



RASHTRIYA RAKSHA UNIVERSITY

(An Institution of National Importance)

Pioneering National Security and Police University of India

Expression of Interest (EOI) for Procurement of Network Monitoring and Digital Data Extraction Solutions

1. Introduction

Rashtriya Raksha University (RRU) invites proposals from qualified vendors for the supply of Network Monitoring and Device Tracking Solutions and Digital Data Extraction and Analysis Software. These solutions are crucial for monitoring internet-connected devices and conducting forensic investigations.

In addition to supplying the tools, the vendor is expected to arrange a 7-day training session with certification for 20 participants in hybrid mode (online and in-person).

This tender is issued to ensure a fair, transparent, and value-driven procurement process, promoting competition and delivering the best value for money.

2. Scope of Work

The selected vendor will be responsible for:

- Supplying the Network Monitoring and Device Tracking Solution as per the detailed specifications outlined in Section 4.
 - Supplying the Digital Data Extraction and Analysis Software as per the detailed specifications outlined in Section 5.
 - Providing post-sales support, warranty, and updates.
 - Conducting a 7-day hands-on training program for 20 participants, with certification upon successful completion. The training must be conducted in hybrid mode, accommodating both online and on-site participants.
-

3. Detailed Specifications

3.1 Network Monitoring and Device Tracking Solutions

The proposed tool must meet the following specifications:

- Monitor internet-connected devices and track them in real-time.
- Provide up to 20 million search results per month and scan up to 65,536 IPs per month.
- Support real-time notifications, private firehose features, and IP lookups.
- Accessible via both CLI and web interface.
- Comprehensive support services, including updates, troubleshooting, and ongoing maintenance.
- Licensing terms that ensure long-term usage without excessive renewal fees.

(For a more detailed list of technical requirements, please refer to the attached specifications annexure "A")

3.2 Digital Data Extraction and Analysis Software

The software must have:

- Compatibility with Windows, macOS, and Linux.
- Memory acquisition capabilities, including RAM dumps and running process memory capture.
- Support for forensic image formats and file systems.
- AI-based categorization of sensitive content, including CSAM, weapons, and drugs.



RASHTRIYA RAKSHA UNIVERSITY

(An Institution of National Importance)

Pioneering National Security and Police University of India

- An intuitive GUI and Command Line Interface (CLI).
 - Warranty and technical support services for software updates and issue resolution.
 - The vendor must provide a Manufacturer's Authorization Form (MAF) from the original software manufacturer, ensuring authenticity and support from the manufacturer for the supplied tool.
- (For detailed technical specifications, please refer to the attached specifications annexure "A".)

4. Vendor Eligibility

Vendors must meet the following criteria:

- Proven track record of supplying similar solutions to government, law enforcement, or educational institutions.
- Capability to deliver training and certification, with a minimum of 3 years of experience in offering such training programs.
- Financial stability with an average annual turnover of INR 60 lakhs over the past three financial years, i.e., 2021-22, 2022-23, and 2023-2024. The vendor must attach most current IT returns as proof.
- Audited balance sheets and CA certificates for the last three financial years (2021-22, 2022-23, 2023-24).
- Declaration of compliance with relevant standards and regulations.
- Undertaking regarding non-blacklisting: The vendor must submit an undertaking stating that they have not been blacklisted by any government or public sector organization.

5. Evaluation Criteria

The evaluation of bids will be conducted based on the following criteria:

5.1 Technical Evaluation

- Compliance with Technical Specifications: The proposed solution must meet the specifications outlined in Sections 3.1 and 3.2.
- Performance Requirements: The tools must demonstrate high efficiency and compatibility with various systems and networks.
- Support Services: Availability of robust after-sales support, including training, maintenance, and updates.
- Warranty: The vendor must provide a comprehensive warranty, ensuring ongoing performance and support.
- Manufacturer's Authorization Form (MAF): For the Network Monitoring and Digital Data Extraction and Analysis tool, both the vendor must submit a valid MAF to ensure that the tool is genuine and supported by the original manufacturer.

5.2 Financial Evaluation

- Cost Competitiveness: The proposal must provide competitive pricing, including costs for tools, training, and certification.
- Total Cost of Ownership (TCO): Consideration will be given to the overall cost, including licensing, maintenance, and any recurring fees.
- Payment Terms: Clear payment terms such as stage-wise payments based on completion of specific milestones.



RASHTRIYA RAKSHA UNIVERSITY

(An Institution of National Importance)

Pioneering National Security and Police University of India

6. Bid Security (EMD)

To safeguard against non-serious bids, vendors are required to submit a Bid Security/Earnest Money Deposit (EMD) equivalent to 2% of the estimated contract value. The EMD must be submitted in the form of a bank guarantee, demand draft, or fixed deposit receipt from any scheduled bank, payable to Rashtriya Raksha University.

Key details:

- The exact amount of the EMD and submission details will be provided in the Request for Proposal (RFP).
- In case the bidder withdraws or amends the bid or fails to sign the contract after selection, the EMD will be forfeited.
- Vendors who fail to submit the EMD along with their proposals will not be considered for evaluation.
- Exemptions from EMD submission may be available for eligible categories, including Micro and Small Enterprises (MSEs), as per applicable guidelines.

7. Payment Terms and Delivery Timelines

- Stage-wise payments will be made based on the completion of specific milestones, such as delivery, installation, training, and certification.
- Delivery of the solutions and initiation of training must be completed within 5 days from the date of issuance of the purchase order.
- Penalties for delayed delivery or non-compliance with specifications will be applied, and these will be outlined in the contract.

8. EOI Submission Details

Interested bidders may submit their Expression of Interest via email to itsm@rru.ac.in and in a sealed cover by 17:00 hrs on 29/10/2024, addressing the Dean Training at the following address with the title:

"Expression of Interest (EOI) for Procurement of Network Monitoring and Digital Data Extraction Solutions"

**Dean Training
Rashtriya Raksha University
Lavad, Dehgam,
Gandhinagar-382305
India.**

9. General Terms and Conditions

- Rashtriya Raksha University reserves the right to accept or reject any or all EOIs without assigning any reason.
- Submission of an EOI does not guarantee issuance of an RFP or selection for the project.
- All costs incurred by bidders in responding to this EOI shall be borne by the bidders themselves.
- The EOI and any subsequent contract will be governed by the laws of India.



RASHTRIYA RAKSHA UNIVERSITY

(An Institution of National Importance)

Pioneering National Security and Police University of India

- Any penalties for non-compliance with terms, delivery schedules, or specifications will be clearly stated in the final contract.

10. Confidentiality

All information provided by Rashtriya Raksha University as part of this EOI shall be treated as confidential and shall not be shared with third parties without prior written consent.

11. Contact Information

For any queries regarding this EOI, please contact:

Service Billing Address:

Rashtriya Raksha University,
Lavad, Dehgam,
Gandhinagar-382305
India.
Email: itsm@rru.ac.in

By Order.
IT System Manager
Rashtriya Raksha University
Lavad, Dehgam,
Gandhinagar-382305
India.
Email: itsm@rru.ac.in

Dated 23 October 2024