Ministry of Interior

Social Networks Security Hazard Monitoring Project Booklet

Dear Sirs

Kindly send your agent to purchase conditions and specifications booklet of limited tender number 22 for the year 2013/2014 for Social Networks Security Hazard Monitoring operation (public opinion measurement system), for a price of EGP 2000.

Technical and financial offers will be received on Monday 19 May 2014 at 10:00 in the General Directorate of Information and Documentation in the Ministry of Interior. Preliminary insurance is a sum of EGP 65000, broken as follows:

A. Preliminary insurance EGP 12000

B. Preliminary insurance EGP 53000

Introduction

Internet social networking website are one of the most recent and popular telecommunication technologies. Despite that such websites were built to be used between individuals, their use has extended to criminal activity by exchanging information on assaulting individuals or upsetting public peace, in addition to incitement to commit acts of terrorism and riot. Unfortunately, the number of social networks users spreading destructive ideas affecting our society in our current time is increasing. The numbers of social networks users has increased rapidly over the past few years, and the importance and dangers of these networks has increased by the rapid and strong effects the networks makes on its users, particularly juveniles and the youth.

Despite the various benefits and many positives of human interaction on such networks, on individual and communal level, there are also many negatives and dangers coming out of them, to the extent of threatening the safety and stability of society, especially with the increased effect of the Internet and social networks, where news travel without borders or limits, where democratic principles are grounded, and with short time available to make decisions to face societal crises, in addition to several variables and factors affecting the state of security. Security agencies are facing new problems, and external variables are affecting the state internally. Destructive ideas published on such networks are increasing, most importantly: blasphemy and skepticism in religions; regional, religious, racial, and class divisions; spreading of rumors and intentional twisting of facts; throwing accusations; libel; sarcasm; using inappropriate words; calling for the departure of societal pillars; encouraging extremism, violence and dissent; inviting demonstrations, sit-ins and illegal strikes; pornography, looseness, and lack of morality; educating methods of making explosives and assault, chaos and riot tactics; calling for normalizing relations with enemies and circumventing the state's strategy in this regard; fishing for honest mistakes, hunting flesh; taking statements out of context; and spreading hoaxes and claims of miracles.

To face such danger and challenge to security, and to continue developing the total security system inside the Ministry of Interior, the Ministry decided building the Social Networks Security Hazard Monitoring system, in order to conduct wide searches on various networks to find everything that is a violation of the law, the spreading of destructive ideas that help spreading chaos, tensions and corruption in society. This comes as a cornerstone in a comprehensive strategy to face such danger threatening safety of the homeland and shaking the stability of families and sons. The strategy will monitor, list, analyze, execute, support, confront, and refute. Through such a system, the Ministry will be able to conduct regular surveys and polls to learn how much the youth are affected by destructive ideas spreading on social networks. The Ministry will be also able to communicate and interact with aware and zealot young people to monitor destructive ideas spreading on social networks, and consider how to refute and confront them.

Project Objectives

The project aims at using the most updates releases for software to monitor security hazards in social networks, to identify persons representing a danger on society, and to analyze different opinions for constant development of security operations within the Ministry, and also constantly developing hardware and software licenses guaranteeing operation, effectiveness and integration with the security operation in the Ministry. This will be achieved by:

- Searching for keywords that constitute a violation of the law and public moral, or that do not fit into norms and societal ties

- Offering an analytical tool to analyze opinions and trends inside social networks; statistics of the most discussed topics will be presented next to growth trends in the less discussed topics

- Decision support. The reports will focus on important discussion topics affecting such decisions

- The SNSHM system is a central system connected to search terminals, and it integrates with the security operation inside the Ministry's departments

- Developing system users in monitoring hazards through training

- Offering advanced technical consultations

- Securing the database from modern technical hacking

- Analyzing and reporting all security information collected through the monitoring system

Booklet Scope

A. Supplying, installing, licensing software and applications of the SNSHM project

B. Supporting the Ministry by providing the most updated software of the SNSHM by ensuring the following:

1. The system needs to be compatible with existing systems, in accordance with the unified security system in the Ministry

2. Supplying and supporting a functional system, including all methods of protection against any electronic infiltration

3. Supplying hardware and software required to achieve the project's goal

4. Offering an comprehensive training plan for users and experts interacting with the Social Networking Security Hazard Monitoring system

5. Providing technical support for offered software

6. Providing all documentation required during the project's lifetime, including:

   1. Users manual

   2. Source code for contracted databases and applications

   3. System's technical guide

   4. Database scheme

   5. Training plan

   6. Statement of all licenses required for the system, either for operating systems, antivirus, and DB servers; or for the SNSHM system, detailing numbers of licensed users and size of databases

Technical Requirements for Suggested System (Group A)

1.The system will connect a minimum of 30 analysts to social networking services (Twitter, Facebook, YouTube) at any given time, and will allow for an unlimited number of analyst user accounts. Technical offers providing support for more social networks (Instagram, LinkedIn, Google, Viber, Whatsapp...) will be a plus

