



प्रधान आयकर निदेशक (अन्वे.) का कार्यालय
OFFICE OF THE PR. DIRECTOR OF INCOME TAX (INVESTIGATION)
तीसरी मंज़िल, सी आर बिल्डिंग, क्वींस रोड, बेंगलुरु
3RD FLOOR, CR BUILDING ANNEXE, QUEENS ROAD, BENGALURU

F.No.62/DFS/Pr.DIT(Inv)/BLR/2020-21

Date: 24.08.2020


Tender for providing Digital Forensic Services for the office of the Pr. Director of Income-Tax (Inv), Income Tax Department, Bengaluru

1. The Pr. Director of Income Tax (Inv), Bengaluru invites tenders in sealed covers from bona-fide, reliable and resourceful service providers, experienced in the field of Digital Forensic Services for specific services for the office of the Pr. Director of Income Tax (Inv), Bengaluru. Initially, the contract is for a period of one year (from 01-10-2020 to 31-09-2021), which is likely to be extended by another year, at the administrative convenience of the Pr. Director of Income Tax(Inv), Bengaluru, subject to satisfactory performance .

2. Detailed information/ terms and conditions / Additional instructions for the bidders are enclosed as Appx "A" & "B" respectively to this letter for the purpose either be downloaded from the Central Public Procurement Portal <https://eprocure.gov.in/>, official website www.incometaxbengaluru.in. or collected from this office during the regular office hours i.e. 11:30 A.M. to 05:00 P.M. The vendors fulfilling the terms and conditions/instructions, offer should be submitted in 2 (two) bid pattern, i.e. (i) technical bid and (ii) financial bid and both the bids are to be placed in two separate sealed envelopes (clearly super scribing 'Technical bid' and 'Financial bid') which in turn should be placed in one single sealed cover, duly super scribed "Tenders for Providing Digital Forensic Services for the office of the Pr. DIT (Inv), Income Tax Department, Bengaluru" and addressed to "The Pr. Director of Income-tax (Inv), Bengaluru" so as to reach O/o Pr. Director of Income Tax, 3rd Floor, CR Building Annexe, Queens Road, Bengaluru not later than 01:00 P.M., on 14.09.2020.

3. The Tenders will be opened on 15.09.2020 at 11:00 A.M., in the presence of the Vendors or their representatives who may be present. The vendor will be shortlisted on the basis of their technical competency. After opening of the technical bids, financial bids of only those bidders, who are qualified in the Technical bid selection, will be opened and the bid with lowest tender among the opened will normally be approved.





(Saravanan B)
Addl. DIT(Inv.), Unit-1
Bengaluru

TERMS AND CONDITIONS FOR HIRING DIGITAL FORENSIC SERVICES

1. Income tax department, bengaluru invites sealed bids from bona-fide, reliable and resourceful service providers, experienced in the field of Digital forensic Services for specific services for the office of the Pr. Director of Income Tax (Inv), Bengaluru.
2. The professional skills required are:
 - (a) Forensic acquisition / Imaging of different types of storage media such as hard Drives, USB thumb drives, CDs/DVDs, Tablets, Servers etc. Gathering evidence and information including deleted files, cracking passwords from suspected computer / source and preparing separate working copy by using legal and most efficient and updated forensic tools.
 - (b) Analysis of Digital evidences: Registry analysis, meta data analysis, RAM Analysis, Data Carving , Timeline Analysis, Data Retrieval, Active file analysis, decryption and password cracking; hidden file analysis, web artifact analysis, keyword searching etc.
 - (c) Email Forensics. Indexing of mails, time-line analysis, keyword searching.
 - (d) Mobile Forensics : Logical and Physical extraction of mobile phones/ all kinds of smart phones including i-phones, i-pads etc, data extraction and analysis, SIM card analysis.
3. The Applicant Service Provider should have in their employment/services, qualified digital forensic specialists with minimum 2 years' experience preferably handling the cases relating to investigation wing of Income tax Department or other Central/State Enforcement Agencies and should possess all updated/latest versions of the cyber tolls such as oxygen forensic, encase, Cellebrite, X-ways, Phone Rexcue etc. Number of digital forensic specialists available with the applicant should be indicated with the bid.
4. Applicant contractor should have a reputed client base. The client list should be submitted with the bid.
5. The Applicant contractor should ensure that the resource persons are made available as and when required by the officers of the office of the Pr. Director of Income Tax(Inv), Bengaluru, even at a short notice.
6. As and when required, the resource person should be ready to travel to any premises within India, and assist the officers of the Department for acquiring, retrieval, analysis of data etc. If the actions is local, no stay and travel expenses will be provided.
7. The applicant contractor should ensure compliance of strict confidentiality of data and procedures, as the matter dealt with will be of high sensitivity and utmost importance.
8. The contractee reserves the right of accepting the whole or any part of the quotation received and the contractor shall be bound to perform the same at the rates quoted.

