

## Maharashtra CCTNS RFP : Clarifications to the Pre-Bid Queries

### RFP for selection of System Integrator for Implementaion, Commissioning and Maintenance of CCTNS in Maharashtra State

Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
1	Commercial Evaluation	Commercial Evaluation	Vol. II - Pricing Summary Pg. 70 and Pg. 76	Also clarify the significance of Form 1 and Form 2. And how they should be interlinked.	Form 1 is the Pricing Summary & Form 2 is Details of Cost Components.
2	Commercial Evaluation	Commercial Evaluation	Vol. II - Sec g/531	As per RFP O&M is required for 5 Years. Please clarify, why 4 year manpower deployment sizing is asked here.	Amended Commercial Bid format (form1 & form 2) is provided in corrigendum, Sec 7, "FORMAT FOR BID RESPONSE – COMMERCIAL BID".
3	Commercial Evaluation	Commercial Evaluation	Vol. II - Pricing Summary Pg. 70 and Pg. 75	In form 1 : O & M is for 5 years whereas on page 75 O&M for data center is 10% for 3 years. Please clarify whether the O&M is for 5 years and 3 years.	
4	Commercial Evaluation	Commercial Evaluation	Vol. II - Clause 8.1 - C. Pricing Summary Pg. 70	Please clarify whether the 300 Person Months is part of Sl. No. (1) or this is required additionally.	Blended Cost for 300 Person Months is part of Form 1
5	Commercial Evaluation	Commercial Evaluation	Vol. II - Form 2: Detailed Component-Wise Pricing	There has been no table provide to include capacity building cost, e.g.. communication effort, change management workshop effort, etc.	Provision for inclusion of Capacity Building cost for various trainings is available in Form No.2 under the head "Training Cost"
6	Commercial Evaluation	Commercial Evaluation	Vol. II - 2.9/491	Under section 4. The price asked for is for which skill set? What will be the scope of work of these resources.	The price is asked for blended person month cost.
7	Others	Others	Vol. III	<p>Acceptance of Professional Services will occur upon HP's performance of the Professional Services. For Deliverables requiring acceptance testing, the parties will develop and mutually agree upon an Acceptance Test Plan ("ATP"). In the event that the parties are unable to reach agreement on the ATP within thirty (30) days of the effective date of the applicable Statement of Work, each party will have the right to terminate that Statement of Work by giving written notice to such effect to the other party. In the event of such termination, HP will be entitled to payment for all work performed prior to the date of such termination.</p> <p>HP will notify Customer when a Deliverable is ready for acceptance testing and such testing will commence within five (5) business days of such notice. Within five (5) business days after completion of testing, Customer will either sign the acceptance report provided by HP or, if HP was unable to complete the ATP, notify HP in writing detailing any failure of the Deliverable to conform to the acceptance criteria in the ATP. Within a reasonable time, HP will correct any such non-conformance and redeliver the Deliverable for a repeat of the steps in the ATP process necessary to verify conformance with the ATP. In the event that HP is unable to remedy the non-conformance, Customer may, as its sole and exclusive remedy, either:</p> <ol style="list-style-type: none"> <li>1. accept the Deliverable without warranty, on an "AS IS" basis, subject to a reasonable price adjustment; or</li> <li>2. return the affected Deliverable to HP and receive a refund of amounts paid to HP for such Deliverable.</li> </ol> <p>Deliverables will be accepted when Customer so advises HP or at the end of five (5) business days if Customer fails to give HP written notice of non-conformance within that time period. However, if Customer, prior to either event, uses the Deliverable for productive use, it will be deemed accepted upon such use. If acceptance testing is delayed for reasons attributable to Customer, acceptance will be deemed to occur on the 10th day after notice by HP that a Deliverable is ready for acceptance testing. If a Deliverable is provided on a time-and-expense basis, all corrections will be performed by HP at Customer's expense.</p> <p>To the extent, a Deliverable(s) acceptance procedure or warranty is set forth herein or the</p>	Tender clause remains un-changed
8	Others	Others	Vol. I - 4.0 / 114	In annexure II Business Hours is given as 8.30 to 20.30 (Mon - Sun), where in in annexure III the business hours is given as 8.30 Am to 5.30 PM (Mon - Sat). Please clarify interpretation for Business Hours.	Business Hours to be considered is 8.30 to 20.30 (Mon - Sun)

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9	Others	Others	Vol.I - Pg.20, Section 3.1	It is mentioned that : State Cadre - 236, Superintendents of Police - 121, Deputy Superintendents of Police - 770, Inspectors - 3136, Assistant Police Inspectors - 2641, Sub Inspectors - 8001 and Police Constables - 148912. So can we consider the total no of users for CCTNS system is approximately 163817. Else please provide the total no of users (of Maharashtra police) who will access CCTNS system.	Total no. of department users are approximately 7000 & total no. of concurrent users are approximately 700-1000. These are indicative figures & may change depending upon actual usage.
10	Others	Others	Vol. II - Clause1.1-1 - Venue and Deadline for submission of Proposal Pg. no. 8	Kindly explain ...	Bids are to be submitted online.
11	Others	Others	Vol. II	Since this is an e-tender, Kindly explain the procedure for submission. How to submit EMD as well as Tender Document? What is the maximum capacity of file to be submitted ?	The demand drafts for the bid processing fee & earnest money deposit should be submitted in sealed envelopes physically to DG Office, Mumbai.
12	Others	Others	Vol. II - Clause 1.2 Bidders Submission Pg. no. 8	We understand that the mode submission mode is through online only. Pls confirm.	Last date & time for online tender Preparation & Submission are provided in the corrigendum document.
13	Pre-qualification	Pre-qualification	Vol. II - Pg.no:19 Clause-2.4.h.iii	Bidder may be allowed to meet any one of the following condition (as allowed in CCTNS tenders of other states): i. The bidder must have been assessed and certified for CMMi Level 3 or above. ii. The bidder must have been assessed and certified for ISO 9001 or above.	Bidder (System Integrator) is required to meet both quality requirements i.e. must be certified for CMMi Level 3 or above & ISO 9001 or above.
14	Pre-qualification	Pre-qualification	Vol. II - Pg 18 / clause 2.4.d	In view of clause 2.4.c and 2.4.e, clause 2.4.d seems repetitive and irrelevant	Clause is self explainable and are not repetitive and irrelevant
15	Pre-qualification	Pre-qualification	Vol. II - Pg.no:18 Clause-2.4.h.iii	PSU's may please be exempted for Profitability clause.	Tender clause remains un-changed.
16	Pre-qualification	Pre-qualification	Vol. II - Pg 18 / clause 2.4.h.vii	Suggested Change : The bidder (System Integrator) must have been assessed and must possess a valid certification for CMMi Level 3 or above, as on the date of contract signing, and the certificate should have been valid for at least ONE Year as on the date of submission of the bid.	Tender Clause is changed as: " The bidder (System Integrator) must have valid certification for CMMi Level 3 or above, as on the date of submission of the bid.
17	Pre-qualification	Pre-qualification	Vol. II - Pg 18 / clause 2.4.h.vii	This clause is in-valid and in favour of some vendor who has recently obtained CMMI certification during last 6 months - one year Period. How can the State Government have a policy of not allowing companies who have obtained certification as early as 2008 or 2009 to not bid here	
18	Pre-qualification	Pre-qualification	Vol. II - Pg 18 / clause 2.4.h.viii	Suggested Change : The bidder (System Integrator) 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 have been valid for at least ONE Year as on the date of submission of the bid.	Tender Clause is changed as: " The bidder (System Integrator) must have valid ISO 9001 or above certificate, as on the date of submission of the bid.
19	Pre-qualification	Pre-qualification	Vol. II - Page no 20 Notes Clause-5 a-d	The requirement of implementation of core & Non core activities and the conditions as per sub clause <b>a to d</b> may be met as a consortium. Please confirm	Clause is self explainable. Tender clauses remains un-changed.

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20	Pre-qualification	Pre-qualification	Vol. II - Pg.no:19 Clause-2.4.h.iii	Turnover from System Integration projects from IT / Telecom may be considered	Tender clauses remains un-changed.
21	Pre-qualification	Pre-qualification	Vol. II - Pg 18 / clause 2.4.h.v	We request that orders for <b>last 5 years be considered</b> against this, as it will be difficult for companies to provide completion certificates for e-Governance projects of last 2 years	
22	Pre-qualification	Pre-qualification	Vol. II - Pg 18 / clause 2.4.d	We request that this clause should not be open ended, and should be limited to last one year only	
23	Pre-qualification	Pre-qualification	Vol. II - Pg 18 / clause 2.4.d	We request that this clause should not be so broad and open-ended, and that this should be limited to blacklisting declared by Government of India and Government of Maharashtra only	Tender clauses remains un-changed.
24	Project Scope	CAS	Vol. I - Page 104,	1) How many police station will have CAS (state) offline solution? 2) Will MHA/SDA provide CAS (state) offline solution)? 3) SI is only expected to customize and develop sync solution for CAS (state) offline. Is expectation right?	CAS (State) Offline solution will be deployed at all police stations & higher offices. MHA /SDA will provide CAS (state) offline solution, however SI will have to customize CAS (state) as per requirements of Maharashtra state police and synchronize the CAS (state) offline.
25	Project Scope	CAS	Vol. I - Messaging -General	Along with Messaging solution, is Instant Messaging solution needed as well?	Instant messaging is part of scope of work. Details are provided in in Functional Requirement Specification (FRS) in sec 8.
26	Project Scope	CAS	Vol. I -Messaging -General	Can you please provide the number of users per site and the Network bandwidth details between the sites?	Indicative list for Maharashtra Police personnel strength per unit is provided in Vol I, Annexure VIII, page 250. For details on network bandwidth please refer to Section 3.5 in Vol I of RFP on Pg. 31.
27	Project Scope	CAS	Vol. I - Annexure 1	Cas (State) - How many concurrent and total number of users?	Total no. of department users are approximately 7000 & total no. of concurrent users are approximately 700-1000. These are indicative figures & may change depending upon actual usage.
28	Project Scope	CAS	Vol. I - Pg.49 , Section 4.2.1	Citizens Portal module will be designed for Citizens to seek Police services through —Call for Service. please clarify what is the expected concurrent users accessing to Citizens portal. Does Maharashtra Police has registered domain name which can be used for Citizen Portal?	Citizens portal service will be accessible to all citizens over internet. Maharashtra Police has a registered domain name.
29	Project Scope	CAS	Vol. I - Pg.56	eCourts - need more details on its functionality & technology	Detailed integration and interfacing model would emerge out of the detailed study of System Integrator.
30	Project Scope	CAS	Vol. I - Messaging -General	For Message Archival, will the users be allowed to keep their archives locally or on a separate Server?	Messaging is one of the modules of CAS and since CAS will be deployed centrally hence archival of mails would be done at the central server.
31	Project Scope	CAS	Vol. I - Messaging -General	For SMTP solution, should the solution be an On Premise solution or the solution can be a Hosted solution?	The police email and messaging solution will be bundled in the CAS (State) provided by NCRB, please refer to Annexure I of Vol I for details on technology stacks
32	Project Scope	CAS	Vol. I - Messaging -General	For the new Messaging solution, should the solution be an On Premise solution or the solution can be a Hosted solution?	The Core Application Software would be provided by SDA and the customization to the application will be done by SI according to the requirements specified by Maharashtra Police
33	Project Scope	CAS	Vol. I	From the RFP document, there is no clarity on what functionality will be provided by the SDA & what customization will be required for the state in the base application. Please confirm the extent of customization required vis-a-vis solution implemented by SDA.	The Core Application Software would be provided by SDA and the customization to the application will be done by SI according to the requirements specified by Maharashtra Police
34	Project Scope	CAS	Vol. I - Messaging -General	Is Mobile Messaging solution required as well? If yes for how many users?	Mobile messaging solution is not required

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35	Project Scope	CAS	Vol. I - Pg.50 , Section 4.2.1	It is mentioned that Police Email and Messaging Service shall enable the police personnel to send / receive official as well as personal correspondence. Please specify total no of end users whom Email and Messaging solution to be provided. Also provide Avg no of emails / day, Avg mail size, Type of email access (Web vs. Thick Client), Mail security, Mail Retention policy etc which define the Infrastructure requirements for the Mail messaging solution in totality.	The Core Application Software would be provided by SDA and the customization to the application will be done by SI according to the requirements specified by Maharashtra Police. Approximately 1,10,000 Users will access Police Email & Messaging service across Police stations and Offices. These are indicative figures & may change depending upon actual usage.
36	Project Scope	CAS	Vol. I - Pg. 78	It is mentioned that SI shall validate the data in the existing system (CIPA & CCIS systems) and migrate the data to CCTNS. Q. Please provide us the avg size of CIPA & CCIS system Data volume (in GB), total no of CIPA and CCIS setup which need to be migrated. Q. Apart of these two application please let us know do we need to migrate from any other legacy application / electronic data.	Please refer to section 4.9 of Vol I for number of records to be digitized and extrapolate the size using assumptions.
37	Project Scope	CAS	Vol. I - Pg.48	It is stated that Phase II - will have large enhancements initiated at state level. Will this be covered as a separate RFP?	Large enhancements initiated at state level in Phase II are not covered as separate RFP.
38	Project Scope	CAS	Vol. I - Pg.49 , Section 4.2.1	Police Officials providing role/ designation based single sign-on access of all CAS modules and access of data/ information across various databases and knowledge base through Police Portal. Please provide the total no of concurrent users on CAS state system?	Total no. of department users are approximately 7000 & total no. of concurrent users are approximately 700-1000. These are indicative figures & may change depending upon actual usage.
39	Project Scope	CAS	Vol. I - Pg.40	Prosecution module - How is the interface expected? Will the police officials be manually entering the details obtained from the court or do the court nayabs need access to this module or are we looking for some automation here?	Police officials be manually entering the details obtained from the court.
40	Project Scope	CAS	RFP Vol 1, Pg 771	We understand that the system should work even in an offline mode with the critical functionality. However it is not clear what functionality is considered as critical which should be made available in an offline mode. Please provide details.	CAS (State) Offline solution will be provided by MHA / NCRB and the functionalities will be specified by NCRB. Complete range of required offline functionality will be identified and clarified during the systems study phase of the CCTNS project. Kindly refer to Vol II, page no. 89 for "undertaking for Offline Functionality".
41	Project Scope	CAS	Vol. I - Messaging -General	What are the total number of users for which the Messaging system need to be implemented?	Approximately 1,10,000 Users will access CCTNS system across Police stations and Offices. These are indicative figures & may change depending upon actual usage.
42	Project Scope	CAS	Vol. I - Page 734 point 24	What do you mean by facial pattern? Do you need face recognition system?	No, face recognition system is not required, user should be able to enter facial patterns description.
43	Project Scope	CAS	Vol. I - Pg.55	What is e-forms? Please provide a brief on what this application does and the technology stack	The solution & technology architecture is indicative & SI will have to carry out detailed study to develop the exact solution & technology architecture for Maharashtra CCTNS solution considering NCRB guidelines.
44	Project Scope	CAS	Vol. I - Messaging -General	What is the mail retention period that we need to consider?	
45	Project Scope	CAS	Vol. I - Messaging -General	What is the mailbox quota that we should consider per user while designing the Messaging solution?	The police email and messaging solution will be bundled in the CAS provided by NCRB

