

2011

RFP for State System Integrator for Implementation of CCTNS Project in Chandigarh



VOLUME-II: COMMERCIAL AND BIDDING TERMS

DEPARTMENT OF POLICE
CHANDIGARH

Calendar of Events and Other Relevant Details

S. No	Information	Details
1	RFP reference No and Date	CCTNS/CHD/2011/01
2	Non Refundable Tender Cost	Rs. 10,000/-
3	Sale of RFP Document	18 th April 2011
4	EMD	10,00,000/-
5	Last date for submission of written queries for clarifications and	27 th April, 2011
6	Pre-Bid Conference	3 rd May, 2011
7	Release of response to clarifications on	6 th May, 2011
8	Last date (deadline) for receipt of proposals in response to RFP notice	23 rd May, 2011 till 05:00 PM
9	Place, Time and Date of opening of Pre-Qualifications Bids received in response to the RFP Notice	Place – Chandigarh Police Head Quarters, Sector, 9, Chandigarh Time: 03:00 PM 24 th May, 2011
10	Place, Time and Date of opening of Technical proposals received in response to the RFP notice	To be decided later
11	Place, Time and Date of opening of Financial proposals received in response to the RFP notice	To be decided later
12	Contact Person for queries	Sh. Alok Kumar, IPS DIG, Chandigarh Police Headquarters Sector -9, Chandigarh Email: cctns_cn@ncrb.nic.in Ph . 0172-2741244 Fax 0172- 2741652
13	Addressee and Address at which proposal in response to RFP notice is to be submitted:	Chandigarh Police Headquarters Sector -9, Chandigarh Email: cctns_cn@ncrb.nic.in Ph . 0172-2741244 Fax 0172- 2741652

Abbreviations / Acronyms

AMC	Annual Maintenance Contract
ATS	Annual Technical Support
BG	Bank Guarantee
CAS	CCTNS Core Application Software
CCTNS	Crime and Criminals Tracking Network System
LD	Liquidated Damages
MHA	Ministry of Home Affairs
NCRB	National Crime Records Bureau
PBG	Performance Bank Guarantee
RFC	Request for Clarification
RFP	Request for Proposal
SDA	Software Development Agency
UAT	User Acceptance Testing
UT	UT refers to the UT Police Department represented by the by CCTNS Nodal Officer of the UT

Table of Contents

1. Introduction	7
2. Instructions to Bidders.....	8
2.1.1 Pre-Bid Conference	8
2.1.2 Response to Bidder’s Enquiries.....	8
2.1.3 Supplementary Information / Corrigendum / Amendment to the RFP	9
2.1.4 Proposal Preparation Costs	9
2.1.5 UT’s Right to terminate the Process.....	9
2.1.6 Earnest Money Deposit (EMD).....	9
2.1.7 Authentication of Bids.....	10
2.1.8 Interlineations in Bids.....	10
2.1.9 Late Bids.....	10
3. Bid Submission Instructions.....	11
3.1.1 Language of Proposals.....	12
3.1.2 Conditions Under which this RFP is issued	12
3.1.3 Rights to the Content of the Proposal.....	12
3.1.7 Non-Conforming Proposals.....	12
3.1.8 Disqualification	13
3.1.9 Conflict of Interest.....	14
8. Bid Opening and Evaluation Process.....	15
4.1.1 Bid opening sessions	15
4.1.2 Overall Evaluation Process.....	15
4.1.3 Evaluation of Technical Proposals.....	16
9. Pre-Qualification Criteria.....	17
5.1.1 Consortium Criteria:	18
5.1.2 Technical Evaluation Criteria	19

5.1.3 Technical Evaluation Scoring Matrix:	20
5.1.4 Technical Proposal	22
5.1.5 Evaluation of Commercial Bids	23
10. Award of Contract	25
6.1.1 Award Criteria	25
6.1.2 UT's Right To Accept Any Proposal and To Reject Any or All Proposals.....	25
6.1.3 Notification of Award	25
6.1.4 Contract Finalization and Award.....	25
6.1.5 Signing of Contract.....	25
6.1.6 Failure to agree with the Terms and Conditions of the RFP.....	25
11. Payment Terms and Schedule.....	27
7.1.1 Performance Bank Guarantee	27
7.1.2 Liquidated Damages.....	27
7.1.3 Payment Schedules and Milestones.....	27
7.1.4 Milestones and Payment Schedules for Implementation Phase	28
7.1.5 Milestones and payment Schedules for Operations and Maintenance Phase.....	29
12. Formats for Response – Pre-Qualification Bid	30
8.1 Pre-Qualification Requirements Proposal:	30
8.1.1 Organizational Details	31
8.1.2 Financial Strength Details	31
8.1.3 Project Experience.....	32
8.1.4 Relevant e-Governance Project Experience	33
8.1.5 Relevant Software Services Project Experience.....	35
13. Formats for Response - Technical Bid	37
9.1.1 Profiles of Previous Project Experience.....	37
9.1.2 Solution Information	38
9.1.3 Bill of Material – Software Solution	41
9.1.4 Bill of Material – Infrastructure	44

9.1.5 Team Profile.....	48
14. Format for Bid Response – Commercial Bid.....	50
10.1.1 Commercial Proposal Cover Letter	50
10.1.2 Form 1 – Pricing Summary.....	53
15. Annexure – Other Formats	61
11.1.1 Non – Disclosure Agreement (NDA).....	61
11.1.2 Format for submission of Queries for Clarification.....	64
11.1.3 Earnest Money Deposit	65
11.1.4 Bid Cover Letter.....	66
11.1.5 Undertaking on Patent Rights.....	69
11.1.6 Undertaking on Conflict of Interest.....	70
11.1.7 Non-Malicious Code Certificate	71
11.1.8 Undertaking on Pricing of Items of Technical Response	72
11.1.9 Undertaking on Offline Functionality.....	73
11.1.10 Undertaking on Provision for Required Storage Capacity.....	74
11.1.11 Undertaking on Compliance and Sizing of Infrastructure.....	75
11.1.12 Undertaking on Provision of Support for Software.....	76
11.1.13 Undertaking on Service Level Compliance.....	77
11.1.14 Undertaking on Deliverables.....	78
11.1.15 Undertaking on Training the Users	79
11.1.16 Undertaking on Support to Certification	80
11.1.17 Undertaking on Exit Management and Transition.....	81
11.1.18 Undertaking on Continuous Improvement.....	82
11.1.19 Undertaking on Personnel	83
11.1.20 Undertaking on Provision of Work Environment at the State / UT.....	84
11.1.21 Undertaking on Changes to the Contract Clauses.....	85
11.1.23 Qualifications for the Project Team	87

1. Introduction

The SI (System Integrator) RFP is structured in three volumes. As already stated, Volume I comprises [Techno-functional requirements](#) for implementation of CCTNS project. This is the [Volume II of the SI RFP](#) template that comprises bidding guidelines, instructions to the bidders, evaluation criteria, formats for bid response etc. Volume III constitutes of the Contractual and Legal specifications for the project.

2. Instructions to Bidders

The RFP document consists of three volumes:

- i. [RFP Volume I](#): Technical and Functional Requirements
- ii. [RFP Volume II](#): Commercial and Bidding Terms
- iii. [RFP Volume III](#): Contractual and Legal Specifications

The RFP can be downloaded from the <http://etenders.chd.nic.in> from 18 April 2011. The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid security.

2.1.1 Pre-Bid Conference

UT will host a Pre-Bid Conference, scheduled on 03rd May 2011. The date, time and venue of the conference will be intimated to all bidders through e-mail or fax. The representatives of the interested organizations may attend the pre-bid conference at their own cost. The purpose of the conference is to provide bidders with information regarding the RFP and the proposed solution requirements in reference to the particular RFP. The UT shall provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the project during the pre-bid conference.

2.1.2 Response to Bidder's Enquiries

All enquiries from the bidders relating to this RFP must be submitted in writing via email (police-chd@nic.in , cctns_cn@ncrb.nic.in) only. The queries should necessarily be submitted in the following format:

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring	Points of clarification

The UT shall not be responsible for ensuring that bidders' enquiries have been received by them. UT shall provide a complete, accurate, and timely response to all questions to all the bidders. However, UT makes no representation or warranty as to the completeness or accuracy of any

response, nor does UT undertake to answer all the queries that have been posed by the bidders. All responses given by UT will be distributed to all the bidders.

2.1.3 Supplementary Information / Corrigendum / Amendment to the RFP

i. If UT deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements/corrigendum to this RFP. Such supplemental information will be communicated to all the bidders by e-mail only and will also be made available on UT's website. Any such supplement shall be deemed to be incorporated by this reference into this RFP.

ii. At any time prior to the deadline (or as extended by UT for submission of bids, UT, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder, UT may modify the RFP document by issuing amendment(s). All bidders will be notified of such amendment(s) by publishing on the website, and these will be binding on all the bidders.

iii. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, UT, at its discretion, may extend the deadline for the submission of bids.

2.1.4 Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by UT to facilitate the evaluation process, and in negotiating a definitive Service Agreement and all such activities related to the bid process. This RFP does not commit UT to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award of the contract for implementation of the project.

2.1.5 UT's Right to terminate the Process

UT makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone. Further, this RFP does not constitute an offer by UT. The bidder's participation in this process may result in UT selecting the bidder to engage in further discussions and negotiations towards execution of a contract. The commencement of such negotiations does not, however, signify a commitment by UT to execute a contract or to continue negotiations.

2.1.6 Earnest Money Deposit (EMD)

i. Bidders shall submit, along with their Bids, EMD of Rupees 10,00,000/- only, in the form of a A/C payee's Demand Draft or Fixed Deposit Receipt or Banker's Cheque or Bank Guarantee issued by the bank in favour of Inspector General Of Police, UT Chandigarh payable at Chandigarh of any nationalized bank situated at Chandigarh and valid for 180 days from the due date of the tender. Bid security in any other form will not be accepted. Format for bid security is provided in Annexure –Other Formats.

The bidder shall upload the scanned copy of the required EMD and the same shall be submitted in person at Computer Section, UT Police Headquarters, Sector -9D, Chandigarh well before the last date of submission of the bid.

ii. Bank Guarantees are to be issued by Indian Public Sector Banks or Private Sector Banks authorized by the Government to conduct Government transaction. Apart from nationalized banks, at present HDFC Bank, ICICI Bank and AXIS Bank are the three private sector banks authorized by the Government.

iii. The bid security of all unsuccessful bidders would be refunded by UT within three months of the bidder being notified as being unsuccessful. The bid security, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Guarantee.

iv. The bid security amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

v. The bid submitted without bid security, mentioned above, will be summarily rejected.

vi. The bid security may be forfeited:

- If a bidder withdraws its bid during the period of bid validity
- In case of a successful bidder, if the bidder fails to sign the contract in accordance with terms and conditions

2.1.7 Authentication of Bids

All bids shall be uploaded and digitally signed by the Bidder or a person duly authorized to bind the Bidder to the Contract. A letter of authorization shall be supported by a written power-of-attorney accompanying the bid. All pages of the bid, except for un-amended printed literature, should bear initials on each page and stamped by the person or persons signing the bid.

