

E-GOVERNANCE MISSION MODE PROJECT (MMP)

CRIME & CRIMINAL TRACKING NETWORK AND SYSTEMS
(CCTNS)

**REQUEST FOR PROPOSAL FOR
SELECTION OF SYSTEM INTEGRATOR
FOR
IMPLEMENTING, COMMISSIONING AND
MAINTAINING CCTNS
IN
HARYANA POLICE**

VOLUME-II: EVALUATION AND PAYMENT TERMS



RELEASED BY:

**HARYANA POLICE
GOVERNMENT OF HARYANA**

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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
EMD	Earnest Money Deposit (Bid Security)
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
SI	System Integrator
UAT	User Acceptance Testing

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 in Haryana.

This is the **Volume II of the SI RFP** that comprises of the Commercial and Bidding terms such as bidding guidelines, instructions to the bidders, evaluation criteria, formats for bid response etc.

1.1 Instructions to Bidders

a. 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:** Master Service Agreement with Contractual and Legal Specifications

b. RFP Document Fees:

RFP document can be purchased from IT Cell, Haryana, Police Headquarters, Panchkula from 24.01.2011 to 01.03.2011 between 10 am to 5 pm by submitting a non refundable bank demand draft for Rs. 10,000 (Rupees Ten Thousand only), drawn in favour of "PRERIT SOCIETY", payable at Panchkula. The bidder may also download the RFP documents from the Haryana Police website <http://haryanapolice.gov.in> or from the website of HARTRON <http://www.hartron.org>. In such case, the demand draft of RFP document fees should be submitted along with Technical proposal. Tenders received without or with inadequate RFP Document fees shall be liable to get rejected.

c. 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.

d. Pre-Bid Conference

Haryana Police will host a Pre-Bid Conference, tentatively scheduled on 01.02.2011. The date, time and venue of the conference is as per Data Sheet attached in RFP Volume I. 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. Pre-Bid Conference will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the project.

e. Response to Bidder's Enquiries

All enquiries from the bidders relating to this RFP must be submitted in writing exclusively to the contact person. Contact details are provided in Volume I of this RFP. The queries should necessarily be submitted in the following format:

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

All enquiries should be sent either through email or Fax before the defined date and time. The Haryana Police shall not be responsible for ensuring that bidders' enquiries have been received by them. However, Haryana Police neither makes any representation or warranty as to the completeness or accuracy of the responses, nor does it undertake to answer all the queries that have been posed by the bidders. All responses given by Haryana Police will be distributed to all the bidders.

f. Supplementary Information / Corrigendum / Amendment to the RFP

- i. If Haryana Police 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 or fax and will also be made available on Haryana Police'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 Haryana Police) for submission of bids, Haryana Police, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder may modify the RFP document by issuing amendment(s). All bidders will be notified of such amendment(s) by publishing on the websites, 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, Haryana Police, at its discretion, may extend the deadline for the submission of bids.

g. 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 Haryana Police to facilitate the evaluation process, and in negotiating a definitive Service Agreement (Master Service Agreement provided in Volume III and all such activities related to the bid process. This RFP does not commit Haryana Police 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.

h. Haryana Police's Right to terminate the Process

Haryana Police 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 Haryana Police. The bidder's participation in this process may result in Haryana Police 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 Haryana Police to execute a contract or to continue negotiations.

i. Earnest Money Deposit (EMD)

- i. Bidders shall submit, along with their Bids, EMD of Rs. 2,00,00,000 (Rs. Two Crores) only, in the form of a Demand Draft/ Bank Guarantee issued by any Nationalised bank in favour of PRERIT Society, payable at Panchkula, Haryana and should be 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 bid security (EMD) of all unsuccessful bidders would be refunded by Haryana Police 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.
- ii. The bid security amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- iii. The bid submitted without bid security, mentioned above, will be summarily rejected.
- iv. The bid security may be forfeited:
 - o If a bidder withdraws its bid during the period of bid validity
 - o In case of a successful bidder, if the bidder fails to sign the contract in accordance with terms and conditions

j. Authentication of Bids

The original and all copies of the bid shall be typed or written in indelible ink and 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 including the duplicate copies, except for un-amended printed literature, shall be initialled and stamped by the person or persons signing the bid.

k. Interlineations in Bids

The bid shall contain no interlineations, erasures or overwriting.

l. Venue & Deadline for submission of proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to Haryana Police at the address specified below:

Name and Address: Director General of Police, Haryana
 Haryana Police Headquarters,
 Sector-6, Panchkula
 Telephone: 0172-2578900
 Email: dsp.itphq-hry@nic.in
 Last Date & Time of submission: **01.03.2011 before 2:00 p.m.**

m. 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.

1.2 Bid Submission Instructions

Proposals must be direct, concise, and complete. Haryana Police will evaluate bidder’s proposal based on its clarity and the directness of its response to the requirements of the project as outlined in this RFP.

Bidders shall furnish the required information on their technical and commercial proposals in the enclosed formats only. Any deviations in format or if the envelopes are not sealed properly, the tender will be liable for rejection.

a. Mode of Submission

i. Submission of bids shall be in accordance to the instructions given in the Table below:

<p>Envelope 1: EMD</p>	<p>The envelope containing the EMD shall be sealed and super scribed “Earnest Money Deposit – Haryana CCTNS”. This envelope should not contain any Commercials, in either explicit or implicit form, in which case the bid will be rejected.</p>
<p>Envelope 2:</p>	<p>A board resolution authorizing the Bidder to sign/ execute all the proposals (Pre-qualification, Technical and Commercial) as a</p>

<p>Response to Pre-Qualification Requirements</p>	<p>binding document and also to execute all relevant agreements forming part of RFP shall be included in this envelope.</p> <p>Response to the Pre-Qualification Requirements shall be prepared in accordance with the requirements specified in this RFP and in the format prescribed in this Volume. The envelope containing the Response to Pre-Qualification Requirements shall be sealed and super scribed “Pre-Qualification Requirements – Haryana CCTNS” on the top right hand corner and addressed to Haryana Police at the address specified in this RFP. This envelope should not contain any Commercials, in either explicit or implicit form, in which case the bid will be rejected.</p> <p>The pre-qualification proposal should be submitted in two printed copies (one Original and one Duplicate copy) and a soft copy on non-rewriteable compact discs (CDs) with all the contents of the pre-qualification proposal. The words “Response to Pre-Qualification Requirements – Haryana CCTNS” shall be written in indelible ink on the CD. The Hard Copy shall be signed by the authorized signatory on all the pages before being put along with the CD in the envelope and sealed.</p> <p>In case of discrepancies between the information in the printed version and the contents of the CDs, the printed version of the pre-qualification proposal will prevail and will be considered as the proposal for the purpose of evaluation.</p>
<p>Envelope Technical</p>	<p>3: The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP and in the formats prescribed in this volume. The envelope shall be sealed and super scribed “Technical Proposal – Haryana CCTNS” on the top right hand corner and addressed to Haryana Police at the address specified in this volume.</p> <p>This envelope should not contain any Commercials, in either explicit or implicit form, in which case the bid will be rejected.</p> <p>The technical proposal should be submitted in two printed copies of the entire technical proposal (one Original and one duplicate copy) and a soft copy on non-rewriteable compact discs (CDs) with all the contents of the technical proposal. The words “Technical Proposal – Haryana CCTNS” shall be written in indelible ink on the CD. The Hard Copy shall be signed by the authorized signatory on all the pages before being put along with the CD in the envelope and sealed.</p> <p>In case of discrepancies between the information in the printed version and the contents of the CDs, the printed version of the technical proposal will prevail and will be considered as the proposal for the purpose of evaluation. In case of discrepancies between Original and Duplicate hard</p>

	copies, the Original hard copy of the proposal would prevail and will be considered as the proposal for the purpose of evaluation.
Envelope 4: Commercial Proposal	<p>The Commercial Proposal will be submitted only in the printed format and the bidder should submit only one copy of the Commercial Proposal as per the forms in this volume.</p> <p>All the pages in the commercial response should be on the letterhead of the Bidder with a seal and signature of the authorized signatory of the Bidder. The envelope should also be superscribed “Commercial Proposal – Haryana CCTNS” (Not to be opened with the Technical Proposal) at the top right hand corner and addressed to Haryana Police at the address specified in this RFP.</p>
Envelope 5	All the above 4 envelopes along with the cover letter, as specified in Annexure Other Formats - Error! Reference source not found. should be put in envelope 5 which shall be properly sealed. The outside of the envelope must clearly indicate the name of the project (“ Haryana CCTNS: Response to the RFP for Selection of System Integrator ”).
Note: The outer and inner envelopes mentioned above shall indicate the name and address of the bidder agency. Failure to mention the address on the outside of the envelope could cause a proposal to be misdirected or to be received at the required destination after the deadline.	