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46	Project Scope	CAS	Vol. I - Pg.40	What is the size and type of data (Vehicle Registration, Driver License, Cell Phone, Voter Details, Education Data etc.), which CCTNS will be getting from external agencies / state departments? Do we need a separate data warehouse to store this data within CCTNS or will CCTNS system be able to get it through some web services? Are there any updates that will be sent periodically for these databases?	CCTNS will access the external data through web services, SI will not have to create a separate data warehouse.
47	Project Scope	CAS	Vol. I - Generic	Will CCTNS will be deployed on the same platform in all the state across India.	Yes
48	Project Scope	Client Side IT Infrastructure	Vol. I	Request you to amend this to 0 to 40 deg C as all the UPS internal circuits are designed to operate @0-40 deg C	Revised specifications are provided in Corrigendum in "SECTION 11, ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."
49	Project Scope	Client Side IT Infrastructure	Vol. I - Annexure VI page No. 149 to 160 off 797	1) Do we need to provide LAN/WAN cabling.	
50	Project Scope	Client Side IT Infrastructure	Vol. I - Page 73, Page 74, Page 75, Page 76, Page 77	1)Specifications for the above Switches have not been mentioned. Should the ports be 10/100 or 10/100/1000, whether any fiber 1G/10G uplinks are required? Any specific feature related to QoS, Security desired?	
51	Project Scope	Client Side IT Infrastructure	Vol. I - Annexure VI page No. 149 to 160 off 797	2) If yes please confirm LAN cabling should be cat 5e or cat 6.	
52	Project Scope	Client Side IT Infrastructure	Vol. I - Page 73, Page 74, Page 75, Page 76, Page 78	2) The standard switch models by most of the vendors come in 8-port, 24-port & 48-port form factors	
53	Project Scope	Client Side IT Infrastructure	Vol. I - Page 73, Page 74, Page 75, Page 76, Page 79	3) It has not been mentioned that the switches should be managed or un-managed switches. We strongly recommend that the switches should be managed	
54	Project Scope	Client Side IT Infrastructure	Vol. I - Indicative Bill of materials page No. 73 to 77 off 797	As per list of existing networking infrastructure of page no 283 to 433 off 797 equipment are in used are Gigabit Ethernet Managed Switches.	
55	Project Scope	Client Side IT Infrastructure	Vol. I -	Detail Specification of the Switch to be mentioned	
56	Project Scope	Client Side IT Infrastructure	Vol. I	It has not been mentioned that the switches should be managed or un-managed switches. As it is recommended that the switches should be managed switches to simply administration & network troubleshooting, we request you to kindly add the same.	
57	Project Scope	Client Side IT Infrastructure	Vol. I - Indicative Bill of materials page No. 73 to 77 off 797	Pl. confirm whether we need to quote the Gigabit Managed Switch for the indicative Bill of Material or we can quote unmanaged switch of fast Ethernet or gigabit Ethernet ports.	
58	Project Scope	Client Side IT Infrastructure	Vol. I	Request to provide the specifications for the 16 port, 24 port and 48 port switches(Unmanaged/Managed/Gigabit/fast Ethernet/Layer 2/Layer 3 and if any other features required)	
59	Project Scope	Client Side IT Infrastructure	Vol. I - New Addition	Request to provide the specifications for the 16 port, 24 port and 48 port switches(Unmanaged/Managed/Gigabit/fast Ethernet/Layer 2/Layer 3 and if any other features required)  New addition: Since the switches are going to deployed at multiple remote sites, we suggest the type of switch as 'managed switch'. This will enable network administrator for better remote/local network management and handling	Detailed specifications of the switches are provided in Corrigendum in "SECTION 11, ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."
60	Project Scope	Client Side IT Infrastructure	Vol. I -	Similarly since this requirement for is Crime related we strongly recommend the switches to support security features like, DHCP Snooping, Dynamic ARP Inspection, 802.1x Authentication	

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61	Project Scope	Client Side IT Infrastructure	Vol. I -	Since some of the switches would be installed in remote locations it is strongly recommended that the switches support for secondary power supply and request you to add the same	
62	Project Scope	Client Side IT Infrastructure	Vol. I -	Switch needs to support today's critical applications without delay by having QOS Functionality in the switches. We request you to add the same.	
63	Project Scope	Client Side IT Infrastructure	Vol. I - Generic	The BOM calls for 16 Port switch, 24 Port switch, 48 Port switch Pl. confirm whether unmanaged or SNMP managed to be quoted. Pl. confirm fast Ethernet or gigabit Ethernet ports to be quoted.	
64	Project Scope	Client Side IT Infrastructure	Vol. I -	The standard switch models by most of the vendors come in 8-port, 24-port & 48-port form factors	
65	Project Scope	Client Side IT Infrastructure	Vol. I -	The standard switch models by most of the vendors come in 8-port, 24-port & 48-port form factors. It is requested that this may kindly be changed suitably allowing most bidders to quote	
66	Project Scope	Client Side IT Infrastructure	Vol. I -	Switch needs to support today's critical applications without delay by having QOS Functionality in the switches.	
67	Project Scope	Client Side IT Infrastructure	Vol. I - Page 73, Page 74, Page 75, Page 76, Page 80	4) It has not been mentioned whether the switches should support POE ports. It is strongly recommended that the switches be POE capable to support IP	
68	Project Scope	Client Side IT Infrastructure	Vol. I - Page 73, Page 74, Page 75, Page 76, Page 81	5) Similarly since this requirement for is Crime related we strongly recommend the switches to support security features like, DHCP Snooping, Dynamic ARP	
69	Project Scope	Client Side IT Infrastructure	Vol. I - Page -149/11 ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS	We observed that there is no technical specification mentioned for Routers and switches. Please provide the details	
70	Project Scope	Client Side IT Infrastructure	Vol. I - Page 73, Page 74, Page 75, Page 76, Page 82	6) Since some of the switches would be installed in remote locations it is strongly recommended that the switches support for secondary power supply	
71	Project Scope	Client Side IT Infrastructure	Vol. I - Page 73, Page 74, Page 75, Page 76, Page 83	7) Switch needs to support today's critical applications without delay by having QOS Functionality in the switches.	
72	Project Scope	Client Side IT Infrastructure	Vol. I - Annexure VI page No. 149 to 160 off 797	3) Structured or unstructured	Detailed specifications are provided in Corrigendum in "SECTION 11, ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."
73	Project Scope	Client Side IT Infrastructure	Vol. I - Annexure VI page No. 149 to 160 off 797	4) Fiber cabling should be SM or MM	
74	Project Scope	Client Side IT Infrastructure	Vol. I - Annexure VI page No. 149 to 160 off 797	5) Fiber cable should be 6/12/24	
75	Project Scope	Client Side IT Infrastructure	Vol. I - Annexure VI page No. 149 to 160 off 797	6) Pl. provide the qty for Copper & Fiber cabling.	
76	Project Scope	Client Side IT Infrastructure	Vol. I - Section 4.5 on page 70	All location is single floor or multiple floors	There is mix of both at locations. Bidder will have to conduct a site survey.
77	Project Scope	Client Side IT Infrastructure	Vol. I - Page 68/4.5. SITE PREPARATION AT POLICE STATIONS AND HIGHER OFFICES	Are we required to do cabling from DG set. If yes please specify quantity of such cabling	All site preparation is the responsibility of the SI.
78	Project Scope	Client Side IT Infrastructure	Vol. I - Page 726 point 41	Arrested person will put his finger on the finger print scanner, the device will capture the fingerprint the scanned image and store it in the database. Pls confirm this is what you mean?	Yes

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79	Project Scope	Client Side IT Infrastructure	Vol. I	As per IAFIS, the Biometric sensor should be PIV compliant. Do we need PIV compliant device to capture fingerprint image.	Detailed specifications of the Finger Print Reader is provided in Corrigendum in "SECTION 11, ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."	
80	Project Scope	Client Side IT Infrastructure	Vol. I	DO you need flat finger capture, Rolled finger capture or both?		
81	Project Scope	Client Side IT Infrastructure	Vol. I	Do you need one finger scanner, two finger scanner or 4+4+2 finger scanner		
82	Project Scope	Client Side IT Infrastructure	Vol. I - 4.13, Page 93	If it is two finger flat or one finger rolled finger print; then it has to adhere following standard/certification ISO/IEC - 19794-4:2005, FBI PIV-071006 Single Finger Capm, FIPS 201 PIV		
83	Project Scope	Client Side IT Infrastructure	Vol. I - 4.13, Page 93	One finger or whole ten fingers?		
84	Project Scope	Client Side IT Infrastructure	Vol. I	There is no detail specification is mentioned for Biometric device Finger print reader comes from INR 2k to INR 100 K prnce range depending on features & qty you want. Request a more detailed specification to comply.	Tender clause remains un-changed	
85	Project Scope	Client Side IT Infrastructure	Vol. I - Technical Specification - UPS for 120 Min. backup (1KVA, 5KVA & 15KVA) Page No. 153, 154 & 156	As regards warranty for 3 years, UPS with 3 years warranty is not a problem. However, it is suggested that batteries, being a "consumable" item, we request for consideration of warranty for a period of 2 years, if considered appropriate.		
86	Project Scope	Client Side IT Infrastructure	Vol. I - Page 730 point 59	Can we offer a web camera for digital camera requirement		No. Detailed specifications of the Digital Camera is provided in Corrigendum, in "SECTION 11, ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."
87	Project Scope	Client Side IT Infrastructure	Vol. I - Page 717 point 28	Can you give us approx Hr usages per day for digital pen?		Detailed specifications of the Electronic Pen is provided in Corrigendum, in "SECTION 11, ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."
88	Project Scope	Client Side IT Infrastructure	Vol. I - Section 4.5 on page 74	Do we need to do digging for fiber laying.		Bidder is responsible for site preparation and related activities, bidder will have to conduct a site survey before starting site preparation
89	Project Scope	Client Side IT Infrastructure	Vol. I - Page 718 point 35	Do you need IRIS scanner & finger print scanner both	The CAS should have the functionality of Retina Scan however scanners will not be procured currently as it is a futuristic requirement	
90	Project Scope	Client Side IT Infrastructure	Vol. I - Section 4.5 on page 76	Fiber cable should be 6/12/24	Updated infrastructure requirements at client locations is provided in corrigendum, sec 4.6, "INFRASTRUCTURE AT THE CLIENT LOCATIONS" also Indicative technical specifications for various components is provided in corrigendum, section 11, Annexure VI, "INDICATIVE TECHNICAL SPECIFICATIONS"	
91	Project Scope	Client Side IT Infrastructure	Vol. I - Section 4.5 on page 77	Fiber components such as LIU should be SC/ST/FC/MTRJ/LC etc and 6/12/24 port		
92	Project Scope	Client Side IT Infrastructure	Vol. I - Section 4.5 on page 67	How many nodes of lan cabling needs to be done on each location.		
93	Project Scope	Client Side IT Infrastructure	Vol. I	In the RFP Document, specifications for some of the items like Finger Print reader, Digital Cameras, Electronic Pen , HDD, OPE (Paper/Toner) are not provided. We request you to kindly provide the same.	Detailed specifications for various items / components is provided in Corrigendum "SECTION 11, ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."	
94	Project Scope	Client Side IT Infrastructure	Vol. I - Technical Specification - UPS for 120 Min. backup (15 KVA) Page No. 155 & 157	Input Voltage: 160V AC to 260 V AC mentioned in the tech. spec. for 15 KVA UPS System. For 3 Phase input the Voltage range may amended to 330 - 460V.	Revised specification for UPS system is provided in corrigendum, "SECTION 11, ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."	
95	Project Scope	Client Side IT Infrastructure	Vol. I - Messaging -General	Is DR solution required for the New Messaging solution?	Messaging solution is being provided as part of CCTNS application. DR site of Maharashtra SDC will be used	