2.1.8 Interlineations in Bids

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

2.1.9 Late Bids

Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.

3. Bid Submission Instructions

1. The Bids shall be received electronically only through the website.
2. Bid Document can be downloaded from the website of Chandigarh Administration <http://etenders.chd.nic.in/>
3. The Bidders shall have to submit their Bids online in Electronic Format with Digital Signatures. For participation in the e-tendering process the Bidders need to register themselves on <http://etenders.chd.nic.in/>. On registration they will be provided with a user ID and a system generated password enabling them to submit their Bids online using Digital System Certificate (DSC).
4. The Bids shall be uploaded in Electronic Format on the website <http://etenders.chd.nic.in/>. Scanned copies of Tender Fee, Earnest Money Deposit, Document and Eligibility Documents shall also be uploaded alongwith the Bid within prescribed time limit.
5. Tender Fee amounting to Rs. 10,000/- (Rs. Ten Thousand only) and E.M.D amounting to Rs. 1000000/- (Rs. Ten Lac only) in original as uploaded by the Bidder shall be placed in the manner as described in the Bid Document and shall be submitted in person at the time of opening of Pre-qualification bid, on the specified date and time in Computer Section, UT Police Headquarters, Chandigarh. The Agency who fails to submit the E.M.D. as mentioned above, in physical form on the prescribed date will be declared as ineligible and the Bid submitted by them shall be declared as invalid.
6. The Agency has to produce the original documents as and when asked for by Computer Section, UT, Police Headquarters, Chandigarh. The failure of the Agency to furnish the said original documents will entail summarily rejection of its tender.
7. Instructions to Bidders regarding e-tendering process:
 - a) Tenders without digital signatures will not be accepted by the Electronic Tendering System. No Tender will be accepted in physical form and in case it has been submitted in the physical form it shall be rejected summarily.
 - b) Bids will be opened online as per time schedule mentioned above.
 - c) Before submission of online Bids, Bidders must ensure that scanned copies of all the necessary documents have been uploaded with the Bid.
 - d) It will be mandatory for all the Bidders to upload all the documents required for Technical as well as Financial Bids.
 - e) Chandigarh Police will not be responsible for any delay in online submission of the Bids due to any reason whatsoever.
 - f) The detail of EMD specified in the Tender documents should be the same as submitted online (scanned copies) otherwise tender will be rejected summarily.
 - g) The bid shall remain valid for a period of atleast 180 days from last date of submission of bids.
 - h) Conditional bids shall not be entertained.

For any technical issue related to the CCTNS Project, Bidders must contact IT Cell, DIT, Additional Deluxe Building, 5th Floor, Sector-9, Chandigarh or email at etender-chd@nic.in Phone No. 0172-2740641, 0172-2740003.

3.1.1 Language of Proposals

The proposal and all correspondence and documents shall be written in English. All proposals and accompanying documentation will become the property of UT and will not be returned.

3.1.2 Conditions Under which this RFP is issued

a. This RFP is not an offer and is issued with no commitment. UT reserves the right to withdraw the RFP and change or vary any part thereof at any stage. UT also reserves the right to disqualify any bidder should it be so necessary at any stage.

b. Timing and sequence of events resulting from this RFP shall ultimately be determined by UT.

c. No oral conversations or agreements with any official, agent, or employee of UT shall affect or modify any terms of this RFP and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of UT shall be superseded by the definitive agreement that results from this RFP process. Oral communications by UT to bidders shall not be considered binding on UT, nor shall any written materials provided by any person other than UT.

d. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against UT or any of their respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).

e. Until the contract is awarded and during the currency of the contract, bidders shall not, directly or indirectly, solicit any employee of UT to leave UT or any other officials involved in this RFP process in order to accept employment with the bidder, or any person acting in concert with the bidder, without prior written approval of UT.

3.1.3 Rights to the Content of the Proposal

a. All proposals and accompanying documentation of the Technical proposal will become the property of UT and will not be returned after opening of the technical proposals. The commercial proposals that are not opened will be returned to the bidders. UT is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. UT shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

3.1.7 Non-Conforming Proposals

a. A proposal may be construed as a non-conforming proposal and ineligible for consideration:

- i. If it does not comply with the requirements of this RFP. Failure to comply with the technical requirements, and acknowledgment of receipt of amendments, are common causes for holding proposals non-conforming.

- ii. If a proposal appears to be “canned” presentations of promotional materials that do not follow the format requested in this RFP or do not appear to address the particular requirements of the proposed solution, and any such bidders may also be disqualified.

3.1.8 Disqualification

The proposal is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:

- a) Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal.
- b) Proposal is received in incomplete form
- c) Proposal is not accompanied by all the requisite documents
- d) If bidder provides quotation only for a part of the project
- e) Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any
- f) Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process
- g) In case any one bidder submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals/bidders are withdrawn upon notice immediately
- h) Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within 30 working days of the date of notice of award of contract or within such extended period, as may be specified by UT.
- i) Bidders may specifically note that while evaluating the proposals, if it comes to UT's knowledge expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the bidders so involved are liable to be disqualified for this contract as well as for a further period of three years from participation in any of the tenders floated by UT.
- j) The bid security envelope, response to the pre-qualification criteria, technical proposal and the entire documentation (soft/electronic copies) submitted along with that should not contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid.

3.1.9 Conflict of Interest

SI shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the SI or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with NCRB/MHA or UT. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the SI to complete the requirements as given in the RFP.

Please use form given in Annexure

– Other Formats for making declaration to this effect.

8. Bid Opening and Evaluation Process

4.1.1 Bid opening sessions

- a. Total transparency will be observed while opening the proposals/bids.
- b. UT reserves the rights at all times to postpone or cancel a scheduled bid opening.
- c. The bids will be opened, in two sessions, one for pre-qualification and Technical and one for Commercial of those bidders whose technical bids qualify, in the presence of bidders' representatives who choose to attend the Bid opening sessions on the specified date, time and address.
- d. The bidders' representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for UT, the Bids shall be opened at the same time and location on the next working day. However if there is no representative of the bidder, UT shall go ahead and open the bid of the bidders.
- e. During bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
- f. The bid security will be opened by UT for bid evaluation, in the presence of bidders' representatives (only one) who may choose to attend the session on the specified date, time and address. The Bid Security envelope of the bidders will be opened on the same day and time, on which the Technical Bid is opened, and bids not accompanied with the requisite Bid Security or whose Bid Security is not in order shall be rejected.

4.1.2 Overall Evaluation Process

- a. A tiered evaluation procedure will be adopted for evaluation of proposals, with the technical evaluation being completed before the commercial proposals are opened and compared.
- b. UT will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified. UT may seek inputs from their professional, external experts in the technical and commercial evaluation process.
- c. The UT shall assign technical score to the bidders based on the technical evaluation criteria. The bidders with a technical score above the threshold as specified in the technical evaluation criteria shall technically qualify for the commercial evaluation stage.

d. The commercial bids for the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive.

4.1.3 Evaluation of Technical Proposals

a. The evaluation of the Technical bids will be carried out in the following manner:

b. The bidders' technical solution proposed in the bid document is evaluated as per the requirements specified in the RFP and adopting the evaluation criteria spelt out in this RFP. The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for technical evaluation.

c. Proposal Presentations: The Tender Committee constituted by the UT may invite each bidder to make a presentation to UT at a date, time and venue decided by UT. The purpose of such presentations would be to allow the bidders to present their proposed solutions to the committee and orchestrate the key points in their proposals.

d. The committee may seek oral clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Oral clarifications provide the opportunity for the committee to state its requirements clearly and for the bidder to more clearly state its proposal. The committee may seek inputs from their professional and technical experts in the evaluation process.

e. Following will be the technical evaluation methodology:

- Each Technical Bid will be assigned a technical score out of a maximum of 100 points.
- Only the bidders, who score above the minimum cut-off score in all of the sections AND score a total Technical score of 70 (seventy) or more, will qualify for the evaluation of their commercial bids. In addition, the bidders are also required to score the minimum cut-off mark defined for each section, as explained below.
- The commercial bids of bidders who do not qualify technically shall be returned unopened to the bidder's representatives after the completion of the evaluation process.
- The committee shall indicate to all the bidders the results of the technical evaluation through a written communication. The technical scores of the bidders will be announced prior to the opening of the financial bids.
- The technically short listed bidders will be informed of the date and venue of the opening of the commercial bids through a written communication.

9. Pre-Qualification Criteria

- 1) The invitation for bids is open to all entities registered in India who fulfill prequalification criteria as specified below
- 2) In case of a consortium, the prequalification criteria have to be met by the lead/prime bidder on its own. MoU / Letter of Association amongst Consortium members must be furnished with the Technical bid.
- 3) Bidders declared by UT to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.
- 4) Bidders declared by the UT Government as blacklisted will be ineligible to participate in the bidding process.
- 5) Breach of general or specific instructions for bidding, general and special conditions of contract with UT or any of its other client organizations during the past 5 years may make a firm ineligible to participate in EOI bidding process
- 6) UT reserves its right to subject the bidders to security clearances as it deems necessary
- 7) The participation is restricted to companies registered in India. The Bidder / Prime Bidder (in case of a consortium) for the UT implementation should satisfy all of the criteria below:
 - i. The Bidder should be an Information Technology System Integrator with a registered office and operations in India. The company should be operational in India for at least the last five financial years ending FY 2010-11. The Prime Bidder (System Integrator) will be a single legal entity.
 - ii. The bidder must have an office in the UT or should furnish an undertaking that the same would be established within one month of signing the contract.
 - iii. The Bidder (System Integrator), a single legal entity registered in India, should be a profitable vendor for the last three years and must have an annual turnover of not less than 30 (Thirty) crore for the last three financial years (as on 31-03-2011).
 - iv. The Bidder (System Integrator) must have a proven track record of providing a successful 'Turnkey Solution' for at least five (5) IT-projects¹. At least one of the 5 quoted projects should be an integrated turnkey project of a value of 2 crore or above in India including setting up and configuring the hardware (Servers, Desktop, Network Clients) and implementing software solution including Operating Systems, Infrastructure Management Software, RDBMS, establishment of LAN / WAN including Firewalls, IPS, PKI, etc. and providing life cycle support.
 - v. The Bidder (System Integrator) must have a proven track record of implementing at least two e-Governance projects² summing up to a value of 1 (One) Crore or above.

vi. The bidder must have prior experience of working on at least 1 Software Services Project₃ for Government of India, any of the UT governments or Public Sector Units. The project must be worth at least Rs. 50 Lakhs.

vii. The bidder (System Integrator) must meet at least one of the below criteria:

- i. The bidder must have been assessed and certified for CMMi Level 3 or above. The certificate should be valid for atleast a period of one year from the date of submission of the bid.
- ii. The bidder must have been assessed and certified for ISO 9001 or above.

