



AUTORITA' GARANTE  
DELLA CONCORRENZA E DEL MERCATO

TENDER TO AWARD A CONTRACT FOR THE DEVELOPMENT AND DELIVERY OF BASIC  
TRAINING COURSES IN COMPUTER FORENSICS FOR ANTITRUST CASE-HANDLERS,  
AS FORESEEN IN THE PROJECT

*"European Antitrust Training and Exchange Program in Forensic IT (EATEP\_FIT)"*  
(ref HOME / 2010 / ISEC / FP / C2 / 4000001438)

- TECHNICAL SPECIFICATIONS -

TENDER No.:3554948 CIG No.: 3551633444

DIREZIONE STATISTICA E ISPEZIONI INFORMATICHE	<p>TECHNICAL SPECIFICATIONS FOR THE DEVELOPMENT AND DELIVERY OF BASIC TRAINING COURSES IN COMPUTER FORENSICS FOR ANTITRUST CASE-HANDLERS, AS FORESEEN IN THE PROJECT</p> <p><i>"European Antitrust Training and Exchange Program in Forensic IT (EATEP_FIT)"</i> (ref HOME / 2010 / ISEC / FP / C2 / 4000001438)</p>
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## TABLE OF CONTENT

Article 1 – Subject of the contract .....	3
Article 2 – Subject of the service .....	3
Article 3 – Description of the services.....	3
Article 4 – Technical and professional capacity .....	6

## Article 1 – Subject of the contract

The Autorità Garante della Concorrenza e del Mercato (hereinafter Authority/Buyer) intends to award a contract to a company specialised in computer forensics (or Forensic IT, hereinafter “FIT”) training, located in Europe, for the development and delivery of the basic training courses in computer forensics for antitrust case-handlers, as foreseen in the project *“European Antitrust Training and Exchange Programs in Forensic IT (EATEP\_FIT)”*, whose proposal submitted under the EU Programme *“Prevention of and Fight against Crime 2010 – Call for proposals restricted to Framework Partners – Action grants within the framework partnership agreements”* was awarded a grant by the European Commission, Directorate-General Home Affairs, (ref. Specific Grant Agreement No. HOME / 2010 / ISEC / FP / C2-4000001438 on a Grant for an Action).

## Article 2 – Subject of the service

The FIT basic training courses for antitrust case-handlers, which will involve around 64 participants belonging to about 30 Competition Authorities throughout Europe, aims at increasing skills and knowledge of the participants in the gathering of evidence on digital devices during inspections.

## Article 3 – Description of the services

### 2.1 – Design, development and provision of classroom training

The tenderer must provide the design, development and provision of training courses focused on the use of FIT techniques and tools (Encase – Guidance Software Co., in particular), according to the attached outline (ATTACHEMENT 1).

The training course must include:

- the training schedule specific for the course, based on the outline (ATTACHMENT 1) provided by the Buyer;
- the provision of all associated teaching aids (course notes, manuals, slide-shows, etc.), including the preparation of a case-study based on the outline (ATTACHMENT 2) provided by the Buyer;
- the training itself;
- the course evaluation made by the trainees and the trainer;
- the monitoring of the quality and effectiveness of the training and the reporting.

**All teaching aids developed specifically for the Buyer shall rest exclusively with the Buyer.**

The estimated time needed to provide the services described in these Technical specifications is to be expressed in **man days**, with reference to the following **required professional profiles**:

- Profile **Trainer**
- Profile **Training designer / Training material designer**.

*(a) Target group*

The target group consists of officials belonging to the antitrust agencies throughout Europe. The purpose of the training is to give these users practical training and to enable them to achieve an efficient use of the FIT tools during inspections of companies alleged to infringe competition laws.

*(b) Classroom training organisation*

The contracting company must provide classrooms equipped with IT facilities (see however point (e) below).

A significant percentage of courses must consist of hands-on practical exercises. Classes must be taught in English.

Two (2) instructors per class are required.

On the training day, the instructors will have to be present thirty (30) minutes before the beginning of the course itself.

The day after the training the trainer will submit a feedback to the Buyer pointing out the rhythm of the training session as well as encountered problems and suggestions, for improvements.

