



## Empanelment of Service Providers for Cyber Forensic in NABARD

NABARD intends to prepare a panel of reputed service providers, valid for two years, for Cyber Forensic

The application for empanelment should be made in the prescribed format which, along with the other relevant details, including terms and conditions of empanelment. All the relevant documents can be downloaded from the Bank's website <https://www.nabard.org> and Central Public Procurement Portal (CPPP) <https://eprocure.gov.in>

The applications, duly filled in the prescribed format and complete in all respects, may be submitted in a **sealed cover** clearly super-scribing it as "Application for Empanelment of Cyber Forensic Service Providers to 'The Chief General Manager, Department of Information Technology, NABARD, Head Office, 5<sup>th</sup> Floor – 'C' Wing, Plot No.C-24, 'G' Block, Bandra-Kurla Complex, Bandra (East), Mumbai-400 051'. The last date for submission of application is **10 December 2024 up to 3:00 p.m.**

The Bank reserves the right to reject any or all the applications without assigning any reasons therefor.

### नाबार्ड में साइबर फोरेंसिक सेवा प्रदाताओं का एमपनेलमेंट

नाबार्ड साइबर फोरेंसिक के लिए दो साल के लिए वैध प्रतिष्ठित सेवा प्रदाताओं का एमपनेलमेंट करना चाहता है एमपनेलमेंट के लिए आवेदन निर्धारित प्रारूप में किया जाना चाहिए, जिसमें एमपनेलमेंट के नियमों और शर्तों सहित अन्य प्रासंगिक विवरण शामिल होने चाहिए। सभी संबंधित दस्तावेज बैंक की वेबसाइट <https://www.nabard.org> और सेंट्रल पब्लिक प्रोक्योरमेंट पोर्टल (CPPP) <https://eprocure.gov.in> से डाउनलोड किए जा सकते हैं।

निर्धारित प्रारूप में विधिवत भरे गए और सभी मामलों में पूर्ण आवेदनों को एक सीलबंद लिफाफे में प्रस्तुत किया जाना चाहिए, जिस पर स्पष्ट रूप से "साइबर फोरेंसिक सेवा प्रदाताओं के एमपनेलमेंट के लिए आवेदन" लिखा होना चाहिए।

मुख्य महाप्रबंधक, सूचना प्रौद्योगिकी विभाग, नाबार्ड, प्रधान कार्यालय, 5<sup>वीं</sup> मंजिल - 'सी' विंग, प्लॉट नंबर सी-24, 'जी' ब्लॉक, बांद्रा-कुर्ला कॉम्प्लेक्स, बांद्रा (पूर्व), मुंबई-400 051। आवेदन जमा करने की अंतिम तिथि 30 नवंबर 2024 दोपहर 3:00 बजे तक है।

बैंक बिना कोई कारण बताए किसी भी या सभी आवेदनों को अस्वीकार करने का अधिकार सुरक्षित रखता है।

**NATIONAL BANK FOR AGRICULTURE & RURAL DEVELOPMENT**



NOTICE FOR EMPANELMENT OF SERVICE PROVIDERS FOR  
CYBER FORENSIC SERVICE AT  
NABARD HEAD OFFICE, PLOT NO. C-24, G BLOCK,  
BANDRA KURLA COMPLEX, BANDRA (EAST), MUMBAI

NAME OF APPLICANT \_\_\_\_\_

ADDRESS

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**LAST DATE FOR SUBMISSION: 10 December 2024 up to 03:00 PM**

THE CHIEF GENERAL MANAGER  
DIT, NABARD, 5<sup>th</sup> FLOOR  
PLOT NO. C-24, G BLOCK, BANDRA KURLA COMPLEX,  
BANDRA (EAST), MUMBAI- 400 051

**National Bank for Agriculture & Rural Development (NABARD),  
Head Office, Bandra Kurla Complex, Mumbai-400 051**



**General Conditions of Empanelment**

National Bank for Agriculture & Rural Development (NABARD), Head Office, Mumbai intends to prepare a panel of reputed service providers for Cyber Forensic.

The empanelment will remain in force for two years subject to annual review every year. If the services provided by the vendor / service provider are found to be unsatisfactory or at any time it is found that the information provided for empanelment or for any quotation is false, Bank reserves the right to remove such vendor / service provider from the empanelled list.

The service provider shall submit duly filled application form as per Annexure-I.

The service provider shall provide their details as per Annexure II along with the application form as per Annexure- I.

The service provider should not be debarred from any government organization. Service provider should provide declaration as per Annexure- III along with the application form as per Annexure- I.