Notes: 1. 'IT-projects' relates to projects involving IT Infrastructure procurement and commissioning, IT Application Customization, Integration with legacy systems, Deployment and Maintenance

2. 'e-Governance projects' is defined as 'deployment of IT systems for a government / public sector enterprises.

3. 'Software Services Project' relates to projects involving development or deployment of a IT application and Maintenance of the same.

4. In respect of both 1 and 2 above, the respondent should have been directly responsible for the implementation of the projects and not just a member of a consortium.

5. For items such as Site Preparation, Data digitization/migration, Capacity building (Training personnel) and Handholding the bidder may work with a partner/consortium. The bidder, strictly, cannot sub-contract the core activities of CCTNS implementation such as Hardware & IT infrastructure implementation, Customization/Application Development, Network and connectivity and roll-out of the CCTNS- CAS (State) application. However the bidder can subcontract non-core activities as mentioned above to companies fulfilling the following conditions.

- a. The sub contractor must be ISO 9001 in IT services. (ISO 27001 certification wherever relevant)
- b. The subcontractor should have been in Information Technology business for 5 years
- c. The subcontractor must have Service Tax registration no./ PAN no/ Provident Fund Commissionerate no.
- d. The sub contractor must have completed 5 projects for Government/PSU including one project preferably with the State Police Department involving implementation at Police Stations and Higher Offices.

5.1.1 Consortium Criteria:

The following are the requirements for a Consortium:

- The number of members in a consortium shall not be more than four (4). However, the SI shall be the prime bidder and shall be solely responsible for all implementation of the entire scope of the project;
- The bid should contain details of all the members of the consortium including their legal status and specify their roles and responsibilities in the project;
- The members of the consortium shall enter into a Memorandum of Understanding (MoU) for the purpose of submitting the proposal and the same shall be submitted to State/UT with the proposal;

- The prime bidder shall commit to hold an equity stake/interest of at least fifty one (51%) during the tenure of the project;
- Lead member of the consortium shall independently fulfill the qualification criteria and as a signatory to the agreement be solely responsible for all obligations under the agreement.

5.1.2 Technical Evaluation Criteria

The bidders shall meet all the mandatory compliance criteria mentioned below. Failure in meeting the mandatory compliance criteria will result in disqualification of the bidder.

Mandatory Compliance	
The technical response must meet all the following mandatory compliance requirements. Failure to meet any of the following criteria will result in the disqualification of the technical bid response.	
1.	Submission of Undertaking on Patent Rights in the format prescribed in this RFP
2.	Submission of Undertaking on Conflict of Interest in the format prescribed in this RFP
3.	Submission of Undertaking on Non-malicious Code Certificate in the format prescribed in this RFP
4.	Submission of Undertaking on Pricing of Items of Technical Response in the format prescribed in this RFP
5.	Submission of undertaking on Offline Functionality in the format prescribed in this RFP
6.	Submission of undertaking on Provision of Required Storage Capacity in the format prescribed in this RFP
7.	Submission of undertaking on Compliance and Sizing of Infrastructure in the format prescribed in this RFP
8.	Submission of undertaking on Provision for Support for Software in the format prescribed in this RFP
9.	Submission of undertaking on Service Level Compliance in the format prescribed in this RFP
10.	Submission of undertaking on Deliverables in the format prescribed in this RFP
11.	Submission of undertaking on Training for Users in the format prescribed in this RFP
12.	Submission of undertaking on Support to Certification in the format prescribed in this RFP
13.	Submission of undertaking on Exit Management and Transition in the format prescribed in this RFP
14.	Submission of undertaking on Continuous Improvement in the format prescribed in this RFP
15.	Submission of undertaking on Personnel in the format prescribed in this RFP
16.	Submission of undertaking on Provision of Work Environment in the format prescribed in this RFP
17.	Submission of undertaking on Changes to the Contract Clauses in the format prescribed in this RFP
18.	The client side, server side, and network infrastructure proposed shall meet all the specifications mentioned in this RFP. The bidder shall provide compliance matrix for each of the proposed components indicating compliance.
19.	Detailed logic of arriving at the Storage Capacity provided by the bidder and the details of the storage configuration (usage space, number of FC and SATA disks with RAID levels, storage expandability/capability in terms of maximum number of disks,).
20.	Submission of undertaking on OEM Authorization

5.1.3 Technical Evaluation Scoring Matrix:

The following are the indicative technical scoring criteria. SPMC shall further detail the criteria in consultation with UT.

No	Evaluation Criterion	Max score	Cut off score ₁
1	Previous Project Experience	35	25
A	Previous Software Services (design /development of solution) project experience in the chosen technology stack <ul style="list-style-type: none"> • Profile (scope, duration, ...) of the projects • Recency of the Projects • Whether the project is completed 	5	
B	Previous project experience related to Site Preparation and Installation and Commissioning of Client Side Infrastructure for multi-site, geographically spread project locations <ul style="list-style-type: none"> • Profile (scope, duration, ...) of the projects • Recency of the Projects • Whether the project is completed 	5	
C	Previous project experience related to Networking for multisite, geographically geographically spread project locations <ul style="list-style-type: none"> • Profile (scope, duration, ...) of the projects • Recency of the Projects • Whether the project is completed 	5	
D	Previous project experience related to Setting up of Infrastructure (Server, Storage,...) for a Data Center and Disaster Recovery Center <ul style="list-style-type: none"> • Profile (scope, duration, ...) of the projects • Recency of the Projects • Whether the project is completed 	5	
E	Previous project experience in Data Migration / Data Digitization <ul style="list-style-type: none"> • Profile (scope, duration, ...) of the projects • Recency of the Projects • Whether the project is completed 	5	
F	Previous project experience in implementing Capacity Building / Change Management <ul style="list-style-type: none"> • Profile (scope, duration, ...) of the project • Recency of the Projects • Whether the project is completed 	5	
G	Previous project experience in Operations and Maintenance of the project	5	

The bidder should meet all the criteria including cut-off for each category failing which the bidder shall be disqualified.

No	Evaluation Criterion	Max score	Cut off score ¹
2	Detailed Methodology	25	18
A	Technical Solution	10	
B	Methodology for Data Migration/Data Digitization	5	
C	Methodology for Change Management and Capacity Building	5	
D	Methodology for Exit Management The following parameters will be examined for evaluation (indicative): • Comprehensiveness and Completeness of the Plan • Suitability of the plan to the UT Police's requirements	5	
3	Proposed Team and Governance Structure	30	21
A	Proposed Governance Structure and Escalation Mechanism	5	
B	Proposed team and profiles for CAS (State)-implementation and rollout, Configuration, Customization and Application development	5	
C	Proposed team and profiles for Capacity Building/Change management	5	
D	Proposed team and profiles for Data Migration / Data Digitization	2	
E	Proposed team and profiles for Infrastructure setup (Data Centre establishment)	5	
F	Proposed team and profiles for Networking and related components	3	
G	Proposed team and profiles for Domain Experts	3	
H	Proposed team for Operations and Maintenance	2	
4	Project Plan	10	7
A	Comprehensiveness of the project plan	2	
B	Activities, sequencing, dependencies among activities	2	
C	Resource planning, allocation and loading	2	
D	Proposed Status Reporting mechanism	2	
E	Risk Management & Mitigation plan	2	
	Total	100	70

5.1.4 Technical Proposal

1. All the mandatory undertakings
2. The technical proposal should address all the areas/ sections as specified by the RFP and should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP Volume I. The technical proposal must not contain any pricing information. In submitting additional information, please mark it as "supplementary" to the required response. If the bidder wishes to propose additional services (or enhanced levels of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate and distinct attachment to the proposal.
3. Previous Project Experience for all the criterion in the technical evaluation matrix in the format provided in the RFP
4. Proposed Methodology for Data Migration, Change Management / Capacity Building, and Exit Management
5. The Technical Proposal should address the following:
 - Overview of the proposed solution that meets the requirements specified in the RFP
 - Overall proposed Solution, technology, and deployment architecture
 - Security architecture
 - Integration Architecture
 - Network architecture
 - Details of the Solution as per the format provided in the RFP
 - Bill of material of all the components (i.e. software, hardware, etc.) as per the formats provided in the RFP
 - Approach & methodology for project development and implementation including the project plan
 - Overall Governance Structure and Escalation Mechanism
 - Project team structure, size, capability and deployment plan (Total Staffing plan including numbers)
 - Training and Communication Strategy for key stakeholders of the project
 - Key Deliverables (along with example deliverables, where possible)
 - Project Management, reporting and review methodology
 - Strategy for conducting Operations & Maintenance
 - Risk Management approach and plan
 - Certification from the OEMs on the Infrastructure proposed by bidder

- Bidder's experience in all the project related areas as highlighted in Bid evaluation criteria
6. Bidder must provide the team structure and the resumes of key profiles within each team such as manager(s), technical experts, domain experts, etc responsible for the management of this project in the format provided in the RFP.
 7. Comprehensive Project Plan Along with Manpower deployment plan and resources to be dedicated to the project.
 8. The technical proposal shall also contain bidder's plan to address the key challenges anticipated during the execution of the project
 9. UT is also open to any suggestions that the bidder may want to render with respect to the approach adopted for the assignment in the light of their expertise or experience from similar assignments. However, this should not lead to the submission date being missed or extended.

5.1.5 Evaluation of Commercial Bids

1. The Commercial Bids of only the technically qualified bidders will be opened for evaluation.
2. Since the payments to the SI will made over a period of over four years (a minimum of 12 months for the Implementation Phase followed by three years for Operations and Maintenance Services), the DCF method will be used to compare different payment terms, including advance payments and progressive stage payments to the SIs so as to bring them to a common denomination for determining lowest bidder.
3. The UT will evaluate the offers received by adopting Discounted Cash Flow (DCF) method with a discounting rate in consonance with the existing government borrowing rate. The DCF is defined in the Glossary of Management and Accounting Terms, published by the Institute of Cost and Works Accountants of India. DCF method would be used for evaluation of bids. The bid with the lowest Net Present Value (NPV) determined using the DCF method will be selected.
4. Detailed modalities for applying DCF technique are as below:
 - Net Present Value (NPV) method will be used for evaluation of the Commercial Offer. The Net Present Value of a contract is equal to the sum of the present values of all the cash flows associated with it. The formula for calculating NPV of a Commercial Offer is illustrated in below.
 - Discounting rate to be used under the method is to be the Government of India's lending rate on loans given to UT Governments. These rates are notified by Budget Division of Ministry of Finance annually. The latest one is Ministry of Finance OM No F5(3) PD/2008 dated 30 October 2008 (as per which the borrowing rate is 9%). The UT will evaluate the offers received by adopting Discounted Cash Flow (NPV) method with a discounting rate of 9%.
 - NPV will be calculated on the annual cash outflows.