- ii. Haryana Police will not accept delivery of proposal in any manner other than that specified in this volume. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.
- iii. The bidders are requested to sign/ stamp across the envelopes along the line of sealing to ensure that any tampering with the proposal cover could be detected.
- iv. The envelope with technical and commercial proposals should be submitted along with a certified true copy of the corporate sanctions/approvals authorizing its authorized representative to sign/act/execute documents forming part of this proposal including various RFP documents and binding contract, at the address and time as specified in this RFP.
- v. If any bidder does not qualify in technical evaluation, the Commercial Proposal shall be returned unopened to the bidder.
- vi. The proposals shall be valid for a period of Six (6) months from the date of opening of the proposals. A proposal valid for a shorter period may be rejected as non-responsive. On completion of the validity period, unless the bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his proposal.
- vii. In exceptional circumstances, at its discretion, Haryana Police may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing or by fax or email.

b. Commercial Proposal

- i. The Bidder is expected to price all the items and services proposed in the Technical Proposal. Haryana Police may seek clarifications from the Bidder on the Technical Proposal. Any of the clarifications by the Bidder on the technical proposal should not have any commercial implications. The Commercial Proposal submitted by the Bidder should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical offer.
- ii. Unless expressly indicated in this RFP, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information directly relevant to the scope of services provided in Vol I may be submitted to accompany the proposal. However, this information will not be considered for evaluation purposes. All the Prices/ Commercials shall be quoted entirely in Indian Rupees for preparation of Commercial Proposal against this RFP. The Commercial Proposal must be detailed and must cover each year of the contract term. The bidder must provide the Commercial Proposal in hardcopy only and should not comprise of any direct/ indirect conditions. It is required that the all the proposals submitted against the RFP should be unconditional in all respect, failing which Haryana Police may reserve the right to reject the bid.

iii. Correction of Error

- Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the commercial proposals are received by Haryana Police.
- Arithmetic errors in proposals will be corrected as follows: In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern. The amount stated in the proposal form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the proposal price shall govern.

iv. Prices and Price Information

- The Bidder shall quote a price for all the components, the services of the solution to meet the requirements of Haryana Police as listed in the Volume I of this RFP. All the prices will be in Indian Rupees
- No adjustment of the price quoted in the Commercial Proposal shall be made on account of any variations in costs of labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract
- The price quoted in the Commercial Proposal shall be the only payment, payable by Haryana Police to the successful Bidder for completion of the contractual obligations by the successful Bidder under the Contract, subject to the terms of payment specified as in the proposed commercial bid or the one agreed between Haryana Police and the Bidder after negotiations. The price would be inclusive of all taxes, duties, charges and levies as applicable.

- The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
- Bidder should provide all prices, quantities as per the prescribed format given in Format for Bid Response – Commercial Bid. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate “0” (zero) in all such fields.
- It is mandatory to provide the break-up of all components in the format specified for detailed Bill of Material. The commercial bid should include the unit price and proposed number of units for each component provided in the Bill of Material in the commercial bid. In case of a discrepancy between the Bill of Material and the commercial bid, the technical Bill of Material remains valid. In no circumstances shall the commercial bid be allowed to be changed / modified.
- It is mandatory to provide break-up of all taxes, duties and levies wherever applicable and/or payable. All the taxes of any nature whatsoever shall be borne by the Bidder including any additional taxes/levies due to change in tax rates through the validity of the bid and contract. The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go Live, delivery charges and any other charges as applicable.
- All costs incurred due to delay of any sort, shall be borne by the Bidder.
- Haryana Police reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.

c. 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 Haryana Police and will not be returned.

d. Conditions Under which this RFP is issued

- a. This RFP is not an offer and is issued with no commitment. Haryana Police reserves the right to withdraw the RFP and change or vary any part thereof at any stage. Haryana Police 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 Haryana Police.
- c. No oral conversations or agreements with any official, agent, or employee of Haryana Police 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 Haryana Police shall be superseded by the definitive agreement that results from this RFP process. Oral communications by Haryana Police to bidders shall not be considered binding on it, nor shall any written materials provided by any person other than Haryana Police.

- d. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against Haryana Police 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 Haryana Police to leave Haryana Police 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 Haryana Police.
- e. Rights to the Content of the Proposal**
- a. All proposals and accompanying documentation of the Technical proposal will become the property of Haryana Police and will not be returned after opening of the technical proposals. The commercial proposals that are not opened will be returned to the bidders. Haryana Police 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. Haryana Police 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.
- f. Modification and Withdrawal of Proposals**
- a. No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the validity period specified by the bidder on the proposal form. Entire bid security may be forfeited if any of the bidders withdraw their bid during the validity period.
- g. Non-Conforming Proposals**
- a. A proposal may be construed as a non-conforming proposal and ineligible for consideration:
 - b. 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
 - c. 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
- h. 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. During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices
- c. The bidder qualifies the proposal with his own conditions
- d. Proposal is received in incomplete form
- e. Proposal is received after due date and time at the designated venue
- f. Proposal is not accompanied by all the requisite documents
- g. If bidder provides quotation only for a part of the project
- h. 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
- i. Commercial proposal is enclosed with the same envelope as technical proposal
- j. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process
- k. 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
- l. 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 Haryana Police.
- m. while evaluating the proposals, if it comes to Haryana Police'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 Haryana Police.
- n. If the bid security envelope, response to the pre-qualification criteria, technical proposal and the entire documentation (including the hard and soft/electronic copies of the same) submitted along with that contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid.

i. Conflict of Interest

Bidder shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the Bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with NCRB/ MHA or State Government. 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 Bidder to complete the requirements as given in the RFP. Please use form given in Annexure – Other Formats for making declaration to this effect.

j. Period from which services have to commence

All activities as per the Scope of Work of this Project as mentioned in the RFP should commence from the date of signing of agreement with the successful Bidder.

2 BID OPENING AND EVALUATION PROCESS

2.1 Bid opening sessions

- a. Total transparency will be observed while opening the proposals/bids.
- b. Haryana Police 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 & 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. 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 Haryana Police, 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, Haryana Police shall go ahead and open the bid of the bidders.
- d. 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.
- e. The bid security will be opened by Haryana Police for bid evaluation, in the presence of bidders' representatives (only one per bidder) 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.

2.2 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. Haryana Police 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. Haryana Police may seek inputs from their professional, external experts in the technical and commercial evaluation process.
- c. The Haryana Police 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.

2.3 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 Evaluation Committee constituted by the Haryana Police may invite each bidder to make a presentation to Haryana Police at a date, time and venue decided by Haryana Police. 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:
 - o Each Technical Bid will be assigned a technical score out of a maximum of 100 points.
 - o Only the bidders, who score above the minimum cut-off score in all of the sections AND score a total Technical score of **75 (seventy five)** 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 in the Technical Evaluation Criteria.
 - o 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.
 - o 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.
 - o The technically shortlisted bidders will be informed of the date and venue of the opening of the commercial bids through a written communication.

2.4 Pre-Qualification Criteria

1. The invitation for bids is open to all entities registered in India who fulfil prequalification criteria as specified below
2. Consortiums are not allowed
3. All the prequalification criteria have to be met by the bidder on its own.
4. Bidders declared by Haryana Police to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.
5. Bidders declared by the State/ Central Government as blacklisted may be ineligible to participate in the bidding process subject to gravity of the grounds for said blacklisting. Decision of Haryana Police shall be final in this regard.
6. Breach of general or specific instructions for bidding, general and special conditions of contract with Haryana Police or any other Department/ Agency/ Undertaking or Company under the control of Government of Haryana, during the past 5 years may make a firm ineligible to participate in the bidding process
7. Haryana Police reserves its right to subject the bidders to security clearances as it deems necessary
8. The participation is restricted to companies registered in India.
9. The Bidder shall satisfy all of the criteria below:
 - i. The Bidder should be a 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 as on 31st March 2010. The Bidder has to be a single legal entity.
 - ii. The bidder must have an office in the Haryana or should furnish an undertaking that the same would be established within two months of signing the contract.
 - iii. The Bidder, a single legal entity registered in India, should be a profitable vendor for the last three years as on 31st March 2010 and must have an annual turnover of not less than **Rs. 500 Crores in each of** the last three financial years (as on 31-03-2010) from IT services (IT Infrastructure procurement and commissioning, IT Application Customization, Integration with legacy systems, Deployment and Maintenance).
 - iv. The Bidder must have a proven track record of providing a successful 'Turnkey Solution' for at least **five (5)** IT-projects¹ in last 5 years as on 31st March 2010. At least one of the 5 quoted projects should be an integrated turnkey project of a value of not less than **Rs. 10 Crores** 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. Bidder must provide as a supporting documentary proof in form of work orders confirming year and Area of activity,

value of services to be delivered for each of the five projects, Completion¹ / Partial Completion Certificate from Client confirming year and value of Bidder's scope of work, scope of work completed by the Bidder and its value along with Reference details of the Client

- v. The Bidder must have a proven track record of implementing at least **two (2) e-Governance projects**² summing up to a value of << **Rs. 10 Crores** or above in last 2 years as on 31st March 2010. Bidder must provide as a supporting documentary proof in form of work orders confirming year and Area of activity, value of services to be delivered for each of the two projects, Completion² / Partial Completion Certificate from Client confirming year and value of Bidder's scope of work, scope of work completed by the Bidder and its value along with Reference details of the Client
- vi. The bidder must have prior experience of working on at least 1 Software Services Project³ for Government of India, any of the State/UT governments or Public Sector Units. The project must be worth at least Rs. **1 Crore**. Bidder must provide as a supporting documentary proof in form of work order confirming year and Area of activity, value of services to be delivered for the project, Completion³ / Partial Completion Certificate from Client confirming year and value of Bidder's scope of work, scope of work completed by the Bidder and its value along with Reference details of the Client
- vii. The bidder must have been assessed and must possess a valid certification for **CMMi Level 5** as on the date of contract signing and the certificate should be valid for atleast a period of one year from the date of submission of the bid. It is clarified that if the CMMi Level 5 certification of a company is under renewal, the Bidder may submit the following with his Bid:
 1. The last valid CMMi Level 5 certificate of the company
 2. A proof from the certifying agency stating that the renewal of the certification is under progress and the date when such renewal was applied for by the company.Such a Bidder will however be required to produce the renewed and active CMMi Level 5 certification of the company before the opening of Commercial Bid. If the Bidder fails to do so, his Bid will be declared technically disqualified and not considered for further evaluation.
- viii. The bidder must have been assessed and must possess a valid **ISO 9001 or above** certificate as on the date of contract signing and the certificate should be valid for atleast a period of one year from the date of submission of the bid.

