



Expression of Interest (Eoi)

National Crime Records Bureau invites EOI for “Selection of System Integrator for Supply, Installation, Maintenance and operation of Tools to Identify Child Pornography/ Obscene Contents in the Online Space”

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1. Introduction

Cyberspace is a complex environment comprising of interactions between people and services. The cyber space is anticipated to be more complex in the near future with advancement in technology and with manifold increase in network/devices attached to it.

With growing use of online space, crime against women and children such as child pornography, rape/gang rape videos, obscene contents, luring of child and women for sexual exploitation etc. are also increasing. Use of innovative technology and solutions are required to proactively identify such contents in the online space and to take pre-emptive actions to curb further distribution, circulation and misuse of such contents.

Ministry of Home Affairs is implementing a scheme titled 'Cyber-Crime Prevention against Women & Children' (CCPWC) under this National Crime Records Bureau has been entrusted to carry out proactive monitoring and in this regard NCRB intends to deploy tools/solutions to identify child pornography and obscene contents in the online space.

2. Implementation Plan

The system is planned to be implemented through a System Integrator (SI) who would be responsible for providing the software solution, recommend hardware specification for running the solution and integrating and implementing the complete solution. The SI would be required to provide software solution in the first stage along with the recommended hardware specifications. The software solution recommended by the SI would have to be implemented in the NCRB Environment to enable testing of various functionalities.

As part of next stage, NCRB would setup the hardware based on the specifications provided by the SI. The SI would then have to integrate the hardware and software and implement the solution. It is imperative that the solution implemented by the SI should be customizable throughout its deployment lifecycle to meet the evolving requirements of the users and online space. The selected SI shall also provision for trained manpower to manage and operate the tools provided along with training NCRB staff to operate the same. The manpower is required for one year and is subject to extension for an additional year depending on their performance and project requirements or the department may choose to continue with a reduced number of manpower in the second year. The SI will ensure appropriate training and Knowledge Transfer (KT) to the NCRB staff in the first year. A comprehensive Knowledge Transfer plan shall also be submitted in to NCRB. The SI shall also help NCRB in developing the SOP for use of such tools.

3. Purpose of EoI

The purpose of this Expression of Interest (EoI) is to shortlist reputed Systems Integrators (SI) for the implementation of the system envisaged by NCRB. The objective of the document is to provide indicative information on the envisaged system and the scope of work for this project. The detailed scope of work, terms and conditions and parameters for selection of the SI may be provided in the form a Request for Proposal (RFP) or in the form of addendum to this EOI after consultation with the prospective System Integrators applying to this EOI. The detailed scope of work, terms and conditions and parameters for selection of the SI will be provided in the Request for Proposal (RFP). RFP will be provided to only shortlisted firms as per the pre-qualifying criteria provided in this EoI.

4. Timelines

- a) NCRB invites expression of interest from organizations who meet the eligibility criteria as stated under Section 4 - Eligibility Criteria with all the necessary documents in a sealed cover along with the covering letter duly signed by an authorized signatory at the below address:

Shri S. K. Saxena, Dy. Director(C-I)
National Crime Records Bureau
NH-8, Mahipalpur
New Delhi-110037

- b) The Expression of Interest may be submitted before **1700 hours on 20 February 2019**. Any EOI received post the cut-off date and time will be rejected.
- c) Soft copy of the EOI Proposals should also be submitted over email at ccpwc@ncrb.nic.in as per timelines already provided above.
- d) NCRB shall not be responsible for any postal delay or non-receipt / non-delivery of the documents/ emails. No further correspondence on the subject will be entertained.
- e) Any queries related with this EOI should be mailed at ccpwc@ncrb.nic.in by **1700 hours on 08 February 2019**.
- f) **Pre-Bid Meeting**

NCRB shall hold a pre-bid meeting with the prospective System Integrators at **1100 hours on 12 February 2019** at:

National Crime Records Bureau
NH-8, Mahipalpur
New Delhi-110037

5. Scope of work

The broad scope of work to be executed as part this project is as given below:

5.1. Designing the solution

- (a) Prepare High-Level & Low-Level Design for the Proposed Solution
- (b) Develop & Customize the Software Solution that would have the following capabilities:
- Find, collect and parse the online contents to identify child pornography and obscene contents.
 - Crawl online space with least human intervention.
 - Mark identified contents with pre-identified severity rating based on criteria like age of the child, nature of the abuse, scale of availability of the content in the online space, content upload date and time stamp etc.
 - Generation of dashboards based on customizable options like content type, geography, severity etc.
 - In-built artificial intelligence to learn about false positive marked contents and remove such contents from the future results.
 - Ingest already identified child pornography and obscene contents from various other sources or services. Based on the feed, tool will crawl the online space to identify the

matching contents. Further, it should be able to provide actionable intelligence such as platform name, website URL, upload date etc. for such contents.