9. A consolidated bill will be submitted after completion of the work for payment. The bills will be countersigned by the relevant officers before submitting the same for financial sanction. The bills will be cleared within a reasonable time. However, in case of any unexpected delay, the contractor should be in a position to offer credit facility for the period.
10. TDS and GST will be made as per law.
11. The contract can be terminated at any time after giving one month notice without assigning any reason by the Department and two month notice by the contractor.
12. The Technical bid should be as per Annexure – I and Financial bid as per Annexure – II.
13. Technical bids will be opened on 15.09.2020 at 11:00 AM in front of the bidders or their authorized representatives by a designated Committee and the results will be announced after due evaluation of the Committee. The successful bidders shall provide details of all resource persons within 03 days of bid opening date.




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ADDITIONAL INSTRUCTIONS TO BIDDERS

In continuation to our Tender for providing Digital Forensic Services the additional terms and condition for the service providers are as below:

1. The tender is for empanelment of vendors.
2. **Availability of engineers at the time of search:** the vendor should make available full time resources (which is typically around 10-15 people) plus additional resources as required during the course of search and survey operations.
3. The vendor should provide the **list of engineers** (with their qualifications and experience) who are part of the team with the tender. **Any new person will have to be cleared by the Department** before being inducted into the tea.
4. The technical bid of vendor will be evaluated on the below performance criteria :
 - (a) **Computer back up and imaging work using forensic software at the time of search & seizure and survey** (examination of digital device, examine for suspected evidence & acquisition of digital evidence involving backup, copying, imaging, cloning).
 - (i) *The vendor should have capability to do **Forensic acquisition** involving collection of data in a forensically sound manner using licensed / open sourced tools depending upon the operating system. The devices include servers, desktops, mobiles, cloud and third party cloud services. **The vendor should have capability to assess networks and determine hidden systems and servers** which are being used for various purposes during the course of investigation.*
 - (ii) *The vendor should have capability to do **Data remediation** include de-duplication of data, removal of system files, culling of files based on files types and partition wise, reduction of repeated data and presentation of data in humanly readable formats (native files).*
 - (iii) **The forensic engineers of the vendor should be qualified to stand as expert witness in Courts** defining the methodologies adopted during any of the stages involved in data acquisition, processing analyzing and presenting.
 - (iv) *The vendor should have capability to do **Basic Data presentations** in which the forensic vendor is expected to perform comprehensive restructuring of data and provide the data which is usable by the Authorised officer for his investigative requirements. This includes providing metadata information, file signature information, and deleted data information and data reconstructed information.*

(b) **Mobile and Tablet backup** (examination of mobile/tablet, examine for suspected evidence & acquisition of digital evidence involving backup, copying, imaging, cloning).

(i) The vendor should have capability to do **Forensic acquisition** involving collection of data from mobiles, tablets in a forensically sound manner using licensed / open sourced tools depending upon the operating system.

(ii) *The vendor should have capability to do **Data remediation of mobile data** which includes extraction of text messages, voice notes, call records documents, and mobile notes.*

(iii) *The vendor should have capability to do **Data retrieval from mobile applications** (wherever possible and applicable), logical examination of mobile phones and determining whether logical backups or physical backups to be taken and perform the specified activity with concurrence from the Authorised Officer.*

(c) **Deleted files recovery**

(i) The vendor should have capability to do **Data retrieval services from computers which include retrieving data from servers where data has been deleted** and where databases have been modified, using retrieval techniques from the log files. Where log files are not available, reconstruction of respective data bases using third party tools may be adopted.

