: none"> Years for which vendor is in business of rendering forensics services 	5
<ul style="list-style-type: none"> Number of clients in BFSI Domain / Other industries 	5
<ul style="list-style-type: none"> Strategic alliances with Forensics technology OEMs / Vendors 	5
Technology Skillset	20
<ul style="list-style-type: none"> Partnership / work experience with Govt department (for ex: EOW / Income Tax / Central Excise / Enforcement Directorate etc.) 	10
<ul style="list-style-type: none"> Availability of structured processes handling various types of forensics investigations such as web defacement, data exfiltration, security breach, phishing & morphing etc. 	10
Consultants/Workforce	30
<ul style="list-style-type: none"> Forensics experts on rolls of company 	15
<ul style="list-style-type: none"> Average experience of the forensics experts 	10

<ul style="list-style-type: none"> Team structure and its capabilities to conduct cyber forensics and incident investigations 	5
Understanding of Scope / Methodologies	25
<ul style="list-style-type: none"> Understanding of requirements 	10
<ul style="list-style-type: none"> Completeness of proposal and well defined approach to setup and carryout investigations 	5
<ul style="list-style-type: none"> Suitability of approach 	10
References	10
<ul style="list-style-type: none"> Customer reference 	10

Compensation

No payment of any kind will be provided to the submitting vendor, or parties they represent, for obtaining any of the information solicited. Procurement of all equipment and services will be in accordance with subsequent contractual action.

Commitments

All proposal should be submitted initially on the most complete basis and with the most favourable financial terms available. The selected vendor's proposal may, at ReBIT option, be made part of the final purchase contract and all representations in the vendor's proposal may be considered commitments to supply the services as described.

RFP Revisions

ReBIT reserves the right to change the schedule or issue amendments to the RFP at any time. ReBIT also reserves the right to cancel or reissue the RFP at any time. Amendments or a notice of cancellation will be notified individually to each participating vendor.

Evaluation Phases

Phase I – RFP & Responses

Completed RFP documentation must be received by ReBIT as described in the preceding pages.

Phase II - Technical evaluations

Post initial assessment by ReBIT, top vendors will be asked to participate in Phase II. The goals of this phase are to:

- a. Allow ReBIT to understand tools, technologies and approach going to be used by firms to fulfil the requirement of ReBIT.
- b. Allow ReBIT forensic team to understand how the investigation would be carried out in different scenarios, including performance and support processes.
- c. Give the vendor a better understanding of ReBIT business practices and business rules.
- d. Provide insight into the services requirements.

Note: The vendor is responsible for all expenses related to Phase II.

Phase III: Contract Award and Execution

- ReBIT reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favourable terms the vendors can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to ReBIT.
- The general conditions and specifications of the RFP and the successful vendor's response, as amended by agreement between ReBIT and the vendor, will become part of the contract documents. Additionally, ReBIT will verify vendor representations that appear in the proposal. Failure of the vendor's products to meet the mandatory specifications may result in elimination of the vendor from competition or in contract cancellation or termination.
- 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.

Confidentiality

- The Bidder shall treat all documents, information, data and communication of and with Purchaser as privileged and confidential and shall be bound by the terms and conditions of the Non-Disclosure Agreement. The Bidder shall sign and execute this Non-Disclosure Agreement before the execution of this Contract.
- The Bidder shall not, without Purchaser's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, sample or information or data or drawings / designs furnished by or on behalf of Purchaser in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in utmost confidence and shall extend only so far as may be necessary and relevant for purpose of such performance and shall be subject to the terms and conditions of the Non-Disclosure Agreement.
- The Bidder shall not, without Purchaser's prior written consent, make use of any document, data or information etc., enumerated in this Bid Documents save and except for due performance and observance of the Contract.
- Any document, other than the Contract itself, enumerated in this Bid Documents shall remain the property of Purchaser and shall be returned (in all copies) to Purchaser on completion of the Bidder's performance under and in accordance with the Contract, if so required by Purchaser.

Ownership of documents, data and hardware

- ReBIT shall own the documents, prepared by or for the Bidder arising out of or in connection with this Contract.
- Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by ReBIT, the Bidder shall deliver to ReBIT all documents

provided by or originating from ReBIT and all documents produced by or from or for the Bidder in the course of performing the Services, unless otherwise directed in writing by ReBIT at no additional cost.

- The Bidder shall not, without the prior written consent of ReBIT, store, copy, distribute or retain any such documents

Non-Disclosure Agreement

The selected vendor will have to sign a NDA agreement with ReBIT in the prescribed format on a Stamp paper.

Contact

Recipients are required to direct all communications related to this RFP, through the below nominated point of contact only:

Contact:

Procurement Team

Email: procurement@rebit.org.in

Telephone: +91 9818700690

5. Annex

FORMAT OF TECHNICAL PROPOSAL

[on proposer`s letterhead]

Name of Organization/Firm	
Name of contact person for this proposal	
Address	
Phone	
Fax	
Email	

Section A: Expertise and capability of bidders

1.1 Brief Description of Firm

Provide a brief description of the organization/firm submitting the proposal, including the year of incorporation, types of activities undertaken and approximate annual billing.

1.2 General Organizational Capabilities

Describe the organizational structure, technical capabilities and any other information/documents that would substantiate your organization capability, experience and qualification to undertake this work.

1.3 Quality assurance Procedures, risk and mitigation measures

Provide evidence of accreditation of processes, policy e.g. ISO certification etc. and describe your quality assurance, risk and mitigation measure as they relate to the services required under the scope of work

1.4 Relevance of Specialized Knowledge and Experience on Similar Projects

Outline recent and past experience in working on similar project with public or private sector organizations.

1.5 References

Provide at least 3 reference for past and current business that are similar/relevant to the services described in this RFP

Section B: Qualification and competence of key personnel proposed for the assignment

3.1 Composition of the team proposed to provide services

Describe the structure of the team which would be assigned to project

Provide Curriculum vitae of proposed team, highlight the relevant academic qualification, specialized training and pertinent work experience