¹ Here completion would mean project successfully completed and closed, however partial completion would mean project implementation successfully completed and project is currently in O&M phase.

² Here completion would mean project successfully completed and closed, however partial completion would mean project implementation successfully completed and project is currently in O&M phase.

³ Here completion would mean project successfully completed and closed, however partial completion would mean project implementation successfully completed and project is currently in O&M phase.

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 Central/ State Government Departments or Government Undertakings.
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 sub-contract the work, however Haryana Police would be required to provide written approval of such agency. The bidder, strictly, cannot sub-contract the core activities such as application development and roll-out of the application. Sub-contracting non-core activities as mentioned above must fulfil 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 number
 - 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

2.5 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 <i>Undertaking on Patent Rights</i> in the format prescribed in this RFP
2.	Submission of <i>Undertaking on Conflict of Interest</i> in the format prescribed in this RFP
3.	Submission of <i>Undertaking on Non-malicious Code Certificate</i> in the format prescribed in this RFP
4.	Submission of <i>Undertaking on Pricing of Items of Technical Response</i> 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
21.	Submission of undertaking with acceptance on Integrity Pact as per CVC guidelines
22.	Submission of undertaking providing agreement to the condition of increase or decrease or change in hardware and software quantities.

2.6 Technical Evaluation Scoring Matrix:

	Evaluation Criteria/ Sub-Criteria	Description and Evaluation System	Max. Score	Criteria Cut-off Score
A	Past Experience		30	25
A1	System Integration	<p>Max 5 Citations showcasing experience as system integrator for turnkey projects in India in the last 5 years for a project value of more than 25 Crores each, involving at least 50+ locations and 1000+ users and the following:</p> <ul style="list-style-type: none"> • IT infrastructure procurement, deployment, and commissioning • Software development and implementation • Network deployment and commissioning (LAN/WAN) • Site Preparation • Technical Support including Operations and maintenance • Maintenance of SLAs <p>Following parameters will be examined for evaluation:</p> <ul style="list-style-type: none"> • Project value • Extent of coverage of above mentioned work areas in the project scope of work • Stage of completion of the project (Completed / on-going) <p>Bidder must provide as a supporting documentary proof in form of work orders confirming year and Area of activity, value of services to be delivered for each of the project, Completion Certificate from Client confirming year and value of Bidder's scope of work along with Reference details of the</p>	20	NA

	Evaluation Criteria/ Sub-Criteria	Description and Evaluation System	Max. Score	Criteria Cut-off Score
		Client		
A2	Application development/ deployment in Police domain	<p>Max 5 Citations showcasing experience of successful deployments of software application in Police domain in the last 5 years</p> <p>Following parameters will be examined for evaluation:</p> <ul style="list-style-type: none"> • Relevance to the current project • Stage of completion of the project (Completed / on-going) <p>Bidder must provide as a supporting documentary proof in form of work orders confirming year and Area of activity, value of services to be delivered for each of the two projects, Completion / Partial Completion Certificate from Client confirming year and value of Bidder's scope of work, scope of work completed by the Bidder and its value along with Reference details of the Client</p>	5	NA
A3	Data Centre & Management Services	<p>Max 5 Citations showcasing experience in Provisioning of Data Centre services (establishment / lease) with Minimum value 3 Crores from Data Centre component involving at least Site Preparation, Creation of physical environment, Procurement, deployment and commissioning of IT infrastructure, establishing data security, technical support etc. in last 5 years.</p> <p>Following parameters will be examined for evaluation:</p> <ul style="list-style-type: none"> • Stage of commissioning of the Data Centre (Completed / on-going) <p>Bidder must provide as a supporting documentary proof in form of work orders confirming year and Area of activity, value of services to be delivered for each of the two projects, Completion / Partial Completion Certificate from Client confirming year and value of Bidder's scope of work, scope of work completed by the Bidder and its value along with Reference details of the</p>	3	NA

	Evaluation Criteria/ Sub-Criteria	Description and Evaluation System	Max. Score	Criteria Cut-off Score
		Client		
A4	Training & Change Management in Government sector	<p>Max 3 Citations showcasing experience in the following areas in last 5 years</p> <ul style="list-style-type: none"> - development of training material and delivery of training for use of IT applications (application developed/ customized) /basic computer skills/ IT systems - participants including all levels of management <p>Following parameters will be examined for evaluation:</p> <ul style="list-style-type: none"> • Stage of completion of training assignment (Completed / on-going) • Training in Police department or other Government departments <p>Bidder must provide as a supporting documentary proof in form of work orders confirming year and Area of activity, value of services to be delivered for each of the two projects, Completion / Partial Completion Certificate from Client confirming year and value of Bidder's scope of work, scope of work completed by the Bidder and its value along with Reference details of the Client</p>	2	NA
B	Proposed Approach & Methodology		20	15
B1	Project understanding	<p>Demonstrated understanding of the project's objectives, scope and requirements. Following parameters will be examined for evaluation:</p> <ul style="list-style-type: none"> • Clarity and depth of understanding of the project's objectives, scope and requirements • Risks identification and proposed mitigation plan 	4	
B2	Application deployment and integration	Proposed methodology for development, deployment of the application software and its integration with the CAS (centre) and existing systems.	4	

	Evaluation Criteria/ Sub-Criteria	Description and Evaluation System	Max. Score	Criteria Cut-off Score
B3	Data Digitization and Migration	Proposed methodology for data digitization and migration.	4	
B4	Training and Change Management	Proposed methodology and plan for Training and Change Management. Following parameters will be examined for evaluation: <ul style="list-style-type: none"> • Training schedule • Areas/ domains covered • Personnel deployment plan 	4	
B5	Exit Management	Proposed methodology for Exit Management. Following parameters will be examined for evaluation: <ul style="list-style-type: none"> • Comprehensiveness and Completeness of the Plan • Suitability of the plan to the State / UT's requirements 	4	
C	Project Team		35	25
C1	Proposed Team	The team proposed for the key activities of the project application design, development and implementation, IT infrastructure commissioning, System integration, Handholding and Operation & Maintenance. The following aspects would be evaluated: <ul style="list-style-type: none"> • Size of the team (Unless otherwise specifically stated with reason, only key resources working full time on this project will be considered for evaluation.) • Governance structure and proposed team structure • Additional experts that the bidder bring to assist the project team over and above the minimum requirements mentioned in the RFP 	10	

	Evaluation Criteria/ Sub-Criteria	Description and Evaluation System	Max. Score	Criteria Cut-off Score																																				
C2	Profile of key resources	<p>Bidder is required to provide profiles for the below mentioned key profiles which is required to be stationed at State Police Headquarters for the entire duration of the project. For each profile the minimum qualifications are mentioned in the Annexure 9 to this document</p> <table border="1"> <thead> <tr> <th></th> <th>Profile of Key resources⁴</th> <th>Number</th> <th>Max. Marks</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Project Manager</td> <td>1</td> <td>30</td> </tr> <tr> <td>2</td> <td>Application Development Expert</td> <td>1</td> <td>10</td> </tr> <tr> <td>3</td> <td>Network Specialist</td> <td>1</td> <td>10</td> </tr> <tr> <td>4</td> <td>Database Administrator</td> <td>1</td> <td>10</td> </tr> <tr> <td>5</td> <td>Domain Expert</td> <td>1</td> <td>15</td> </tr> <tr> <td>6</td> <td>System Administrator</td> <td>1</td> <td>10</td> </tr> <tr> <td>7</td> <td>Training and Change Management Expert</td> <td>1</td> <td>15</td> </tr> <tr> <td colspan="2">Total</td> <td></td> <td>100⁵</td> </tr> </tbody> </table>		Profile of Key resources⁴	Number	Max. Marks	1	Project Manager	1	30	2	Application Development Expert	1	10	3	Network Specialist	1	10	4	Database Administrator	1	10	5	Domain Expert	1	15	6	System Administrator	1	10	7	Training and Change Management Expert	1	15	Total			100⁵	25	
	Profile of Key resources⁴	Number	Max. Marks																																					
1	Project Manager	1	30																																					
2	Application Development Expert	1	10																																					
3	Network Specialist	1	10																																					
4	Database Administrator	1	10																																					
5	Domain Expert	1	15																																					
6	System Administrator	1	10																																					
7	Training and Change Management Expert	1	15																																					
Total			100⁵																																					
D	Work Plan and Manpower Deployment Plan		10	5																																				
D1	Work Plan	<p>The detailed Project Plan proposed by the bidder would be examined on the following:</p> <ul style="list-style-type: none"> • Comprehensiveness of the project plan 	5																																					

⁴ Key resources of the team will be supported by Support team members in each of area. Profile for support staff will not be considered for evaluation.