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Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
96	Project Scope	Client Side IT Infrastructure	Vol. - I Pg 53	Is it expected to deliver a database server at each police station.	No. CCTNS will be hosted centrally at State Data Center
97	Project Scope	Client Side IT Infrastructure	Vol-I & Vol-II	Is the bidder required to quote for quantities as mentioned in commercial bid format , particularly for items like PCs, Printers, Gensets,etc.	Yes. Bidder is required to quote for quantities.
98	Project Scope	Client Side IT Infrastructure	Vol. I - Section 4.5 on page 71	Is there a requirement of Fiber cabling at any location? Pease confirm the quantity of fiber cabling required?	Bidder is responsible for site preparation and related activities, bidder will have to conduct a site survey.
99	Project Scope	Client Side IT Infrastructure	Vol. I	It has not been mentioned that the switches should be managed or un-managed switches. We strongly recommend that the switches should be managed switches to simply administration & network troubleshooting.	Detailed specifications of the switches are provided in Corrigendum in "SECTION 11, ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."
100	Project Scope	Client Side IT Infrastructure	RFP Vol-I	It has not been mentioned whether the switches should support POE ports. It is strongly recommended that the switches be POE capable to support IP Telephony where the CCTNS network can leverage the network for Telephony requirements and reduce the GOVT. cost for PSTN based Telephony.	
101	Project Scope	Client Side IT Infrastructure	Vol. I - Page 73	No OPE for laser printer ? It is mentioned for sub division offices and ranges	The updated infrastructure requirements at client locations is provided in corrigendum, sec 4.6, "INFRASTRUCTURE AT THE CLIENT LOCATIONS".
102	Project Scope	Client Side IT Infrastructure	Vol. I - Section 4.5 on page 73	No voice cabling in this tender please confirm	Voice cabling is not in the scope of work of the tender.
103	Project Scope	Client Side IT Infrastructure	Vol. I - Pg. 54, 101	Please clarify what will be the hardware requirement for Offline solution? Does SI needs to provide additional server at each police station for offline applications or the offline application can be installed in one Desktop and shared amongst all police staff in that police station.	Offline solution is required at all locations & there is no additional hardware requirements for Offline solution.
104	Project Scope	Client Side IT Infrastructure	Vol. I	Please clarify whether GIS & GPS is part of scope of work, as their specifications are not provided in the RFP. If yes, please provide the requirement details and specifications.	GIS, GPS is not the part of the RFP scope
105	Project Scope	Client Side IT Infrastructure	Vol. I - Page 68/4.5. Site preparation at Police stations and Higher Offices	please provide specifications and quantity of such cabling. In case it is not possible to estimate at this stage please allow billing as per actual requirement.	Requirements for cabling at client locations is prvided in corrigendum, sec 4.6, "INFRASTRUCTURE AT THE CLIENT LOCATIONS" & also detailed specifications are provided in corrigendum "SECTION 11, ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."
106	Project Scope	Client Side IT Infrastructure	Vol. I - Page 68/Section 4.6	Please provide specifications and quantity of such furniture required	Requirements for furniture at police st / higher offices is provided in corrigendum, sec 4.6, "INFRASTRUCTURE AT THE CLIENT LOCATIONS" & also detailed specifications are provided in corrigendum "SECTION 11, ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."
107	Project Scope	Client Side IT Infrastructure	Vol. I - Page 717 point 28	Pls confirm that the digital pen is required for the scanned image of signature. User will use the pen to sign on a paper and the same is converted to a digital image and stored in a database. Pls confirm if any other usage of digital pen	Yes. User will use the pen to sign on a paper and the same woul be converted to a digital image.
108	Project Scope	client Side IT Infrastructure	Vol. I	Pls give us detail specification of the camera requirement	Detailed specifications of the digital camera is provided in corrigendum "SECTION 11, ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."



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### RFP for selection of System Integrator for Implementaion, Commissioning and Maintenance of CCTNS in Maharashtra State

Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
109	Project Scope	Client Side IT Infrastructure	Vol. I - Pg. 74.	Q. What will be Class Type of Digital Certificate to be supplied as mentioned in the page 74 for CIPA, Non CIPA and other offices BoQ? Q. In reference to other States CCTNS project we would like to check whether HSM appliance are in scope for CCTNS project for Maharashtra police. It is clarified in other prefix that "Appliance based HSM is required for digital signing and encryption of data in transit. It should also be used to maintain the key management of the Public or private keys to be used for encryption and Digital Signing. The Vendor shall be responsible for an integration with CAS system".	Digital Signature is not part of the current scope of work..
110	Project Scope	Client Side IT Infrastructure	Vol. I - New Addition	Request to add the following clause: The suggested switching products should be enterprise Class and OEM should be listed as on 1st three ranks in the latest Gartner MQ This will ensure that only Enterprise class vendors are participating in the tender to cater the large networking requirement	Technical specification for switches is provided in the corrigendum "SECTION 11, ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."
111	Project Scope	Client Side IT Infrastructure	Vol. I - BOM for higher offices>Bill of materials for State HQ (DGP office)/page number: 77	Request to include HP in OEM list.	For Switches, OEM should be Top 5 in IDC /Gartner reports in terms of market share of units sold
112	Project Scope	Client Side IT Infrastructure	Vol. I - 3.6. Page 33:	Require clarification if existing hardware infrastructure (45 servers, tape and storage) can be reused for the CCTNS application? Also, please provide clarification if the 44 District level CIPA Servers can be relocated to the DC/DR set-up as part of the CCTNS roll-out?  Recommended clause for Software Licenses to be included: All software licenses should be in the name of Maharashtra Police and should be a perpetual license, i.e. the software license should not expire after the contract period.	The existing servers are at End of Life and are not proposed for the current scope of work.
113	Project Scope	Client Side IT Infrastructure	Vol. I	Seems you need it only to capture the signatures, can we offer digital signature pads, which solve the propose at lesser cost.	Tender condition remains unchanged.
114	Project Scope	Client Side IT Infrastructure	Vol. I - Indicative Bill of materials page No. 73 to 77 off 797	Single Phase 3 wire mentioned in the tech. specs. for 15KVA UPS System. As per industry standard above 10KVA rating UPS should have to be 3 Phase input. Kindly amend if considered appropriate.	Revised specification for 15 kVA UPS system is provided in corrigendum, "SECTION 11, ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."
115	Project Scope	Client Side IT Infrastructure	Vol. I - Technical Specification - UPS for 120 Min. backup (1KVA, 5KVA & 15 KVA) Page No. 152, 154 &156	The minimum battery capacity may be specified in order to provide even platform to all bidders. We suggest: 1KVA / 120 min. backup - Minimum 2500 VAH 5KVA / 120 min. backup - Minimum 12000 VAH 15KVA / 120 min. backup - Minimum 38000 VAH	Tender condition remains unchanged.
116	Project Scope	Client Side IT Infrastructure	Vol. I - Section 4.5 on page 69	We also needs to factor local item such as PVC pipe /Casing capping for lan cabling kindly confirm	Revised specification is provided in corrigendum, "SECTION 11, ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."
117	Project Scope	Client Side IT Infrastructure	Vol. I - Section 4.5 on page 68	We need to provide cables, Information outlet, Faceplate, patch cords , 24 port patch panel , racks, kindly confirm	
118	Project Scope	Client Side IT Infrastructure	Vol. I - Page No- 101/6 Annexure I: Details of Technology Stacks - CAS (State) and CAS(Center)	We observed that there is no Network equipments like Routers,Switches,Firewall details provided in Technology stack. Please provide the details.	Please refer to section 4.7 of Vol I on Pg. 70 and Annexure V of Vol I for details on scope of SI and BSNL for network connectivity

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Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
119	Project Scope	Client Side IT Infrastructure	Vol. I	Where will this desktop management server be located, at Police Datacenters, or Maharashtra SDC?	All servers to be located at SDC.
120	Project Scope	Client Side IT Infrastructure	Vol. I	which as per MSEB standards need to be 3 phase in – 1 phase out.	Revised specification for 15 kVA UPS system is provided in corrigendum, "SECTION 11, ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."
121	Project Scope	Client Side IT Infrastructure	Vol. I - Section 4.5 on page 67	Which category of cables cat6 or cat5e please confirm	Revised specification for cables is provided in corrigendum, "SECTION 11, ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."
122	Project Scope	Client Side IT Infrastructure	Vol. I - Section 4.5 on page 72	Which fiber Multimode or single mode fiber please confirm	
123	Project Scope	Client Side IT Infrastructure	Vol. I - Page 730 point 59	You mean finger print reader will be used to capture the finger print and a web cam is used to capture and upload data to a central database?	Revised specification for finger print reader is provided in corrigendum, "SECTION 11, ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."
124	Project Scope	Data Digitization	Vol. I - 4.9 / 79	As part of Digitization do bidder has to do Data entry and Scanning of all 7 IIF?	Bidder has to do the digitization of all relevant case related data.
125	Project Scope	Data Digitization	Vol. I - 4.9 / 78	In which language forms will be available?	Forms will be available in English and Marathi
126	Project Scope	Data Digitization	Vol. I - Page 78	Indicative number of pages per case file and the number of pages to be scanned is required or the data size.	Scope for Data digitization & Migration is given in section 4.9, Vol I.
127	Project Scope	Data Digitization	Vol. I - 4.9 / 83	Is all the data available at Central location or it is de-centralized? If de-centralized then what is the count?	Data is decentralized, Maharashtra Police will facilitate getting the crime records at a central location in each unit (i.e. Districts, Ranges, Commissionerates etc)
128	Project Scope	Data Digitization	Vol. I - 4.9 / 81	Is all the manual (non-electronic) data will be entered in CCIS / CIPA and from their via Data migration will move to CCTNS application?	SI to decide the data digitization & migration process.
129	Project Scope	Data Digitization	Vol. I - 4.9, Page 78	Is SDA providing/developing certain tools for digitizing case data?	SDA will not provide tools for data digitization, SI is responsible for providing / developing tools for data digitization.
130	Project Scope	Data Digitization	Vol. I - 4.9 / 82	Is these records are over and above of 23.50 Lakh record? If yes then please specify the volume and break-up	The crime records data is approximately 23.5 Lacs, please refer to section 4.9 DATA DIGITIZATION & DATA MIGRATION of Vol I of RFP in details
131	Project Scope	Data Digitization	Vol. I - Pg. 78	It is mentioned that SI to migrate the data available in the existing registers, reports, case files (containing up to 7 IIF forms). We understand that registers, reports, case files etc to be digitalized and supporting documents (to 7 IIF forms) to be scanned and uploaded in CAS system. Images and pictures within the case file will be scanned in color and store them in the digital format. Q. Does SI need to upload the scanned images in the centralized CAS system through document management system or same can be transferred to the CAS state central side and upload thru FTP Q. We suppose Storage required for CCTNS data, data digitalization, migration, biometric data will be provided by State, please specify how much RAW storage is allocated for CCTNS system (both on FC and SATA) from SDC storage.	Please refer to section 4.9 of Vol I for number of records to be digitized and extrapolate the size using assumptions
132	Project Scope	Data Digitization	Vol. I - 4.9 / 80	Please share sample copy of each IIF	Sample copy of IIF forms will be shared.
133	Project Scope	Data Digitization	Vol. I - 4.9, Page 78	The case papers which needs to be digitized will be available at police HQ?	The case papers would be made available at the Unit headquarters (i.e. District, Range, Commissionerates etc)

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Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
134	Project Scope	Data Digitization	Vol. I - 4.9 / 82	Will Maharashtra Police provide all required Infrastructure, like, Computers, Software, Scanners, Air conditioners, Space, Electricity, etc...?	Maharashtra Police will facilitate getting the crime records at a central location in each unit, all other infrastructure to be taken care by SI.
135	Project Scope	Data Digitization	Vol. I - 4.9, Page 78	Will Maharashtra Police provide infrastructure to digitize data?	
136	Project Scope	Handholding	Vol. I - Page 91 Section 4.12	<p>i) As stated in the RFP on # (pg 91) The Handholding support will be with 1 person for two police stations for 1 year period. The RFP also states on #(pg 525 Pricing Summary) Handholding Support for 1 person per Police station for 6 months has to be provided. Kindly clarify the exact requirement.</p> <p>ii) For the locations at which CCTNS is rolled out during first phase please clarify when the handholding support period will start. i.e. Will it start after commissioning of these locations or after Go-live of all the locations.</p>	<p>Handholding support will be 1 person for 2 Police Stations for 1 year.</p> <p>Handholding support at each location will start from the Go-Live at that particular location.</p> <p>Amended handholding clause is provided in corrigendum document, "SECTION 4.12 HANDHOLDING SUPPORT".</p>
137	Project Scope	Handholding	Vol. I - 4.12 / 91	If we consider support window as 12 Hrs then resource has to be double for 2 shifts. Can the HH support restrict to 8-9 Hrs?	Tender clause remains un-changed.
138	Project Scope	Handholding	Vol. I - 4.12 / 91	Please specify if it means 1 dedicated HH resource per Higher Offices?	Handholding person will NOT be required at higher Offices, amended clause provided in corrigendum document, "SECTION 4.12 HANDHOLDING SUPPORT".
139	Project Scope	Handholding	Vol. I - 4.12 / 92	Please specify which are the Higher offices?	List of Higher Offices will be given to the successful bidder.
140	Project Scope	Handholding	Vol. I - 4.12 / 91	With 1 Resource for 2 police station, training will be difficult. Can it be restricted to support as training is a separate scope?	Amended handholding clause is provided in corrigendum document, "SECTION 4.12 HANDHOLDING SUPPORT".
141	Project Scope	Implementation and Rollout	Vol. I - pg 68	Kindly elaborate the scope of Operational expenses.	The scope for operational expenses includes maintenance of hardware, providing stationary ( Paper / Toner) at police stations / higher offices.
142	Project Scope	Implementation and Rollout	Vol. I - 4.15 /110	Please clarify the language to be supported?	Languages to be supported are English and Marathi.
143	Project Scope	Others	Vol. I - Pg.89	What are the locales to be supported? English, Marathi and Hindi? Pg 89 says English and Marathi for the communication. Pg. 46 talks about SA providing it in English and Hindi	
144	Project Scope	Implementation and Rollout	Vol. I - 4.0 / 46	<p>Please clarify whether the Helpdesk support during implementation period is the responsibility of SI?</p> <p>Where will be the location of Helpdesk?</p> <p>Should the Helpdesk tool be provided by SI?</p>	The description pertains to SDA(Wipro) helpdesk support, this scope is not meant for SI. The description comes under ROLE OF SOFTWARE DEVELOPMENT AGENCY (SDA) IN SUPPORTING CAS
145	Project Scope	Implementation and Rollout	Vol. I - 4.15 /110	<p>Should SI provide the service desk tool and telecom infrastructure for the central service desk?</p> <p>Please share the total number of users for the application and the no. of concurrent users?</p>	<p>SI will have to provide help desk support to users as part of post implementation services.</p> <p>Total number of users will be approximately 7000 &amp; total number of concurrent users will be approximately in the range of 700-1000 users.</p>

