

**Expression of Interest (Eoi)**  
**For**  
**Short listing of Consultancy Firms for**  
**Appointment of State Project Management Consultant (SPMC)**  
**for Crime and Criminal Tracking Network System**  
**(CCTNS)**  
**In**  
**Department of Police, Meghalaya**

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Government of Meghalaya  
Meghalaya Police Information Technology Society (MPITS)  
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## Data Sheet

Event	Target Date
Reference number of Eol	S- MPITS/Meg.Police/S-PMC/2010
Start date of issue of Expression of Interest (Eol)	29 <sup>th</sup> March 2010
Submission of Eol by prospective bidder's	Last Date 26 <sup>th</sup> April 2010
Opening of Eol	30 <sup>th</sup> April 2010
Declaration of short listed bidders in the Eol round	To be intimate later
Issue of RFP to the short listed bidders	To be intimate later
Contact Person	Superintendent of Police (SCRB), Meghalaya, Shillong
Contact Address and Numbers	<b>Chairman</b> <b>Meghalaya Police Information Technology Society</b> <b>O/o The Director General of Police</b> <b>Meghalaya, Shillong</b> <b>Ph. 0364-2220115/2224879 (O)</b> <b>Fax. 0364-2220839</b> Email - Meghcid2002@yahoo.com
Website	<a href="http://www.megpolice.gov.in">http://www.megpolice.gov.in</a>

### 1) Introduction

The Ministry of Home Affairs has conceptualized the Crime & Criminals Tracking Network and Systems (CCTNS) project as a Mission Mode Project under the National e- Governance Plan (NeGP). This is an effort of the Government of India to Modernize the police force giving top priority to enhancing outcomes in the areas of Crime Investigation and Criminals Detection, in information gathering, and its Dissemination among various police organizations and units across the country, and in enhancing Citizen Services.

CCTNS aims at creating a comprehensive and integrated system for enhancing the efficiency and effective policing at all levels and especially at the Police Station level through adoption of principles of e-Governance, and creation of a nationwide networked infrastructure for evolution of IT-enabled state-of-the-art tracking system.

The CCTNS project covers all 35 states and union territories. Within the states, the 14,000+ police stations and 6,000+ higher offices (including District HQ, Range Offices, Commissionerate, State HQ, etc.)

## 2) Project Objectives

The key objectives of the CCTNS project are as follows:

- a) Provide Enhanced Tools for Investigation, Crime Prevention, Law & Order Maintenance and other functions like Traffic Management, Emergency Response, etc.
  - i. Utilize IT for efficiency and effectiveness of core policing operations.
  - ii. Provide information for easier and faster analysis
- b) Increase Operational Efficiency by
  - i. Reducing the necessity to manually perform monotonous and repetitive tasks
  - ii. Improving the communication e.g. Police messaging, email systems, etc.
  - iii. Automating back-office functions, and thereby release police staff or greater focus on core police functions
- c) Create platforms at State and Central levels for sharing crime and criminal information/databases across states and across the country. This would enable easy sharing of real-time information across police stations and districts at the State level and across states at the National level, there by resulting in:
  - i. Improved investigation and crime prevention
  - ii. Better tracking of criminals, suspects, accused, repeat offenders, etc.
- d) Create a platform for sharing intelligence across the states, across the country and across other state-level and GOI-level agencies.
- e) Improved service delivery to the public/citizen/stakeholders
  - i. Access to police services in a citizen-friendly manner
  - ii. Provide alternate modes of service delivery such as internet (for general requests such as NOC, for following up on status
  - iii. Example ministry of external affairs, road transport

## 3) Police Functions covered under the Project

The following are the suite of proposed solutions / modules for the Police Department:

- a. Registration, Investigation, and Prosecution
  - i. Case Management System
  - ii. Criminal Information System
  - iii. Information Registers
  - iv. Trial Management System
  - v. Summons and Warrants Management System
  - vi. Automatic Fingerprint Identification System
- b. Law and Order Solutions
- c. Crime Prevention Solutions
  - i. Crime Analysis Tools
  - ii. Jail Information System
  - iii. Beats Management System
- d. Traffic Solutions
- e. Emergency Response Management Solutions
- f. Reporting Solutions

- g. HRMS Solutions
  - i. Personnel Management
  - ii. Leave, TA, and other personnel related solutions
  - iii. Duty Allocation System
  - iv. Employee Grievance Management System
- h. Collaboration Solutions
  - i. Police Messaging System
  - ii. Email
  - iii. Bulletin Board
  - iv. Case Knowledge Bank
  - v. News Groups
- i. Citizen and External Interfacing Solutions
  - i. Citizen Portal
  - ii. Citizen Grievance Redressal System
  - iii. Police Service Center System
  - iv. External Interfacing Systems to interface with Transport Department, Courts, Jails, Hospitals, Universities, Telephone Headquarter' Service Providers, and other external government departments to facilitate electronic exchange of information