- Standard software for example 'Excel', 'Lotus 1-2-3' or any other spreadsheet, which comes preloaded as part of a personal computer will be used for NPV analysis.
- The blended person month cost for 300 person months will be considered in the cash flows in the first year
- The NPV will be calculated using the formula below:

$$NPV = C_0 + C_1/(1+r)^1 + C_2/(1+r)^2 + C_3/(1+r)^3 + C_4/(1+r)^4 + C_5/(1+r)^5 + \dots + C_n/(1+r)^n$$

Where,

- $C_0 \dots C_n$ are the yearly cash flows as illustrated below
- C_0 is the Sum of the below components
 - Sub-total for Services Provided during Implementation Phase (Sum of items 1 – 8, refer to Pricing Summary Sheet)
 - Blended Person Month Cost for 300 Person Months (refer to Pricing Summary Sheet)
 - $C_1 - C_n$ is Cost of Operations and Maintenance Services for each year after "Go-Live"
- r is the annual discounting rate as specified in Para (2) above

For Quality and Cost based Evaluation (QCBS), the following formula will be used for the evaluation of the bids

The scores will be calculated as:

$$B_n = 0.3 * T_n + (0.7) * (C_{min} / C_b * 100)$$

Where

- B_n = overall score of bidder under consideration (calculated up to two decimal points)
- T_n = Technical score for the bidder under consideration
- C_b = NPV (as calculated above) for the bidder under consideration
- C_{min} = Lowest NPV (as calculated above) among the financial proposals under consideration

The bidder achieving the highest overall score will be invited for negotiations for awarding the contract. In case of a tie where two or more bidders achieve the same highest overall score, the bidder with the higher technical score will be invited first for negotiations for awarding the contract.

10. Award of Contract

6.1.1 Award Criteria

UT will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the best value proposal.

6.1.2 UT's Right To Accept Any Proposal and To Reject Any or All Proposals

UT reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for UT's action.

6.1.3 Notification of Award

Prior to the expiration of the validity period, UT will notify the successful bidder in writing or by fax or email, to be confirmed in writing by letter, that its proposal has been accepted. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of performance bank guarantee, UT will promptly notify each unsuccessful bidder and return their Bid Security.

6.1.4 Contract Finalization and Award

The UT shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Technical and Commercial Evaluation to the proposed Project. If it is unable to finalize the contract with the bidder ranked first due to any reason, the UT may proceed to and negotiate with the next ranked bidder, and so on as per General Financial Rules (GFR) until a contract is awarded. UT reserves the right to present a contract to the bidder selected for negotiations. A contract will be awarded to the responsible, responsive bidder whose proposal conforms to the RFP and is, in the opinion of the UT, the most advantageous and represents the best value to the proposed project, price and other factors considered. Evaluations will be based on the proposals, and any additional information requested by the UT. Proposed project will involve the payment for the contract based on not only successful delivery of the solution but also on the success of the project after "Go-live".

6.1.5 Signing of Contract

At the same time as UT notifies the successful bidder that its proposal has been accepted, UT shall enter into a separate contract, incorporating all agreements (to be discussed and agreed upon separately) between UT and the successful bidder. The Model agreement (Draft MSA) is provided in RFP Volume III. UT shall have the right to annul the award in case there is a delay of more than 30 days in signing of contract, for reasons attributable to the successful bidder.

6.1.6 Failure to agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event UT may award the contract to

the next best value bidder as per section 6.1..4 in this RFP or call for new proposals or invoke the PBG.

11. Payment Terms and Schedule

7.1.1 Performance Bank Guarantee

A PBG of 10% of value of the contract would be furnished by the bidder in the form of a Bank Guarantee as per the format provided in this RFP from Indian Public Sector Banks or Private Sector Banks authorized by the Government to conduct Government transaction. At present HDFC Bank, ICICI Bank and AXIS Bank are the only three private sector banks authorized by the Government. Details of the banker to be furnished in the commercial offer.

- The PBG should be furnished within 15 calendar days from the signing of the contract and should be valid for entire term of the contract.
- UT may forfeit the Performance Guarantee for any failure on part of Bidder to complete its obligations under the Agreement.
- The Performance Guarantee shall be returned to the Bidder within 30 days of the date of successful discharge of all contractual obligations at the end of the period of the Agreement by the UT
- In the event of any amendments to Agreement, the Bidder shall within 15 days of receipt of such amendment furnish the amendment to the Performance Guarantee as required.

7.1.2 Liquidated Damages

In the event of the Bidder's failure to submit the Bonds, Guarantees and Documents and supply the solution / equipment as per schedule specified in this RFP, UT may at its discretion withhold any payment until the completion of the contract. UT may also deduct from the Bidder as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered services (as detailed in Volume I of this RFP) for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not more than 10% of the value of delayed services. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to UT under the contract and law.

7.1.3 Payment Schedules and Milestones

The successful bidder will sign a Service Level Agreement (SLA) with UT covering all the required services. The payment schedule and milestones are divided into two phases:

- A) Implementation Phase
- A) Implementation Phase
- B) Operations and Maintenance Phase

7.1.4 Milestones and Payment Schedules for Implementation Phase

S. No.	Payment Milestones for the Implementation phase	% Payment
1.	M1: Advance	0%
2.	M2: Pre – Go Live Readiness1 in Phase I	10%
3.	M3: Go-Live 2 in the Phase I	10%
4.	M4: Pre – Go Live Readiness1 in Phase II	10%
5.	M5: Go-Live2 in the Phase II	10%
6.	M6: Successful integration with CAS (Center) and successful transfer of the data for three months in succession	20%

1. Pre – Go Live Readiness of Districts under Phase requires Completion and Acceptance of the following activities in at least 50% of the Police Stations / Higher Offices in each of the Districts targeted under the Phase

- Data Migration / Digitization
- Capacity Building Program covering the targeted personnel
- Change Management Initiatives covering the targeted personnel
- Site Preparation
- Delivery and Commissioning of Client Side Infrastructure
- Networking

1. Go-Live in the Phase requires Completion and Acceptance of the following activities in 100% of the Police Stations / Higher Offices in each of the Districts targeted under the Phase

- Data Migration / Digitization
- Capacity Building Program covering the targeted personnel
- Change Management Initiatives covering the targeted personnel
- Site Preparation
- Delivery and Commissioning of Client Side Infrastructure
- Networking
- Commission of the Configured, Customized, and Extended CAS (State)

- The PS / HO have completely migrated to the new application and the police station and the higher offices' personnel are successfully conducting the intended functions through the application

3. Phase 2 activities will include:

- Continued commissioning of the Configured, Customized, and Extended CAS (State)
- Continued Capacity Building Program covering the targeted personnel
- Continued Change Management Initiatives covering the targeted personnel
- Continued Data migration from legacy systems for all the Police Stations

The above payments are subject to meeting of SLA's failing which the appropriate deductions as mentioned in the SLA section of Vol 1 of this RFP

7.1.5 Milestones and payment Schedules for Operations and Maintenance Phase

The operations and maintenance phase is for a period of three years post Go-Live in the last district. 40% of the total cost quoted by the bidder will be paid during the Operations and Maintenance Phase. It will be divided into 6 equated installments and made as 6 equal payments upon satisfactory adherence to the SLAs.

The payments during the Operations and Maintenance Phase will be made at the end of every six months after the delivery of the services upon satisfactorily adhering to the SLAs defined in the volume 1 of this RFP. The successful bidder will be required to submit a compliance report at the end of every month and a Consolidated compliance report at the end of 6 months based on which these payments would be made.

The payments will be made after deducting the penalty amount as per the SLA violation (if any) for the period. For instances where SLA violations cannot be consolidated for the payment period, the penalty amount will be deducted from the next payment.

The payments are subject to meeting of SLA's failing which the appropriate deductions as mentioned in the SLA section of Vol 1 of this RFP

12. Formats for Response – Pre-Qualification Bid

8.1 Pre-Qualification Requirements Proposal: Bidders are requested to submit their responses for the Pre-Qualification Requirements in five (5) parts, clearly labeled according to the following categories.

1. Part I – Details of the Organization

- a. This part must include a general background of the respondent organization (limited to 400 words) along with other details of the organization as per the format provided in the RFP. Enclose the mandatory supporting documents listed in format provided in the RFP.
- b. The bidder must also provide the financial details of the organization (as per format provided in the RFP). Enclose the mandatory supporting documents listed in format provided in the RFP.
- c. Address of the Office in the UT or alternatively an undertaking that the same would be established within two months of signing the contract.

2. Part II – Relevant IT Project Experience

- a. Respondents must provide details of IT project experience in the areas relevant to the CCTNS implementation requirements, as per the format provided in the RFP. The projects mentioned here should match with the projects quoted by the respondent in order to satisfy the qualification requirements. Enclose the mandatory supporting documents listed in format provided in the RFP.

3. Part III – Relevant e-Governance Project Experience

- a. Respondents must provide details of e-Governance project experience in the areas relevant to the CCTNS implementation requirements, as per the format provided in the RFP. The projects mentioned here should match with the projects quoted by the respondent in order to satisfy the qualification requirements. Enclose the mandatory supporting documents listed in format provided in the RFP.

4. Part IV – Relevant Software Services Project Experience

- a. Respondents must provide details of Software Services project experience in the areas relevant to the CCTNS implementation requirements, as per the format provided in the RFP. The projects mentioned here should match with the projects quoted by the respondent in order to satisfy the qualification requirements. Enclose the mandatory supporting documents listed in format provided in the RFP.

5. Part V – Proof of Certification

- a. Assessment and Certification of the required certification (CMMi Level 3 or above for large and medium states) / (CMMi Level 3 or above OR ISO 9001 or above for smaller states).

8.1.1 Organizational Details

Details of the Organization	
Name	
Nature of the legal status in India	
Nature of business in India	
Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
Other Relevant Information	
Mandatory Supporting Documents:	
a) Certificate of Incorporation from Registrar Of Companies(ROC)	
b) Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company	

8.1.2 Financial Strength Details

Financial Information			
	FY 2008-09	FY 2009-10	FY 2010-11
Revenue (in INR crores)			
Profit Before Tax (in INR crores)			
Other Relevant Information			
Mandatory Supporting Documents:			
a) Auditor Certified financial statements for the Last three financial years; 2008-09, 2009-10 & 2010-11 (Please include only the sections on P&L, revenue and the assets, not the entire balance sheet.)			

8.1.3 Project Experience

Relevant IT projects

Relevant IT project experience (provide no more than 5 projects in the last years)	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the Respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents:	
a) Letter from the client to indicate the successful completion of the projects	
Project Capability Demonstration	
Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which is part of minimum qualification criteria).	