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Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
146	Project Scope	Implementation and Rollout	Vol. I - 40 4.3	There are two tables specified for payment terms in Vol II & Vol III, which are contradictory. Which one is applicable? Suggest the following payment terms HW & SW - 90% on delivery & 10% on acceptance. O&M - quarterly on receipt of invoice	The revised payment milestones are provided in corrigendum document, Sec 4.3, "PAYMENT SCHEDULES AND MILESTONES".
147	Project Scope	Implementation and Rollout	Vol. I -Page 97	There is contradictory between the PG 98 of Vol -I & Pg 674 of Vol-II	Please refer corrigendum dcoument, sec 5, "IMPLEMENTATION AND ROLL-OUT PLAN" for revised implementation & Roll-out plan.
148	Project Scope	Implementation and Rollout	Vol. I - 31 ix 31 xiii	Warranty to be HP Standard warranty. Additional support to be provided in order to meet SLAs. For any upgrades mentioned in this RFP, HP suggest those to be provided at mutually agreed prices	Tender clause remains un-changed
149	Project Scope	Implementation and Rollout	Vol. I - 4.15 / 96	What is the minimum no. of resources expected to be deployed at DC & DR?	Bidder will have to provide resources at DC & DR and ensure the SLA's are adhered to. For Data Center minimum resources requirement is 2nos. x 3shifts for 5 yrs.
150	Project Scope	Networking	Vol. I - page 70	1.Can the SI propose Routers & other WAN connectivity devices instead of BSNL? What would be the specifications for these Routers?	Network connectivity is not part of the scope of work of SI.
151	Project Scope	Networking	Vol. I - Page No-67/4.6. Infrastructure at the Client Locations	1.Please provide the details of office locations where SWAN connectivity is available.	SWAN connectivity will be provided at all locations
152	Project Scope	Networking	Vol. I - page 70	2. Is WAN backup connectivity needed at any location?	
153	Project Scope	Networking	Vol. I	2.Is customer looking for Redundant Network connectivity at each client sides or offices location.	Connectivity to Police Stations will be provided through SWAN and SI has to do site preparation at Police stations / higher offices
154	Project Scope	Networking	Vol. I	2.Who will provide the connectivity between Police department offices and State data Center	BSNL will provide network connectivity through SWAN to police stations / higher offices
155	Project Scope	Networking	Vol. I	3.How the Police offices will connect to the SDC? Through respective Taluka or direct SDC?	Police stations and offices will be connected through SWAN from the nearest Point of Presence (PoP) available at District to Taluka Headquarters (DHQ or THQ)
156	Project Scope	Networking	Vol. I - Page No-70/ 4.7. Network Connectivity for Police stations, Higher offices and training centers	For the connectivity between offices, training Centers and SDC process 1.For the new link-Initiation of demand note, feasibility check request Form fill up with BSNL is bidder's out of Scope. Please confirm.	Please refer to section 4.7 of Vol I on Pg. 70 and Annexure V of Vol I for details on scope of SI and BSNL for network connectivity
157	Project Scope	Networking	Vol. I	It is not clear how internet/broadband/MPLS will terminate at the remote/police station locations. Will there be additional routers required for the same. Is this to be assumed by the SI based on the solution offering	
158	Project Scope	Networking	Vol. I - Page 67/4.6. Infrastructure at the client side locations	What is the primary and secondary (redundant) mode of connectivity at each location?	
159	Project Scope	Networking	Vol. I - Page 67/4.6. Infrastructure at the client side locations	Is SI required to provide last mile connectivity. Please clarify.	Network infrastructure setup is not in scope of SI, please refer section 4.7 Vol I and Annexure V

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Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
160	Project Scope	Networking	Vol. I	It is not clear how internet/broadband/MPLS will terminate at the remote/police station locations. Will there be additional routers required for the same. Is this to be assumed by the SI based on the solution offering	Connectivity to Police Stations will be provided through SWAN and SI has to do site preparation for the same.
161	Project Scope	Networking	Vol. I - pg 67	The bandwidth/connectivity is a part of state (SWAN ) scope .So how do SI be responsible for the redundancy of network connectivity. OR is it SI should consider the redundancy of the network as a part of scope.	
162	Project Scope	Networking	Vol. I	Need information and design knowledge for Interface/bandwidth required to interface the CCTN network to SWAN/SDC	Network infrastructure at SDC will be provided by the SDC Vendor to SI
163	Project Scope	Others	Vol. I	Also, what is tentative no. of participants in these 38 workshops that need to be covered? Please confirm.	Please refer to annexure VIII for detailed police strength and the guideline for workshop in section 4.11
164	Project Scope	Others	Vol. I - 7 / 529	As per the table provided in commercial format, the indicative number of personnel to be trained for each of the 4 modules are mentioned. However, we would like to know the break-up in terms of Districts or training centre-wise	Bidder will have to work out the break up of the trainings. The details of training centres are provided in section 3.7 in Vol I of RFP. Annexure VIII provides details of the police personnel across districts. Amended commercial bid format (forms) are provided in corrigendum, Sec 7, "FORMAT FOR BID RESPONSE – COMMERCIAL BID".
165	Project Scope	Others	Vol. I - Page Number 110 Application Monitoring	Can you kindly provide the existing application infrastructure details – number of application servers currently along with number of web servers, databases, etc? And the expected growth of Application Infrastructure?	SI is responsible for hardware sizing of the application, currently there are no application, web or database servers available for CCTNS.
166	Project Scope	Others	Vol. I - Page 28/ CCIS	CCIS was originally built on Unix OS and Ingres database, but has since been ported to Windows platform and has released its last three versions on Windows (the last release having taken place in September 2002). Need more and exact Details.	Details are provided in Vol I, sec 3.3, page no. 28 .
167	Project Scope	Others	Vol. I - Generic	Future scalability is not mentioned so if hardware need to be sized accordingly then please specify ration of expected growth.	Bidder should consider all the information about police personnel, police offices for hardware sizing. SI is responsible for sizing the hardware to support the scalability and performance requirements of the solution.
168	Project Scope	Others	Vol. I - Pg.53	HRMS - is it to be developed by the SI or is it an integration with existing system?. The functional architecture doesn't have HRMS, but the User layer alone quotes it and no other details available	The solution & Technology Architecture is indicative & SI will carry out detailed study to develop the exact solution &Technology for Maharashtra CCTNS solution considering NCRB guidelines.
169	Project Scope	Others	Vol. I - Pg. 65	It is mentioned that "After successful unit testing of all components, the SI would conduct full-fledged integration testing, system testing and functional testing in accordance with the approved Test Plans for the configured / customized CAS (State), additional functionalities and also integration with CAS (Center) and external agencies. This would include exhaustive testing including functional testing, performance testing (including load and stress), scalability testing and security testing. Functional testing will be led by the SI's experts" Q. Does SI is expected to provide any Load testing tool? Q. For Performance Testing does SI need to provide for additional hardware similar to production or performance testing will be allowed on production setup only?	Refer section 4.3.2 for details "The SI shall procure, setup and maintain the required software and the infrastructure for systems testing, functional testing and User Acceptance Testing; and training activities"

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Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
170	Project Scope	Others	Vol. I - Page 29 CIPA	Need more details on CIPA system; Hardware, Linux version, Logical flow of application, network layout, architecture. At some points it is showing Windows Systems.	Updated infrastructure requirements at client locations is provided in corrigendum, sec 4.6, "INFRASTRUCTURE AT THE CLIENT LOCATIONS" also Indicative technical specifications for various components is provided in corrigendum, section 11, Annexure VI, "INDICATIVE TECHNICAL SPECIFICATIONS"
171	Project Scope	others	Vol. I - Pg. 93	Q. Does SI needs to factor cost for CCTNS system to be ISO 27001 & ISO 17799 certified? Please suggest if State has finalized any panel of Third Party Auditor or SI is free to choose? Q. What all documents in CCTNS system will be stored in encrypted format (Document encryption = PKCS specifications)?	SI will carry out detailed study to develop the exact solution & Technology for Maharashtra CCTNS solution considering NCRB guidelines.
172	Project Scope	Others	Vol. I - Page 670 Section 6.1.3	Request you to please clarify the required scope of work for the Record room and where we have to quote for this cost in the Form 2 of commercial proposal.	Amended Commercial Bid format (forms) are provided in corrigendum, Sec 7, "FORMAT FOR BID RESPONSE – COMMERCIAL BID".
173	Project Scope	Others	Vol. I - Pg.52 , Section 4.2.2	The system should be integrated with payment gateway to facilitate citizens to make payment online. Please clarify whether State or SDA will provide Payment Gateway software or State SI is responsible to provide the Payment Gateway software?	The solution & Technology Architecture is indicative & SI will carry out detailed study to develop the exact solution & Technology for Maharashtra CCTNS solution considering NCRB guidelines.
174	Project Scope	Others	Vol. I - 3.7 / 35	The table has number of sites column. Please clarify whether the available infra like Server,client,printer etc., is across the specified number of sites or it is at each of the sites?	The infrastructure provided is at each of the sites. Updated infrastructure requirements at client locations is provided in corrigendum, sec 4.6, "INFRASTRUCTURE AT THE CLIENT LOCATIONS"
175	Project Scope	Others	Vol. - III Pg 675	Who will be responsible for the Audit Cost.	SI will be responsible for the audit cost
176	Project Scope	Server Side IT Infrastructure	Vol. I - Pg.158, Section 11	" Should accommodate Intel, AMD, RISC / EPIC Processor based Blade Servers for future applications". Since State is asking to SI to select any one of the stack between Open Standard and Microsoft based on their solution we would like to understand why state wants UNIX (RISC/EPIC) blade support in the blade chassis? RISC / EPIC blade and UNIX OS requirements are subject to SI solution(stack 2) hence these requirements are optional. Request State to remove these clauses or make it optional and allow all the Hardware OEM to participate in the tender.	Tender clause remains unchanged
177	Project Scope	Server Side IT Infrastructure	Vol. I	Is there a requirement to carryout remote management in order to solve desktop / EMS related problems at remote location	Management of problems relating to desktops / EMS is responsibility of SI and SI is free to use tools and requirement of remote management is also required.
178	Project Scope	Server Side IT Infrastructure	Vol. I	Are there any applications like SAP, Oracle Apps, Siebel etc?	No
179	Project Scope	Server Side IT Infrastructure	Vol. I	In case there is a requirement for additional licenses to be purchased for the EMS tools already installed at SDC, who would purchase them, the bidder, or the Maharashtra SDC's SI?	Additional Licenses for EMS tools if required will be purchased by Government of Maharashtra

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Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
180	Project Scope	Server Side IT Infrastructure	Vol. I	Is there a need to analyze logs from various assets like routers, operating systems, databases, applications etc?	SI is responsible for maintaining the SLA and thus SI is free to implement all relevant solutions to meet the service levels. Mix of remote management model and in-house support model is required.
181	Project Scope	Server Side IT Infrastructure	Vol. I	Is there a requirement for having the configuration management and the service management modules from the same vendor, so as to have a very tight integration between application.	
182	Project Scope	Server Side IT Infrastructure	Vol. I	Is there a requirement to carry out comprehensive desktop management (Including patch management) for all the desktops involved in the CCTNS project?	
183	Project Scope	Server Side IT Infrastructure	Vol. I	Is there a requirement to have all service management modules like Request , Incident , problem, knowledge, change, configuration etc from the same OEM vendor (Single vendor), so as to achieve 100% integration capabilities.	
184	Project Scope	Server Side IT Infrastructure	Vol. I	Is there a requirement to have the service desk, configuration mgmt and desktop management solutions tightly integrated.	
185	Project Scope	Server Side IT Infrastructure	Vol. I	Will it be a remote management model, or in-house support model, or a mix of both for CCTNS project?	SI is responsible for maintaining the SLA and thus SI is free to implement all relevant solutions to meet the service levels.
186	Project Scope	Server Side IT Infrastructure	Vol. I	Is there a requirement to have a common database for all the modules like service desk, desktop mgmt, configuration mgmt, knowledge mgmt, (for all service mgmt solution), so as to ensure availability of common information across various application modules, at the same time.	
187	Project Scope	Server Side IT Infrastructure	Vol. I	Is there already a DR scenario for every EMS component hosted within SDC?	DR site of Maharashtra SDC to be used as DR site for CCTNS
188	Project Scope	Server Side IT Infrastructure	Vol. I	Should the service management solution be ITIL V3 verified?	Please refer to section 4.13 of Vol I
189	Project Scope	Server Side IT Infrastructure	Vol. I	What all EMS tools are deployed at Maharashtra SDC?	EMS tools available at SDC will be provided to SI
190	Project Scope	Server Side IT Infrastructure	Vol. I	What kind of application servers would be installed?, (JBOSS, IBM Web sphere, oracle Web logic etc..)	SI is free to choose any of the Technology Stacks provide in Annexure I, Vol I.
191	Project Scope	Server Side IT Infrastructure	Vol. I	Where will this desktop management server be located, at Police Datacenters, or Maharashtra SDC?	All servers to be located at SDC
192	Project Scope	Server Side IT Infrastructure	Vol. I	Who will carry out server sizing for the EMS tools that would be used to manage modules of CCTNS project, the Bidder / SI or SDC team?	SI will have to carry out Server sizing for EMS tools along with SDC Team.
193	Project Scope	Server Side IT Infrastructure	Vol. I	Who will maintain and manage the complete configuration of all the assets (Routers, Switches, Firewalls, Servers, Desktops, Applications, Software's, Licenses etc..) involved in the CCTNS Project?	SI is responsible for all assets client site infrastructure. All the assets at SDC deployed by SI eg. CCTNS servers, SAN storage, backup, tape library would be managed by SI. Common data Centre services will be provided by Data Center operator. Kindly refer corrigendum, Sec 4.8, "IT INFRASTRUCTURE AT THE DATA CENTER AND THE DISASTER RECOVERY CENTER". BSNL will be provided the networking equipments, however SI is responsible for the coordination between the SDC vendor and BSNL.
194	Project Scope	Server Side IT Infrastructure	Vol. I	Who will maintain and manage the complete configuration of all the assets (Routers, Switches, Firewalls, Servers, Desktops, Applications, Software's, Licenses etc..) involved in the CCTNS Project?	