⁵ The 100 marks would be normalized to calculate the actual marks for this criteria

	Evaluation Criteria/ Sub-Criteria	Description and Evaluation System	Max. Score	Criteria Cut-off Score
		<ul style="list-style-type: none"> • Activities, sequencing and dependencies among activities • Timelines 		
D2	Manpower Deployment Plan	<p>The detailed Manpower Deployment Plan proposed by the bidder would be examined on the following:</p> <ul style="list-style-type: none"> • Comprehensiveness of the plan • Resources proposed including Key and Support at each stage (onsite/ offsite) • Local language support for Helpdesk/ Handholding 	5	
E	Technical Presentation		5	NA

2.7 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/ Digitization, Change Management / Capacity Building, and Exit Management
5. The Technical Proposal⁶ 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 and Interfacing 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)
 - Handholding, Capacity Building and Change Management 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 Technical Proposal shall not be more than 100 pages, excluding annexure with proper indexing

6. Bidder must provide the team structure and the resumes of key profiles within each team such as Project 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

2.8 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 be made over a period of over six years (a period of 54 weeks (subject to the timely receipt of CAS(State) from Government of India) for the Implementation Phase followed by five 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 Haryana Police 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 called for further negotiations as per Haryana State Government Policy.
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 Para (6) below.
 - Discounting rate to be used under the method is to be the Government of India's lending rate on loans given to Haryana Government. 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 Haryana Police 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:**

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

Where,

- i. $C_0 \dots C_5$ are the yearly cash outflows as illustrated below
- ii. C_0 is the Sum of the below mentioned two components:
 - a. Sub-total for Services Provided During Implementation Phase (Sum of items 1 – 7, refer to Form 1: Pricing Summary Sheet in this document)
 - b. Blended Person Month Cost for 300 Person Months (Form 1: Pricing Summary Sheet in this document)
- iii. C_1 is Cost of Operations and Maintenance Services for the 1st year after "Go-Live"
- iv. C_2 is Cost of Operations and Maintenance Services for the 2nd year after "Go-Live"
- v. C_3 is Cost of Operations and Maintenance Services for the 3rd year after "Go-Live"
- vi. C_4 is Cost of Operations and Maintenance Services for the 4th year after "Go-Live"
- vii. C_5 is Cost of Operations and Maintenance Services for the 5th year after "Go-Live"
- viii. 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:

$$Bn = 0.3 * Tn + (0.7) * (Cmin/Cb * 100)$$

Where

- i. Bn = overall score of bidder under consideration (calculated up to two decimal points)
- ii. Tn = Technical score for the bidder under consideration

- iii. $C_b = NPV$ (as calculated above) for the bidder under consideration
- iv. $C_{min} =$ Lowest NPV (as calculated above) among the financial proposals from all bidders under consideration

The bidder achieving the highest overall score (B_n) as per the abovementioned process will be invited by Haryana Police or its nominated agency(s) for negotiations for awarding the contract as per Haryana State Government Policy. 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.

Note:

Department reserves the right to delete any of the non desired components (which does not impact the SLA) and corresponding cost would be deducted on pro rata basis from the commercial values proposed for that component by the bidder

3 AWARD OF CONTRACT

3.1 Award Criteria

Haryana Police 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.

3.2 Haryana Police's Right To Accept Any Proposal and To Reject Any Or All Proposals

Haryana Police 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 Haryana Police's action.

3.3 Notification of Award

Prior to the expiration of the validity period, Haryana Police 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, Haryana Police will promptly notify each unsuccessful bidder and return their EMD/ Bid Security.

3.4 Contract Finalization and Award

The Haryana Police 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 Haryana Police may proceed to and negotiate with the next ranked bidder, and so on as per General Financial Rules (GFR) until a contract is awarded. Haryana Police 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 Haryana Police, 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 Haryana Police. 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".

3.5 Signing of Contract

At the same time as Haryana Police notifies the successful bidder that its proposal has been accepted, Haryana Police shall enter into a separate contract, incorporating all agreements (to be discussed and agreed upon separately) between Haryana Police and the successful bidder. The Model agreement (Draft MSA) is provided in RFP Volume III.

Haryana Police 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.

3.6 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 Haryana Police may award the contract to the next best value bidder as per Haryana State Government Policy or call for new proposals from the interested bidders or invoke the PBG of the most responsive bidder as per section 2.8 of this volume.

4 PAYMENT TERMS AND SCHEDULE

4.1 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 attached format in Annexure - Other Formats in this RFP from Indian Nationalized Bank.
- 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.
- Nodal Agency 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 Nodal Agency
- 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.

4.2 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, Haryana Police may at its discretion withhold any payment until the completion of the contract. Haryana Police 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 Haryana Police under the contract and law.

4.3 Payment Schedules and Milestones

The successful bidder will sign a Service Level Agreement (SLA) with Haryana Police covering all the required services.

The payment schedule and milestones are divided into two phases:

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

S. No.	Payment Milestones for the Implementation phase	% Payment
A. Implementation Phase		35%
1.	M1: Advance against submission of Bank Guarantee	5%
2.	M2: Pre – Go Live Readiness ¹ of the Pilot Districts	5%
3.	M3: Go-Live ² of the Pilot Districts	5%
4.	M4: Pre – Go Live Readiness ¹ for Phase II	5%
5.	M6: Successful integration with external agencies with successful transfer of the data for three months in succession	5%
6.	M5: Go-Live ² of the Phase II	10%
B. Operations and Maintenance Phase³		65%
7.	Ten half-yearly installments over Five years from the “Go-Live” date, each installment being a maximum of 6.5% of total contract value depending upon the quarterly performance level assessed on the basis of SLAs defined in this RFP	65%

Note: All payments to the Implementation Vendor shall be made upon submission of invoices along with relevant sign-offs from Haryana Police.

1. Pre – Go Live Readiness of Districts under Phase requires Completion and Acceptance of the following activities in at least 85% of the Police Stations / Higher Offices in each of the Districts targeted under the Phase

- SRS, design documents, test cases and test plan
- 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

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

- SRS, design documents, test cases and test plan
- 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
- User Acceptance Testing
- Successful operations of system as desired by the Haryana Police

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

3. 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 and deductions of penalties, if any. 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.

Please note:

- 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
- All the hardware proposed under this project should be along with an AMC for 5 years post Successful Go-Live of the project
- The successful bidder will also be responsible to maintain the AMC for the existing hardware that bidder will use during the implementation of this project.
- The payment will be made on the basis of the actual quantity of the items procured. CLIENT will have the right for reduction / addition in the quantity proposed. Any payments will be done on the basis of the unit rates quoted by the bidder in the Commercial bid.
- The cost for the manpower will also be done on the actual basis i.e. category of the manpower deployed and the period of deployment.
- For the payment purposes, price reduction shall be applied on pro rata basis on all head, sub heads and items of the commercial bid.
- Any fluctuation in prices due to inflation, tax regulations, will be borne by the bidder and not be passed on to CLIENT
- Whenever the penalty is levied on System Integrator for failing to meet the required SLA, the half year installment shall be paid and the penalty (if any) will be adjusted in the subsequent half yearly installment (s)
- Any delay on account of CLIENT officials (and not attributable to the SI) shall not be taken into account while computing adherence to service levels for the SI. While CLIENT will ensure that any Sign off / Comments are provided within a period of 15 working days from the submission of deliverables by the SI.
- Any monetary figure in decimal shall be rounded off to the nearest INR

5 FORMATS FOR RESPONSE – PRE-QUALIFICATION BID

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 Haryana 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 5 and ISO 9001 or above)

A. 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	

B. (1) Financial Strength Details

Financial Information			
	FY 2007-08	FY 2008-09	FY 2009-10
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; 20xx-yy, 20ww-xx, and 20vv-ww (Please include only the sections on P&L, revenue and the assets, not the entire balance sheet.)			

(2) Financial Strength Details – IT Services

Financial Information

	FY 2007-08	FY 2008-09	FY 2009-10
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; 20xx-yy, 20ww-xx, and 20vv-ww (Please include only the sections on P&L, revenue and the assets, not the entire balance sheet. IT Service revenue shall be from IT Infrastructure procurement and commissioning, IT Application Customization, Integration with legacy systems, Deployment and Maintenance)			

C. Project Experience

Relevant IT project experience (provide no more than 5 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	

<p>Mandatory Supporting Documents:</p> <p>a) Letter from the client to indicate the successful completion of the projects</p> <p>b) Copy of Work Order</p>
<p>Project Capability Demonstration</p>
<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).</p> <p>These capabilities may be spread over the five projects (which are part of minimum qualification criteria) and not essentially in this project alone.</p>

D. Relevant eGovernance 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	

Relevant e-Governance project experience (provide no more than 2 projects in the last 5 years)	
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. d) Copy of Work Order	
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)</p> <p>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:</p> <p>1. Online Portal Applications using SOA/Web Services with Service Orchestration – Software Architecture, Design, Development, and Maintenance:</p> <p>Should have demonstrated this in multiple large-scale projects</p> <p>Should have implemented in situations requiring high availability, security and scalability</p> <p>Should have demonstrated capabilities to meet and exceed performance levels and service levels</p> <p>2. System Integration:</p> <p>Should have demonstrated ability to deliver turnkey projects successfully from design through deployment</p> <p>Should have a demonstrated ability to integrate with legacy systems as well as other new software systems</p> <p>Should have demonstrated experience in installation, commissioning and provisioning of hardware, software, network in Data Centre environments</p> <p>3. Project and Program Management:</p> <p>Should have extensive experience in large scale project and program management</p>	

Relevant e-Governance project experience (provide no more than 2 projects in the last 5 years)
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

E. Relevant Software Services Project Experience

Relevant IT project experience (provide no more than 1 project 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)	

Relevant IT project experience (provide no more than 1 project in the last 5 years)
Other Relevant Information
Mandatory Supporting Documents: a) Letter from the client to indicate the successful completion of the projects b) Copy of Work order
Project Capability Demonstration
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)

6 FORMATS FOR RESPONSE - TECHNICAL BID

A. Format for Previous Project Experience

Relevant Project experience ⁷	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client with Phone No.	
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 b) Work Order	
Project Capability Demonstration	
Please provide complete details regarding the scope of the project to indicate the relevance to the requested technical evaluation criterion.	