The service provider should qualify minimum eligibility criteria as per Annexure IV along with the application form as per Annexure- I. The service provider should be willing to undertake the activities as specified the Scope of Work (SOW) as per Annexure V.

All payments will be made by the Bank by adopting electronic clearing system and electronic fund transfer. For this purpose, service providers should submit bank details as per Annexure-IV along with the application form as per Annexure- I.

The Bank reserves the right to reject any or all the applications without assigning any reason whatsoever thereof and will not entertain any correspondence.

Disputes or differences whatsoever arising out of or relating to the procurement, meaning, scope, operation or effect of the agreement or the validity or the breach thereof shall be resolved amicably between the Bank's representative and the vendor/ vendor's representative. In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, then the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996 and the award made in pursuance thereof shall be final, conclusive and binding on the parties. The venue of the arbitration shall be at Mumbai.

Vendors, Suppliers, and Service Providers, etc. desirous of being empanelled in the Bank's approved list and those who are fulfilling the eligibility criteria as mentioned above may apply on or before the due date. Vendor will be responsible to ensure that the application reaches the Bank on or before the due date and in time. Applications received after due



date and time and which are incomplete in any respect, are liable to be rejected without any notice.

Application form can be downloaded from the website <https://www.nabard.org> or <https://eprocure.gov.in> The application duly filled in shall be submitted in a sealed envelope super-subscribed as “EMPANELMENT OF SERVICE PROVIDERS FOR CYBER FORENSIC SERVICES” on the cover and addressed to ‘the Chief General Manager, NABARD, Head Office, DIT, 5<sup>th</sup> Floor, C Wing, Plot No.C-24, G Block, Bandra-Kurla Complex, Bandra (East), Mumbai-400051’ on or before the specified time and date.

### **Other Conditions:**

Intending applicants are required to furnish details as per Annexure- II, Annexure- III, Annexure-IV, Annexure-V, Annexure-VI, in order to be considered for empanelment. Partially filled/ unfilled applications shall be rejected

While deciding upon the selection of Suppliers, emphasis will be given on the ability and the competence to do good quality work in accordance with the specifications and within the time schedule.

The entire application form and each part of the proforma shall be signed by a person on behalf of the Organisation, who is duly authorized to do so.

If the space in the proforma is insufficient for furnishing full details, such information may be supplemented on a separate sheet of paper duly signed stating therein the proforma’s part number and serial number of items. **Satisfactory completion certificates for works done for different organisations should preferably be furnished along with the application.**

The pre-bid meeting is scheduled on 22 November 2024 at 03:00 PM in NABARD Head Office and [MS Teams](#). The last date to receive pre-bid queries is 22 November 2024 at 05:00 PM. The pre-bid queries should be sent to [dit@nabard.org](mailto:dit@nabard.org) with CC to [mrityunjay.tiwari@nabard.org](mailto:mrityunjay.tiwari@nabard.org) with subject line: “**EMPANELMENT OF SERVICE PROVIDERS FOR CYBER FORENSIC SERVICES**”. Emails without the above-mentioned subject line may not be entertained.

### **Annexures:**

Annexure- I	Application for empanelment
Annexure- II	Service Provider Details
Annexure- III	Non-Blacklisting / Non –Debarment Declaration
Annexure- IV	Minimum Eligibility Criteria
Annexure- V	Scope of Work
Annexure- VI	Bank details



## Annexure-I

(To be submitted on vendor's own Letterhead)

Date: .....

### **The Chief General Manager**

NABARD Head Office,  
DIT, 5<sup>th</sup> floor, 'C' Wing  
Plot No.C-24, G Block,  
Bandra-Kurla Complex, Bandra (East)  
Mumbai – 400 051

Dear Sir,

### **EMPANELMENT OF SERVICE PROVIDERS FOR CYBER FORENSIC SERVICES FOR NABARD**

1. With reference to your advertisement in the CPP portal on \_\_\_\_ November 2024 for the EMPANELMENT OF SERVICE PROVIDERS FOR CYBER FORENSIC SERVICES, I am / We are pleased to offer myself / ourselves to be empanelled FOR CYBER FORENSIC SERVICES.
2. I/We have read and understood the Empanelment Notice and Instructions appearing in the application format and I/We understand that if any false information is detected at a later stage, any future contract made between me/ ourselves and NABARD, based on the information given by me/us, will be treated as invalid by NABARD.
3. I/We agree that the decision of NABARD in selection of the vendors/service providers will be final and binding on me/us.
4. All the information furnished in this application as also under **Annexure- II to Annexure-VI** is correct to the best of my/our knowledge.
5. I/We also agree that I/We have no objection if enquiries are made about the works listed by me/us in the accompanying sheets or any other inquiry on the information furnished herewith in the accompanying sheets.
6. I / We, therefore, request you to kindly do the needful to empanel me/ us for Cyber Forensics Services.