#### **4) SYSTEM COMPONENTS COVERED IN CCTNS**

CCTNS includes the following components that would be provided as part of the Scheme:

- a. CCTNS application (core application software that would be provided by MHA/NCRB to all states and its configuration, customization, enhancement and deployment at the state level)
- b. Hardware (PCs, peripherals, etc.)
- c. Communication infrastructure and Data Center
- d. Specialized infrastructure and solutions
- e. Capacity Building and Handholding
- f. Digitization of historical records

#### **About Meghalaya Police**

##### **5) Meghalaya Police Overview**

Meghalaya Police has a pervasive organizational structure. D.G.P. headquartered at Shillong along with his secretarial staff including administration, intelligence, security, crime & Forensic Science Laboratory, provisioning and computer wireless & communication.

The State is divided into 2 (two) Ranges -(I) Eastern Range (II) Western Range each zone is headed by a Deputy Inspector General of Police.

Presently Meghalaya has 7 districts headed by SP. Meghalaya Police has an armed compliment consisting 2 Meghalaya Armed Police Battalions (MLP BN) and 3 Indian Reserve Battalions (IRBN)

The Police Training School (PTS) is located at Golflink Mawroh East Khasi Hills, Meghalaya

**6) Key Functions of Meghalaya Police**

- a) Registration, Investigation, and Prosecution
- b) Law and Order Solutions
- c) Crime Prevention
- d) Community policing
- e) Traffic Management
- f) Lost & found

**Invitations to the bidder for short –listing of Consultancy Firms for State Project Management Consultancy (S-PMC) for CCTNS project****7) Scope of Work**

- a. Preparation of Detailed Project Report (DPR)
- b. Assisting the State in identifying the state Systems Integrator (SI):
  - i. Customizing the model RFP (Request for Proposal) provided by MHA/NCRB as per State needs.
  - ii. Releasing the RFP assisting the state in managing the bid process
  - iii. Assisting the state with the assessment of techno-commercial appraisal of bids in identifying the state level Systems Integrator (SI)
- c. Developing the functional specifications for the extensions/enhancements of CCTNS application not covered by MHA/NCRB.
- d. Support during implementation stage
- e. Support during post-implementation stage

**Detailed scope of work as provided by MHA, GoI is given in annexure I**

**8) Selection procedure for short-listing of consultancy firms and eligibility conditions for the Bidder****• Short-listing of Consultants for the purpose of RFP**

- a. The documents submitted by the bidders in connection with EOI will be examined by a Committee formed by the State Government. The committee will prepare a shortlist of Consultants, based on their relative experience and expertise as revealed from EOI documents.
- b. The short-listed Consultants shall be sent an invitation to submit their technical and commercial bids as per RFP document to be issued by Department in the post EOI stage.

**• Pre-qualification eligibility conditions for the Bidder**

The Bidder shall comply with the following pre-qualification eligibility criteria for getting short-listed in the EoI round:

- i. The bidder should be a Firm / Company / Partnership Firm registered under the Indian Companies Act, 1956/ The Partnership Act, 1932.
- ii. The bidder should be in the e-Governance / Information Technology Consulting business for a period of at least 3 years as of 31-3-2009.
- iii. The bidder should have ISO Certification(9001:2000) or better / equivalent

- iv. The bidder should have been profitable and should have an average turnover of Rs.25 Crore in the last 3 Financial Years from Consulting Services (from e-Governance, management, IT consulting, economics including development economics, BPR and financial analysis) rendered in India (excluding turnover from supply and implementation of hardware, software and networking equipments) and as revealed by Audited Accounts/ certified Balance Sheet in the last 3 Financial Years.
- v. The bidder should have experience in executing projects of at least 2 Government / Semi Government clients with each of these projects encompassing DPR preparation and bid management should be of an order value of a minimum of Rs. 25 Lakhs in India in the last 3 Financial Years
- vi. The bidder should have at least 50 full time consultants (in management, IT consulting, economics including development economics, BPR and financial analysis) on its rolls as certified by Statutory Auditor or Company Secretary of the bidder's organization. Submit proof of at least 25 consultants employed with the firm having educational qualification, experience shown against each with the duties assigned, which has to be duly certified by Statutory Auditor or Company Secretary of the Firm/Company.
- vii. The bidder must have a valid Service Tax Registration in India.

## **9) Disqualifications**

Department of Police may at its sole discretion and at any time during the evaluation of Proposal, disqualify any Bidder, if the Bidder has:

- a. Been blacklisted by any Central Government Department or any State Government Department
- b. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- c. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- d. Submitted a proposal that is not accompanied by required documentation or is non-responsive;
- e. Failed to provide clarifications related there to, when sought;
- f. Submitted more than one Proposal;
- g. Declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted.
- h. Submitted a proposal with price adjustment/variation provision.

