



**KELA RFIs**

**KELA** 

KELA Cybercrime Intelligence ©

# Contents

KELA RFI .....	1
T&C .....	2

## KELA RFI

As part of KELA's service, the customer will receive support from the CIC (Cyber Intelligence Center) to assist with the intelligence requirements. This includes immediate response to an RFI (request for information) that the customer can submit.

The scope of these RFIs is not restricted to events concerning the customer but also may include inquiries that are out of the direct scope of the client's work with KELA.

KELA's intelligence experts will use all available sources, including Open, Deep, and Dark websites, as well as social media channels, press releases, and more, in order to respond to the client's request for information in the most comprehensive, timely manner.

RFI topics might vary per client, depending on the client's scope, however, RFIs can be submitted for topics such as:

- ⦿ Investigations related to a specific threat actor of interest.
- ⦿ Intelligence analysis regarding the cyber impact of geopolitical campaigns.
- ⦿ Intelligence analysis on cyber-related news in the media that may affect customer business.
- ⦿ Advanced assessments of potential compromises or breaches that the customer may have been affected by.
- ⦿ Incident Response assistance - looking into indicators shared by the client.

## T&C

- ⦿ KELA will process the RFI requests from the client one at a time.
- ⦿ When a customer submits more than one RFI, prioritization must be provided as the RFI will be processed in the manner outlined in the previous bullet.
- ⦿ The delivery date for the RFI requested by the client is to be evaluated by KELA to ensure that intelligence quality is maintained given the scope of the RFI.
- ⦿ KELA will confirm the scope of work (SOW) of the RFI with the Customer before starting the investigation. Once the investigation has started, the SOW cannot be changed.
- ⦿ In the event that KELA is unable to respond to an RFI, the request will not be deducted from the customer's monthly allotment.
- ⦿ KELA reserves the right to reject an RFI for a specific topic of investigation.
- ⦿ In case the RFI requires coverage of multiple subjects, KELA reserves the right to examine the subjects as separate RFIs, and the client will be duly notified.
- ⦿ The amount of RFI's available at the client's disposal is subject to the period allowance per license (monthly or annually). Any unused RFI's cannot be added or rolled over to the following term.
- ⦿ KELA owns all existing and future Intellectual Property rights of any finished intelligence product, upon omitting any and all original references to the customer.