## Maharashtra CCTNS RFP : Clarifications to the Pre-Bid Queries

### RFP for selection of System Integrator for Implementaion, Commissioning and Maintenance of CCTNS in Maharashtra State

Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
195	Project Scope	Server Side IT Infrastructure	Vol. I	Who will manage these applications, The Support staff (Bidder / SI) of Police Datacenters or Support Staff of Maharashtra SDC?	SI will be putting in support staff at the DC and ensure the SLA's are adhered to. For Data Center minimum resources requirement is 2nos. x 3shifts for 5 yrs.
196	Project Scope	Server Side IT Infrastructure	Vol. I	Will CCTNS project use a directory service that is already implemented at SDC or will there be a all together new deployment of a new directory service.(Microsoft Active directory / Novell Directory services etc)	Bidder will have to provide directory services as mentioned in Vol I, page 101, Annexure I : Details of technology stack.
197	Project Scope	Server Side IT Infrastructure	Vol. I	Will CCTNS project use a directory service that is already implemented at SDC or will there be a all together new deployment of a new directory service.(Microsoft Active directory / SUN Directory services etc)	
198	Project Scope	Server Side IT Infrastructure	Vol. I	Will the Service Desk / Helpdesk Module be a all together new implementation, or will it be ported on the existing service desk application running in Maharashtra SDC?	SI will have to provide help desk support to users as part of post implementation services.
199	Project Scope	Server Side IT Infrastructure	Vol. I - Page No 71/4.8. IT INFRASTRUCTURE AT THE DATA CENTER AND DISASTER RECOVERY CENTER	Is redundancy built in available at SDC (Routers,Firewalls,Switches,Links)?	Redundancy is built in at SDC.
200	Project Scope	Server Side IT Infrastructure	Vol. I - Page No-4.2.2. SOLUTION & TECHNOLOGY ARCHITECTURE/Deployment Architecture	Please confirm that CCTNS solution, application will host at SDC(State Data Center) or third party hosting location?	CCTNS application will be hosted at SDC
201	Project Scope	Server Side IT Infrastructure	Vol. I - Page No-52/4.2.2. SOLUTION & TECHNOLOGY ARCHITECTURE1	Please confirm whether application will be available /access through internet or WAN - intranet or both.	CCTNS Application will be available through SWAN
202	Project Scope	Server Side IT Infrastructure	Vol. I -	Can Bidder use the existing SDC(State Data Center) network infrastructure set up(Routers,switches,Firewall,Links ,Servers etc) if deployed at SDC?	SI will be provided existing SDC network infrastructure
203	Project Scope	Server Side IT Infrastructure	Vol. I -	Is Redundancy built in also required for DRC ?	DR site of Maharashtra SDC will be the DR site for CCTNS and network connectivity for the same will be provided
204	Project Scope	Server Side IT Infrastructure	Vol. I - Page -159 blade Chassis	All OEMs do not support all x86 & RISC/EPIC architecture in the same blade chassis. Request you to kindly amend the same for all OEMs to participate. Also there is no requirement of RISC CPUs anywhere in present CCTNS architecture.	Tender clause remains un-changed
205	Project Scope	Server Side IT Infrastructure	Vol. I -	Any specific protocols/features required for interoperability between the SDC / SWAN to be mentioned which are not vendor specific or proprietary in nature	SWAN connectivity with State Data Center will be provided.
206	Project Scope	Server Side IT Infrastructure	Vol. I -	Any specific protocols/features required for interoperability between the SDC / SWAN to be mentioned which are not vendor specific or proprietary in nature	
207	Project Scope	Server Side IT Infrastructure	Vol. I -	Any specific protocols/features required for interoperability between the SDC / SWAN to be mentioned which are not vendor specific or proprietary in nature	



## Maharashtra CCTNS RFP : Clarifications to the Pre-Bid Queries

### RFP for selection of System Integrator for Implementaion, Commissioning and Maintenance of CCTNS in Maharashtra State

Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
208	Project Scope	Server Side IT Infrastructure	Vol. I - Page 790	Application performance will be function of server and storage processing. Since storage is already existing and may host multiple other applications also, how can SI ensure storage performance in such mixed workload environment. To avoid any issues arising from this, we request that each SI is allowed to quote its own storage.	Detailed specifications for Storage & Backup solution (SAN, SAN Switches, Tape Library, Backup software, FC-IP Router) is provided in Corrigendum, Sec 11, " ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS." Performance and scalability of Storage & Backup solution will be the responsibility of SDC.
209	Project Scope	Server Side IT Infrastructure	Vol. I - Page 110	How can SI provide Storage administration and Management services when storage is already existing and administered by existing team? To get such support each SI should be allowed to quote solution with their storage also. This will also help resolution of any critical issues by single vendor instead of server, SAN and storage vendor pointing fingers at each other when any problem arises. How should SI configure backup? Do SI quote backup server, software and backup devices?	
210	Project Scope	Server Side IT Infrastructure	Vol. I - Page 72	How will SI ensure that existing storage will meet additional capacity and performance requirements? Does existing storage vendor certify that his storage will cater to current as well as additional load without any performance degradation of any application? Does existing SAN have free ports? How many?	
211	Project Scope	Server Side IT Infrastructure	Vol. I - Pg. 52, Section 4.2.2	It is mentioned "Cost effective option as the IT infrastructure investments would be required only for enhancing the capacity of SDC (e.g. additional servers, Storage capacity, upgraded connectivity, etc.)." What is the scope of Storage solution ? Does SI needs to provide the Storage along with Server or State will provide the same?	
212	Project Scope	Server Side IT Infrastructure	Vol. I	SI would like to know what is the current capacity and scalability of existing storage? Also current and maximum performance in terms of IOPs.	
213	Project Scope	Server Side IT Infrastructure	Vol. I - Pg 149	There is no standard specification given for Storage . Also how much of Storage requirement would require & also the scalability requirement.. Kindly specify.	
214	Project Scope	Server Side IT Infrastructure	Vol. I - Pg. 547	As it mentioned that "...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 Maharashtra Police that the sizing is for all the functionality envisaged in the RFP document", please provide the minimum specifications for SAN Storage, SAN Switch, Tape Library, Enterprise Management System, Anti Virus, Backup Software etc which are in the scope of state SI for CCTNS projects.	

## Maharashtra CCTNS RFP : Clarifications to the Pre-Bid Queries

### RFP for selection of System Integrator for Implementaion, Commissioning and Maintenance of CCTNS in Maharashtra State

Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
215	Project Scope	Server Side IT Infrastructure	Vol. I - Pg.47-48, Section 4.1	As mentioned in the CCTNS projects will be implemented in 1672 no of police station and higher offices / locations. Total 1770 Desktops are present in 354 Police Stations plus 5136 no of Client Side Infrastructure to be supplied as mentioned in Indicative Bill of Materials (page no 73). Can we consider total 6909 no of desktops will access to the CCTNS application as part of this RFP. Else please provide the total no of desktops (of Maharashtra police) which will access CCTNS system.	CCTNS will accessed across approximately 1700 Offices and approximately 7000 users will access the application
216	Project Scope	Server Side IT Infrastructure	Vol. I - Pg.65, Section 4.3.2	As part of Regression, Integration, System and Functional Testing, SI need to perform exhaustive testing including functional testing, performance testing (including load and stress), scalability testing and security testing etc. We would like to clarify whether separate Testing hardware equal configuration of production to be provisioned on which load and stress (performance) testing will be performed.	Refer section 4.3.2 for details "The SI shall procure, setup and maintain the required software and the infrastructure for systems testing, functional testing and User Acceptance Testing; and training activities"
217	Project Scope	Server Side IT Infrastructure	Vol. I - 4.14 / 92	As per section 6, you have asked SI to propose EMS tool for manageability whereas section 7 talks about already SDC has EMS tool, please clarify which EMS/NMS and Service desk tool currently used.	EMS tool at SDC will be provided to SI.
218	Project Scope	Server Side IT Infrastructure	Vol. I - Pg. 125, Section 8	Average application response time during peak usage hours as measured from a client terminal within the Data Center shall not exceed 4 seconds. We understand the Application/Portal Response will be tested within Data Center LAN using EMS tools. Response would depend on what transactions happen for the specific use case. For e.g. there is a report that fetches millions of records and exports in excel definitely cannot achieve 4 seconds response time. Hence please share us the use cases which will be used for application performance testing.	Please refer to application performance SLAs for details "The list of critical business functions and peak usage hours will be identified by the Maharashtra Police during the Supply and System Integration Phase".
219	Project Scope	Server Side IT Infrastructure	Vol. I - Pg 101	Can SI set the helpdesk Offshore?	Helpdesk support staff would situated at SCRB
220	Project Scope	Server Side IT Infrastructure	Vol. I - Page Number 619	Can we get the formats and the requirements for the Reports which are required for the Maharashtra Police. Should SI Choose the current state Data Center's SDC or we can choose to put our own EMS set of tools	EMS tools will be provided as part of SDC infrastructure. The reporting formats would be decided once the SI is on board.
221	Project Scope	Server Side IT Infrastructure	Vol. I - Page Number 619	Can we get the formats and the requirements for the Reports which are required for the Maharashtra Police. Should SI Choose the current state Data Center's SDC or we can choose to put our own EMS set of tools	
222	Project Scope	Server Side IT Infrastructure	Vol. I - Page Number 110 Application Monitoring	Can you kindly provide the existing application infrastructure details – number of application servers currently along with number of web servers, databases, etc? And the expected growth of Application Infrastructure?	SI is responsible for hardware sizing of the application, currently there are no application web or database servers for CCTNS.
223	Project Scope	Server Side IT Infrastructure	Vol. I	Detail requirement for the DC/DR WAN/LAN CORE switch, LAN Server farm switches /Firewall/IPS and NMS to be mentioned	Networking infrastructure requirements at SDC and DR would provided by SDC vendor and Network connectivity at police stations / higher offices would be provided by BSNL.
224	Project Scope	Server Side IT Infrastructure	Vol. I - Section 4.5 on page 75	Do we have to LAN cabling in DC and DR for the equipment supplied under this RFP	LAN infrastructure requirements at SDC and DR would provided by SDC vendor.
225	Project Scope	Server Side IT Infrastructure	Vol. I - Page Number 96 SLA Reporting System	Does it mean we need to extend the state data center's EMS solution to this current RFP. How would the smooth transition take place from the current solution. What is the strategy for extension of licenses and also scalability.	SI will be using the same EMS currently available with SDC & will be provided to SI.
226	Project Scope	Server Side IT Infrastructure	Vol. I - Pg. 53 – Deployment Architecture	How local DB (at Police Station) and Central DB at SDC will synchronize and what is the bandwidth available between the two, what will be frequency of replication. In this case 3 way DR will not be achieved as the data of local police station which will be replicated to DR through SDC is yet not available at SDC	Please refer o section 3.5 of Vol I for bandwidth availability

## Maharashtra CCTNS RFP : Clarifications to the Pre-Bid Queries

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Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
227	Project Scope	Server Side IT Infrastructure	Vol. I - PG 110	How the users are going to log the tickets.? There is no clear requirement mentioned.	Scope is clearly specified in ANNEXURE II: Post Implementation Services
228	Project Scope	Server Side IT Infrastructure	Vol. I	<p>How will data access be managed as SI's are different for different projects. Whose responsibility is it to provide the required separate views and access</p> <p>CCTNS is a critical and confidential project, the project may need a separate instance of EMS tools &amp; implementation is needed to provide appropriate secrecy and access rights</p>	<p>Maharashtra State has procured and is currently running a comprehensive Enterprise Management Solution (EMS) for its SDC, which addresses the following areas:</p> <ul style="list-style-type: none"> <li>Network Management comprising of Fault and Root Cause Analysis solutions</li> <li>Performance Monitoring for network and servers</li> <li>Application Performance Management &amp; Traffic Monitoring</li> <li>Host level Security for Servers</li> <li>Trouble Ticketing System</li> <li>Desktop Management</li> <li>Responsibility to provide the required separate views and access will lie with SDC</li> </ul>
229	Project Scope	Server Side IT Infrastructure	Vol. I - Messaging -General	If Yes, which is the location that we should consider as a DR site?	DR site of Maharashtra SDC will be the DR site for CCTNS and network connectivity for the same will be provided.
230	Project Scope	Server Side IT Infrastructure	Vol. I	In case there is a requirement for additional licenses to be purchased for the EMS tools already installed at SDC, who would purchase them, the bidder, or the Maharashtra SDC's SI?	EMS tool at SDC will be provided to System Integrator & additional licenses if required will be provided by Govt. of Maharashtra.
231	Project Scope	Server Side IT Infrastructure	Vol. I	Is there a need to analyze logs from various assets like routers, operating systems, databases, applications etc?	Please refer to section 4.3.1 for details of project planning and management
232	Project Scope	Server Side IT Infrastructure	Vol. I	Is there a requirement for having the configuration management and the service management modules from the same vendor, so as to have a very tight integration between application.	SI may deploy configuration management & service management modules / tools from the same vendor or from different vendors, however SI will have to ensure seamless integration between the tools & ensure that SLAs are adhered to.
233	Project Scope	Server Side IT Infrastructure	Vol. I	Is there a requirement to have all service management modules like Request , Incident , problem, knowledge, change, configuration etc from the same OEM vendor (Single vendor), so as to achieve 100% integration capabilities.	
234	Project Scope	Server Side IT Infrastructure	Vol. I	Is there a requirement to have the service desk, configuration mgmt and desktop management solutions tightly integrated.	

