

**RFP for Selection of System Integrator (SI)
for
Implementation of
Crime & Criminal Tracking Network and Systems
(CCTNS) Project**

**in
UT of Puducherry**

VOLUME-II: COMMERCIAL & BIDDING TERMS



**Puducherry Police
Govt. of Puducherry**

E-Governance Mission Mode Project (MMP)



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Abbreviations

S No	Abbreviation	Description
1.	ASI	Assistant Sub Inspector
2.	AWPS	All Woman Police Station
3.	CAS	Core Application Software
4.	CB	Capacity Building
5.	CCIS	Crime and Criminals Information System
6.	CCTNS	Crime & Criminal Tracking Network System
7.	CI	Circle Inspector
8.	CID	Crime Investigation Department
9.	CIPA	Common Integrated Police Application
10.	CPMU	Central Project Monitoring Unit
11.	CRB	Crime Record Bureau
12.	CRO	Crime Record Office
13.	DC	Data Centre
14.	DCRB	District Crime Record Bureau
15.	DGP	Director General of Police
16.	DIG	Deputy Inspector General
17.	DNS	Domain Name System
18.	DRC	Disaster Recovery Centre
19.	DSB	District Special Branch
20.	EMS	Enterprise Management System
21.	FIR	First Information Report
22.	FPB	Finger Print Bureau
23.	FRRO	Foreigners Regional Registration office
24.	FRS	Functional Requirement Specifications
25.	G2G	Government to Government
26.	GoI	Government of India
27.	GUI	Graphical User Interface
28.	HC	Head Constable
29.	HQ	Head Quarter
30.	HR	Human Resource
31.	ICT	Information and Communication Technologies
32.	IG	Inspector General
33.	IO	Investigating Officer
34.	IT	Information Technology
35.	LAN	Local Area Network
36.	LLD	Low Level Design
37.	MHA	Ministry of Home Affairs
38.	MMP	Mission Mode Project



39.	MTW	Motor Transport Workshop
40.	NCRB	National Crime Record Bureau
41.	NeGP	National E-Governance Programme
42.	NIC	National Informatics Centre
43.	NOC	No Objection Certificate
44.	OS	Operating System
45.	PC	Police Constable
46.	PCR Cell	Protection of Civil Rights Cell
47.	PHQ	Police Headquarter
48.	PP	Puducherry Police
49.	PSWAN	Pondicherry State/UT Wide Area Network
50.	RFP	Request for Proposal
51.	RTI	Right to Information
52.	RTO	Regional Transport Officer
53.	SAN	Storage Area Network
54.	SB	Special Branch
55.	SCRB	State/UT Crime Records Bureau
56.	SDA	Software Developing Agency
57.	SDC	State/UT Data Centre
58.	SDPO	Sub Divisional Police Office
59.	SHO	Station House Officer
60.	SI	System Integrator
61.	SI	Sub Inspector
62.	SIGMA	Specialized Intelligence Gathering Machinery
63.	SLA	Service Level Agreement
64.	SP	Superintendent of Police
65.	SPMC	State/UT Program Management Consultant
66.	SPMU	State/UT Project Monitoring Unit
67.	SQL	Structured Query Language
68.	SRS	System Requirement Specifications
69.	SSDG	State/UT E-Governance Services Delivery Gateway
70.	SSP	Senior Superintendent of Police
71.	UAT	User Acceptance Testing
72.	UDR	Unidentified Dead Bodies Report
73.	UPS	Uninterrupted Power Supply
74.	UT	Union Territory
75.	VAC	Vigilance & Anti-Corruption Unit
76.	VPN	Virtual Private Network
77.	VRK	Vulnerable Record Keeping
78.	WAN	Wide Area Network
79.	WHC	Woman Head Constable
80.	WSI	Woman Sub Inspector



1 Introduction

Availability of relevant and timely information is of utmost importance in conduct of business by Police, particularly in investigation of crime and in tracking & detection of criminals. Police organizations everywhere have been handling large amounts of information and huge volume of records pertaining to crime and criminals. Information Technology (IT) can play a very vital role in improving outcomes in the areas of Crime Investigation and Criminals Detection and other functioning of the Police organizations, by facilitating easy recording, retrieval, analysis and sharing of the pile of Information. Quick and timely information availability about different facets of Police functions to the right functionaries can bring in a sea change both in Crime & Criminals handling and related Operations, as well as administrative processes.