2. The system will be installed in its entirety inside the Ministry of Interior's main servers

3.Supplier will confirm the system can be linked to the Ministry's databases, and for a future possibility of connecting to the Ministry's GIS, its security analysis system. The supplier will confirm possibility for upgrade to allow comparability with such systems

4.The system is required to have been tested in other European or American countries, and to have taken part in international security trade shows

5.The system will provide maximum scalability, resilience and flexibility, and will remain compatible with future changes in social network's APIs

6.The system will be flexible enough to adapt to current security requirements by changing variables to widen or narrow the circle of suspects. Variables include gender, age, province of residence...

7.The system will handle large amount of inflowing data and unorganized databases

8.Search queries will be executed within 30 seconds

9.The system will include registering, matching, and quantitative search features

10.The system will be able to handle and analyze vocabulary in files of different formats, for example DOC, TXT and PDF

11.The system search capabilities will be able to handle all types of Arabic (standard and colloquial), in addition to romanized Arabic, and English. The system will accept upgrades for future addition of any other language, and will accept adding new vocabulary for automatic search by, for example, importing XLS files

12.The offer will detail the system's capabilities, particularly search speed, and different analysis and reporting capabilities

13.The supplier will prepare, design, execute and configure all applications and databases, and will work technical officers in the General Directorate for Information and Documentation and with undertake data migration, if existing

14.Remote access to applications or databases will be prohibited

15.Users will be able to create an unlimited number of files on subjects or search keywords for automatic information collection

16.The system will support using keywords for collecting and analyzing data on social networking services (Twitter, Facebook, YouTube, Google)

17.The system will support partial or exact matches for search keywords

18. The system will support time-framed keywords search. Search results will immediately update when parameters are changed by the user

19. The system will report most discussed topics by finding most used words and shares among users of Facebook, Twitter and YouTube. Report can go back to previous time, or show current discussions

20. Provide statistics of most shared and liked pages on Facebook, most tweeted and retweeted on Twitter, and number of interactions on hot topics

21. Identifies visitors of hot topics

22. Identifies influential individuals in monitored discussions

23. Reports the most shared and sent links, and the most important pages and messages

24. Provide ability to track a writers posts, current and old, and trace development of their opinion through time. The feature will allow choosing of sources by choosing a particular paper or website, or choosing articles by a particular writer, or in a particular time frame

25. RSS feed reading and storing

26. Export to PDF feature, including content and statistics for offline review

27. Analysing social networking trends by offerting top tweets and top retweets per hour

28. Arabic and English user interfaces at minimum, including data collection, analysis and reporting tools

29. Immediate presentation of search queries, and highlighting searched strings

30. Accessing the system through web browsers, without the need to connect to any machines or installing any special software

31. Comparing keywords in graphs showing different interactions around keywords and how they relate to each other

32. Comparing archived information with recent information

33. Corelating dates where historical events took place with tweets and Twitter trends

34. The system will be able to combine statistics and trends of different but related keywords. The system will be able to automatically identify but related keywords across different social networks

35. The system will be able to predict topic growth trends by linking keywords and suggesting keywords to be related to topics

36. Allowing system administrator to exclude particular topics from showing in results for some time. The system will decide that certain links on Facebook or Twitter are irrelevant

37. Compatible with at least the two most recent versions of Internet Explorer, Firefox and Google Chrome

38. Identifying influential individuals in certain geographic areas, and relating them together

39. Sending daily and weekly notifications via email and SMS

40. The system can work with and be linked to official providers of historical data for Faebook, Twitter, YouTube, and other social networks

41. The system will be able to suggest related topics to searched keywords, to improve results

42. The system will be able to export Twitter information to an internal database to be linked with electronic work flow

43. The system will be able to identify public opinion trends (on Facebook and Twitter) towards monitored topics

44. The system will be able to create content report and statistical reports

45. The system will be able to search within information collated from all supported social networks in one or all files

46. Future ability to search chosen forums and ezines. The list of sources can be increased to include external [expatriate?] forums and ezines.

47. Interacting with followers of system accounts on Twitter, Facebook and YouTube from inside the system

48. Adding more than one account on the same social network (Twitter, Facebook, YouTube)

49. Ability to organize the systems social networking accounts according to [the Ministry's] programs and information initiative

50. Synchronized publishing of content (text, image, video, or audio) on several social networks

51. Pre-set time for publishing content in the future

52. Timeline view of content published all or some of the system accounts

53. Collecting and creating lists of followers, friends, individuals who like or favorite content published by the system's accounts, and creating profiles of such people, including information and contacts. The system will be able to relate accounts on different social networks to the same ididvidual profile

54. The system will be able to manage followers comments and replies using a complete document cycle.

This copy was leaked to the Egyptian press on 1 June 2014