**Maharashtra CCTNS RFP : Clarifications to the Pre-Bid Queries**

**RFP for selection of System Integrator for Implementaion, Commissioning and Maintenance of CCTNS in Maharashtra State**

Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
235	Project Scope	Server Side IT Infrastructure	Vol. I	Is there a requirement to carry out comprehensive desktop management (Including patch management) for all the desktops involved in the CCTNS project?	SI is responsible for maintaining the SLA and thus SI is free to implement all relevant solutions to meet the service levels
236	Project Scope	Server Side IT Infrastructure	Vol. I	Is there a requirement to carryout remote management in order to solve desktop / EMS related problems at remote location	
237	Project Scope	Server Side IT Infrastructure	Vol. I	Is there a requirement to have a common database for all the modules like service desk, desktop mgmt, configuration mgmt, knowledge mgmt, (for all service mgmt solution), so as to ensure availability of common information across various application modules, at the same time.	
238	Project Scope	Server Side IT Infrastructure	Vol. I - Pg. 39, 102	<p>It is mentioned that "Police officials providing role/ designation based single sign-on access of all CAS modules and access of data/ information across various databases and knowledge base."</p> <p>Q. We understand necessary solution (Web SSO) to be provided so that Police officials after login (single authentication) to CAS Portal will be able to access other modules without re-authentication. Please confirm.</p> <p>Q. Please provide the no of Police Official for which SSO licenses to be provided.</p> <p>Q. Since there will be single repository of user credential for all CCTNS modules (i.e. LDAP based User Repository) and no other application will have their individual user database (hence no different Identities of CCTNS users), separate Identity Management solution is not required to be provided. Please confirm.</p> <p>Q. After SUN's acquisition by Oracle, Sun Directory Services &amp; OpenSSO are no longer available by this name. What does the department suggest to the SIs proposing this stack?</p>	SI is responsible for maintaining the SLA and thus SI is free to implement all relevant solutions to meet the service levels. Regarding technology stack tender clause remains unchanged.
239	Project Scope	Server Side IT Infrastructure	Vol. I - Pg. 39, 102	<p>It is mentioned that Desktops will be preloaded with Antivirus along with patches &amp; Updates for 5 years.</p> <p>Q. Would like to clarify how the AV agents will be managed so that periodic patches and security updates can be delivered to these desktops.</p> <p>Q. We recommend to consider a complete AV solution which comprises Desktop AV agents, HIPS, AV Management, Web and Email security for Antispam. AV Management server, Email and Web security servers will be hosted at Data Center and complete AV management will be done from centralized location.</p> <p>Q. Does SI needs to factor support and services i.e. with patches &amp; Updates for 5 years for Office Productivity Suite?</p>	SI is free to suggest the AV solution. Yes SI needs to factor support and services i.e. with patches & Updates for 5 years for Office Productivity Suite.

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### RFP for selection of System Integrator for Implementaion, Commissioning and Maintenance of CCTNS in Maharashtra State

Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
240	Project Scope	Server Side IT Infrastructure	Vol. I - Pg.72, Section 4.8	<p>It is mentioned that SI shall ensure that effective Remote Management features exist in solution so that issues can be addressed by the SI in a timely and effective manner; and frequent visits to Data Centre /DRC can be avoided. We assume State will allow SI to connect there Operation Center to SWAN so that SI can perform remote management of the CCTNS setup. We also assume that Police Head Quarter will be connected to SWAN and will have access to CCTNS DC/DR setup.</p> <p>Please specify the required Networking components and Link to be quoted as part of the RFP or State will be provided the same.</p>	Remote Management facility for management of servers hosted at SDC will be provided to SI.
241	Project Scope	Server Side IT Infrastructure	Vol. I	It is not clear how servers will be connected in data center. Networking infrastructure [Switches/Routers/Firewalls] required at DC/DR is not mentioned. Is this to be assumed by the SI based on the solution offering	Networking infrastructure at SDC will be provided by the SDC Vendor, however SI will have to provide Servers, Storage & Backup solution.
242	Project Scope	Server Side IT Infrastructure	Vol. I	It is not clear how servers will be connected in data center. Networking infrastructure [Switches/Routers/Firewalls] required at DC/DR is not mentioned. Is this to be assumed by the SI based on the solution offering	
243	Project Scope	Server Side IT Infrastructure	Vol. I	OEM listed in TOP 3 RANKS as per IDC/Gartner should participate	Tender clause remains un-changed
244	Project Scope	Server Side IT Infrastructure	Vol. I - Pg.64, Section 4.3.2	Please clarify how many pre-production setup to be provided at State HQ for ex. Dev, UAT, Testing for Performance Testing and Training etc.	The SI shall procure, setup and maintain the required software and the infrastructure for systems testing, functional testing, User Acceptance Testing and training activities", please refer to section 4.3.2 of Vol I
245	Project Scope	Server Side IT Infrastructure	Vol. I - Pg.49 , Section 4.2.1	Please clarify to integrate with SMS whether State / SDA will provide SMS Gateway API or will be provided by State SI?	The solution architecture is an indicative. SI will carry out detailed study to develop the exact solution &Technology for Maharashtra CCTNS solution considering NCRB guidelines.
246	Project Scope	Server Side IT Infrastructure	Vol. I - Page 61	Please clarify whether Project Management tool, issue tracking tool is required with unlimited licenses.	Project Management tool & issue tracking tool is required and SI has to ensure that SLA's are adhered.
247	Project Scope	Server Side IT Infrastructure	Vol. I -Pg.64, Section 4.3.2	<p>Please clarify whether State SI shall procure, setup and maintain the required software and the infrastructure for systems testing, functional testing and User Acceptance Testing; and training activities within State Headquarter premises as per the technical specifications given in the RFP for Production / DR site or SI can propose hardware and software as per their solution design for T&amp;D.</p> <p>We suppose Maharashtra Police will provide required network and passive at State Headquarter premise to install and commission Servers for Technical Environment. therefore SI need not to factor any Networking equipments, Rack and other passive components. Please confirm.</p>	The SI shall procure, setup and maintain the required software and the infrastructure for systems testing, functional testing, User Acceptance Testing and training activities", please refer to section 4.3.2 of Vol I

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Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
248	Project Scope	Server Side IT Infrastructure	Vol. I - Pg. 110 – Backup and Restore Services	Please specify the backup window requirement and the data backup size	<p>Detailed specifications for Storage &amp; Backup solution (SAN, SAN Switches, Tape Library, Backup software, FC-IP Router) is provided in Corrigendum, Sec 11, " ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."</p> <p>SI will carry out detailed study to develop the backup solution considering NCRB guidelines.</p> <p><b>Performance and scalability of Storage &amp; Backup solution will be the responsibility of SDC.</b></p>
249	Project Scope	Server Side IT Infrastructure	Vol. I - Pg. 158 – Minimum technical specification for DC and DR sites	Please specify the data storage capacity required for the application	
250	Project Scope	Server Side IT Infrastructure	Vol. I - Pg. 80 – Scope of Data Migration	Please specify the storage capacity to be replicated	
251	Project Scope	Server Side IT Infrastructure	Vol. I - Page 546	SI would like to know what is the current capacity and scalability of existing storage? Also current and maximum performance in terms of IOPs.	
252	Project Scope	Server Side IT Infrastructure	Vol. I - Pg. 158 – Minimum technical specification for DC and DR sites	Please specify the hardware sizing for the respective application (app, web, DB, portal, Non CAS systems etc)	SI is responsible for sizing the hardware to support the scalability and performance requirements of the solution. The SI shall ensure that the servers are sized adequately and redundancy is built into the architecture that is required to meet the service levels mentioned in the RFP.
253	Project Scope	Server Side IT Infrastructure	Vol. I - page no 122	<p>Recovery Point Objective (RPO) (Zero data loss in case of failure at Primary DC) should be zero minutes Severity of Violation: High</p> <p>Is there a near site being allocated apart from the primary DC and DR to achieve the said functionality.</p>	<p>The revised RPO SLA is provided in the corrigendum, Sec 8, "ANNEXURE III: SERVICE LEVELS"</p>
254	Project Scope	Server Side IT Infrastructure	Vol. I - Pg. 629 - Service Level Agreement – Infrastructure Availability	This requirement will necessitate the setup of a Near-DR (apart from the DC & DR) as this can be achieved by a three-way DR solution. Request you to relax the RPO requirement.	
255	Project Scope	Server Side IT Infrastructure	Vol. I - Generic	Expected RPO, RTO in case of disaster at main DC.	
256	Service Level Agreements	Service Level Agreements	Vol. I - Pg.113, Section 8	Under Infrastructure Availability it is mentioned d that RPO (zero data loss in case of failure of Primary DC) should be zero minutes. Since the replication will happen between DC and DR sites over asynchronous way there will be always a delay between DC and DR site and in absence of third site (i.e. bunker site or NDC) there could be a possibility of data loss. We request state to provide a valid RPO requirements. 60 min RPO is asked in other CCTNS RFP.	
257	Project Scope	Server Side IT Infrastructure	Vol. I	Request to add the following clause: The suggested switching products should be enterprise Class and OEM should be listed as on 1st three ranks in the latest Gartner MQ	Detailed specifications of the switches are provided in Corrigendum in "SECTION 11, ANNEXURE VI: INDICATIVE TECHNICAL SPECIFICATIONS."
258	Project Scope	Server Side IT Infrastructure	Vol. I - Generic	Should backup solution be proposed for EMS/NMS/service desk/server Management/desktop management/asset management	Backup solution at SDC will be provided for CCTNS

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Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
259	Project Scope	Server Side IT Infrastructure	Vol. I - Generic	Should HA/DR be proposed for EMS/NMS/Service Desk/Asset management solution	DR site of Maharashtra SDC will be used
260	Project Scope	Server Side IT Infrastructure	Vol. I - Generic	Should HA/DR be proposed for EMS/NMS/Service Desk/Asset management solution	
261	Project Scope	Server Side IT Infrastructure	Vol. I	Should the service management solution be ITIL V3 verified?	Please refer to section 4.13 of Vol I
262	Project Scope	Server Side IT Infrastructure	Vol. I	Suggestion : - For implementing the monitoring tool, SI can choose any EMS Solution which should have seamless integration capabilities with EMS in State Data Centre  All EMS tools support heterogeneous implementations and have interfaces to talk to each other and co exist. Thus there will not be any issues for new EMS tools to integrate with and talk to existing EMS tools in SDC.	EMS tools will be provided as part of SDC infrastructure
263	Project Scope	Server Side IT Infrastructure	Vol. I - Pg 96 point 7	This is vendor specific and does not allow any other EMS vendor to bid thus request you to provide Vendor Neutral Specifications  By insisting on same EMS tools, the field is closed for other vendors and will give existing vendor a pricing monopoly which will can cause loss to the state exchequer.	
264	Project Scope	Server Side IT Infrastructure	Vol. I - Pg 110	There is no standard specification given for EMS . IS SI free to choose any EMS tools.	
265	Project Scope	Server Side IT Infrastructure	Vol. I	What all EMS tools are deployed at Maharashtra SDC? Please clarify whether SI to provide the EMS tools of SDC will provide the same?	
266	Project Scope	Server Side IT Infrastructure	Vol. I - Sec 3.3	The platform (OS) and database is mentioned for all legacy systems. However the rest of the technology stack (programming language, application server etc.) is not mentioned for most of the legacy systems.	Details of existing legacy systems are provided in Vol I, sec 3.3
267	Project Scope	Server Side IT Infrastructure	VOL -I Pg 122	To design As per the requirement we would need a near DR site which would be within 10 KM range and also a dark fiber cable connectivity between these two sites. Kindly let us know is MH-COPS prepared for the pre-requisite site & infrastructure available.	DR site of Maharashtra SDC will be the DR site for CCTNS
268	Project Scope	Server Side IT Infrastructure	Vol. I - Pg.64, Section 4.3.2	We suppose Maharashtra Police will provide required network and passive at State Headquarter premise to install and commission Servers for Technical Environment. therefore SI need not to factor any Networking equipments, Rack and other passive components. Please confirm.	Network connectivity will be provided for the test environment, however site preparation for deployment of servers provided by SI is part of scope of work of SI and SI has to ensure that site is ready for network connectivity.
269	Project Scope	Server Side IT Infrastructure	Vol. I - Pg.95	What is the expected number of concurrent users, that the system should support?	Total no. of department users are approximately 7000 & total no. of concurrent users are approximately 700-1000. These are indicative figures & may change depending upon actual usage.
270	Project Scope	Server Side IT Infrastructure	Vol. I - Pg.95	What is the expected number of concurrent users (internal as well as external) for the system? How many portal users would be accessing the CCTNS portal at the same time?	Total number of department users will be approximately 7000 & total number of concurrent department users accessing CCTNS will be approximately in the range of 700-1000 users. These are indicative figures & may change depending upon actual usage. However citizens will also be accessing the portal for various services and the same is to be considered for sizing.