5.2. Supplying the Solution

- (a) Supply all necessary software for the proposed solution.
- (b) Provide specifications and Bill of Material (BOM) of the hardware required for solution deployment.

5.3. Implementing the Solution

- (a) Configure and Deploy the Software Solution in the test/lab environment for testing purpose. Configure and Deploy the Software Solution in the NCRB environment.
- (b) Coordinate and carry out the intermediate and final testing of the configured solution.
- (c) Coordinate and provide necessary support for conduct of acceptance testing.
- (d) Prepare & provide necessary documentation in the form of User Manuals and Trouble Shooting manuals for the solution.

5.4. Operating and Maintaining the Solution

- (a) Adhere to the contracted Service Level Agreements to ensure necessary uptime of the solution during the Warranty & AMC period.
- (b) Provide manpower to operate the solution
- (c) Train specific groups of users to be able to manage and optimally utilise the solution.

5.5. Providing enhancements, post commissioning of the Solution

- (a) Suggest desirable features to maximize the usefulness of the solution over and above the basic user requirements.
- (b) Design and develop/ customize modules/features as per evolving User Requirements during the Warranty & AMC period. The custom code developed will be owned by NCRB.
- (c) Carry out testing of customized modules/ features and coordinate acceptance testing.
- (d) Integrate the new customized modules / features in the live solution.
- (e) Train the users and provide necessary documentation.

6. EoI Proposal Preparation Costs & related issues

- a) The bidder is responsible for all costs incurred in connection with the participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/presentations, and preparation of EoI along with providing any additional information required by NCRB to facilitate the evaluation process.

- b) NCRB will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- c) This Eol does not commit NCRB to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this bid.
- d) All materials submitted by the bidder will become the property of NCRB and may be returned completely at its sole discretion.

7. Eligibility Criteria

Mandatory Eligibility criteria are as below:

- a) **Legal entity recognized under law:** The interested firm/SI/Joint Venture should be a legal entity recognized under Indian laws and in case of a foreign company, should be registered under the laws of such foreign country and authorized to participate in Government of India bidding process by the competent authority in India.
- b) **Financial turnover:** The Annual Business turnover should be minimum of fifty crores (Rs. 50 cr) for last three financial years while working in similar / related projects. Relevant document to be submitted along with the EOI.
- c) **Positive Net Worth** - The Bidder shall have a positive net worth in each of the following years 2015- 2016, 2016-2017 and 2017 – 2018.
- d) **Incorporation:** The said legal entity should have been in existence for a period of at least 5 years on the date of submission of proposal as evidenced by the documents submitted by such entity in its proposal.
- e) **Expertise:** The firm/SI should have experience and proven track record of having conducted similar projects related to detection, processing, analytics, automation and response for Child Pornography and obscene contents in the online space. A statement of work done or such projects undertaken in last ten years need to be submitted with Eol.
- f) **Blacklisting:** The firm/SI should not be blacklisted by any Central Govt. / State Govt. / PSU/Govt. bodies/ any foreign organisation. Undertaking Certificate signed by the Authorized signatory should be submitted along with the EOI.

Additional Desired Criteria are as below:

- a) **Software Certification:** The firm/ SI should have been assessed and must possess a valid certification for SEI CMMI (Capability Maturity Model Integration) Min Level 5 as on the date of submission of bid. Copy of certificate valid on the date of submission of the EOI response should be submitted.
- b) **Quality Management Certification:** The firm/SI should have ISO 9001 certification as on the date of submission of bid and a copy of certificate valid on the date of submission of the EOI response should be submitted.
- c) **Information Security Management Certification:** The firm/SI should have ISO 27001 certification as on the date of submission of bid and a copy of certificate valid on the date of submission of the EOI response should be submitted.

Priority will be given to the firms/SI meeting above additional desired criteria along with the mandatory eligibility criteria.

8. Right to Terminate the Process

NCRB may terminate the Eol process at any time and without assigning any reason. NCRB makes no commitments, express or implied that this process will result in a business transaction with anyone.

This Eol does not constitute an offer by NCRB. The bidder's participation in this process may result in NCRB short listing the bidder to submit a complete technical and financial response at a later date.