⁷ No. of citations have been defined in section 2.6

B. Solution Information

The below list is indicative only	Proposed Solution ⁸ (Provide the Product Name or fill Custom Built, in case of a new development)	Version & Year of Release	OEM	Features & Functionalities	O&M Support (Warranty/ATS/... as required as per RFP)	Reference in the Submitted Proposal (Please provide page number/section-number/volume)
CAS Solution (State)						
Webserver						
Application Server						
Database Management System						
Operating System						
Others						
Reporting Engine						
Email/Messaging						
Search Engine						
Portal Server						
Workflow Engine						

⁸ 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

The below list is indicative only	Proposed Solution ⁸ (Provide the Product Name or fill Custom Built, in case of a new development)	Version & Year of Release	OEM	Features & Functionalities	O&M Support (Warranty/ATS/... as required as per RFP)	Reference in the Submitted Proposal (Please provide page number/section-number/volume)
Rules Engine						
Directory Services						
DMS/CMS						
Security						
Identity Management						
Audit						
ETL						
Any Other Proposed						
CAS (State) Offline Solution						
Synchronization Solution						
Application Container						
Database Management System						
Others						

The below list is indicative only	Proposed Solution ⁸ (Provide the Product Name or fill Custom Built, in case of a new development)	Version & Year of Release	OEM	Features & Functionalities	O&M Support (Warranty/ATS/... as required as per RFP)	Reference in the Submitted Proposal (Please provide page number/section-number/volume)
Operating System (In case the suggested solution will need a particular kind of O/S on the client machine)						
Any Other Proposed						
Technical Environment						
Project Management Information System (PMIS)				Please provide the list of services offered as part of the PMIS solution		
Configuration Management						
Issue Tracker						
Any Other Proposed						
Infrastructure Services (at DC/DR)						

The below list is indicative only	Proposed Solution ⁸ (Provide the Product Name or fill Custom Built, in case of a new development)	Version & Year of Release	OEM	Features & Functionalities	O&M Support (Warranty/ATS/... as required as per RFP)	Reference in the Submitted Proposal (Please provide page number/section-number/volume)
EMS ⁹				Please provide the list of services offered as part of the EMS solution		
Load Balancers						
Backup Software						
Helpdesk						
Antivirus						
SAN Management Software						
Any Other Proposed						

Note: The SI will ensure that all the licenses of proposed application / system software etc. procured for this project are procured in the name of Haryana Police and shall be unrestricted user enterprise edition perpetual licenses.

⁹ Bidders are required to provide only CAL licenses of the existing EMS with Haryana SWAN, as per the requirement of Haryana Police

C. Bill of Material – Software Solution

The below list is indicative only ¹⁰	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development) ¹¹	Unit of Measurement	Number of Licenses (Development Environment) ¹²	Number of Licences (UAT) ⁴	Number of Licences (Training) ⁴	Number of Licences (Data Center - Production) ⁴	Number of Licences (DR Site) ⁴
CAS (State) Solution							
Web server							
Application Server							
Database							
Operating System							
Others							
Reporting Engine							
Email/Messaging							
Search Engine							

¹⁰ 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

¹¹ 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

¹² Please indicate N/A where not applicable. Please indicate N/L where there is no license requirement

The below list is indicative only ¹⁰	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development) ¹¹	Unit of Measurement	Number of Licenses (Development Environment) ¹²	Number of Licences (UAT) ⁴	Number of Licences (Training) ⁴	Number of Licences (Data Center - Production) ⁴	Number of Licences (DR Site) ⁴
Portal Server							
Workflow Engine							
Rules Engine							
Directory Services							
DMS/CMS							
Security							
Identity Management							
Audit							
ETL							
Any Other Proposed							
CAS (State) Offline Solution							
Synchronization Solution							
Application Container							

The below list is indicative only ¹⁰	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development) ¹¹	Unit of Measurement	Number of Licenses (Development Environment) ¹²	Number of Licences (UAT) ⁴	Number of Licences (Training) ⁴	Number of Licences (Data Center - Production) ⁴	Number of Licences (DR Site) ⁴
Database							
Others							
Operating System (In case the suggested solution will need a particular kind of O/S on the client machine)							
Any Other Proposed							
Technical Environment at Police HQ							
Project Management Information System							
Configuration Management							
Issue Tracker							
Any Other Proposed							
Infrastructure							

The below list is indicative only ¹⁰	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development) ¹¹	Unit of Measurement	Number of Licenses (Development Environment) ¹²	Number of Licences (UAT) ⁴	Number of Licences (Training) ⁴	Number of Licences (Data Center - Production) ⁴	Number of Licences (DR Site) ⁴
Services (at DC/DR)							
EMS							
Load Balancers							
Backup Software							
Helpdesk							
Antivirus							
SAN Management Software							
Any Other Proposed							

Note: The SI will ensure that all the licenses of proposed application / system software etc. procured for this project are procured in the name of Haryana Police and shall be unrestricted user enterprise edition perpetual licenses.

D. Bill of Material – Infrastructure

	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
Data Centre															
	Production CAS (State) Application Services Related Servers (Web, Portal, Application, Database, Directory....)														
	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															
SAN Switch															
FC-IP Router															
Tape Library															
Technical Environment at NCRB (Project Management, Configuration Management, Issue Tracker,...)															

Insert each item in a 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															
Disaster Recovery															
Production CAS (State) Application Services Related Servers (Web, Portal, Application, Database, Directory....)															

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															
SAN Switch															
FC-IP Router															
Tape Library															

E. Indicative Hardware Requirements

Hardware Requirements	
Police Stations - 270 in number	Indicative Quantity # (units)
Desktops at Police Stations	
Desktop with pre-loaded OS as per the technology stack adopted – 4 at each location	1080
Desktop Virtualization Mode¹³ at Police Stations	
1 Set each comprising of 4 TFT Screens, four keyboards, four optical mouse, and one CPU with additional one more CPU as backup and associated h/w & s/w for desktop virtualization with pre-loaded OS as per the technology stack adopted	270
Other Hardware	
Desktops	656
HDD 320 GB or higher	270
Multi-Function Laser (Print/Scan/Copy)	376
SNMP based UPS for 120min backup	376
2KVA Generator Set	270
16-Port Switch	130
24-Port Switch	2
Fingerprint Reader	270
Digital Camera	270
Electronic Pen	270
Duplex Laser Printer (Black/ White)	310
600 VA UPS with 60 Min backup	332
Office productivity software Enterprise edition perpetual licenses - latest version	Same as total number of desktops specified based on the model proposed
Hardware for SDC and DR	
Servers	9
SAN Storage	2

¹³ Haryana Police reserves the right to adopt either model of Desktops deployment at Police Stations.

SAN Management Software	As required
SAN Switch	4
Tape Library	2
Backup Software	2
KVM Switches	2
Server Load Balancer	1
RDBMS Licenses (full use and perpetual licenses for 2 Database servers)	Number to be proposed based on the technology stack adopted
CAL License of Enterprise Management System (EMS) for Police Department equipments considering the expansion of atleast 20-25% in near future	Total number of network based component as per model (Desktop or Virtualization model)
Server Operating Systems	9
Router using separate IP scheme to terminate aggregated bandwidth from SWAN and VPN over broadband network.	1
24 Port L3 Switch to connect the IT Infrastructure of Haryana Police inside the SDC	2
Civil Works	No. of Locations
Flooring	270
Wall Finishing and Painting	270
Roller Blinds	270
Ceiling Mounted Light fixtures	270
4 mm thick Glass for door renovation	270
Split Type AC	270
Workstations with allied furniture	270
Cabinets (48 Sq. Ft. Approx of 1.8 ft. depth)	270
Creation of LAN (structured cabling with creation of LAN nodes, laying CAT-6 UTP cables, patch panels, cable crimping, installing RJ-45, etc.)	No. of Locations
Police Stations (approx. no. of nodes 6 per location)	100
Sub-Division Offices (approx. no. of nodes 6 per location)	60

District Head Offices (approx. no. of nodes 12 per location)	10
Commissionerates (approx. no. of nodes 25 per location)	2
Range Headquarters (approx. no. of nodes 5 per location)	4
SCRB (approx. no. of nodes 5 per location)	1
Police Headquarters (approx. no. of nodes 50 per location)	1

Note:

- *These are only indicative numbers of material desired for the implementation of this project. Department reserves the right to increase or decrease the quantity of material at any time during the currency of the project to any extent and department shall make payments for each component on actual number provided by SI.*

- *SI shall be responsible for proposing other hardware/ software components as part of their Bill of Material for the successful implementation of this project*

F. 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	
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 <ul style="list-style-type: none"> ○ Organization name ○ 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 <p>Please provide only relevant projects.</p>	
<p>Proficient in languages (Against each language listed indicate if read/write/both)</p>	

7 FORMAT FOR BID RESPONSE – COMMERCIAL BID

A. Commercial Proposal Cover Letter

(Company letterhead)

[Date]

To

<<Address to be added>>

Dear Sir,

Ref: RFP for Selection of System Integrator for the Implementation of CCTNS in Haryana Police

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 Haryana Police or its appointed representatives.