At the end of each session of the course, participants are invited to fill in an evaluation form (**ATTACHMENT 3**) covering the following aspects:

- (A) Content
- (B) Trainer / Facilitator
- (C) Methodology
- (D) Learning resources
- (E) Organization and logistics
- (F) General comments

All aspects are composed of several questions. For each question, the assessment percentage is obtained by dividing the sum obtained for that question by the highest possible score. Should the result of the evaluation of **aspects from B to D** not reach the requested minimum of 66% and if the next session does not reach the minimum quality level as well, this may be considered as a failure to meet contractual obligations. If two (2) sessions out of the planned eight (8) do not reach the minimum quality level of 66%, this may be considered as a failure to meet contractual obligations.

The classrooms are foreseen for 8 participants as a rule, with a maximum of 10.

Normally, courses are organised from 9:00 to 17:00 with a lunch break of 1.5 hour. Classroom training will take place in Brussels (see point (e) below).

*(c) Training aids*

The supporting material (slide shows, end user documentation, case-study, exercises, etc.) must be available before the start of the course.

Course material must be available in English, as well as all references to the applications.

*(d) Customization of course materials and training aids*

Course material may be created and/or customised, based on the course and case-study outlines provided by the Buyer (**ATTACHMENTS 1 & 2**).

Within ten (10) normal working days, the contractor will propose any possible improvement of the course outline; proposed changes must be motivated.

Within ten (10) normal working days, the Buyer will confirm, refuse or submit corrections for the new outline.

Once the final version of the course has been agreed, within thirty (30) days the contractor should provide the Buyer with course material (slide shows, case-study, etc.).

Within ten (10) normal working days, the Buyer will confirm, or submit corrections for the course material.

At least sixty (60) calendar days before the start of the first session, the contractor will present courses' materials (slides, case-study, etc.) at a face-to-face half-day meeting with the Buyer. This presentation will be organised by the Buyer in Brussels, at the date and venue indicated by the Buyer itself. The presentation will be made by the trainers of the course. The contractor will have to take account of any comments should arise during and/or within fifteen (15) days after the presentation meeting. The contractor shall reply in writing to comments received and adapt the course accordingly.

*(e) Place of delivery and logistical support for the organisation of the training*

The place of delivery is Brussels, barring any unforeseen circumstances at the premises of the EFTA Surveillance Authority (hereinafter ESA), 35 rue Belliard, 1040, Brussels (Belgium). ESA will provide a training room for a maximum of 10 attendees, equipped with 10 laptops running Windows 7 and Office 2007.

**IMPORTANT: Should the ESA's training room be not available, the place of delivery will be provided by the contractor. The tenderer is therefore required to provide, quoted separately, the cost for the location of a fully equipped training room in Brussels. This quotation is not considered for the adjudication of the contract, but the Buyer will assess its consistency.**

Any other provision of logistical support for the organisation of the training must be proposed by the tenderer. These profiles must be able to fully manage the training activities (course planning, attendance lists, etc.). Classroom preparation, assistance to users and to trainers would also be part of the services provided.

## 2.2 – Volume

Eight (8) sessions of 5-day of the same course are foreseen, for a total of 64 participants (8 sessions, classes of 8 participants).

Training sessions must be delivered in weeks (5-day, from Monday to Friday included), in two blocks:

- 1<sup>st</sup> block: sessions from 1 to 4 in the period September 2012 - January 2013
- 2<sup>nd</sup> block: sessions from 5 to 8 in the period September 2013 - January 2014.

The sessions will not necessarily be scheduled at contiguous weeks. The final schedule will be set by the Buyer at least sixty (60) days before the start of the first and the fifth session of its respective block.

The final schedule can be further modified by the Buyer, if the contractor agrees on it.

The first session of the course (hereinafter, the “pilot session”) will be delivered not less than twenty (20) days before the second session. The course evaluation by trainees of the pilot session will be used as an element to confirm the course, or will point out necessary improvements to be taken into account before the next session of the course.

**Compensation arrangement:** Should the contractor cancel a training session less than thirty (30) calendar days prior to the planned date, the contractor has to re-organize the same course for free, according to a new schedule approved by the Buyer.