Creation and maintenance of databases on Crime & Criminals in digital form *for sharing by all the stakeholders in the system* is therefore very essential in order to effectively meet the challenges of Crime Control and maintenance of public order. In order to achieve this, *all the UTs should meet a common minimum threshold in the use of IT, especially for **crime & criminals** related functions.*

The CCTNS project is to be implemented in a manner where the major role would lie with the UT Governments in order to bring in the requisite stakes, ownership and commitment, and only certain core components would be in the hands of the Central Government, apart from the required review and monitoring of project implementation on a continuing basis.

With the launching of CCTNS, the erstwhile Common Integrated Police Application (CIPA) programme would be subsumed into it in a manner that the work already done there under is not disrupted. So far, 2,760 police stations, out of a total of around 14,000 police stations across the country, have been covered under the Scheme.

The broad objectives of the CCTNS project are streamlining investigation and prosecution processes, strengthening of intelligence gathering machinery, improved public delivery system and citizen-friendly interface, nationwide sharing of information across on crime and criminals and improving efficiency and effectiveness of police functioning. It will also:

1. Facilitate collection, storage, retrieval, analysis, transfer and sharing of data and information among Police Stations, District, UT Headquarters and other organization/agencies, including those at Government of India level.
2. Help in enabling and assisting the senior Police Officers in better management of Police Force.



3. Help in Keeping track of the progress of the crime and criminal investigation and prosecution Cases, including progress of cases in the court.
4. Help in reducing the manual and redundant record keeping.

Additional information can be found on NCRB website (<http://ncrb.nic.in>)



2 Request for Proposal Datasheet:

S No.	Information	Details
1	RFP reference No and Date	08 th June 2011
2	Non Refundable Tender Cost	Rs. 5000/-
3	Sale of RFP Document	08 th June 2011
4	Earnest Money Deposit (EMD)	Rs. 20,00,000/-
5	Last date for submission of written queries for clarifications	24 th June 2011
6	Date, Time & Venue of pre-proposal conference	04 th July 2011 at 11:00 AM at IGP Conference Hall, Police Headquarters, Puducherry
7	Release of response to clarifications on	11 th July 2011
8	Last date (deadline) for receipt of proposals in response to RFP notice	11 th July 2011 till 12:00 PM at the Office of IGP, Police Headquarters, Puducherry
9	Place, Time and Date of opening of Technical proposals received in response to the RFP notice	11 th July 2011 till 3:00 PM at the Office of IGP, Police Headquarters, Puducherry
10	Place, Time and Date of Technical Presentation by the bidders	To be intimated later
11	Place, Time and Date of opening of Financial proposals received in response to the RFP notice	To be intimated later
12	Contact Person for queries	Shri. Atul Katiyar, IPS Deputy Inspector General of Police, Office of the SSP (L&O), Puducherry ssplo.pon@nic.in Ph. 0413-2205303/04
13	Addressee and Address at which proposal in response to RFP notice is to be submitted:	The Inspector General of Police, Police Headquarters Puducherry



3 Instruction to Bidders

3.1.1 The RFP document consists of three volumes:

- i. **RFP Volume I:** Technical and Functional Requirements
- ii. **RFP Volume II:** Commercial and Bidding Terms
- iii. **RFP Volume III:** Contractual and Legal Specifications

3.1.2 The RFP can be downloaded from the <http://police.pondicherry.gov.in>, www.pon.gov.in or can be collected in soft copy from the **Office of the SSP (L&O), Puducherry from 08th June 2011 between <<9:00 AM to 5:00 PM>>**. The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid security.