We will obtain necessary bank guarantees in the formats given in the bid document issued by a bank in India, acceptable to Haryana Police 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 Haryana Police 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 Haryana Police is true, accurate, and complete. This proposal includes all information necessary

A. Form 1 – Pricing Summary

S. No.	Description	Total Price (INR)	Taxes and Other Duties	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 3 rd party acceptance testing, audit and certification				
2.	Site preparation at the Client site locations (police stations, circle offices, Commissionerates, Range offices, Zones, SCRB, SDPOs, District HQ and State HQ), Training Centers and Data Center.				
3.	IT Infrastructure at the Client site locations (police stations, circle offices, Commissionerates, Range offices, Zones, SCRB, SDPOs, District HQ and State HQ).				
4.	Network connectivity for Police Stations / Higher Offices				
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):				
Services Provided During Post Implementation Phase					
1.	Operations and Maintenance Services for the 1 st year after “Go-Live”				
2.	Operations and Maintenance Services for the 2 nd year after “Go-Live”				
3.	Operations and Maintenance Services for the 3 rd year after “Go-Live”				
4.	Operations and Maintenance Services for the 4 th year after “Go-Live”				

5.	Operations and Maintenance Services for the 5 th year after "Go-Live"				
B	Sub-total for Services Provided During Post Implementation Phase (Sum of items 9 – 13):				
C	Blended Person Month Cost for 300 Person Months				
	Grand Total for Consideration of L1 (A + B + C)				

Form 2: Detailed Component-Wise Pricing

S. No.	Category	Component	No of Components / Units of Service (X)	Rate (per unit) (Y)	Total Cost (= X*Y)
A. Hardware Related Costs with the AMC¹⁴ for the period of 5 years from the Go-Live of the project					
1.	Infrastructure Hardware /	Set of Virtualized Desktops			
		Desktops			
		Printers			
		...			
		Others			
2.	Infrastructure Installation and Testing / Miscellaneous Charges			
		Others			
Total A:					
B (i). Networking (LAN) Related Costs					
1.	Network Related Infrastructure	Routers			
		Switch			
				
		Structured Cabling			
		Others			

¹⁴ Rates quoted for AMC of hardware shall also be applicable for AMC of existing hardware with Haryana Police.

S. No.	Category	Component	No of Components / Units of Service (X)	Rate (per unit) (Y)	Total Cost (= X*Y)
2.	Network Testing / Bandwidth/ Miscellaneous Charges				
				
		Others			
Sub Total B(i):					
B (ii): Networking – VPN over Broadband					
S. No	Connectivity	Annual Charges for 512 Kbps bandwidth at each location (a)	No. of Locations (b)	No. of Years (c)	Total Cost (= a*b*c)
	VPN Over Broadband		270	5	
				
	Others				
Sub Total B (ii):					
Total B: Sub Total B(i) + Sub Total B(ii):					
C (i) . Application Development & Database Creation Cost					
S. No.	Category	Name of the module	No of licenses (X)	Rate (per unit) (Y)	Total Cost (= X*Y)
1.	For COTS products: Module wise licensing and deployment cost	Module 1			
		Module 2			
				
		Module n			
2.	CCTNS application: Total cost of Customization, integration, development and deployment of the CCTNS solution as per requirements mentioned in the RFP	Name of the Module of CAS (State)	Man Months (a)	Man Month Rates (b)	Total Cost (=a*b)
		Module 1			
				
		Module n			
3.	For Be-Spoke development	Name of the Module	Man Months (a)	Man Month Rates (b)	Total Cost (=a*b)

S. No.	Category	Component	No of Components / Units of Service (X)	Rate (per unit) (Y)	Total Cost (= X*Y)
		Module 1			
				
		Module n			
Sub Total C (i):					
S. No.	Category	Annual Charges (a)	No. of Years (b)	Total Cost (a*b)	
4.	Annual Maintenance Charges for complete CCTNS Application		5 ¹⁵		
5.				
6.	Others				
Sub Total C (ii):					
Total C: Sub Total C(i) + Sub Total C(ii):					
D. Site Preparation and Civil Works					
1.	Site Preparation and Civil Works at MHC room in each Police Station	Flooring			
2		Wall finishing and Painting			
3		Computer Workstations			
4		Cabinets			
5		Renovation of main entry door			
6		Windows Roller Blinds...			
...				
n	Others				
E. Operations and Maintenance Costs (Half yearly Expenses for 5 years of contract after "Go-Live") – as detailed in RFP Volume 1					
1.	Application Maintenance & Operational Expense including				

¹⁵ AMC charges are applicable only after the Go-Live of Complete CCTNS system in the State.

S. No.	Category	Component	No of Components / Units of Service (X)	Rate (per unit) (Y)	Total Cost (= X*Y)
	upgradation, deployment of patches, fixes etc.				
2.	Infrastructure Maintenance Expense (Helpdesk, deployed hardware & network infrastructure etc.)				
3.				
4.	Others				
Total E:					
F: Support Manpower					
1.	Programmer				
2.	System Analyst				
3.	Data Entry Operator				
4.	Trainer				
5.				
6.	Any Other				
G. Data Digitization					
1.	Cost of digitization of data (data entry of the Master data and minimum historical transactional data entry)	2 persons for 3 months (6)			
2.	Cost of scanning of existing files for the Integrated Workflow and Document Management System	1 person for 6 months (6)			
				
	Others				
Total G:					
H. Data Cleansing & Data Migration					
1.	Cost of Data Cleansing and Migrating Data from existing system to new system				
2.	Testing of migrated data				
				

S. No.	Category	Component	No of Components / Units of Service (X)	Rate (per unit) (Y)	Total Cost (= X*Y)
	Others				
Total H:					
I. Training					
	Training Cost Per Person for				
1.	Change Management Trainings		20 resources	L	20*L
2.	Trainings on the Application modules		100 resources	M	100*M
				
	Others				
Total I:					

J. Data Centre Related Costs with the AMC for the period of 5 years from the Go-Live of the project:

S. No.	Category	Component	Qty / Units of Service (X)	Rate (per unit) (Y)	Total Cost (= X*Y)
1.	Deployment of requisite infrastructure for Data centre	Servers			
2.		Networking equipments			
3.		Storage equipments (SAN etc.)			
4.		Back up equipments			
5.		Server OS license			
6.		Database license			
7.		Anti-virus			
8.				
9.		Installation & testing charges			
10.		Others			
Total J:					
K: O&M of Data Center					

S. No.	Category	Component	Qty / Units of Service (X)	Rate (per unit) (Y)	Total Cost (= X*Y)
2.	All the O&M cost for managing the data center services	Site preparation			
3.		Manpower			
4.		Electricity charges			
5.		Maintenance of the H/w & system software			
6.		Maintenance & updation of Anti-virus			
7.		Physical Security			
8.				
9.		Others			
Total K:					

8 ANNEXURE – OTHER FORMATS

Bidder shall separately submit these undertakings and declaration.

A. Non – Disclosure Agreement (NDA)

[Company Letterhead]

This AGREEMENT (hereinafter called the “Agreement”) is made on the [day] day of the month of [month], [year], between, <<Haryana Police>>, 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:

B. Format for Performance Bank Guarantee

To,
The Director General of Police, Haryana
Haryana Police Headquarter, Sector -6, Panchkula
Government of Haryana

Dear Sir,

PERFORMANCE BANK GUARANTEE – For the Selection of System Integrator for Implementing, Commissioning and Maintaining CCTNS project in Haryana Police

WHEREAS

M/s. (name of Bidder/Tenderer), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the Operator), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter into a Contract dated (herein after, referred to as “Contract”) with you as **System Integrator for Implementing, Commissioning and Maintaining CCTNS project in Haryana Police**, in the said Contract.

We are aware of the fact that as per the terms of the Contract, M/s. (name of Bidder/Tenderer) is required to furnish an unconditional and irrevocable Bank Guarantee in your favor for an amount of 10% of the contract value, and guarantee the due performance by our constituent as per the Contract and do hereby agree and undertake to pay any and all amount due and payable under this bank guarantee, as security against breach/ default of the said Contract by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach / default of the said Contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of 10% of the contract value (in words and figures) without any demur.

Notwithstanding anything to the contrary, as contained in the said Contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Contract, will be binding on us and we shall not be entitled to ask you to

establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This Performance Bank Guarantee shall continue and hold good till the completion of the contract period (a minimum of 6 years from the date of signing of contract), subject to the terms and conditions in the said Contract.

We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until the completion of Contract period.

We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honour the same without demur.

We hereby expressly waive all our rights:

- i. Requiring to pursue legal remedies against Haryana Police; and
- ii. For notice of acceptance hereof any action taken or omitted in reliance hereon, of any defaults under the Contract and any resentment, demand, protest or any notice of any kind.

We the Guarantor, as primary obligor and not merely Surety or Guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the Contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to 10% of the contract value, and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association / Constitution of our bank and the undersigned is / are the recipient of authority by express delegation of power/s and has / have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favor.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

Our liability under this Performance Bank Guarantee shall not exceed 10% of the contract value. This Performance Bank Guarantee shall be valid only for the complete duration (atleast 6 years) of the project from the Date of Signing of Contract; and

We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before the completion of project.

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.

Dated this day 2010.

Yours faithfully,

For and on behalf of the Bank,

(Signature)

Designation

(Address of the Bank)

Note:

This guarantee will attract stamp duty as a security bond.

A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.