These capabilities may be spread over the five projects (which are part of minimum qualification criteria) and not essentially in this project alone.

8.1.4 Relevant e-Governance Project Experience

Relevant e-Governance project experience (provide no more than 2 projects in the last 5 years)	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Place (town, state) where the project was executed (deployment, operations and maintenance)	
Duration of the project (no. of months, start date, completion date, current status)	

Other Relevant Information

Mandatory Supporting Documents:

- a) Letter from the client to indicate the successful completion of the projects
- b) Letter from the client to indicate the successful completion of the projects (setting up software, hardware and network infrastructure and building and deploying the application)
- c) Copies of the CMMi level 3 assessments.

Project Capability Demonstration

Complete details of the scope of the project shall be provided to indicate pre-qualification criterion (which are part of minimum qualification criteria)

Following are the capabilities essential for the project. These capabilities may be spread over the 2 projects (which are part of minimum qualification criteria) and not essentially in this project alone. However, demonstration of these capabilities is compulsory. Respondents are required to provide information substantiating their qualification related to the any/ all of the capabilities. The capabilities are:

- 1. Online Portal Applications using SOA/Web Services with Service Orchestration – Software Architecture, Design, Development, and Maintenance:

Should have demonstrated this in multiple large-scale projects Should have implemented in situations requiring high availability, security and scalability Should have demonstrated capabilities to meet and exceed performance levels and service levels

- 2. System Integration:

Should have demonstrated ability to deliver turnkey projects successfully from design through deployment Should have a demonstrated ability to integrate with legacy systems as well as other new software systems Should have demonstrated experience in installation, commissioning and provisioning of hardware, software, network in Data Centre environments

- 3. Project and Program Management:

Should have extensive experience in large scale project and program management Should have experience handling multiple stakeholders and locations Should have extensive experience in implementing and supporting projects for users in multiple locations.

- 4. Financial Strength:

Should have financial capability to mobilize resources for large multi-year e-governance projects

5. Capacity Building and Change Management, Awareness and Promotion:

Should have demonstrated capability in conducting capacity building and change management programs for government stakeholders

Should have demonstrated capability in conducting promotion and awareness campaigns for user communities

8.1.5 Relevant Software Services Project Experience

Relevant IT project experience

Relevant IT project experience (provide no more than 1 project in the last 5 years)	
General Information	
Name of the project	

Relevant IT project experience (provide no more than 1 project in the last 5 years)	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	

<p>Relevant IT project experience (provide no more than 1 project in the last 5 years)</p>	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents: a) Letter from the client to indicate the successful completion of the projects	
<p style="text-align: center;">Project Capability Demonstration</p>	
Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which are part of minimum qualification criteria)	

13. Formats for Response - Technical Bid

9.1.1 Profiles of Previous Project Experience

Relevant Project experience (Provide no more than 3 projects in the last 5 years)	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents: a) Letter from the client to indicate the successful completion of the projects	
Project Capability Demonstration	

Please provide complete details regarding the scope of the project to indicate the relevance to the requested technical evaluation criterion.

9.1.2 Solution Information

It is possible that the SI has not suggested the solution as the list is indicative only. In case any of the item is not provided, the SI

The Below list is indicative only	Proposed Solution (Provide the product Name or Firm Custom built, incase of new development)	Version & year of release	OEM	Features & Functionality	O&M Support (Warranty /ATS/ ..as required as per RFP) Provided by	Refernce in the submitted proposal (please provide page number / section - number / volume)
CAS (State) Solution						
Webserver						
Application Sever						
Database						
Operating System						
Others						
Reporting Engine						
Email/Messaging						
Search Engine						
Portal Server						
Workflow Engine						
Rules Engine						

may indicate N/A in the corresponding cells

The Below list is indicative only	Proposed Solution (Provide the product Name or Firm Custom built, incase of new development)	Version & year of release	OEM	Features & Functionality	O&M Support (Warranty /ATS/ ..as required as per RFP) Provided by	Reverence in the submitted proposal (please provide page number / section - number / volume)
Directory Services						
DMS/CMS						
Security						
Identity Management						
Audit						
ETL						
Any Other Proposed						
CAS (State) Offline Solution						
Synchronization Solution						
Application Container						
Database						
Others						
Operating system (Incase the suggested solution will need a particular kind of O/S on the Client Machine						

Any Other Proposed						
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The Below list is indicative only	Proposed Solution (Provide the product Name or Firm Custom built, incase of new development)	Version & year of release	OE M	Features & Functionality	O&M Support (Warranty /ATS/ ..as required as per RFP) Provided by	Refernce in the submitted proposal (please provide page number / section - number / volume)
Technical Environment						
Project Management Information System (PMIS)				Please Provide the list of services offered as a part of PMIS Solution		
Configuration Management						
Issue Tracker						
Any Other Proposed						
Infrastructure Services (at DC/DR)						
EMS				Please Provide the list of services offered as a part of EMS Solution		
Load Balancers						
Backup Software						
Helpdesk						
Anti-Virus						
SAN Management Software						

Any Other Proposed						
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9.1.3 Bill of Material – Software Solution

The Below list is indicative only ³	Proposed Solution (Provide the product Name or Firm Custom built, incase of new development) ⁴	Unit of Measurement	Number of Licenses (Development Environment) ⁵	Number of Licenses (UAT) ⁴	Number of Licenses (Training) ⁴	Number of Licenses (Data Center - Production) ⁴	Number of Licenses (DR Site) ⁴
CAS (State) Solution							
Webserver							
Application Sever							
Database							
Operating System							
Others							
Reporting Engine							
Email/Messaging							
Search Engine							
Portal Server							
Workflow Engine							
Rules Engine							
Directory Services							
DMS							
Security							
Identify Management							
Audit							
ETL							
Any Other Proposed							

RFP for State System Integrator for Implementation of CCTNS in Chandigarh

3 In case the number of licenses offered are different for each of the services within the solution (ex, multiple services within EMS are provisioned with different licenses), please insert rows under the solution head and provide the information

4 It is possible that the SI has not suggested the solution as the list is indicative only. In case any of the item is not provided, the SI may indicate N/A in the corresponding cells

5 Please indicate N/A where not applicable. Please indicate N/L where there is no license requirement

The Below list is indicative only ³	Proposed Solution (Provide the product Name or Firm Custom built, incase of new development) ⁴	Unit of Measurement	Number of Licenses (Development Environment) ⁵	Number of Licenses (UAT) ⁴	Number of Licenses (Training) ⁴	Number of Licenses (Data Center - Production) ⁴	Number of Licenses (DR Site) ⁴
CAS (State) Offline Solution							
Synchronization Solution							
Application Container							
Database							
Others							
Operating System (In case the solution will not a particular kind of O/S on the Client machine)							
Any Other Proposed							
Technical Environment at NCRB							
Project Management Information System							
Configuration Management							
Issue Tracker							
Any Other							

Proposed							
Infrastructure Services (at DC\DR)							
EMS							
Load Balancer							
Backup Software							
Helpdesk							
Antivirus							
SAN Management Software							
Any Other Proposed							

9.1.4 Bill of Material – Infrastructure

		Technical Bill of Materials -H/W													
	Reference of the server/ storage information in the Submitted Proposal (Please provide page number/section-number/volume)	Services proposed to be hosted on the Server	Quantity	Make and Model	Year of Introduction	Operating System along with version (if applicable)	Processor and Number of Cores Offered (if applicable)	Architecture (RISC/EPIC/CISC) (if applicable)	RAM (if applicable)	HDD (if applicable)	LAN Ports (if applicable)	HBA (if applicable)	Additional Information as required to indicate the compliance to the requirements in the RFP (ex, Capacity, Disk Space,....)	Compliance Matrix Provided as per the format given in the RFP (Yes/No) In case the matrix is not provided, please provide	Data Sheets Provided in the Proposal (Yes/No) In case the datasheets are not provided, please provide the same
Data Center															
Production CAS (State) Application Services Related Servers (Web, Portal, Application, Database, Directory....)															

	Technical Bill of Materials -H/W														
Insert each item in a separate row as required															
Infrastructure Services Related Servers (EMS, AntiVirus, Backup, DNS,...)															
Insert each item in a separate row as required															
SAN Storage															

	Technical Bill of Materials - H/W														
	Reference of the server/ storage information in the Submitted Proposal (Please provide page number/section-number/volume)	Services proposed to be hosted on the Server	Quantity	Make and Model	Year of Introduction	Operating System along with version (if applicable)	Processor and Number of Cores Offered (if applicable)	Architecture (RISC/EPIC/CISC) (if applicable)	RAM (if applicable)	HDD (if applicable)	LAN Ports (if applicable)	HBA (if applicable)	Additional Information as required to indicate the compliance to the requirements in the RFP (ex, Capacity, Disk Space...)	Compliance Matrix Provided as per the format given in the RFP (Yes/No) In case the matrix is not provided, please provide the same	Data Sheets Provided in the Proposal (Yes/No) In case the datasheets are not provided, please provide the same
SAN Switch															
FC-IP Router															
Tape Library															
Technical Environment at NCRB (Project Management, Configuration Management, Issue Tracker)															
Insert each item in a															

	Technical Bill of Materials - H/W														
separate row as required															
UAT Environment															
Insert each item in a separate row as required															
Training Environment Insert each item in a separate row as required															

9.1.5 Team Profile

Format for the Profiles	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none"> • Degree • Academic institution graduated from • Year of graduation • Specialization (if any) • Key achievements and other relevant information (if any) 	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company (the SDA)	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: <ul style="list-style-type: none"> • Organizations worked for in the past • Organization name 	

<ul style="list-style-type: none"> • Duration and dates of entry and exit • Designation 	
---	--

<ul style="list-style-type: none"> • Location(s) • Key responsibilities • Prior project experience <ul style="list-style-type: none"> • Project name • Client • Key project features in brief • Location of the project • Designation • Role • Responsibilities and activities • Duration of the project Please provide only relevant projects. 	
---	--

<p>Proficient in languages (Against each language listed indicate if read/write/both)</p>	
---	--

14.Format for Bid Response – Commercial Bid

10.1.1 Commercial Proposal Cover Letter

(Company letterhead)

[Date]

To

Deputy Inspector General of Police
Nodal officer, CCTNS Chandigarh

Dear Sir,

Ref: RFP for Implementation of CCTNS in UT of Chandigarh

Having examined the RFP Document, the receipt of which is hereby duly acknowledged, we, the Undersigned, offer to provide the services, as required and outlined in the RFP. In order to meet such requirements and to provide services as set out in the RFP document, following is our quotation summarizing our Commercial Proposal.

We attach hereto the Commercial Proposal as required by the Bid document, which constitutes our proposal.

We undertake, if our proposal is accepted, to the services as put forward in the RFP or such modified requirements as may subsequently be agreed mutually by us and UT or its appointed representatives.