Thanking you

Yours faithfully

**(Signature of Authorized person on behalf  
of the Firm / Agency / Contractor)**

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**ANNEXURE-II**  
**Service Provider Details**

1. Name
2. Date of Incorporation and / or Commencement of business
3. Certificate of Incorporation
4. Brief description of the Bidder including details of its main line of business
5. Company website URL
6. Company PAN Number
7. Company GSTIN Number
8. Particulars of the Authorized Signatory of the Bidder
  - a. Name
  - b. Designation
  - c. Address
  - d. Phone Number (Landline)
  - e. Mobile Number
  - f. Fax Number
  - g. Email Address
9. Brief details of litigations, disputes, if any are to be given on Company's letterhead. (Adverse litigations could result in disqualification, at the sole discretion of the Bank)

Name & Signature of authorized signatory  
Seal of Company

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### Annexure-III

#### Non-Blacklisting / Non –Debarment Declaration (On the Organization's letterhead)

**Part A. In the case of a Proprietary Concern:**

I hereby declare that neither I in my personal name or in the name of my Proprietary concern M/s. \_\_\_\_\_ which is submitting the accompanying Bid/Tender nor any other concern in which I am proprietor nor any partnership firm in which I am involved as a Managing Partner have been placed on black list since 01.04.2019 declared by any Bank, Financial Institution, Govt.'s Vendor Black List or debarred except as indicated below:

(Here give particulars of blacklisting/debarment and in absence thereof state "NIL")

**Part B. In the case of a Partnership Firm:**

We hereby declare that neither we, M/s. \_\_\_\_\_, submitting the accompanying Bid/Tender nor any partner involved in the management of the said firm either in his individual capacity or as proprietor or managing partner of any firm or concern have or has been placed on blacklist declared by any Bank, Financial Institution, Govt's Vendor Blacklisted or debarred, except as indicated below

(Here give particulars of blacklisting/debarment and in the absence thereof state "NIL")

**Part C. In the case of Company:**

We hereby declare that we have not been placed on any blacklist declared by any Bank, Financial Institution, Govt's Vendor Blacklisted or debarred, except as indicated below:

(Here give particulars of blacklisting/ debarment and in the absence thereof state "NIL")

\* We hereby declare that we have not withdrawn any bid after being selected as L1  
It is also understood that if this declaration is found to be false in any particular, NABARD shall have the right to reject my/our bid, and if the bid has resulted in a contract, the contract is liable to be terminated.

Place: Signature of Bidder: \_\_\_\_\_

Date: Name of Signatory: \_\_\_\_\_

## Annexure IV



### **Minimum Eligibility Criteria**

<b>Sr No</b>	<b>Requirements</b>	<b>List of Documents to be Submitted</b>	<b>Compliance (Yes/ No)</b>
1	The bidder should be a company registered in India under Company Act 1956/2013 or a partnership firm / a Limited Liability Partnership company under the Limited Liability Partnership Act 2008 with average annual turnover to be at least ₹ 50 Lakh for the last three FYs (2021-22,2022-23, 2023-24)	Certificate of Incorporation issued by Registrar of Companies and full address of the registered office. Audited financial statements along with the CA Certificate as per attached Annexure I for the last three FYs viz. 2021-22,2022-23, 2023-24.	
2	The bidder should have operating profit in at least two financial years during the last three financial years. The Net worth of the Bidder should be positive as at the end of the 31 March 2024 based on the audited financial statements.	CA Certificate as per the attached annexure I to be submitted.	
3	The bidder should not be debarred/blacklisted since 01.04.2021 by any bank, Financial Institution, State/Central Govt.	A declaration should be submitted as per Annexure-II	
4	Bidders are required to submit the Bidder details.	As given in Annexure III	
5	All bidders are required to submit Pre-Contract Integrity Pact as per the format provided in Annexure	Declaration to be submitted on a <b>Rs. 200/- stamp Paper</b> as per the format in attached Annexure IV	
6	The vendor team proposed for rendering the services must have a minimum of 05 years (FY2018-19 to FY2023-24) of experience in Cyber Security Incident Response and Forensics Incident investigations Services.	At least one PO/Work order/agreement to be submitted for each financial year or POs/ Work Orders/ agreements covering these years.	
7	The bidder should have worked with/ empanelled by at least one BFSI organization in the last 3 years.	PO/Work order/agreement to be submitted	
8	The bidder must have at least 3 on roll employees having project specific relevant experience on Consulting Services/Solutions Implementations of which one must be a forensic expert with CHFI certification.	Profile of current employees and relevant certificates shall be submitted	