C. Format for submission of Queries for Clarification

Bidders requiring specific points of clarification may communicate with Haryana Police 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

D. 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 _____ 2010

For the Bank of _____
(Agent/Manager)

E. Bid Cover Letter

[Cover Letter]

[Date]

To,

Director General of Police, Haryana
State Police Headquarters, Sector – 6, Panchkula
Government of Haryana

Dear Sir,

Ref: **RFP for Selection of System Integrator for Implementation of CCTNS in Haryana Police**

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 Haryana Police 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 – Other Formats 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 **2010**

(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)

F. Undertaking on Patent Rights

(Company letterhead)

[Date]

To

Director General of Police, Haryana
State Police Headquarters, Sector – 6, Panchkula
Government of Haryana

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 Haryana Police 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 Haryana Police and persons authorized by Haryana Police, 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 Haryana Police of any legal action.

Yours faithfully,

Authorized Signatory

Designation

G. Undertaking on Conflict of Interest

(Company letterhead)

[Date]

To

<<Address to be added>>

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 Haryana Police.

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 Haryana Police 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 Haryana Police and/or its representatives, if any such conflict arises later.

Yours faithfully,

Authorised Signatory

Designation

H. Non-Malicious Code Certificate

(Company letterhead)

[Date]

To

<<Address to be added>>

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, Spywares 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 Haryana Police, 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,

Authorised Signatory

Designation

I. Undertaking On Pricing of Items of Technical Response

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Clarifications sent to Haryana Police

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

J. Undertaking on Functional Requirement Specifications

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Functional Requirement Specifications

Sir,

1. I/We as System Integrator do hereby undertake to adhere to all the functional and non – functional requirement specifications defined for Haryana Police for implementing CCTNS solution.
2. We acknowledge that the functional and non-functional requirements as stated in Volume – I of the RFP is indicative and that the complete range of functionalities 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 all the functionalities identified during the systems study phase as required by Haryana Police as part of this CCTNS Project.

Yours faithfully,

Authorized Signatory

Designation

K. Undertaking on Offline Functionality

(Company letterhead)

[Date]

To

<<Address to be added>>

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 Haryana Police 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 Haryana Police to be part of CCTNS Project.

Yours faithfully,

Authorized Signatory

Designation

L. Undertaking on Provision for Required Storage Capacity

(Company letterhead)

[Date]

To

<<Address to be added>>

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 Haryana Police

Yours faithfully,

Authorized Signatory

Designation

M. Undertaking on Compliance and Sizing of Infrastructure

(Company letterhead)

[Date]

To

<<Address to be added>>

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 Haryana Police 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 Haryana Police 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 Haryana Police will be carried out at no additional cost to Haryana Police.

Yours faithfully,

Authorized Signatory

Designation

N. Undertaking on Provision of Support for Software

(Company letterhead)

[Date]

To

<<Address to be added>>

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

O. Undertaking on Service Level Compliance

(Company letterhead)

[Date]

To

<<Address to be added>>

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 Haryana Police.

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 Haryana Police, then we will augment the team without any additional cost to Haryana Police.

Yours faithfully,

Authorized Signatory

Designation

P. Undertaking on Deliverables

(Company letterhead)

[Date]

To

<<Address to be added>>

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 Haryana Police 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 Haryana Police and other key stakeholders (identified by Haryana Police), and also take the responsibility to provided clarifications as requested by Haryana Police.

3. We also understand that the acceptance, approval and sign-off of the deliverables by Haryana Police will be done on the advice of State Mission Team/ 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 Haryana Police.

Yours faithfully,

Authorized Signatory

Designation

Q. Undertaking on Training the Users

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Training the Users

Sir,

1. I/We hereby undertake to train users as per Haryana Police'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

R. Undertaking on Support to Certification

(Company letterhead)

[Date]

To

<<Address to be added>>

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 an agency (to be identified by Haryana Police) before the system is commissioned.
2. I/We understand that the certification expenses will be borne by SI, and also 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

S. Undertaking on Exit Management and Transition

(Company letterhead)

[Date]

To

<<Address to be added>>

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 Haryana Police or to an agency identified by Haryana Police) to Haryana Police's satisfaction.

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

i. Capacity Building at Haryana Police

- a. We undertake to design team/organization structure at Haryana Police to manage the system
- b. We undertake to carryout an analysis of the skill set requirement at Haryana Police to manage system and carry out the training & knowledge transfer required at Haryana Police 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 Haryana Police before transition
- b. We undertake to design Standard Operating Procedures to manage system (including application and IT systems), document the same and train Haryana Police 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 Haryana Police.

Yours faithfully,

Authorized Signatory

Designation

T. Undertaking on Continuous Improvement

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Continuous Improvement

Sir,

1. I/We understand that Continuous improvement of application is highly critical for Haryana Police 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 State Mission Team.

Yours faithfully,

Authorized Signatory

Designation

U. Undertaking on Personnel

(Company letterhead)

[Date]

To

<<Address to be added>>

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 Haryana Police.
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 Haryana Police. Haryana Police 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 Haryana Police has the right to seek the replacement of any member of the Project team being deployed by us, based on the assessment of Haryana Police 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

V. Undertaking on Provision of Work Environment at the Nodal Agency

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Provision of Work Environment at premises of Nodal Agency

Sir,

1. I/We as System Integrator do hereby understand that the onsite team of Software Development Agency operating out of Haryana Police 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

W. Undertaking on Changes to the Contract Clauses

(Company letterhead)

[Date]

To

<<Address to be added>>

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 Haryana Police to consider those suggestions.

Yours faithfully,

Authorized Signatory

Designation

X. Undertaking from OEM on Authorization of use of their OEM products

(Company letterhead)

[Date]

To

<<Address to be added>>

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 Haryana Police, 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 Haryana Police. We further endorse the warranty, contracting and licensing terms provided by SI to Haryana Police

<u>Sr. No.</u>	<u>Product Name</u>	<u>Remarks</u>
1.		
2.		
3.		

Yours faithfully,

Authorised Signatory

Designation

OEM's company name

CC: SI's corporate name

Y. Undertaking on Agreement to Change in Quantity of Hardware/ Software

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Agreement to change in quantity

Sir,

I/We as System Integrator do hereby acknowledge that we understand and accept this condition of changes/ modification to the indicative bill of material provided as part of this RFP and other associated terms and conditions, including payments to be made to us on actual quantity, is henceforth submitted in our proposal as per the RFP.

Yours faithfully,

Authorized Signatory

Designation

Z. Undertaking on Integrity Pact as per CVC guidelines

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Integrity Pact

Sir,

I/We as System Integrator do hereby acknowledge that we understand and do accept all the terms and conditions of the attached Integrity Pact under the CVC guidelines, and the same is hereby submitted in our proposal as per the terms and conditions of RFP.

Yours faithfully,

Authorized Signatory

Designation

Integrity Pact

The Integrity Pact

The Integrity Pact is a tool developed in the 1990's by Transparency International to help governments, businesses and civil society to fight corruption in the field of public contracting. IP establishes mutual contractual rights and obligations to reduce the high cost and distortionary effects of corruption in public contracting.

The Mechanism

IP is intended to make public procurement transparent by binding both parties to ethical conduct. It also envisages a monitoring role for civil society who are the ultimate beneficiaries of government action. IP should cover all activities related to the contract from pre-selection of bidders, bidding and contracting, implementation, completion and operation.

Terms of contract

The Public Authority commits that:

- No official will demand or accept any illicit gratification to give any of the parties an advantage at any stage of the project.
- All necessary and appropriate technical, legal and administrative information related to the contract will be made public
- None of the officials will make available confidential information to a bidder/contractor to give unfair advantage in the contract
- Declaration by all concerned officials any conflict of interest and disclosure of own and family assets
- Officials will report to appropriate government authority about any breach/attempt to breach a commitment.

The Bidder commits that:

- They will not offer any illicit gratification to obtain unfair advantage
- They will not collude with other parties to impair transparency and fairness
- They will not accept any advantage in exchange for unprofessional behavior
- Will disclose all payments made to agents and intermediaries
- It will demonstrate existence of organization-wide code of conduct forbidding unethical practices

Penalties

For failure to implement IP, officials will be subject to penal action and bidders will face cancellation of contract, forfeiture of bond, liquidated damages and blacklisting. Action will not require criminal conviction but be based on "no-contest" after the evidence is made available or

there can be no material doubts. Disputes in IP implementation would be resolved by arbitration detailed in IP.

Implementation

Monitoring is a key aspect of IP implementation. Public access of all relevant information is a necessity. It calls for a forum in which representatives of civil society can discuss the contract itself. The concept of IP includes the existence of Private Sector Inspector General (IPSIG) which will be delegated with the rights of civil society to monitor the contract; suggested bodies are government office with non involvement, TI chapter or an NGO. The monitoring and supervising procedures are to be specified and at the conclusion of the contract a certificate of corruption-free will be issued.

Observations

As a concept it is undeniably a model for transparency in public procurement. While it is an ideal, its implementation will require will on the part of both vendor and purchaser. Without effective implementation, it will remain merely as an additional part of the tender files. Propensity to seek legal intervention and an assumption that terms of contract are not particularly sacrosanct is a part of the procurement process in the country. In these circumstances, arbitration will have limited value in the event of breach of IP. Level of evidence for pointing out breach is also liable to be disputed. Therefore, its implementation will suffer. India's stand in the latest WTO round against transparency in public procurement may render this concept a non-starter.

The identification of a monitoring agency also will pose problems. TI India may not have the level of acceptability that TI has in other countries. NGOs could be hijacked by vested interests. The genesis of IP is also questionable since it has its roots in the OECD convention against bribery following which west-based MNCs have problems in participating in third world bids without indulging in bribery – IP is intended to provide a level playing field so that non-OECD country-based bidders are also subject to the same limitations. However, it is certainly worth pursuing as a model for future public procurement. The need for a debate on the adoption of IP, with appropriate modifications, can be initiated by the Commission.