9. Submission of EOI

All Original Equipment Manufacturers/Software development organisations /Solution Integrators are invited to submit an Eol to National Crime Records Bureau.

- I. The entire Eol proposal shall be strictly as per the format specified in this Invitation for Expression of Interest and any deviation may result in the rejection of the Eol proposal. The scanned copies of the documents or pdf versions only need to be submitted.
- II. The scanned versions of the documents or pdf versions of the following documents need to be submitted:

Form 1: Covering Letter with Correspondence Details

Form 2: Details of the Bidder's Operations and IT Implementation Business

Form 3: Compliance Sheet for Eligibility Criteria

Form 4: Financial Information (as per Audited Balance Sheets)

Form 5: Capability Citation Format

Form 6: Format to indicate no Blacklisting

Form 7: Proposed Architecture for the Solution

*Formats for these forms are given under **Annexure - I***

Additional:

(a) Power of Attorney in the name of Authorized Signatory

(b) Documents requested in the Section 7 - Eligibility Criteria of this EOI document

10. Evaluation process

- a) NCRB will constitute an Evaluation Committee to evaluate the responses of the applicants.
- b) For the submitted EOIs meeting eligibility criteria as stated under section 4, Initial shortlisting will be done based on their past experience of handling similar type of project. Only shortlisted organizations will be invited for presentation in front of Evaluation Committee.
- c) The Evaluation Committee constituted by NCRB shall evaluate the responses to the EOI and all supporting documents & documentary evidence. The committee may seek additional documents / presentation as it deems necessary.
- d) Each of the responses shall be evaluated to validate competence of the applicant according to the supporting documents specified in this document.
- e) In case of excessive qualifying responses received, weightage shall be given based on the written statement of the organizations/companies describing its claim for suitability for the project and a merit list of qualifying organizations/companies shall be prepared.
- f) The decision of the Evaluation Committee in the evaluation of responses to the Expression of Interest shall be final. No further correspondence will be entertained in this regard.
- g) The Evaluation Committee reserves the right to reject any or all proposals.
- h) Based on the recommendation of the Evaluation Committee, work order would be awarded to the selected organizations/companies.

Appendix I - Bid Submission Forms

Form 1: Covering Letter with Correspondence Details

<Location, Date>

Shri S. K. Saxena, Dy. Director(C-I)
National Crime Records Bureau
NH-8, Mahipalpur
New Delhi-110037

Dear Sir,

We, the undersigned, offer to provide the Systems Integrator services for “**Supply, Installation and Maintenance of Tools to Identify Child Pornography/ Obscene Contents in the Online Space**”.

Our correspondence details with regard to this Eol are:

S. No.	Information	Details
1	Name of the Contact Person	<Insert Name of Contact>
2	Address of the Contact Person	<Insert Address>
3	Name, designation and contact, address of the person to whom, all references shall be made, regarding this Eol.	<Insert Name of Contact>
4	Telephone number of the Contact Person.	<Insert Phone No.>
5	Mobile number of the Contact Person	<Insert Mobile No.>
6	Fax number of the Contact Person	<Insert Fax No.>
7	Email ID of the Contact Person	<Insert Email>
8	Corporate website URL	<Insert Website URL.>

We are hereby submitting our Expression of Interest. We understand you are not bound to accept any Proposal you receive. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short-listing process or unduly favors our company in the short-listing process, we are liable to be dismissed from the selection process or termination of the contract during the project.

We hereby declare that our proposal submitted in response to this Eol is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[Company Name with seal]

<Applicant's Name with seal>

Name: <<Insert Name of Contact>>

Title: <<Insert Title of Contact>> Signature: <<Insert Signature>>

Form 2: Details of the Bidder's Operations and IT Implementation Business

S. No.	Information	Details to be furnished
1	Name and address of the bidding Company	
2	Incorporation status of the firm (public limited / private limited, etc.)	
3	Year of Establishment	
4	Date of registration	
5	ROC Reference No.	
6	Details of company registration	
7	Details of registration with appropriate authorities for service tax	
8	Name, Address, email, Phone nos. and Mobile	

[Company Name with seal]