We will obtain necessary bank guarantees in the formats given in the bid document issued by bank in India, acceptable to UT and furnish them within the time frames set out in the RFP

We agree for unconditional acceptance of all the terms and conditions in the bid document and we also agree to abide by this bid response for a period of SIX (6) MONTHS from the date fixed for commercial bid opening and it shall be valid proposal till such period with full force and virtue.

Until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between UT and us.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to UT is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead UT as to any material fact.

We agree that you are not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any if the products/ service specified in the bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ agency/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2011

(Signature)

(In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

(Name and Address of Company)

Seal/Stamp of SI

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am of the, and that
..... who signed the above proposal is authorized to bind
the company, pursuant to the resolution passed in the meeting of Board of Directors of the
company on _____(date).

Date

(Seal here)

10.1.2 Form 1 – Pricing Summary

S. No.	Description	Total Amount (INR)	Total Amount in Words
Services Provided During Implementation Phase			
1.	Systems Study and Configuration Customization and Extension (New Modules) of CAS (State) and Integration with CAS (Center) and External Agencies and Support to 3rd party acceptance testing, audit and certification		
2.	Infrastructure at the Training Center		
3.	Site preparation at the Client site locations (SCRB, SDPOs, UT HQ etc.) And Data Center.		
4.	IT Infrastructure at the Client site locations (police stations, circle offices, SCRB, SDPOs, UT HQ).		
5.	IT infrastructure at the Data Center and Disaster Recovery Center including the necessary hardware, software and other networking components.		
6.	Data migration and Digitization of Historical Data		
7.	Change Management , Capacity Building, and Handholding Support		
A	Sub-total for Services Provided During Implementation Phase (Sum of items 1 – 7):		

S. No.	Description	Total Amount (INR)	Total Amount in Words
Services Provided During Post Implementation Phase			
8.	Operations and Maintenance Services for the 1st year after "Go-Live"		
9.	Operations and Maintenance Services for the 2nd year after "Go-Live"		
10.	Operations and Maintenance Services for the 3rd year after "Go-Live"		
B	Sub-total		
	Grand Total		

Higher Offices Hardware and Site Preparation (Each Location)					
S.No.	Name of Offices	Items	Qty	Unit Rate	Amount
1	Sub Division (3)				
		PC	9		
		UPS	3		
		MPF	3		
		Site Preparation	3		
		Switch (8 port)	3		
		Operational Expenses (Paper, Toner, Diesel,etc)	Annual		
		Genset	3		
	Total				
2	PHQ (1)				
		PC	15		

Higher Offices Hardware and Site Preparation (Each Location)					
S.No.	Name of Offices	Items	Qty	Unit Rate	Amount
		UPS	15		
		MFP	15		
		Site Preparation	1		
		Operational Expenses (Paper, Toner etc.)	Annual		
	Total				
3	Training Center (1)	Fingerprint Reader	1		
		Generator Set (10 KVA)	1		
		Switch (48 port)	1		
		Scanner	1		
		Operational Expenses (Paper, Toner, Diesel etc.)	Annual		
	Total				
	Grand Total				

Cost Estimates for Digitization of data of last ten years				
S. No.	Registers/Form Name	Number of Pages	Unit Cost per page (Rs)	Total Cost
1.	Register No. 1 FIR	110000		
	Total			
	Total in Lakhs			

Cost Estimates for Handholding Support (for 6 months)			
Items	No of Police Stations	Unit Rate	Total
		(in Rs. For 6 months)	(Rs.)
Handholding Support	11		

Data Migration	
Items	Amount
Data Migration (Approximate 40,000 record)	
Total	

Capacity Building (Training of Personnel)				
S. No		No. of Trainees (Approx.)	Unit Rate per person (In Rs.)	Amount (In Rs.)
1.	Role based training for application users	1,100		
2.	Training of Trainers	10		
3.	System Administration & Support Training	80		
Total		1,190		

Police Station Hardware (Each PS)				
S.No.	Items	Qty	Unit Rate (In Rs.)	Amount (In Rs.)
1.	Fingerprint Reader	1		
2.	Digital Camera	1		
3.	Electronic Pen	1		
4.	HDD 160 GB	1		
5.	Anti-Virus	1		
6.	2 Kva Genset	1		
7.	8 port switch	1		
8.	Operating System	1		
9.	Office Suite	1		
10.	Any other			
11.	Operational Expenses (Paper, Toner, Diesel etc.)	Annual		
	Total			

CAS Customization Cost			
Items	No. of Resources used	Man-month Rate	Amount
CAS Customization & Configuration with 2 year Maintenance			
Total			

CAS Development Cost			
Items	No. of Resources used	Man-month Rate	Amount
CAS Extension Development with 2 year Maintenance			
Total			

Cost Estimate for Data Center

S.No.	Items	Qty	Unit Rate (Rs.)	Unit Rate (Words)	Total
1.	Database Server	2			
2.	Application Server	2			
3.	Antivirus Server	1			
4.	EMS	1			
5.	Web Server	2			
6.	Backup Server	1			
7.	Testing Server	1			
8.	LDAP Server	1			
9.	Load Balancer	1			
10.	Core Switch	1			
11.	Internet Router	1			

RFP for State System Integrator for Implementation of CCTNS in Chandigarh

12.	Intranet Router	1			
13.	Racks				
14.	DMZ Switch	1			
15.	Firewall	1			
16.	IPS	1			
17.	Digital Signature	20			
18.	Software for Data Center	-			
19.	SAN Storage 8 TB	1			
20.	Automatic Tape Library	1			
21.	Fiber Cabling and Networking items for Data Centers	1			
22.	Outsourced manpower for Data Centers - 2nos. x 3shifts for 3 yrs	-			

Cost Estimate of DR

S.No.	Items	Qty	Unit Rate	Total
1.	DataBase Server	1		
2.	Application Server	1		
3.	LDAP Server	1		
4.	Antivirus Server	1		
5.	EMS Server	1		
6.	Portal Server	1		
7.	Backup Server	1		
8.	Testing Server	1		
9.	Load Balancer Server	1		

10.	Core Switch	1		
11.	Internet Router	1		
12.	Intranet Router	1		
13.	DMZ Switch	1		
14.	Digital Signature	1		
15.	Software for Data Center	1		
16.	Fiber Cabling and Networking items for Data Centers and DR Centers	1		

Operating System Software for DC & DR*				
Sr. No.	Item	Quantity	Unit Rate	Total
1. (including maintenance & regular updates	
Total				

*SI is to provide detailed costing for the entire Software part of DC & DR

15. Annexure – Other Formats

Bidder shall separately submit these undertakings and declaration.

11.1.1 Non – Disclosure Agreement (NDA)

[Company Letterhead]

This AGREEMENT (herein after called the “Agreement”) is made on the [day] day of the month of [month], [year], between, UT, Chandigarh, on the one hand, (hereinafter called the “Purchaser”) and, on the other hand, [Name of the bidder] (hereinafter called the “Bidder”) having its registered office at [Address]

WHEREAS

The “Purchaser” has issued a public notice inviting various organizations to propose for hiring services of an organization for provision of services under the CCTNS Project (hereinafter called the “Project”) of the Purchaser;

The Bidder, having represented to the “Purchaser” that it is interested to bid for the proposed Project,

The Purchaser and the Bidder agree as follows:

1. In connection with the “Project”, the Purchaser agrees to provide to the Bidder a Detailed Document on the Project vide the Request for Proposal contained in three volumes. The Request for Proposal contains details and information of the Purchaser operations that are considered confidential.

2. The Bidder to whom this Information (Request for Proposal) is disclosed shall:

- a. Hold such Information in confidence with the same degree of care with which the Bidder protects its own confidential and proprietary information;
- b. Restrict disclosure of the Information solely to its employees, agents and contractors with a need to know such Information and advise those persons of their obligations hereunder with respect to such Information;
- c. Use the Information only as needed for the purpose of bidding for the Project;
- d. Except for the purpose of bidding for the Project, not copy or otherwise duplicate such Information or knowingly allow anyone else to copy or otherwise duplicate such Information; and

- e. Undertake to document the number of copies it makes
 - f. On completion of the bidding process and in case unsuccessful, promptly return to the Purchaser, all Information in a tangible form or certify to the Purchaser that it has destroyed such Information.
3. The Bidder shall have no obligation to preserve the confidential or proprietary nature of any Information which:
- a. Was previously known to the Bidder free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Bidder's written records prepared prior to such disclosure; or
 - b. Is or becomes publicly known through no wrongful act of the Bidder; or
 - c. Is independently developed by an employee, agent or contractor of the Bidder not associated with the Project and who did not have any direct or indirect access to the Information.
4. The Agreement shall apply to all Information relating to the Project disclosed by the Purchaser to the Bidder under this Agreement.
5. The Purchaser will have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available at law or in equity for such a breach.
6. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the bidder, in any of the Information. Notwithstanding the disclosure of any Information by the Purchaser to the Bidder, the Purchaser shall retain title and all intellectual property and proprietary rights in the Information. No license under any trademark, patent or copyright, or application for same that are now or thereafter may be obtained by such party is either granted or implied by the conveying of Information. The Bidder shall not alter or obliterate any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Purchaser on any copy of the Information, and shall reproduce any such mark or notice on all copies of such Information.
7. This Agreement shall be effective from the date the last signature is affixed to this Agreement and shall continue in perpetuity.
8. Upon written demand of the Purchaser, the Bidder shall (i) cease using the Information, (ii) return the Information and all copies, notes or extracts thereof to the Purchaser forthwith after receipt of notice, and (iii) upon request of the Purchaser, certify in writing that the Bidder has complied with the obligations set forth in this paragraph.

9. This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

10. CONFIDENTIAL INFORMATION IS PROVIDED "AS IS" WITH ALL FAULTS. IN NO EVENT SHALL THE PURCHASER BE LIABLE FOR THE ACCURACY OR COMPLETENESS OF THE CONFIDENTIAL INFORMATION.

11. This Agreement shall benefit and be binding upon the Purchaser and the Bidder and their respective subsidiaries, affiliate, successors and assigns.