9 ANNEXURE – RESOURCE PROFILES

- a) Resources proposed on the project **MUST** actually be deployed on the assignment. No changes in the resources will be allowed during the course of the contract without explicit written permission of the Haryana Police, which shall be limited to 30% of the total changes of resources, unless resource leaves the SI organization. Minimum number of resources, minimum qualifications for each resource, are mentioned in this annexure, which shall be used for evaluation. However, Bidder will also be required to provide the resources to support the activities under this project and to meet the desired SLA.
- b) The Bidder is required to station the key resources at State Police Headquarters for the entire duration of the contract.
- c) In case of non-availability of proposed resource at point of time during the contract, the SI is required to provide an alternate resource with atleast the requirements proposed in the RFP or higher.

Project Manager

Minimum Educational Qualification: B Tech/ B.E and MBA/ MCA (preferably in Systems/IT) from a premier institute

The proposed Project Manager should have minimum 10 years of experience in IT/ software development/ IT System projects. He/ She should have the expertise in the following areas:

1. Experience of project management of atleast 3 IT turnkey projects involving delivery of citizen services from multiple locations with value atleast INR 20 Crores (successfully completed or in O&M phase)
2. Experience of managing at least 6 member team for at least the last 4 years
3. Expertise in web applications, application development, Training and Change Management, Portal Development etc.
4. System level and holistic understanding of Technical concepts
5. Good people management, coaching and mentoring skills and Team building skills.
6. Experience in Computerization of large organizations involving Technology selection issues desirable.
7. PMI PMP Certification

Application Development Expert

Minimum Educational Qualification: B Tech/ B.E (Computers or E&C) or MCA from a premier institute.

The proposed Solution Architect should have minimum 10 years of experience. He/ She should have expertise in the following areas:

1. Experience of solution architecting for atleast 2 large IT turnkey projects involving delivery of citizen services from multiple locations (successfully deployed)
2. Hands on experience in Open Standard Platforms and Technologies
3. Strong experience in application of UML, Design Patterns in design and architecting of solutions
4. Conversant with Technology Platforms such as J2EE, Dot Net, XML etc.
5. Strong Database skills including Oracle, SQL Server etc.
6. Conversant with the latest technological developments including SOA and Agile Methodologies
7. Conversant with BPM & Portal suite of products.
8. Conversant with platforms, tools and frameworks used in application development
9. Experience on the use of software development best practices, tools and technologies.
10. Experience in Conducting Architectural & Design Reviews
11. Ability to identify the Co-existence and Interoperability Requirements
12. Experience to Identify performance, reliability, security & integration bottlenecks and suggest recommendations
13. Should have excellent oral & written communication skills
14. Willing to travel to project sites
15. Ability to do Code and Documentation Review

Database Administrator

Qualifications: B.Tech / B.E (Computer Science/IT) or MCA from a premier institute

No. of years of experience: atleast 7 yrs.

Certifications: Relevant MS/Oracle Database Administration certifications

Key Experience / Skill Set

1. Build and manage database schema, tables, procedures and permissions
2. Knowledge of PL/SQL programming
3. Maintain data standards
4. Control access permissions and privileges;
5. Analyze, consolidate and tune database for optimal efficiency and preventive maintenance as required

6. Develop, manage and test backup and recovery plans and ensure they are functioning correctly
7. Implement and monitor data security and encryption
8. Perform daily backup operations, ensuring all required data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
9. Write database documentation, including database architecture, data standards, procedures and definitions for the data dictionary ('metadata');
10. Develop database utilities and automated reporting
11. Create shell scripts for task automation
12. Install and test new versions of the database management system (DBMS) as and when necessary with minimum downtime
13. Storage management including installation and configuration of the storage system, management of storage environment to maintain performance at desired optimum levels, development of storage management policy, configuration and management of disk array, SAN fabric / switches, tape library, etc, configuration of SAN
14. Work closely with IT project managers, database programmers and web developers;
15. Communicate regularly with technical, applications and operational staff to ensure database integrity and security;
16. Support for commissioning and installing new applications.
17. Supervise, coach, and mentor support resources.
18. Good communication skill to report to top management
19. Should have experience of implementing appropriate security standards

System Administrator

Qualifications: B.Tech / B.E (Computer Science/IT)

No. of years of experience: atleast 10 as a System Administrator on a Large / medium sized network of servers, desktop systems and communications devices using current technologies in high availability environment.

Certifications:

1. Systems Administration/System Engineer certification in Cisco, Open Source/ Microsoft and other relevant technology
2. Certification for ITIL/ ISO 27001 or other relevant quality / process.

Key experience / skill set:

- Effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure

- Configuration of server parameters, operating systems administration and tuning.
- Operating System administration including but not limited to management of users, processes, resource contention, preventive maintenance and management of upgrades including migration to higher versions and patches to ensure that the system is properly updated.
- Security administration including
 - Monitoring of various devices / tools such as firewall, intrusion detection, content filtering and blocking, virus protection, and vulnerability protection through implementation of proper patches and rules.
 - Root domain administration by creating the root and sub-domains and setting the root level security policies such as authentication mechanisms (single/multi factor), password policies such as password length, password complexity, password expiry, account lockout policy, certificate policies, IPSEC policies etc.
 - Periodic reviews of domain level rights and privileges.
 - Maintenance of an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode, including, but not limited to, operating systems, application servers, web servers, databases, security solutions, messaging solutions, etc.
 - Ensuring that patches / workarounds for identified vulnerabilities are patched / blocked immediately.
 - Responding to security breaches or other security incidents and coordinate with respective OEM in case of a new threat is observed to ensure that workaround / patch is made available for the same.
 - Undertake maintenance and management of security devices, including, but not limited to maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting email gateways, firewalls, servers, desktops from viruses.
 - Implementation and periodic updation of the security policy.
- End-to-end management of messaging systems, including, but not limited to:
 - Administration of mail servers
 - Monitoring performance and management of user account, mail boxes, post office and address book.
 - Backup and archival management.
 - Transaction log management.
 - Implementation of mail policies, including, but not limited to, user security, access control, encryption, mail box sizes, mail sizes, spam, content filtering, etc.
 - Management and monitoring mail queues, mail routing of incoming and outgoing Internet mail.

- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups, monitoring CPU, disk space, memory utilization, I/O utilization, etc.
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- Upgrade administrative tools and utilities. Configure / add new services as necessary.
- Adhere to and champion the ITIL based principles established for problem, change and asset management. Effectively utilize the System Management tools available to support the principles.
- Fulfill service level agreements, with respect to availability, performance, capacity, and security and suggest future requirements to maintain acceptable performance levels and accommodate traffic growth.
- Re-installation in the event of system crash/failures.
- Periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measures. Coordinate and communicate with impacted constituencies.
- Inventory all hardware and software resources.
- Supervise, coach, and mentor support resources.
- Good communication skill to report to top management

Network Specialist

Qualifications: B.Tech / B.E (Computer Science/IT) or MCA

No. of years of experience: atleast 7 as an Administrator on a Large / medium sized network of servers, desktop systems and communications devices using current technologies in high availability environment.

Certifications: CCNA / MCSE / CNA or any other major network OEM

Key Experience / skill set

1. Install, configure, and maintain secure computers networks (LAN and WAN of 500+ users) including IT infrastructure, network cabling, and other related equipment;
2. Plan and implement network security, including building firewalls, applying cryptography to network applications, managing host security, file permissions, access control, backup and disaster recovery plans, file system integrity, and adding and deleting users.
3. Monitor network performance and troubleshoot networks at the time of malfunctions such as poor performance or network crashes.
4. Perform regular security monitoring to identify any possible intrusions.

5. Investigate user problems, identify their source, determine possible solutions, test and implement solutions.
6. Anticipate communication and networking problems and implement preventive measures.
7. Investigate, recommend and install enhancements and operating procedures that optimize network availability.
8. Maintain confidentiality with regard to the information being processed, stored or accessed by the network.
9. Evaluate and/or recommend purchases of network hardware, peripheral equipment, and software;
10. Document network problems and resolutions for future reference.
11. Good communication skill to report to top management

Training and Change Management Expert

The Training and Change Management expert should be an MBA from a premier institute with specialization in HR/ Change Management

Minimum Educational Qualifications: B.E/ B. Tech/ MCA/MBA

1. Should have experience of handling large scale projects in e-gov area
2. Should have an understanding of project risks, likely resistances to the project and proposed strategies for overcoming them
3. Should have experience in understanding training requirements and develop training plans
4. Should be able to monitor training effectiveness.
5. Should have exposure to government projects and change issues
6. Should have experience in identification of communication needs and preparation of communication plan
7. Should have an understanding of government orders, notifications, letters and other communication medium in government
8. Should have excellent oral & written communication skills
9. Willing to travel to project sites.
10. Trainer should have at least the following level of experience:
11. Minimum 2 year of experience in delivery of User Training Programs
12. Minimum 3 years of experience in IT/ software development projects
13. Deep understanding of Business Processes as well as Technical concepts related to the proposed Project.

Domain Expert

1. Significant experience as Investigations Officers (IO) and Station House Officers (SHO) on full-time basis
2. Excellent understanding of police station operations including Investigation, Records Room Operations, Police Station Management, Information Analysis and Reporting at Police Stations, District HQ and other Higher Offices, and other core policing functions