<Applicant's Name with seal>

Name: <<Insert Name of Contact>>

Title: <<Insert Title of Contact>>

Signature: <<Insert Signature>>

Form 3: Compliance Sheet for Eligibility Criteria

S. No.	Basic Requirement	Required	Provided	Reference & Page Number
1	Power of Attorney	Copy of Power of Attorney in the name of the Authorized signatory	Yes/No	
2	Covering Letter with correspondence details	As per given "FORM 1: Covering Letter with Correspondence Details" in this Appendix.	Yes/No	
3	Legal Entity	Copy of Certificate of Incorporation; and Copy of Service Tax Registration Certificate	Yes/No	
4	Annual Sales Turnover	Certificate from the statutory auditor or by Company Secretary, along with the Balance Sheets of the last three financial years which are available publicly (Form 4)	Yes/No	
5	Net Worth		Yes/No	
6	Technical Capability	Certification by Company Secretary of having delivered Similar project(s) and of project(s) Gone-Live (Form 5)	Yes/No	
7	Software Certification	Copy of certificate	Yes/No	
8	Quality Management Certification	Copy of certificate	Yes/No	
9	Information Security Management Certification	Copy of certificate	Yes/No	
10	Blacklisting	Certificate by authorized signatory (Form 7)	Yes/No	

[Company Name with seal]

<Applicant's Name with seal>

Name: <<Insert Name of Contact>>

Title: <<Insert Title of Contact>>

Signature: <<Insert Signature>>

Form 4: Financial Information (as per Audited Balance Sheets)

	2015-16	2016-17	2017-18
Annual Sales Turnover (in Crores)			
Net worth (in Crores)			
Other Relevant Information			

The copies of respective balance sheets are enclosed.

*It is confirmed that I am/we are the statutory auditors / Company Secretary of M/s

< Statutory Auditor/ Company Secretary's Name with seal >

<Signature of Statutory Auditor/ Company Secretary >

Name:

Date & Place:

Note: The above certificate should be from the statutory auditor or Company Secretary of the bidder organization.

* Strike out whichever is not applicable

Form 5: Capability Citation Format

Relevant project experience needs to be mentioned (provide no more than 3 projects)

Project 1/2/3

General Information	
Name of the project	<i>Provide reason in case information is being withheld</i>
Client for which the project was executed	<i>Provide reason in case information is being withheld</i>
Name and contact details of the client	<i>Provide reason in case information is being withheld</i>
Confirmation of project delivery and Go Live	“It is hereby certified that the cited project has been delivered and gone live”
Project Details	
Description of the project covering the following:- 1. Broad scope of Work/Services 2. Category of Content Identification Undertaken (Such as Child Porn, Nudity, Rape/Gang Rape etc.) 3. Technical Details of Services & Technologies used 4. Outcomes of the project	You are encouraged to provide as much information as possible to allow evaluation Work order/ documentary evidence be provided if NDA is not an issue
Other Details	
Total cost of project for which Purchase order has been placed on vendor (in INR)	
Start Date of the Project	
Gone live Date of the Project	
Target Completion date of Project	
Project Status (Completed/ Maintenance)	
Other Relevant Information	
Letter from the client to indicate the award of work/ successful completion of the project	<i>Optional. Indicate page number, in case attached.</i>

Note: If any information provided by the vendor by way of self-certification or otherwise is found to be false, the vendor would be disqualified at any stage.

[Bidder’s Name with seal]

<Applicant’s Name with seal>
 Name: <<Insert Name of Contact>>
 Title: <<Insert Title of Contact>>
 Signature: <<Insert Signature>>

<Company Secretary’s Name with seal>
 Name: <<Insert Name of Contact>>
 Title: <<Insert Title of Contact>>
 Signature: <<Insert Signature>>

Form 7: Format to indicate no Blacklisting

In response to the Eol Tender Id _____ dated _____ for “**Selection of System Integrator for Supply, Installation and Maintenance of Tools to Identify Child Pornography/ Obscene Contents in the Online Space**”, I/We hereby declare that presently our Company/ Firm _____ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

I/We further declare that presently our Company/ firm _____ is not blacklisted and not declared ineligible for reasons of corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Eol Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our Eol to the extent accepted (if any) may be cancelled.

Bidder's Name with seal]

<Applicant's Name with seal>

Name: <<Insert Name of Contact>>

Title: <<Insert Title of Contact>>

Signature: <<Insert Signature>>

Form 8: Proposed Architecture for the Solution

A comprehensive proposed architecture along with approach and methodology including details on how the proposed tool will identify child pornography content and obscene content in cyberspace, how input to the proposed tools/ solutions will be configured, what all attributes the tool/solution will be able to identify with respect to an identified content, speed and accuracy of the content processing, limitations of the tools/ solutions etc. should be submitted.

The write up should include a low level solution architecture to indicate key elements proposed to be utilized towards design and implementation of the proposed solution. Use of COTS/Licensed/ Proprietary products may be specifically indicated. This entire document should not exceed more than 10 pages.