9	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.	Declaration is required on bidder's letter head	
10	The bidder shall not assign or sub-contract the assignment or any part thereof to any other person/firm without the consent of the Bank. Even if bank has consented for sub-contracting, the bidder will be primarily responsible for all the activities done by the sub-contractor, under the scope.	Declaration is required on bidder's letter head	

## Annexure- V



<b>Scope of Work</b>		
<b>A</b>	<b>Requirement</b>	<b>Compliance (Yes/ No)</b>
<b>1</b>	The bidder should be able identify the malicious activities with respect to 5Ws + H (Why, When, Where, What, Who, How).	
<b>2</b>	The bidder should have skill set to handle the forensic analysis activities across various IT systems, applications and infrastructure systems in the Bank.	
<b>3</b>	The bidder should conduct the activity in a structured fashion using global best practices for conducting forensic analysis. Methodologies and tools should be handled by the vendor for handling the forensic analysis.	
<b>4</b>	The bidder should have defined process for the management of the evidence that are collected during the forensic analysis	
<b>5</b>	The bidder should be able to perform end-to-end security incident investigation, tracks all elements of a suspected compromise, including how the compromise initiated, which devices/systems were compromised, and the associated recovery process.	
<b>6</b>	The bidder should be able to provide cyber forensic services including (but not limited to) the examination of IT Assets, like, computers, servers, network devices, storages, mobile phones and other digital devices, evidence preservation, recovery, analysis, electronic mail extraction and database examination.	
<b>7</b>	The bidder should be able to perform Cyber forensic investigation of varied operating systems (but not limited to) Windows, Linux, UNIX, Mac OSX etc.	
<b>8</b>	The bidder should be able to perform Cyber Forensics and Security Incident investigations of (but not limited to) web/client-based applications, IT Systems, databases (Sybase, oracle, MS SQL, Postgres etc.), APIs and other Applications etc.	
<b>9</b>	The bidder should be able to perform Cyber Security and Forensics Incident Investigation services of IT, Applications and Security Systems (but not limited to only networking and security devices etc.)	
<b>10</b>	The bidder should be able to identify attack vectors by which a hacker (or cracker) could have gained access to a computer or network to deliver a payload or malicious outcome.	
<b>11</b>	The bidder should be able to 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.	
<b>12</b>	The bidder should be able to retrieve information stored on the devices in a form useful to investigator.	



<b>13</b>	The bidder should be able to prepare and submit detailed investigation report on the technical and executive aspect of the investigation.	
<b>14</b>	The bidder should be able to perform technical capability building for Malware and Forensic Investigations program team through Skilled Workshops and Trainings from emplaned vendors through approval process.	
<b>15</b>	The bidder should be able to provide Consulting Service Support for Gap Assessment and Implementation of Cyber Security Standards and Business Continuity Management Program, if required.	
<b>16</b>	Turnaround time and Response time for any incident may be adhered to as per the contract/PO	
<b>17</b>	In case of Physical visit required to Office, DC/DR etc bidder should be willing to do so.	
<b>18</b>	Adequate arrangements for critical / important devices if required	
<b>19</b>	The bidder should be able to work in tandem with other stakeholders as per requirements of the incident.	
<b>20</b>	Provision of quick containment measures in case of inability to resolve the issues immediately, must be suggested wherever possible.	
<b>21</b>	Preventive measures to minimize risk of repetition of an incident has to be suggested.	
<b>22</b>	Training & Awareness session on latest trends & modus operandi etc. to be provisioned	
<b>23</b>	Willing to perform all the activities at any location in India, if required.	
<b>24</b>	Maintenance of data privacy/ secrecy and data residency requirements should be ensured.	



## Annexure-VI

### **Bank Account Details**

<b>S N</b>	<b>Description</b>	
1.	Name of the Vendor/Firm	
2.	Name of the Account Holder	
3.	Address of the Vendor/Firm	
4.	Name of the Bank, Branch and Address	
5.	Bank Code and Branch Code	
6.	IFS Code of the Bank Branch	
7.	Type of Account (Saving/Current/Cash Credit)	
8.	Account Number	

Note: A copy of the cancelled cheque in respect of the above account which is operated by the vendor must be enclosed.