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Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
271	Project Scope	Server Side IT Infrastructure	Vol. I - page no 61	What is the need to have unrestricted redistribution licenses. Approx. how many user licenses are required.	SI will have to do sizing and will have to provide various tools like Issue tracker and do the sizing for the same. SI has to ensure that SLA's are adhered to.
272	Project Scope	Server Side IT Infrastructure	Vol. I - page no 62	What is the need to have unrestricted redistribution licenses. Approx. how many user licenses are required.	SI will have to do sizing and will have to provide various tools like Issue tracker and do the sizing for the same. SI has to ensure that SLA's are adhered to.
273	Project Scope	Server Side IT Infrastructure	Vol. I	Where will the applications for the Police Department be installed, at Police Datacenters, or Maharashtra SDC?	Maharashtra SDC
274	Project Scope	Server Side IT Infrastructure	Vol. I - Pg.71, Section 4.8	Who is responsible for providing DC/DR links and networking equipments? We understand that the common Data Center services will be provided by state/selected Data Center partner at both DC and DR sites. Is DR expected to be 50% capacity of production and no high availability is required at DR site?	BSNL is responsible for connectivity, and DR site will be provided by State.
275	Project Scope	Server Side IT Infrastructure	Vol. I	Who will carry out server sizing for the EMS tools that would be used to manage modules of CCTNS project, the Bidder / SI or SDC team?	EMS tools available at SDC will be provided to SI, however sizing for EMS tools will have to be carried out by SI in co-ordination with SDC vendor.
276	Project Scope	Server Side IT Infrastructure	Vol. I	Will it be a remote management model, or in-house support model, or a mix of both for CCTNS project?	EMS tools available at SDC will be provided to SI. Bidder will have to provide mix support model i.e., remote management model & in-house support model
277	Project Scope	Server Side IT Infrastructure	Vol. I - Pg. 80 – Scope of Data Migration	Will the de duplication be carried out by the application or by the storage	SI would be responsible for de duplication of data to be done at storage level
278	Project Scope	Server Side IT Infrastructure	Vol. I	Will the Service Desk / Helpdesk Module be a all together new implementation, or will it be ported on the existing service desk application running in Maharashtra SDC?	Please refer to Annexure II for post implementation support services. SI will have to provide Service desk / Help desk and ensure SLAs are adhered to.
279	Project Scope	Training	Vol. I - 4.4 / 66	Incase of additional infra to be provided by SI - we would like to know what is the maximum seating capacity of each training centre?	The seating capacity of each DCTC is approximately 20.
280	Project Scope	Training	Vol. I - 4.11 / 86	Is Lunch/Coffee/Tea/Snacks to be provided by SI during training sessions or will it be arranged by Police department?	SI is responsible for all the operational expenses of the trainings to be provided
281	Project Scope	Training	Vol. I - 4.11 / 86	Is the training material to be provided in both English and Marathi? Is the trainers to provide training in Marathi as well along with English?	Training material is to be provided in both English and Marathi.
282	Project Scope	Training	Vol. I	Is there already a DR scenario for every EMS component hosted within SDC?	DR site of Maharashtra SDC will be used
283	Project Scope	Training	Vol. I	Is this a one time requirement. Please confirm our understanding that the total workshop requirement is 3 workshop at State HQ + 35 workshop at District in total during entire duration of projects.	Yes
284	Project Scope	Training	Vol. I - Pg. 68	It is asked to supply 1033 Fingerprint readers. Please clarify how these devices will be used in CCTNS system ? If there is integration requirements please provide the necessary details.	CAS (State) will have the integration functionality.



## Maharashtra CCTNS RFP : Clarifications to the Pre-Bid Queries

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Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
285	Project Scope	Training	Vol. I - Pg. 39, 102	<p>It is mentioned that "The SI shall be completely responsible for the sourcing, installation, commissioning, testing and certification of the necessary software licenses and infrastructure required to deploy the Solution at the State Data Centre and at the Disaster Recovery Centre (DRC)."</p> <p>Q. What will be the hardware capacity requirement for DR ? 100 % Capacity of DC and in High Availability? or 100 % Capacity of DC but in Stand Alone configuration?</p> <p>Q. Who will provide the DC-DR links, Network routers and Replication devices etc?</p> <p>Q. Does SI need to factor DR site Storage or State will provide the same?</p> <p>Q. What all data needs to be replicated between DC and DR sites?</p> <p>Q. Since State has mentioned "Zero" RPO we request State to share the approx. distance between DC and DR and the connectivity media (i.e. lease line or Fiber).</p>	DC & DR of Maharashtra state is to be used for CCTNS project. SI is responsible for sizing the hardware including servers at DC & DR site to support the scalability and performance requirements of the solution. SI shall ensure that the servers at DC & DR are sized adequately and redundancy is built into the architecture that is required to meet the service levels mentioned in the RFP.
286	Project Scope	Training	Vol. I - Pg.33, Section 3.6	Please clarify whether CCTNS application will be used in the existing Capacity Building Infrastructure?	CCTNS application will be used in existing capacity building infrastructure for CCTNS project
287	Project Scope	Training	Vol. I - Service Level – Implementation phase Table 1 Page 118	The proposed SLA are very high and would lead into building provision by any SI and would cause unnecessary overall price rise for the project. It is requested to review the SLA clause in case point (11) clarification is not awarded.	Tender clause remains un-changed
288	Project Scope	Training	Vol. I	Training duration for the groups are not mentioned.	Duration of training program will be decided in consultation with Maharashtra Police.
289	Project Scope	Training	Vol. I - 4.11. CAPACITY BUILDING –Page 86	We would request to provide the duration of training for each of the group against the training modules mentioned.	
290	Project Scope	Training	Vol. I - 7 / 529	What should be the number of days of training for each of the 4 modules?	
291	Project Scope	Training	Vol. I - 7 / 5292	What should be the batch size of training for each of the 4 modules?	
292	Project Scope	Training	Vol. I - 4.11. CAPACITY BUILDING - Change Management Workshops Page 90	Will other requirements - infrastructure, IT, lunch, snacks and tea provided by department for Workshops?	SI is responsible for all the operational expenses of the trainings to be provided
293	Project Scope	Training	Vol. I - 4.11. CAPACITY BUILDING –Page 86	Will the venue for training provided by the department?	Yes, state has 66 DCTCs for imparting training
294	Service Level Agreements	Service Level Agreements	Vol. I - Generic	Performance parameters are not clearly defined; i.e. application response time, record creation time etc	Please refer to Annexure II on Service Level Agreements
295	Service Level Agreements	Service Level Agreements	Vol. I - Pg. 120 – Post Implementation Phase SLA	Please specify the Non CAS systems	Please read Annexure III - Service Levels, Post Implementation Phase SLAs Point - 1b
296	Service Level Agreements	Service Level Agreements	Vol. I - Service Level – Implementation phase Table 1 Page 116	The SLA does not seem to be appropriate for training activity. We request to convert this SLA into KPIs for the SI.	Please refer to corrigendum, sec 8 "ANNEXURE III: SERVICE LEVELS" for amended SLA's.
297	Service Level Agreements	Service Level Agreements	Vol. I - Page 61	Penalty to be capped at 10% of the affected value.	Tender clause remains un-changed
298	Service Level Agreements	Service Level Agreements	Vol. I -	<p>How will the SLA's be monitored and complied as for different projects there will be different SLA but common EMS installation.</p> <p>This can cause accountability issues and one upmanship incase of separate SI's for different projects</p>	EMS installed at SDC has the facility to monitor SLA's for different projects by using Dashboard facility views for different projects.

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Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
299	Service Level Agreements	Service Level Agreements	Vol. I - 2.9/120	In Annexure II section (iii)Penalties applicable for each of the high severity violations are 0.1% of respective payment-period payment to the SI.for each of the medium severity violations are 0.05% of respective payment-period payment to the SI. In section 14 pg 140 it is mentioned as Penalties applicable for each of the high severity violations are two (2) % of respective half yearly payment to the SI.iv. A penalty applicable for each of the medium severity violations is one (1%) of respective half yearly payment to the SI. Please clarify which term is applicable?	SLA's as mentioned in Annexure III : Service levels, section 14, page no. 140 are to be considered.
300	Service Level Agreements	Service Level Agreements	Vol. I - 31 c	In the event of not meeting the operations and maintenance SLAs, the appropriate remedy is SLA penalty and not invocation of PBG. Request for deletion of this clause	Tender clause remains un-changed
301	Service Level Agreements	Service Level Agreements	Vol. I - 66	Penalty to be capped at 10% of the quarterly billing.	
302	Service Level Agreements	Service Level Agreements	Vol. I - 59 j	SLA to be mutually agreed and capped at 10% of the quarterly billing.	
303	Service Level Agreements	Service Level Agreements	Vol. I - Service Level – Implementation phase Table 1 Page 118	The proposed SLA are very high and would lead into building provision by any SI and would cause unnecessary overall price rise for the project. It is requested to review the SLA clause in case point (11) clarification is not awarded.	
304	Service Level Agreements	Service Level Agreements	Vol I - Annexure III : Service Levels	There are only 4 desktops, digital pens, web cam and 1 printer and 1 switch in a police station and higher office. There is no redundancy built in the architecture. This SLA is measured monthly. So statistically 99% is actually 100% only. e.g. If there are 5 instances in a month per site- 99% availability cannot be lesser than 5 . Thus availability of at least 99% of all critical site infrastructures will be simply impossible to meet. Suggestions : Suggest that the availability of the critical client site infrastructure components at all the implementation sites aggregated on an average shall be at least 95% .	Tender clause remains un-changed
305	Service Level Agreements	Service Level Agreements	Vol I - Annexure III : Service Levels	1. Not clear whether it is for application or infrastructure or composite. 2. Since the number of P1 calls per site per month may be small, meeting the 80% SLA is practically impossible to meet. 3. Resolving a P1 call in 2 hours at a remote site is a challenge if it is a break-fix call. Suggestions : Clarity required on the scope of the SLA. Suggest 80% of the Level 1 incidents at all sites aggregated on an average should be resolved within 6 business hours from the time call is received / logged whichever is earlier.	Tender clause remains un-changed
306	Service Level Agreements	Service Level Agreements	Vol I - Annexure III : Service Levels	In case of a SLA breach in the Infrastructure Availability section, the Application Availability SLA would also be breached. Thus the penalty can be imposed on both the SLA for a single breach. Suggest measure the SLAs individually and not linked to one another.	Tender clause remains un-changed

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Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
307	Service Level Agreements	Service Level Agreements	Vol I - Annexure III : Service Levels	<p>1. Not clear whether it is for application or infrastructure or composite.</p> <p>2. Appear that they are a repeat here. If not we will be paying penalty at 3 places for the single breach.</p> <p>3. They should be applicable only for the DC Solution and not the Help Desk.</p> <p>4. These SLAs are overriding on other SLA. e.g. for Application Availability for L2 defects the time is 72 hours, here it is 6 hrs. Not clear which SLA will override other.</p> <p>Our assumption is that these SLAs are a repeat of other SLAs as all calls would be logged in Help Desk Only.</p> <p>Suggest appropriate clarification and correction.</p>	Tender clause remains un-changed
308	Service Level Agreements	Service Level Agreements	Vol I - Annexure III : Service Levels	Since CAS State is developed by SDA, how can SI take up the SLA. To be removed	Tender clause remains un-changed
309	Service Level Agreements	Service Level Agreements	Vol I - Annexure III : Service Levels	<p>SDA should be primarily be responsible for this , as Non Production CAS are defined as L2 defects</p> <p>Also</p> <p>1. Continuously measuring this over a period of time will have impact on the system resources and performance.</p> <p>2. What is the tool to be used to measure this?</p> <p>3. What type of query to be used to measure the response time?</p> <p>The 4 second response time should be measured as a test and when required and not on a continuous basis.</p>	Tender clause remains un-changed
310	Service Level Agreements	Service Level Agreements	Vol I - Annexure III : Service Levels	<p>Difficult SLA to meet as:</p> <p>1.Uptime of 99% at each site.</p> <p>2. Covers network equipment and bandwidth which is not on redundancy.</p> <p>3. In the current form of the SLA, if network equipment is down and is not resolved within 2 hours, we could be paying penalty at 3 places - client site uptime of less than 99%, P1 issue not resolved in 2 hours and NW uptime less than 99%.</p> <p>Suggest that SLA are measured across all sites and also</p> <p>Suggest the impact of non-compliance of this SLA be restricted to this SLA only and not have impact on the availability SLA and resolution of Level 1 calls SLA and the SI not penalized three times.</p>	SLA for network uptime specified in RFP Vol III Annexure 1.10 Detailed SLA's pg. no. 76-77 has been removed.
311	Service Level Agreements	Service Level Agreements	Vol I - Annexure III : Service Levels	The same SLA is repeated twice in this section with varying methods of penalty calculation. Not sure which one is applicable. Request clarification on the same.	The revised SLA for Capacity Building is provided in the corrigendum, Sec 8, "ANNEXURE III: SERVICE LEVELS"
312	Technical Evaluation	Technical Evaluation	Vol. II	Based on other states RFP requirement of Domain Expert, we suggest 1 domain expert requirement	Refer to the matrix for the Evaluation of Project Team & Governance Structure
313	Technical Evaluation	Technical Evaluation	Vol. II - 5.0 Implementation and Roll-out Plan	2. Requirement of Domain expert is suggested for specific project period e.g.. finalization of FRS, CRP, Change Management, expert, etc. Please provide required clarification	Domain experts should be available for the entire duration of the project required for specific project activities.