12. This Agreement shall be governed by and construed in accordance with the Indian laws.

For and on behalf of the Bidder

_____(Signature)_____

(Name of the Authorized Signatory)

Date

Address

Location:

11.1.2 Format for submission of Queries for Clarification

Bidders requiring specific points of clarification may communicate with UT during the specified period using the following format:

<<Name & Address>>			
BIDDER'S REQUEST FOR CLARIFICATION			
Name of Organization submitting request		Name & position of person submitting request	Full formal address of the organization including phone, fax and email points of contact
			Tel:
			Fax:
			Email:
S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required

11.1.3 Earnest Money Deposit

1. In consideration of _____ (hereinafter called the "Government") represented by _____, on the first part and M/s _____ of _____ (hereinafter referred to as "Bidder") on the Second part, having agreed to accept the Earnest Money Deposit of Rs. _____ (Rupees _____) in the form of Bank Guarantee for the Request for Proposal for procurement of _____ we _____ (Name of the Bank), (hereinafter referred to as the "Bank"), do hereby undertake to pay to the Government forthwith on demand without any demur and without seeking any reasons whatsoever, an amount not exceeding _____ (Rupees _____) and the guarantee will remain valid up to a period of 180 days from the due date of the tender. It will, however, be open to the Government to return the

Guarantee earlier than this period to the System Integrator, in case the System Integrator does not qualify for the commercial negotiations by the Commercial Negotiations Committee (CNC) as constituted by the Government after a recommendation is made by the CNC on the bid(s) after an evaluation.

2. In the event of the System Integrator withdrawing the tender before the completion of the stages prior to the Commercial negotiations or during the Commercial negotiations, as the case may be, the Guarantee deposited by the System Integrator stands forfeited to the Government.

We also undertake not to revoke this guarantee during this period except with the previous consent of the Government in writing and we further agree that our liability under the Guarantee shall not be discharged by any variation in the term of the said tender and we shall be deemed to have agreed to any such variation.

3. No interest shall be payable by the Government to the System Integrator on the guarantee for the period of its currency.

Dated this _____ day of _____ 2011

For the Bank of _____

(Agent/Manager)

11.1.4 Bid Cover Letter

[Cover Letter]

[Date]

To
Deputy Inspector General of Police
Nodal officer, CCTNS Chandigarh

Dear Sir,

Ref: RFP for Implementation of CCTNS in UT of Chandigarh

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for the CCTNS Project.

We attach hereto the technical response as required by the RFP, which constitutes our proposal. We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to UT is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short listing process.

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, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of SIX MONTHS from the date fixed for bid opening.

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed in the Annexure 6.10 of this RFP. We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2011

(Signature)

(In the capacity of)

(Name)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I,....., the Company Secretary of, certify that
..... who signed the above Bid is authorized to
do so and bind the company by authority of its board/ governing body.

Date:

Signature:

(Company Seal) (Name)

11.1.5 Undertaking on Patent Rights

(Company letterhead)

[Date]

To
Deputy Inspector General of Police
Nodal officer, CCTNS Chandigarh

Sub: Undertaking on Patent Rights

Sir,

1. I/We as System Integrator (SI) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.

2. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipments, systems or any part thereof to be supplied by us. We shall indemnify UT against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the SI shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to UT and persons authorized by UT, irrespective of the fact of claims of infringement of any or all the rights mentioned above.

3. If it is found that it does infringe on patent rights, I/We absolve UT of any legal action.

Yours faithfully,

Authorized Signatory

Designation

11.1.6 Undertaking on Conflict of Interest

(Company letterhead)

[Date]

To

Deputy Inspector General of Police

Nodal officer, CCTNS Chandigarh

Sub: Undertaking on Conflict of Interest

Sir,

I/We as System Integrator (SI) do hereby undertake that there is, absence of, actual or potential conflict of interest on the part of the SI or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with UT.

I/We also confirm that there are no potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the SI to complete the requirements as given in the RFP.

We undertake and agree to indemnify and hold UT harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees & fees of professionals, reasonably) by UT and/or its representatives, if any such conflict arises later.

Yours faithfully,

Authorized Signatory

Designation

11.1.7 Non-Malicious Code Certificate

(Company letterhead)

[Date]

To

Deputy Inspector General of Police
Nodal officer, CCTNS Chandigarh

Sub: Non-Malicious Code Certificate

Sir,

1. I/We hereby certify that the software being offered / developed as part of the contract does not and will not contain any kind of malicious code that would activate procedures to:

(a) Inhibit the desired and the designed function of the equipment / solution.

(b) Cause damage to the user or his equipment / solution during the operational exploitation of the equipment / solution.

(c) Tap information regarding network, network users and information stored on the network that is classified and / or relating to National Security, thereby contravening Official Secrets Act 1923.

2. There are / will be no Trojans, Viruses, Worms, Spy wares or any malicious software on the system and in the software offered or software that will be developed.

3. Without prejudice to any other rights and remedies available to UT, we are liable under Information Technology Act, 2000 and Indian Penal Code 1860 in case of physical damage, loss of information and those relating to copyright and Intellectual Property rights (IPRs), caused due to activation of any such malicious code in offered / developed software.

Yours faithfully,

Authorized Signatory

Designation

11.1.8 Undertaking on Pricing of Items of Technical Response

(Company letterhead)

[Date]

To
Deputy Inspector General of Police
Nodal officer, CCTNS Chandigarh

Sub: Undertaking on Clarifications sent to <<UT>>,

Sir,

I/We do hereby undertake that Commercial Proposal submitted by us is inclusive of all the items in the technical proposal and is inclusive of all the clarifications provided/may be provided by us on the technical proposal during the evaluation of the technical offer. We understand and agree that our Commercial Proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Commercial Proposal submitted by us.

Yours faithfully,

Authorized Signatory

Designation

11.1.9 Undertaking on Offline Functionality

(Company letterhead)

[Date]

To
Deputy Inspector General of Police
Nodal officer, CCTNS Chandigarh

Sub: Undertaking on Offline Functionality

Sir,

1. I/We as System Integrator do hereby undertake to design and develop all the offline functionality required by UT for the CCTNS.
2. We acknowledge that the offline functionality requirement stated in Volume – I of the RFP is indicative and that the complete range of required offline functionality will be identified and clarified during the systems study phase of the CCTNS project. We further confirm that we undertake to design and develop the offline functionality identified during the systems study phase as required by <<UT>> to be part of CCTNS Project.

Yours faithfully,

Authorized Signatory

Designation

11.1.10 Undertaking on Provision for Required Storage Capacity

(Company letterhead)

[Date]

To
Deputy Inspector General of Police
Nodal officer, CCTNS Chandigarh

Sub: Undertaking on Provision for Required Storage Capacity

Sir,

1. I/We as System Integrator do hereby undertake that the proposed storage at the Data Center meets the minimum RFP requirements in terms of a minimum usable capacity of XXTB (with XXTB on FC and XXTB on SATA or equivalent drives with storage array (FC) configured on Raid XX configuration) on the day of commissioning the infrastructure. The same will be applicable to the Disaster Recovery Site also.
2. I/We as System Integrator do hereby undertake that the proposed storage at the Data Center and Disaster Recovery Site as per our sizing will be sufficient to meet the RFP requirements in terms of storing the case information for XX police stations with an average of XX cases per month per police station for the historical data of 10 years and future data of 5 years.
3. Any augmentation of the storage up to XX TB to meet the above said requirements (case information for XX police stations with an average of XX cases per month per police station for the historical data of 10 years and future data of 5 years, with an average case file size of XMB per case file) will be carried out at no additional cost to UT.

Yours faithfully,

Authorized Signatory

Designation

11.1.11 Undertaking on Compliance and Sizing of Infrastructure

(Company letterhead)

[Date]

To
Deputy Inspector General of Police
Nodal officer, CCTNS Chandigarh

Sub: Undertaking on Compliance and Sizing of Infrastructure

Sir,

1. I/We as System Integrator do hereby undertake that we have proposed and sized the hardware and all software (including licenses) based on information provided by UT in its RFP document and in accordance with the Service Level requirements and minimum specifications provided for Software licenses, Servers, SAN Storage, SAN Switch, Tape Library, Enterprise Management System, Anti Virus, Backup Software and assure UT that the sizing is for all the functionality envisaged in the RFP document.

2. Any augmentation of the proposed solution or sizing of any of the proposed solutions (software, hardware,...) in order to meet the minimum tender requirements and/or the requisite Service Level requirements given by UT will be carried out at no additional cost to UT.

Yours faithfully,

Authorized Signatory

Designation

11.1.12 Undertaking on Provision of Support for Software

(Company letterhead)

[Date]

To
Deputy Inspector General of Police
Nodal officer, CCTNS Chandigarh

Sub: Undertaking on Provision of Support for Software

Sir,

1. I/We as System Integrator do hereby undertake the provision for ATS/Warranty support (Services as defined in Section XXX of Volume I (Scope Services) of RFP) by OEM/OSV/IV for all the primary components (Web Server, Application Server, Database and Operating System) of the Core Application Software for both State and Centre during the duration of the contract period.

2. We also undertake to provide the support needed for any 3rd party products proposed as part of Application Software during the duration of the contract period.

Yours faithfully,

Authorized Signatory

Designation

11.1.13 Undertaking on Service Level Compliance

(Company letterhead)

[Date]

To
Deputy Inspector General of Police
Nodal officer, CCTNS Chandigarh

Sub: Undertaking on Service Level Compliance

Sir,

1. I/We as System Integrator do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the Addendum to the RFP to provide quality service to UT.
2. However, if the proposed number of resources is found to be not sufficient in meeting the tender and/or the Service Level requirements given by UT, then we will augment the team without any additional cost to UT.

Yours faithfully,

Authorized Signatory

Designation

11.1.14 Undertaking on Deliverables

(Company letterhead)

[Date]

To
Deputy Inspector General of Police
Nodal officer, CCTNS Chandigarh

Sub: Undertaking on Deliverables

Sir,

1. I/We as System Integrator do hereby undertake the adherence of <<>> Certification or above standards to the processes, deliverables/artefacts to be submitted to UT proposed as part of the CCTNS Software for both State and Centre.
2. We also recognize and undertake that the Deliverables/artefacts shall be presented and explained to UT and other key stakeholders (identified by UT), and also take the responsibility to provide clarifications as requested by UT.
3. We also understand that the acceptance, approval and sign-off of the deliverables by UT will be done on the advice of <<Core Group and/or the CTT and/or the SPMU>>.

We understand that while all efforts shall be made to accept and convey the acceptance of each deliverable in accordance with the project schedule, no deliverable will be considered accepted until a specific written communication to that effect is made by UT.

Yours faithfully,

Authorized Signatory

Designation

11.1.15 Undertaking on Training the Users

(Company letterhead)

[Date]

To
Deputy Inspector General of Police
Nodal officer, CCTNS Chandigarh

Sub: Undertaking on Training the Users

Sir,

1. I/We hereby undertake to train users (to be identified by UT) as per UT's requirements stated in the Request for Proposal (RFP). We further undertake that:

- i. We shall carry out a comprehensive training needs analysis and accordingly design the training program
- ii. Our training program would include, at the minimum, classroom training followed by supervised work sessions
- iii. We shall prepare all necessary training materials and deliver the training

Yours faithfully,

Authorized Signatory

Designation

11.1.16 Undertaking on Support to Certification

(Company letterhead)

[Date]

To
Deputy Inspector General of Police
Nodal officer, CCTNS Chandigarh

Sub: Undertaking on Support to Certification

Sir,

1. I/We understand that application (including the application and the associated IT systems) have to be certified by a 3rd party agency (to be identified by UT) before the system is commissioned.
2. I/We understand that while the certification expenses will be borne by UT, the responsibility to ensure successful certification lies with the System Integrator.
3. I/We hereby undertake that we shall do all that is required of the System Integrator to ensure that system will meet all the conditions required for successful certification.