## Article 4 – Technical and professional capacity

Tenderers are required to prove that they have sufficient technical capacity to perform the contract. To that end they shall present documentation as to the following criteria:

- Coverage of the needs
- CVs of named trainers
- Methodology for the design and execution of the services

With reference to the above-mentioned criteria, the tenderer must provide the following documentation:

#### **4.1 Coverage of the needs**

You must submit your full training catalogue. The information must be provided as paper documentation.

The provided information must contain:

- (4.1.1) A complete list of all available training (for example courses, workshops and other).
- (4.1.2) For each training a short description, including duration, courses' objectives, target group, level and type of training (such as courses with the exercises, workshop, lab).
- (4.1.3) Samples of teaching aids (syllabus, slides, etc), the ones closest to the Technical specifications (at the tenderer's choice).

#### **4.2 CVs of named trainers**

The tenderer has to demonstrate that his company has the technical capacity to deliver the required services based on the profiles provided.

The tenderer has to provide the exact number of CVs requested per profile (two (2) per profile). One (1) of the CVs per profile will correspond to a permanent staff of the tenderer. The tenderer must guarantee that during the execution of the contract all staff assigned will correspond or exceed the minimum requirements described in the technical specifications.

For every profile, the minimum requirements are defined in terms of:

- Level of formal education.
- Relevant experience (years of experience executing tasks that are relevant for the profile).
- Certifications relevant to the execution of the tasks.

#### **Minimal requirements for the **profile Trainer (mandatory)**:**

- (4.2.1) A level of post-secondary education attested by a diploma in the field of information and communication technology (IT);

or

A level of general or vocational secondary education attested by a diploma giving access to post-secondary education and followed by appropriate professional experience of at least three (3) years.

- (4.2.2) Minimum two (2) years of Forensic IT (or computer forensics) training experience.
- (4.2.3) Experience in Encase Technology (Guidance Software Co.) end-user training.

#### **Minimal requirements for the **profile Training designer / Training material designer (mandatory)**:**

(4.2.4) A level of post-secondary education attested by a diploma in the field of information and communication technology (IT);

or

A level of general or vocational secondary education attested by a diploma giving access to post-secondary education and followed by appropriate professional experience of at least three (3) years.

(4.2.5) Minimum two (2) years of Forensic IT (or computer forensics) experience including experience in the field training design / training material documentation and design.

(4.2.6) Experience in Forensic IT (or computer forensics) technology end-user training.

**You must use attached CV forms (ATTACHMENT 4). Use of this form is mandatory – only CVs submitted on this form will be considered.**

#### **4.3 Methodology for the design and execution of the services**

This criterion will be evaluated on the basis of the detailed description of the methodology you must provide.

Enclose a detailed description of your approach to the provision of the training courses defined in the present Technical Specifications. You must cover the following stages of the course's lifecycle (early stages – such as analysis of the needs (content, target population, prerequisites) and scheduling of the courses – already identified by the Buyer):

(4.3.1) Identification of the appropriate trainer.

(4.3.2) Delivery of the training courses.

(4.3.3) Adaptation to specific needs *during* the course.

(4.3.4) Replacement of a trainer (in case of unavailability or users notified dissatisfaction).

(4.3.5) Risk and problem management: identify the risks and problems that you could face with the provision of this service and explain the way you will tackle them.

(4.3.6) Any other relevant information (including any possible after-course tutoring / coaching services).



**OUTLINE OF THE COURSE: FORENSIC IT BASIC TRAINING FOR CASE-HANDLERS**

**DAY 1**

**Module 1. What is computer forensics?**

- History of Computer Forensics
- Nature of Cybercrime, when is CF required ?
- Digital Evidence
- Planning and Preparation.
- Chain of custody, Preservation of Evidences (Handling evidence at scene)

**Module 2. Computer Hardware**

- Components Identification
- Boot Process (POST and BIOS)
- The servers

**Workshop:**

- PC components Identification
- Extraction of a HD (PC)
- Mounting a new HD in Win XP
- Familiarizing with the BIOS
- Network connections set up

**DAY 2**

**Module 3. How is the information stored?**

- What is a bit, a byte ..?
- Operating systems and file systems
- What is happening when a file is deleted (slack space)?

