


TENDER NOTICE

1. Office of the Director General of Income Tax (Investigation), North West Region, Chandigarh invites limited tenders in sealed covers from bona-fide, reliable and resourceful service providers, experienced in the field of Forensic Tools and Data Analytics Services.
2. Reputed service providers having requisite infrastructure should furnish their tenders for providing the services latest by **10:00 AM on 13.03.2023** to the ITO (Inv.)(Hq), Chandigarh, O/o the Director General of Income Tax (Investigation), North West Region, Chandigarh. The tender should be submitted in 2 separate sealed covers superscripted with "Tender for Forensic Tools and Data Analytics Services" viz., Technical Bid and Financial Bid. The tender documents with terms and conditions may either be obtained from this office or the same may be downloaded from the official websites such as www.incometaxindia.gov.in or www.incometaxchandigarh.org.
3. The Tenders will be opened on **13.03.2023 at 03:00 PM** in the room of the ITO (Inv.)(Hq), Chandigarh, O/o the Director General of Income Tax (Investigation), North West Region, 1st Floor, Income Tax Wing, Central Revenue Building, Sector-17, Chandigarh. The bidders or their authorized representatives, not more than one for each quotation, may be present, if they so desire, at the time of opening of the quotations on the above mentioned date.

Place: Chandigarh
Dated: 17.02.2023


Income Tax Officer (Inv.)(Hq.)
Office of the DGIT (Inv.),
Chandigarh.

TERMS AND CONDITIONS FOR HIRING FORENSIC TOOLS AND DATA ANALYTICS SERVICE PROVIDERS

1. Scope of Work:

- a. Data storage, data retrieval & data mining.
- b. Representation of data in the most comprehensive way.
- c. Consolidation & Storage of data available in different sources and mediums and maintaining the same in a single repository along with mining of data.
- d. Data engineering, intelligence & reporting.
- e. Specific data analytics work pertaining to an account and working in tandem with the Officer for analysis requirement.
- f. Ad-hoc analysis work which includes analysis of data on-the-fly.
- g. Quick turn around with analysis and insights to increase the efficiency of the overall analysis.

2. Scope of Tender

- i. The vendor needs to provide its resources for performing the above scope for a period of 1 year, which may further be extended for a period upto 2 years on an annual basis on a mutual understanding.
- ii. The minimum number of resources/tools/kits required for performing the above work is 2.
- iii. The capabilities of these resources are in the different domains of data as mentioned below:

i) Data storage, data retrieval & data mining

- a. The vendor should be able to store and retrieve the data across multiple domains/ areas in a comprehensive way.
- b. The vendor should be able to facilitate data mining on the same.
- c. The vendor should be able to handle cloning of apps like viber, telegram, whatsapp, etc.
- d. The vendor should be able to search for the contents within the files and documents (including images).

ii) Data representation

- a. The vendor must be able to represent data in the most comprehensive way and provide dash boards and reports on the data already gathered/retrieved/analyzed.

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Data Engineering:

- a. The vendor should depute experts who have a strong understanding of Data engineering and dimensional design fundamentals, good at SQL, integration (ETL).
- b. The experts deputed should have a good understanding of data warehouse scheme design and granularity of the data.
- c. The experts deputed should have a good understanding of data federation techniques and aggregation of data at scale from multiple source systems.
- d. The vendor should have capability to design and develop ETL pipelines across multiple platforms and tools.
- e. The vendor should have capability to support large data volumes and accommodate flexible provisioning of new sources.
- f. The vendor should be an expert in handling database and legacy systems like Oracle, SQL, and Server etc.
- g. The vendor should have capability in ETL tools like SSIS etc.
- h. The vendor should depute experts who have excellent collaboration and communication skills and have the ability to multi-task and work across multiple projects with competing priorities and deadlines.

iv)

Data Intelligence & reporting & representation:

- a. The vendor should collaborate with technical and non-technical stakeholders to determine requirements, estimate level of effort, and implement solutions for data analysis, reporting and integration and representation projects.
- b. The vendor should be able to develop and implement ETL programs and tools to load data from disparate data sets.
- c. The vendor should have experience with database technology, including RDBMS, ETS, BI/Data warehousing, SQL programming.
- d. The vendor should be able to design, develop, test, deploy and maintain integration solutions using JavaScript, Python, MySQL, and Tableau.
- e. The vendor must have access to basic accounting softwares like ERP, SAP, Marq, Prologic, etc.