Yours faithfully,

Authorized Signatory

Designation

11.1.17 Undertaking on Exit Management and Transition

(Company letterhead)

[Date]

To

Deputy Inspector General of Police
Nodal officer, CCTNS Chandigarh

Sub: Undertaking on Exit Management and Transition

Sir,

1. I/We hereby undertake that at the time of completion of the engagement, we shall successfully carry out the exit management and transition (to UT or to an agency identified by UT) to UT's satisfaction.

2. I/We further undertake to complete the following as part of the Exit Management and Transition:

i. Capacity Building at UT.

a. We undertake to design team/organization structure at UT to manage the system

b. We undertake to carry out an analysis of the skill set requirement at UT to manage system and carry out the training & knowledge transfer required at UT to manage system

ii. Transition of project artefacts and assets

a. We undertake to complete the updating of all project documents and other artefacts and handover the same to UT before transition

b. We undertake to design Standard Operating Procedures to manage system (including application and IT systems), document the same and train UT personnel on the same.

3. I/We also understand that the Exit Management and Transition will be considered complete on the basis of approval from UT.

Yours faithfully,

Authorized Signatory

Designation

11.1.18 Undertaking on Continuous Improvement

(Company letterhead)

[Date]

To
Deputy Inspector General of Police
Nodal officer, CCTNS Chandigarh

Sub: Undertaking on Continuous Improvement

Sir,

1. I/We understand that Continuous improvement of application is highly critical for UT and that the System Integrator is expected to be the prime driver of continuous improvement during the application management phase.
2. I/We also understand that the improvements proposed as part of this Continuous Improvement initiative will not be the usual run-of-the-mill enhancements, but will be significant changes that result in a quantum leap in meeting user needs and improving the outcomes in policing.
3. I/We further understand that whether a proposed change forms part of Continuous Improvement or is a minor change that will have to be incorporated into the application as part of the Application Management Services will be determined by the <<Empowered Committee>>.

Yours faithfully,

Authorized Signatory

Designation

11.1.19 Undertaking on Personnel

(Company letterhead)

[Date]

To
Deputy Inspector General of Police
Nodal officer, CCTNS Chandigarh

Sub: Undertaking on Personnel

Sir,

1. I/We as System Integrator do hereby undertake that those persons whose profiles were part of the basis for evaluation of the bids and have been identified as “Key Personnel” of the proposed team, including Project Manager, Lead Technical Architects, Modelling/Database Expert, Lead Business Analyst, Technical Writer, and Domain Expert for the design and development of software for the CCTNS project, shall be deployed during the Project as per our bid submitted in response to the RFP.

2. We undertake that any of the identified “Key Personnel” shall not be removed or replaced without the prior written consent of UT.

3. Under exceptional circumstances, if the Key Personnel are to be replaced or removed, we shall put forward the profiles of personnel being proposed as replacements, which will be either equivalent or better than the ones being replaced. However, whether these profiles are better or equivalent to the ones being replaced will be decided by UT. UT will have the right to accept or reject these substitute profiles.

4. We also undertake to staff the Project with competent team members in case any of the proposed team members leave the Project either due to voluntary severance or disciplinary actions against them.

5. We acknowledge that UT has the right to seek the replacement of any member of the Project team being deployed by us, based on the assessment of UT that the person in question is incompetent to carry out the tasks expected of him/her or found that person does not really possess the skills /experience/qualifications as projected in his/her profile or on the ground of security concerns or breach of ethics.

6. In case we assign or reassign any of the team members, we shall be responsible, at our expense, for transferring all appropriate knowledge from personnel being replaced to their replacements within a reasonable time.

Yours faithfully,

Authorized Signatory

Designation

11.1.20 Undertaking on Provision of Work Environment at the State / UT

(Company letterhead)

[Date]

To

Deputy Inspector General of Police

Nodal officer, CCTNS Chandigarh

Sub: Undertaking on Provision of Work Environment at premises of State / UT

Sir,

I/We as System Integrator do hereby understand that the onsite team of Software Development Agency operating out of <<UT>> premises will be provided only with seating space. Any other requirements such as desktops, software will be System Integrator's responsibility.

Yours faithfully,

Authorized Signatory

Designation

11.1.21 Undertaking on Changes to the Contract Clauses

(Company letterhead)

[Date]

To
Deputy Inspector General of Police
Nodal officer, CCTNS Chandigarh

Sub: Undertaking on Changes to Contract Clauses

Sir,

1. I/We as System Integrator do hereby acknowledge that we understand that the request for changes to contract clauses and any other terms and conditions in the RFP, submitted in our proposal as per the RFP are just suggestions for change.
2. We understand that it is neither guaranteed that these requests for changes will be accepted in the final contract nor this process will be construed as any commitment from UT to consider those suggestions.

Yours faithfully,

Authorized Signatory

Designation

11.1.22 Undertaking from OEM on Authorization of use of their OEM products

(Company letterhead)

[Date]

To
Deputy Inspector General of Police
Nodal officer, CCTNS Chandigarh

Sub: Authorization of <company name of SI> to Provide Services Based on Our
Product(s)

Sir,

This is to certify that I/We am/are the Original Equipment Manufacturer in respect of the products listed below. I/We confirm that <name of SI> ("SI") have due authorization from us to provide services, to UT, that are based on our product(s) listed below as per Request for Proposal (RFP) document relating to providing of the solution, Implementation, training & maintenance services, Information Technology Infrastructure and System Integration services to UT. We further endorse the warranty, contracting and licensing terms provided by SI to UT.

Sr. No. Product Name Remarks

- 1.
- 2.
- 3.

Yours faithfully,

Authorised Signatory

Designation

OEM's company name

CC: SI's corporate name

11.1.23 Qualifications for the Project Team

Handholding staff for police station:

Desired Qualification / Experience

- Ø M.Sc. (IT/CS)/ PGDCA / BCA
- Ø Overall experience of 1-2 year of Application Software/LAN/WAN/PC troubleshooting, Data entry on Computer Applications, Working proficiency on office suite.
- Ø Full computer literacy and excellent fluency in Hindi language

Other Project Team

1. Project Manager

Desired Qualification / Experience

- Ø Post-Graduate Level of education in related fields of social sciences, environmental engineering, economics and/or planning (education and/or experience on sustainable development/ platform is an asset)
- Ø Minimum 5 years of proven professional experience as Project Manager/Project Leader in the management of state level government/ corporate projects in similar fields
- Ø Experience in project administration, coordinating, planning, execution, monitoring and reporting
- Ø Good understanding of Project Life Cycle & Management Full computer literacy and excellent fluency in English language

2. Helpdesk coordinator

Desired Qualification / Experience

- Ø BE (CS) / MCA / M.Sc. (IT/CS)
- Ø Overall experience of 2-3 year of Helpdesk Management
- Ø Full computer literacy and excellent fluency in English language

3. System and Network Administrator

Desired Qualification / Experience

- Ø B. Tech or BE (CS) / MCA / M.Sc. (IT/CS)
- Ø OEM Certified
- Ø Overall experience of 2-3 year of systems and network administration in large projects
- Ø Expert in Network Administration - LAN, MAN & WAN.
- Ø Full computer literacy and excellent fluency in Hindi & English language

4. Security Specialist

Desired Qualification / Experience

- Ø B. Tech or BE (CS) / MCA / M.Sc. (IT/CS) and ISMS ISO 27001 or equivalent Certification
- Ø Overall experience of 2-3 year of implementing security policy, reviewing, auditing.
- Ø Expert in Network Administration - LAN, MAN & WAN / Firewall / VPN / IPS etc.
- Ø Must have successfully completed ISMS ISO 27001 training course.
- Ø Full computer literacy and excellent fluency in Hindi & English language

5. Database Administrator

Desired Qualification / Experience

- Ø Preferably a B. Tech/ BE/ MCA/ M.Sc. in the field of Computer Science/ Information Technology

- Ø Must be certified as an SQL Server 2005/08/My SQL
- Ø Minimum 2-3 years of proven professional experience as DBA with any state level government/ corporate projects
- Ø Good understanding of Project Life Cycle & Management
- Ø Full computer literacy and excellent fluency in Hindi & English language

6. Technical field staff type – 1

Desired Qualification / Experience

- Ø BE (CS) / MCA / M.Sc. (IT/CS)
- Ø Overall experience of 2-3 year of LAN/ WAN/ Servers / Storage/ DC & DR Software / Hardware support
- Ø Full computer literacy and excellent fluency in Hindi & English language

7. Technical Field Staff type – 2

Desired Qualification / Experience

- Ø BE (CS) / MCA / M.Sc. (IT/CS)/ PGDCA
- Ø Overall experience of 1-2 year of LAN / WAN/ PC / Hardware / Software Troubleshooting and support
- Ø Full computer literacy and excellent fluency in Hindi & English language

8. Software Application development Team Leader

Desired Qualification / Experience

- Ø BE / B. Tech in Computer Science / MCA
- Ø Minimum 5 years of proven professional experience
- Ø OEM certification on the Technology Proposed

9. Quality Assurance Leader

Desired Qualification / Experience

- Ø BE/ B.Tech in Computer Science/ MCA
- Ø Minimum 5 years of proven professional experience
- Ø International certification, such as CASQ, CAST, CABA, CSBA, CSPE, etc, on Software Quality Assurance and use of automated testing tools from OEM

10. Capacity Building Expert

Desired Qualification / Experience

- Ø MCA / MBA / MSC
- Ø Minimum 5 years of proven professional experience
- Ø Minimum 7 years experience in conduction training or in teaching topics related to IT

11. Change Management Expert

Desired Qualification / Experience

- Ø MBA (preferably in HR)
- Ø Minimum 5 years of proven professional experience

12. IT Infrastructure Specialist

Desired Qualification / Experience

- Ø BE / B. Tech (in Computer Science/ EC/ EI)/ MCA

- Ø Minimum 5 years of proven professional experience
- Ø Certification in Infrastructure Management from OEM whose hardware and software are being offered

13. Subject Matter Expert

Desired Qualification / Experience

- Ø Post Graduate degree with a post graduate diploma in computers
- Ø Minimum 5 years of proven professional experience
- Ø Experience of at least 2 year or more in working in projects related to Police Department of any Indian State or UT

14. Operations Manager

Desired Qualification / Experience

- Ø BE (CS) / MCA / M.Sc. IT/CS) or equivalent with an additional MBA degree
- Ø Minimum 5 years of proven professional experience
- Ø Relevant International certification such as PMP or ITIL or Prince2