**10) Requirement of Documents**

The Table below gives the details of the Documents that the bidder needs to submit in their Eol against each criterion for getting selected and qualifying in the Eol round.

Sl. No.	Criteria	Response / Proofs
1	The bidder should be a Firm / Company / Partnership Firm registered under the Indian Companies Act, 1956/ The Partnership Act, 1932	Please submit necessary documentary proof wherever applicable.
2	The bidder should be in the e-Governance / Information Technology Consulting business for a period of at least 3 years as of 31-3-2009.	Please submit necessary documentary proof
3	The bidder should have ISO (9001:2000) or better / equivalent.	Please submit necessary documentary proof
4	The bidder should have been profitable and should have an average turnover of Rs. 25 Crore in the last 3 Financial Years from Consulting Services (from e-Governance, management, IT consulting, economics including development economics, BPR and financial analysis) rendered in India (excluding turnover from supply and implementation of hardware, software and networking equipments) and as revealed by Audited Accounts/ certified Balance Sheet in the last 3 Financial Years The bidder should have experience in executing projects of at least 2 Government / Semi Government clients with each of these projects encompassing DPR preparation and bid management should be of an order value of a minimum of Rs. 25 Lakhs in India in the last 3 Financial Years	Please submit necessary documentary proof / CA certificate. In case audited accounts / certified balance sheet for the current year are not available the earlier three previous years documents should be attached
5	The bidder should have at least 50 full time consultants (in management, IT consulting, economics including development economics, BPR and financial analysis) on its rolls as certified by Statutory Auditor or Company Secretary of the bidder's organization. Submit proof of at least 25 consultants employed with the firm having educational qualification, experience shown against each with the duties assigned, which has to be duly certified by Statutory Auditor or Company Secretary of the Firm/Company.	Please submit necessary documentary proof Please attach certificate of Statutory Auditor / Company Secretary/any other necessary documentary proof.
6	The bidder must have a valid Service Tax Registration in India.	Please submit necessary documentary proof

**11) General Conditions****a. Earnest Money Deposit (EMD) / Bid Security**

The Bidder shall furnish while submitting the Eol proposal, as part of the Eol Proposal, an Earnest Money Deposit (EMD)/Bid security amounting to Rs. 500,000/- (Rupees Five lakhs) in the form of Bankers Cheque or Demand Draft drawn on a State Bank of India Secretariat branch in favor of "Meghalaya Police Information Technology Society", MPITS" payable at Shillong.

The EMD is required to protect the Police department against the risk of bidder's conduct, which would warrant the EMD's forfeiture. The EMD shall be denominated in Indian Rupees. Proposals made without EMD will be rejected. The EMD shall be non-interest bearing and is refundable to unsuccessful bidders.

**b. Eol Document Cost**



## Meghalaya Police Information Technology Society Expression of Interest for CCTNS Project.

The bidder may download the EoI document from the website <http://www.megpolice.gov.in> may obtain the same from Department as per the dates and time given in the Data Sheet above, on payment of Rs. 2000/- (Rupees Two Thousand only). The payment will be accepted in the form of crossed demand draft drawn on any scheduled/nationalized bank, payable in Shillong.

### 12) Submission of Expression of Interest

EOI should be lodged in single copy in a sealed envelope, super-scribed "Expression of Interest for Consultancy for CCTNS" and addressed to the below mentioned so as to be received at the address and date as per the Data Sheet.

**To:**

**Chairman**

**Meghalaya Police Information Technology Society**

**O/o The Director General of Police**

**Meghalaya, Shillong**

**Ph. 0364-2220115/2224879 (O)**

**Fax. 0364-2220839**

### 13) Other Conditions

- a. The right of acceptance / rejection of any offer shall remain reserved with / without assigning any reason.
- b. No bidder will be entitled for any compensation whatsoever for rejection of his EoI.
- c. Bidder's qualifying the EOI round based on the Selection Criteria detailed above will be eligible for the receipt of RFP.
- d. Consultant shall bear all cost associated with the preparation and submission of their proposals.
- e. Department is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability in any form, to the Consultants.
- f. Their payment will be linked to the performance as per the pre-decide schedule. Evaluation of performance will be made by the State Mission Team.