(ii) *The vendor should have capability to **recreate from partial recovered data** in areas of file signature, deleted files, recreation of partially broken files, carving of partially overwritten files, and reconstruction of broken databases.*

(d) **Analysis of recovered data**

(i) *The vendor should have capability to do basic **Investigative analytics** in which, where required, the Authorised Officer may seek the assistance of the forensics team to perform data base interpretations, email keyword searches, normal Web searches, or any other relevant support activities relating to electronic devices and evidences during the conduct of search and vendor should be capable of same.*

5. The vendor should have the following tools (or similar priced ones) at their disposal as shown in the minimum requirement in the table below :

Srl. No	Tools		Same or similar globally accepted tools	Requirement per Engineer/Team
1.	Hardware Blockers	Write	CRU Write blocker/Tableau write blocker	1/engineer
2.	Software blockers	write	Sale Block	Minimum : 15 licenses 1 per Engineer of 15 per team

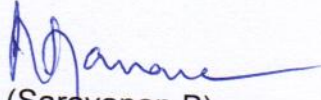
3.	Forensic Hardware based Imager & Cloners	Falcon imager/ Logic Cube Tableau Imaeger TD3/ Tableau Imager TD2, Magnet, Paraben	2 per team
4.	Forensic Software Imagers / clones	Encase 7 & above, Forensic Tool kit, Magnet axiom, Paraben forensic replicator etc	2 per team
5.	Forensic Software Imagers / cloners for Apple	Macquisition for Mac, Recon imager for Mac, Paladin for Mac	1 per team
6.	Forensic Data Extraction Platforms	Xways Forensics, OS forensics, Encase, Forensic Tool Kit, Magnet Axiom etc	2 per team
7.	Data recovery	Xways Forensics / Encase/ Forensic Tool Kit	2 per team
8.	Mobile Phone Acquisition and platforms	Cellebrite UFED touch / UFED 4 PC ; Oxygen Investigator / detective; Mobile Edit Express/ Magnet Axiom with Mobile Forensics module, Paraben Device seizure, Encase Mobile	2 per team
9.	Licensed mobile data/ backup tools	UFED Physical analyzer / Oxygen detective	2-4 per team
10.	Mobile Phone Data Recovery tools for apple, android and other Mobile OS	Phone Rescue, Dr. Fone, etc	5 per team for each mobile OS
11.	Data recovery and Deleted file recovery tools	Ontrack data recovery, Stellar Data Recovery, 7 safe Data Recovery, Disk driller for Mac, etc	3 per team
12.	Cloud Data acquisition tools	Intella, mail xaminer, Nuix analyser, SPF, Magnet Cloud, F response, UFED cloud analyser, Encase Cloud, FTK cloud	2 per team
13.	Non forensic Backup tools	Macrium Reflect, Acronis True Image, Norton Ghost etc	2 per team
14.	Email acquisition tools	Paraben Email analyser, Mail Xaminer, OS forensic Software, Intella email Platform etc	2 Technician Licesnses per Team or up to 250 mail boxes in a year (whichever is applicable)

15.	Other Relevant Tools including Database Migration and extraction tools includes old and Legacy Databases like Fox pro, Dbase etc	SQL rebuilder / oracle extractor, DB2 Analyser etc	1 License for each Database per team
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Tools given above are only a representative list. Alternative tools with same or similar capability can be considered as replacement at the discretion of the agency in consultation with the Department. The Vendor should provide proof of the existence of the above mentioned tools or provide financial viability to purchase the required licenses and provide proof that such tools have been procured within 2 weeks from the work order.

The Vendor should be able to provide adhoc tools that may be required from time to time during the period of the existence of the Contract.




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 Bengaluru

TECHNICAL BID DOCUMENT

1.	Name and address of the registered agency	
2.	Name and address of the owner(s)	
3.	PAN & GST Registration No	
4.	Year of Commencement of Agency With evidence for having experience in Digital forensic services	
5.	Number of Digital Forensic specialists available with qualification (to be enclosed)	
6.	Client list to be enclosed	
7.	Enforcement agencies who had taken services of the applicant in the recent past (to be enclosed)	
8.	Any other remarks	

Signature of the Authorised Signatory

DECLARATION

I / We hereby certify that the information furnished above is full and correct to the best of my/our knowledge and belief. I/We understand that in case any deviation is found in the above statement at any stage, the agency will be blacklisted and may not be permitted to bid in future.

(Signature of Authorized Signatory with date)

FINANCIAL BID DOCUMENT

1. Name and address of the registered Agency with Telephone Number of the applicant contractor :
2. Permanent Account Number PAN :
3. PAN / GST Number :
4. Names and addresses of the Proprietor/ Partners/Directors and their PAN
5. Rate chart per hour (Excluding of Service Tax)

Srl No.	Description	Rate in Rs. (Per Person per Hour)
1.	Charges for providing Engineer for Computer Backup and imaging work using forensic software at the time of search and seizure/survey	
2.	Mobile and Tablet Backup	
3.	Deleted Files Recovery	
4.	Analysis of recovered data	

(Signature of the Authorised Signatory with date)