**Module 4. Wiping Storage Media**

- Why and when

**Module 5. Encase V6 Concept**

- EnCase Concepts
  - o Evidence File Format, Evidence File Verification,
  - o CRC and MD5, Hashing Disks and Volumes
- EnCase Environment
  - o EnCase Layout

**Workshop:**

- HD wiping (Wipe Drive)
- Partition Wiping (Media Wiper)
- USB Wiping (Media Wiper)
- Introduction to EnCase
- FAT table analysis with EnCase
- Looking for/recovering Deleted files with/without EnCase

**DAY 3**

**Module 6. Acquiring Digital Evidences -**

- Boot disk/USB and BIOS
- Disk-to-disk DOS acquisition
- Network acquisition (LinEn)
  - o What is a network connection ?
  - o Why and when a network connection ?
  - o BIOS, POST and IP address
  - o How to set up and work through a network connection ?
  - o Connection testing and Linen configuration
  - o Preview and image acquisition
- Write blocking

- What is a write blocker ?
- Different types of write blockers
- How to use them

### **Workshop**

- Set up of network connection
- Running LinEn – acquisition on external devices
- Understanding how EnCase maintains Data Integrity
- USB stick imaging with EnCase through a write blocker

## **DAY 4**

### **Module 7. EnCase Forensic - Processing the case**

Adding evidence file (.E01 format, hash code)

Exploring data

Sorting and filtering the data

- Creating and managing keywords – GREP keywords
- Starting a search
- Deleted Files
  - doc, xls, zip, ppt
  - PDF files
  - TIFF
  - Win 2000/XP/vista folders
- Indexing (Residual)
- Email search
- Copy/Unrase files and folders
- Exporting files information
- Bookmarking and reporting

### **Workshop**

- Keywords creation and grep
- Searching for data and bookmarking the results
- Reporting.

## **DAY 5**

### **Final Test**

- Questionnaire
- Putting all together – The case study (handling a case from the beginning)
  - Previewing
  - Write blocking acquisition
  - Processing the case
  - wiping

### **Outline for the preparation of the case-study**

It is required the realization of an antitrust case study based on information that the Buyer will provide in order to simulate a real computer inspection at the premises of a company suspected of an anti-competitive cartel.

In preparing the case study a copy image of the personal computer of a hypothetical employee must be prepared. The copy image must be in Encase format (.E01) coming from a personal computer equipped with Windows Xp, Microsoft Office (Word, Excel, Powerpoint, Outlook) and Acrobat Reader (the choice of these operating systems and softwares is directly related to the diffusion of these tools among companies).

The image will contain:

- At least a Microsoft Outlook e-mail database containing about 6000 incoming and outgoing messages (10% containing attachments .doc, .xls, .pdf,...) based on the last 3 years of activity of the user.
- All the information about data, time, routing server contained in the header of each message must be plausible.
- Incoming e-mails must contain in the recipient field the name of the inspected subject and the names of other subjects of the same company (same domain). A few of these e-mails will contain subjects working in companies involved in the cartel (other domains).
- Outcoming emails will contain the inspected subject in the sender field.
  - o at least 3000 word documents
  - o at least 1500 excel documents
  - o at least 1500 pdf documents

The files will be saved in 10 (or more) different folders. The files that can prove the violation will be placed in non-conventional folders not easy to find. Creation date modification date and deletion date of files and messages will always be consistent and credible. Some files and messages will be deleted but retrievable with Encase.

**ATTACHMENT 2**  
**to the Technical Specifications**

Messages from newsletters, feeds, news agencies , ... can be used for the preparation of documents and e-mails

The Buyer will provide further files (evidence files) that can be used as evidence of a hypothetical anti-competitive cartel. Those files must be included in the image file created with Encase.

In order to obstruct the search (creation of false positives) for the documents that will constitute evidence of violation, the Buyer will provide a list of keywords and/or phrases to use in emails and files. At least 3% of the files/messages will contain those keywords.