Annexure I:

**Detailed Scope of Work**

A State Project Management Consultant can provide the required operational support in three distinct phases:

**Phase I: DPR, RFP Preparation and Bid Process Management for Selection of System Integrator****Phase II: Support during Implementation Stage****Phase III: Support during Post Implementation Stage****Phase I: DPR, RFP Preparation and Bid Process Management for Selection of System Integrator**

- a. Process Study to identify the unique requirements of the State and document the configuration and customization requirements on the Core Application provided by the Center
- b. Study the additional services that the State plans to implement through CCTNS and document the processes and functional/technical requirements for the required IT solutions
- c. Study the existing systems and recommend on the integration with the new solutions
- d. Preparation of the DPR based on the guidelines from the Center
  - i. Design of the solution
  - ii. Financial estimates of the solution and associated services
  - iii. Rollout Plan in the State
  - iv. Customize the model DPR to the State requirements
- e. Preparation of the Expression of Interest (EOI) and Request for Proposal (RFP) based on the guidelines from the Center
  - i. Collect the State Specific Information(existing IT systems, infrastructure, organization structure, personnel for capacity building, ) required for the SI
  - ii. Customize the model RFP to the State requirements
- f. Providing guidance to the State and prepare any required notifications, correspondence, clarifications, reports to the Center as and when required during the DPR and RFP approvals by the Center
- g. Assist the State in Bid Process Management
  - i. Evaluating the bidders' Expression of Interest Proposals
  - ii. Compiling the EOI evaluation report based on the Pre-qualification evaluation and short listing the pre-qualified bidders
  - iii. Release of the RFP to the pre-qualified bidders
  - iv. Compiling response to bid queries and clarifications
  - v. Managing Pre-bid conference
  - vi. Technical evaluation
  - vii. Evaluation of "proof of concept" where necessary
  - viii. Compiling technical evaluation report and Recommending "the best value" bid
- h. Assist State in design and vetting of the contract with the selected System Integrator

**Phase II: Support during Implementation Stage**

Once the System Integrator is selected by the State, the SI will initiate the system study and development of the solution through a well defined software development process, commission the infrastructure (client side, server side, and network infrastructure), migrate and digitize the required data and files, provide the necessary training and change management, and provide handholding

support to the end users Throughout the implementation stage, the SI will provide several deliverables for the validation and approval of the State. The SPMC will be expected to review the deliverables and the traceability to the requirements given in the RFP to ensure that the solution is being implemented as per the RFP. The SPMC would provide support to the State till "Go Live" Stage wherein "Go Live" defined as the milestone when the SI has successfully implemented the solution and the associated infrastructure and services to the satisfaction of the State specifically in the areas of:

- a. Overall Project Management and Coordination including identification and implementation of the appropriate project management tools
- b. Review of the deliverables provided by the SI and support the State in the approval of the deliverables. The actual list of the deliverables will be provided by the SI. An indicative list is provided below:
  - i. Project Plan, System Requirements Specifications, Solution Architecture and Design, Infrastructure Capacity Planning, Test Plans, Change Management and Capacity Building Plans, Data Digitization and Migration Plan, Validation of the final testing of the application before roll-out to the end users
- c. Conducting formal project meetings, and meetings with project stakeholders
- d. Providing guidance and clarifications to SI as and when required
- e. Ensure that the application system has been designed and developed in exact conformance to the specifications and design and architecture standards
- f. Regular IT Audits to ensure the code and documentation standards are followed
- g. Support in Release and Version Management of the solution
- h. Preparation of all project reports e.g. quarterly progress reports, annual project report, inception report, and ad-hoc technical reports
- i. Interact frequently with the District Core Teams and end users and channel the feedback to the SI for continuous improvements in the solution and implementation methodology
- j. Exercising a Strategic Control over the core and critical assets of the project.
- k. Overseeing Acceptance Testing and Go-Live readiness

### **Phase III: Support during Post Implementation Stage**

After the implementation of the solution and the associated services, the SI is expected to provide operations and maintenance support, wherein the SI will provide the handholding support to support the end users use the solution, application functional support to support the end users' requests and fix any issues / defects incidental to use the solution, and warranty and AMC services to maintain the solution and infrastructure at the service levels indicated in the RFP.

The SPMC can provide support during the Post Implementation Stage through:

- a. Monitor Service Levels to ensure satisfied end-user and the continuous usage of the application. The service levels will be broadly based on:
  - ii. Application Uptake
  - iii. Effectiveness of training and change management
  - iv. Application Performance and Availability
  - v. Infrastructure Performance and Availability
  - vi. Effectiveness of end user handholding support
  - vii. Responsiveness of the SI with respect to application and infrastructure maintenance and support
- b. Change Control to manage the changes and patches on the application and infrastructure going into the production environment and identify the required enhancements that need to be built into the subsequent versions of the solution
- c. Conducting formal project meetings, and meetings with project stakeholders

- d. Interact frequently with the District Core Teams and end users and channel the feedback to the SI for continuous improvements in the solution and implementation methodology.
- e. Overseeing the communications and awareness campaign for enhancing the usage of the application across the state
- f. Monitoring and evaluation of the outcomes and provide feedback to the State and SI to take corrective actions where necessary
- g. Monitor SLA compliance and advise State/UT on the payment decisions arising thereof.