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Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
314	Technical Evaluation	Technical Evaluation	Vol. II - Section-2.7, Pages 23,24,25,26 Technical Evaluation Scoring Matrix	As most of the System Integration Projects are long term projects, it is requested that for Recency of Projects, Project Start in last 5 years be considered instead of 3 years	Tender clause remains un-changed
315	Technical Evaluation	Technical Evaluation	Vol. II - Clause 2.7, Pg.no: 23, 24, 25, 26, 27,30, 31, 32	For meeting the requirements as per the evaluation matrix, the capabilities & resources of consortium may please be considered.	The Prime bidder, strictly, cannot seek consortium partner for the core activities such as application development and roll-out of the application. Services of a consortium partner are to be used for non-core activities like site preparation, data digitization/ migration, Capacity Building (Training Personnel) and Handholding, however bidder would be required to take written approval from Maharashtra Police for such agency. Please refer Vol II, sec 2.4, page 20.
316	Technical Evaluation	Technical Evaluation	Vol. II - Section-2.7, Pages 23,24,25,26	For projects that are in AMC , please confirm what would be the scoring pattern	The projects where the project implementation is completed and has gone live will be considered as completed projects.
317	Technical Evaluation	Technical Evaluation	Vol. II - Section-2.7, Pages 23,24,25,26	In case a bidder cites 2 project references for a evaluation parameter, can both the projects be cumulatively taken for scoring or average of the scores gathered by individual projects?	Project reference getting maximum marks will be considered for the evaluation.
318	Technical Evaluation	Technical Evaluation	Vol. II - 2.4 Pre-Qualification Criteria & Pg. 23 - Vo.II 2.7 Technical Evaluation Criteria	In Prequalification criteria, RFP states IT projects in last 5 years whereas in Technical Evaluation Criteria Project start in last 3 years = 1 mark, Before 3 years = 0 marks. There is a conflict between the number of years mentioned in Prequalification criteria and technical evaluation criteria. Request you to please change the technical evaluation criteria to 5 years.	Tender clauses remains un-changed.
319	Technical Evaluation	Technical Evaluation	Vol. II - Page 31	This is not in line of requirement of 10 years mentioned in the Vol – I of the RFP as mentioned above	For technical evaluation the experience criteria for Domain experts is as mentioned in Vol II, sec 2.7, page 31, Technical Evaluation Scoring Matrix.
320	Technical Evaluation	Technical Evaluation	Vol. II	We understand that the requirement is very high and would have cost implication on the project.	Clause is Self explainable
321	Terms & Conditions	Others	Vol. II	All Products/ services rendered hereunder shall be deemed accepted, if Customer does not provide a written notice of any rejection/confirmation of acceptance or when Customer uses the Product/deliverable in its business, whichever occurs earlier. In the event of any rejected product/service, Wipro shall be given a 30 day period to correct the same.	
322	Terms & Conditions	Others	Vol. I - 4.3.2/Page 25/Taxes	Any change in tax structure or Statutory amendment subsequent to submission resulted into any change in taxes ,duties shall be borne by customer	
323	Terms & Conditions	Others	Vol. I - 12	Any decrease/increase of taxes on account of government notification shall be borne by Maharashtra Government	
324	Terms & Conditions	Others	Vol. I - 25, b	Any decrease/increase of taxes on account of government notification shall be borne by Maharashtra Government	

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Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
325	Terms & Conditions	Others	Vol. I - 1.6/Terms of Payment and Service Credits and Debits/Page 54	Clause 1.16 Vol III MSA: Sub-clause a) Termination for cause b) Termination for Change of control. Effect: a) Forfeiture of performance guarantee, b) compliance with exit management schedule c) compensation in accordance with Terms of payment Schedule. (the compensation should be for all the Hardware/Software Licenses delivered and services rendered along with Items ordered specially for this project and in transit.	Tender clause remains un-changed
326	Terms & Conditions	Others	Vol. I	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Wipro shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Contract. Further any idle time resulted due to non available of site or infrastructure or data, Customer shall make payment to Wipro for the same.	
327	Terms & Conditions	Others	Vol. I - 3.6/Page 38	Failure of the successful bidder to agree with the Terms & Conditions subject to suggested changes & Decencies 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	
328	Terms & Conditions	Others	Vol. I - 9.1/Dispute Resolution/Page 48	If the dispute cannot be settled by mutual discussions within the thirty (30) day period, either party may refer the matter to a panel of three arbitrators. Each party shall choose one arbitrator, both of whom shall elect the third arbitrator who shall be the presiding arbitrator. The arbitration proceedings shall be held under the provisions of the Arbitration and Conciliation Act, 1996 or any of its subsequent amendments. The arbitration proceedings shall be in English and the venue of arbitration shall be at Mumbai, Maharashtra, India	
329	Terms & Conditions	Others	Vol. I - 19 ,f.	In the event that the selected bidder commits a material breach of any terms and conditions of the Contract or the progress regarding the execution of the Contract is found unsatisfactory, Maharashtra Police should give a notice of 45 days to the Bidder to remedy the failure / default. In the event that the Bidder fails to remedy the failure despite the notice, Maharashtra Police may terminate the Contract with a notice of 30 days to the Bidder. In the event of termination/ cancellation Maharashtra Police shall pay Bidder all fees and expenses up to the effective date of the termination, including work in progress, plus fees payable for the applicable notice period and termination charges agreed by the Parties	
330	Terms & Conditions	Others	Vol. II - 26,4.4	LD to be the sole remedy available in case of delay. HP submits that in every such situation mentioned in RFP, where Maharashtra Government seeks to invoke its right to forfeit the PBG it shall provide HP with a reasonable cure period of 45 days or reasonable time period as may be mutually agreed to set right any delay, defect or failure by HP. Maharashtra Government may only forfeit the PBG in the event of HP's continued failure in this respect beyond the cure period	
331	Terms & Conditions	Others	Vol. I - 39 4.2	Maharashtra police not to withhold payments duly payable to the bidder. LD to be the sole remedy available in case of delay. If the LD capping is breached, Maharashtra police may proceed to terminate the contract.	
332	Terms & Conditions	Others	Vol. I - 15,1.1.2	Maharashtra police to pay the SI for all products and services delivered up to the date of cessation of the agreement.	

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Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
333	Terms & Conditions	Others	Vol. I - 107,4	Payment to be made net 30 days from date of invoice.	Tender clause is self explanatory
334	Terms & Conditions	Others	Vol. I - 39 ,4.1	PBG shall be valid only up till the period of contract. PBG to be forfeited only in case of material breach of terms by HP. A cure period of 45 days to be granted to rectify errors.	Tender clause remains un-changed
335	Terms & Conditions	Others	Vol. I - xii	Period for PBG shall begin from the date of agreement	Clause is self explanatory as mentioned in Vol II, sec 4.1
336	Terms & Conditions	Others	Vol. I - 107 5 ,6	Previous invoices not already paid would be eligible to be disputed.	Tender clause remains un-changed
337	Terms & Conditions	Others	Vol. I	SI shall be paid based on the same rates as agreed upon under this agreement.	
338	Terms & Conditions	Others	Vol. I - 5.2.3. Termination for Convenience/Page 28	This clause is too open & Wide –Bidder request deletion of this clause, Bidder request Risk purchase should be limited to 10% of the undelivered value	
339	Terms & Conditions	Others	Vol. I	We request you to consider the fact that title and risk transfer happens on dispatch of goods from the vendors factory / warehouse as the same has been billed in the name of the customer. The bidder / vendor would be liable to take transit insurance till the equipment gets delivered to customers premises. The vendor / bidder would also take necessary insurance with department as beneficiary till the site gets implemented.	
340	Terms & Conditions	Others	Vol. I - 42	What is this reduction for?	Tender clause as mentioned in Vol II, page 42 is self explanatory and remains un-changed.
341	Terms & Conditions	Others	Vol. I - 28,5.3 Vol. I - 92,1.4	Wherever the work will be done by third party, HP will be liable for incremental costs with a max cap of 5% of the value of the affected product/service	Tender clause remains un-changed
342	Terms & Conditions	Others	Vol. I	<p>Wipro shall not be liable for any indirect, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury, including, without limitation, loss of use, data, revenue, profits, business interruption, and loss of income or profits, that may arise out of or result from this Agreement, irrespective of whether it had an advance notice of the possibility of any such damages. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of Wipro for all claims under or in relation to this Agreement, shall be, regardless of the form of claim(s), the consideration actually received by Wipro under this Agreement.</p> <p>Wipro's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Wipro's non-performance is caused by Customer's omission to act, delay, wrongful action, failure to provide inputs, or failure to perform its obligations under this Agreement.</p>	

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343	Terms & Conditions	Payment Terms	Vol. II - Section 4.3 Payment Schedules and Milestones Pgs-39-41	As per RFP, 45% Cumulative Payment of the Total contract value shall be released by the end of Implementation phase and the remaining 55% payment is released over next 5 years on half-yearly basis in arrears. As this is a high CAPEX involving Tender, it is requested that payment for the Products supply and Implementation/Installation amounts be released in phases from the start of project , in such a manner that 100% payment for the same is released by the end of Implementation phase. For the expenses related to Operations and Maintenance phase, the same can be in Half yearly mode.	The revised payment milestones are provided in corrigendum document, Sec 4.3, "PAYMENT SCHEDULES AND MILESTONES".  Amended Commercial Bid format (forms) are provided in corrigendum, Sec 7, "FORMAT FOR BID RESPONSE – COMMERCIAL BID".
344	Terms & Conditions	Payment Terms	Vol. I - RFP pg 496 Section 4.3, RFP pg 672 Section 6.6.1	There are two different Payment Terms given in the RFP on (pg 496 & pg 672). Please clarify which of these payment terms will be applicable.	
345	Terms & Conditions	Payment Terms	Vol. II - clause 3.6	6.6 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 State / UT may award the contract to the next best value bidder as per section 6.1.4 in this RFP or call for new proposals.	Tender clause remains un-changed
346	Terms & Conditions	Payment Terms	Vol. II - Page 39 cl 4.2	Apart from the LD Penalty on overall project timelines are penalties also applicable at each of the project milestones? Could you please clarify the same.	RFP clause Vol II, sec 4.2, pg 39 is self explanatory. Penalties are applicable at each of the project milestones subject to the maximum value of the Liquidated Damages being not more than 10% of the value of delayed services.
347	Terms & Conditions	Payment Terms	Vol. II - 4.4/Page 26/LD	Bidder request deletion of the para:-"Provided the total amount recovered does not exceed the total Contract Value" and proposed that LD should be capped to 5% of the Contract Value	
348	Terms & Conditions	Payment Terms	Vol. I - 2.1.5/Employees/Page 97	Bidder Request deletion of this clause	
349	Terms & Conditions	Payment Terms	Vol. I -	Bidder request deletion of this para	
350	Terms & Conditions	Payment Terms	Vol. I -	CLIENT shall be entitled to serve notice in writing on the SI at any time during the exit management period as detailed hereinabove requiring the SI and/or its sub contractors to provide the CLIENT with a complete and up to date list of the Assets within 30 days of such notice. CLIENT shall then serve notice in writing on the SI at any time prior to the date that is 30 days prior to the end of the exit management period requiring the SI to transfer the Assets to CLIENT or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.	
351	Terms & Conditions	Payment Terms	Vol. I - 5.3/Page 28/Effects of Termination	In the event of Maharashtra Police, terminating this Agreement for its convenience, the System Integrator will be paid the amount due to it for the services rendered/ Payment of all undisputed : 1. Services rendered till date of such termination 2. Hardware delivered/ordered till such termination Need to be made. The compensation will be decided in accordance with the Terms of Payment Schedule penalties, pro-rata payments etc.	Tender clause remains un-changed

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Sr. No	Component	Sub-Component	RFP Clause No.	Clarification / Suggestion Sought	Clarification
352	Terms & Conditions	Payment Terms	Vol. I - 5.3/Page 28/Effects of Termination	In the event that Maharashtra Police terminates this Agreement due to the breach of the Partner of conditions in 5.1 (i) to 5.1 (iii) of this agreement, then Maharashtra Police shall be entitled to invoke the Performance Guarantee submitted for this Project. the System Integrator will be paid the amount due to it for the services rendered/ Payment of all undisputed : 1. Services rendered till date of such termination 2. Hardware delivered/ordered till such termination Need to be made. The compensation will be decided in accordance with the Terms of Payment Schedule penalties, pro-rata payments etc.	Tender clause remains un-changed
353	Terms & Conditions	Payment Terms	Vol. I -	Payment to the outgoing SI shall be made to the tune of i. last set of completed services / deliverables, subject to SLA requirements. In case of work in progress, the consideration shall be paid as per the terms and conditions of the contract to the extent of work completed satisfactorily.	
354	Terms & Conditions	Payment Terms	Vol. II, page 9.clause 1.1 (I) (iv)	vi. 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, subject to Suggestions/ deviations proposed by bidder.	
355	Terms & Conditions	Payment Terms	Vol. I - Bid Cover Letter /Page 537	We agree for unconditional acceptance of all the terms and conditions set out in the RFP document <b>subject to Suggestions/Deviations submitted along with the Bid</b> and also agree to abide by this tender response for a period of <<SIX MONTHS>> from the date fixed for bid opening.	
356	Terms & Conditions	Payment Terms	Vol. II - 4.2 : Liquidated Damages Pg 39	We request you to kindly amend the clause to "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, state may at its discretion withhold any payment until the completion of the contract. State 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 5% of the value of delayed services.	