**EVALUATION FORM – QUESTIONS WITH ANSWERS AND RELATED VALUES**

**Answers:** *Unsatisfactory* (related value = 0), *Poor* (related value = 1), *Good* (related value = 2), *Excellent* (related value = 3)

**Course title:** EATEP\_FIT - Forensic IT basic training for antitrust case-handlers  
**Start date:**  
**End date:**

Evaluate d aspects		Participant: .....	Answers (0 to 3)
(A)	Content	This course was relevant to your work	
		The course represented a good use of your time	
(B)	Trainer / Facilitator	The trainer was a good communicator	
		The trainer was attentive to the needs of participants	
		The trainer has a good knowledge of the topic	
		The trainer has a good knowledge of the Institutional context	
(C)	Methodology	The pace of the course was appropriate	
		The length of the course was appropriate	
		Theory / practice balance	
	Learning Resources	(Manuals, Presentation Material, Hand-outs, etc) - The course material/presentation was useful and easy to follow	
(Manuals, Presentation Material, Hand-outs, etc) - The course provided you with additional resources (useful links, downloads, access to the Community of Practice, etc.)			
(D)	Organisation and Logistics	The equipment was appropriate	
		The training environment was appropriate	
		You were satisfied with the administrative organisation	
(E)	General Comments	Your overall evaluation of this training action is ...	
		How useful was this training action in terms of meeting your learning objectives	
		What help/support do you need to implement your learning in the workplace/on the job	Free text <sup>(*)</sup>
		In the interest of continuous improvement, please feel free to make any additional comment	Free text <sup>(*)</sup>

(\*) Free text: add pages

## **Guidelines for the completion of the CV form**

This document defines the Curriculum Vitae (CV) layout to be used by the tenderer for each profile.

**Use of this form is mandatory - only CVs submitted on this form will be considered.**

### **How to fill out the CV forms:**

**Do not indicate the names of the candidates on the CV forms** but numbers and fill in the table available after the CV forms to make the connection between numbers and names. In order to protect confidential personal data, CVs will be circulated without the corresponding table.

**All the required information has to be provided.** Any missing or incomplete information may lead to a CV being discarded.

Where the information is to be provided in tabular form, **all the columns of the table** have to be filled in.

The CV should be a summary rather than a biography of an individual and must be in a format enabling a quick and accurate comparison with other CVs submitted to fill certain profiles. There should be no unaccounted chronological breaks.

Each CV consists of one CV front page **and at least** one CV professional experience page; more CV training or CV experience pages may be added as necessary.

Each CV professional experience page contains data about the projects the employee has participated in, its role and responsibilities, and the software he used in the context of these projects. More CV experience pages must be added for more projects.

- **Dates** must indicate precisely the starting and ending months of the entry.
- **Project size** is to be expressed as the total number of person-hours.
- **Description** must include an explanation of the scope and results of the project (or task).

**CV FORM – Profile nr** (*indicate here the profile nr*)

**CV front page**

<b>CV number :</b>	<i>(indicate here the CV number)</i> .....		
<b>Date of birth:</b>			
<b>Contract information:</b>	Date of recruitment:  <i>Comments:</i>		
<b>Current function :</b>	<i>(indicate the function in the company)</i>		
<b>Profile for which employee is entered:</b>			
<b>Profile experience</b>	Does the employee fulfil the corresponding profile requirements : YES / NO		
<b>Highest relevant educational qualification:</b>	<i>Check the appropriate:</i>  <input type="checkbox"/> University degree <input type="checkbox"/> Non university degree  <i>Comments :</i>	Certificate and/or diploma obtained:	Institute:
<b>Other experience and qualifications</b> ( specialised legal courses, informatics, etc)			
<b>Languages:</b>  (indicate level of skill: from 1=basic to 5=excellent)	English: French: German: Dutch: Italian: Spanish: Other(s):	Spoken	Written
<b>Date career started:</b>			

**ATTACHMENT 4**  
**to the Technical Specifications**

**Summary** (use this area to briefly indicate the major facts which should be known about this employee)



CV professional experience page

CV number:
CV experience page number for this CV:

PROJECT EXPERIENCE	
Project name:	
Company:	
Dates:	
Client:	
Project size:	
Project description:	
Employee's Roles & Responsibilities in the project:	
Methodologies used by the employee in the project:	

**ATTACHMENT 4**  
**to the Technical Specifications**

**CONNECTION TABLE FOR CV FORMS**

[illegible]