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f. The vendor should have experience with imaging software such as FTK imager, Encase, Oxygen Forensic Suite, WIN Forensic Toolchest, Intella Pro Tool, Magnet DVR Examiner, etc.

v) Data Analysis:

- a. Data science experts deputed by the vendor should have proven experience years in analytics and machine learning.
- b. The experts should have experience in designing solutions with a combination of business, mathematics and technology skills.
- c. The experts should have hands-on experience in data mining using MS Excel, R and Python.
- d. The experts should have hands-on experience in deriving insights from complex data: structured and unstructured data sources.

vi) The vendor should be able to deploy the personnel who are proficient in above areas across the stations under this charge i.e. Director General of Income Tax (Investigation), North West Region, Chandigarh.

vii) At no point during the contract tenure, the vendor should depute number of resources less than as mentioned in the clause 2 of the scope of tender.

viii) Experienced resources who can clear the basic interview by this office, can only be part of the team.

ix) The software required for the above work will form the part of the scope of the tender, a list of digital forensic tools being used by the applicant entity/firm shall be furnished along-with the bid documents.

x) The above resources should work closely with the Investigation Team and analyze data according to inputs given by the Officers.

xi) The vendor must be a registered entity/ company limited/ private limited being a company registered under the Companies Act, 1956 and should have its registered office and head office in India.

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- xii)** The vendor must have a minimum workforce of 20 people, out of which 25% of the workforce should have masters degree and a prior experience of atleast 5 years in the field, and should be able to deploy additional resources immediately and as and when the necessity arises. Documentary evidences of experience and salary paid to such workforce shall be furnished along-with the bid documents.
- xiii)** The vendor must have a prior experience of not less than 5 years in providing Digital Forensic Services and the preference would be given those having successfully executed projects with any law enforcement agency during the past five years, letter of appreciation/recommendation from the concerned law enforcement agency/organization for outstanding work in the field of digital forensics, may be furnished along-with the bid documents.
- xiv)** The vendor must have an average turnover of not less than Rs. 50 Lakhs in the last three years, authenticated copies of Income Tax Returns and statement of accounts shall be furnished along-with the bid documents.
- xv)** As and when required, the resource person should be ready to travel to any station within this charge i.e. North West Region of Income Tax Department and outstation, and assist the officer for acquiring of data, retrieval, analysis etc., cost of travel and stay shall be borne by the vendor only.
- xvi)** 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. The applicant contractor's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative/organizational matters as all are of confidential/ secret nature. Any violations in this regard, will attract termination of the contract and legal action as per Law. An affidavit to this effect has to be submitted by the contractor alongwith its application.

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- xvii) 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.
- xviii) A consolidated bill will be submitted after completion of the work for payment. The bill will be countersigned by the relevant officers before submitting the same to the accounts department of the relevant offices. The bills will be cleared within reasonable time. However, in case of any unexpected delay, the contractor should be in a position to offer credit facility for the period.
- xix) TDS and GST will be made as per law.
- xx) The contract can be terminated at any time by either of the parties after giving one-month notice without assigning any reason to the other party.
- xxi) The Technical bid should be as per Annexure -I and Financial Bid as per Annexure II. In the Financial bid, the bidder is asked to give hourly rate for the expert resource employed. The bids are to be submitted in two parts in separate sealed envelopes, i.e., Technical Bid and Financial Bid. Violation of this will result in the bid being disqualified summarily.
- xxii) Tenders will be opened on **13.03.2023 at 03:00 PM** in front of the bidders or their authorized representatives, if they are present, by a designated committee and the bid results will be announced thereafter, after due evaluation of the committee. The successful bidders shall provide details of all resource persons within 3 days of bid opening.
- xxiii) The contractor should take steps to update on regular basis with latest software for the desired services of data mining, data representation, data engineering, data retrieval, data storage, data intelligence, reporting & representation and data analysis. Further, if the Department recommends for certain specific software, the Contractor should be able to make available the desired software for the above stated scope of work within reasonable time.

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ANNEXURE-I

FINANCIAL BID DOCUMENT

- a) Name of the Bidder :
- b) Address (with Tel.No., Fax No., Email ID) :
- c) Name & Address of the proprietor
Partners/Directors (with Mobile Nos.) :
- d) PAN/GST number of the Bidder :
- e) Contact Person (s) with Mobile No. :
- f) Rates (both in words and figures) :

S.No.	Particulars	Rate
	Rate per ' man hour employed	

DECLARATION

I/We hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I/We understand that in case any deviation is found in the above statement at any stage, I/We will be blacklisted and will not be permitted to have any dealing with the department in future.

(Full Name & Signature*of Authorized Signatory (ies) with Date)

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ANNEXURE-II

Technical BID DOCUMENT

1. Name and address of the Bidder :
2. Telephone No./Fax No./Mobile No./Email ID :
3. PAN & GST No. :
4. Year of commencement of the entity :
With evidence
5. Yearly Turnover (for last 3 years) :
6. Client List :
7. Any other remarks :
8. Work experience with other LEAs :

(Full Name & Signature of Authorized Signatory (ies) with Date)

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.

(Full Name & Signature of Authorized Signatory (ies) with Date)