3.1.3 Pre-Bid Conference

Puducherry Police will host a Pre-Bid Conference, tentatively scheduled on **04th July 2011**. The date, time and venue of the conference will be intimated to all bidders through e-mail or fax. The representatives of the interested organizations may attend the pre-bid conference at their own cost. The purpose of the conference is to provide bidders with information regarding the RFP and the proposed solution requirements in reference to the particular RFP. The Puducherry Police shall provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the project during the pre-bid conference.

3.1.4 Response to Bidder's Enquiries

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



S.No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring	Points of clarification
1.			
2.			

All enquiries should be sent either through email or Fax. Puducherry Police shall not be responsible for ensuring that bidders' enquiries have been received by them.

Puducherry Police shall provide a complete, accurate, and timely response to all questions to all the bidders. However, Puducherry Police makes no representation or warranty as to the completeness or accuracy of any response, nor does Puducherry Police undertake to answer all the queries that have been posed by the bidders. All responses given by Puducherry Police will be distributed to all the bidders.

3.1.5 Supplementary Information / Corrigendum / Amendment to the RFP

- i. If Puducherry Police deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements/corrigendum to this RFP. Such supplemental information will be communicated to all the bidders by e-mail or fax and will also be made available on Puducherry Police website. Any such supplement shall be deemed to be incorporated by this reference into this RFP.
- ii. At any time prior to the deadline (or as extended by Puducherry Police for submission of bids, Puducherry Police for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder, Puducherry Police may modify the RFP document by issuing amendment(s). All bidders will be notified of such amendment(s) by publishing on the websites, and these will be binding on all the bidders.
- iii. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, Puducherry Police at its discretion, may extend the deadline for the submission of bids.



3.1.6 Proposal Preparation Costs

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

3.1.7 Puducherry Police's Right to terminate the Process

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

3.1.8 Earnest Money Deposit (EMD)

- i. Bidders shall submit, along with their Bids, EMD of **Rupees 20, 00,000 lakhs** only, in the form of a Demand Draft issued by the bank in favor of **Puducherry Police E-Governance Society (PPEGS)** payable at **Puducherry** of any nationalized bank situated at <<City Name>> and valid for 180 days from the due date of the tender. Bid security in any other form will not be accepted. Format for bid security is provided in Annexure -12.1.3 Other Formats.
- ii. Bank Guarantees are to be issued by Indian Public Sector Banks or Private Sector Banks authorized by the Government to conduct Government transaction. Apart from nationalized banks, at present HDFC Bank, ICICI Bank and AXIS Bank are the three private sector banks authorized by the Government.
- iii. The bid security of all unsuccessful bidders would be refunded by Puducherry Police



- within three months of the bidder being notified as being unsuccessful. The bid security, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Guarantee.
- iv. The bid security amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
 - v. The bid submitted without bid security, mentioned above, will be summarily rejected.
 - vi. The bid security may be forfeited:
 - If a bidder withdraws its bid during the period of bid validity
 - In case of a successful bidder, if the bidder fails to sign the contract in accordance with terms and conditions.

3.1.9 Authentication of Bids

The original and all copies of the bid shall be typed or written in indelible ink and signed by the Bidder or a person duly authorized to bind the Bidder to the Contract. A letter of authorization shall be supported by a written power-of-attorney accompanying the bid. All pages of the bid, except for un-amended printed literature, shall be initialed and stamped by the person or persons signing the bid.

3.1.10 Interlineations in Bids

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

3.1.11 Late Bids

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



3.1.12 Venue

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

Name and address: **The Inspector General of Police, Police Headquarters, Puducherry**

Telephone No: **0413 - 2228275/2231315**

3.1.13 Deadline for Submission of Proposal

Last Date & Time of submission: **11th July 2011 on or before 12:00PM**



4 Bid Submission Instruction

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

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

4.1.1 Mode of Submission

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

Envelope 1: Bid Security	<p>The envelope containing the Bid Security shall be sealed and super scribed “Bid Security – CCTNS”. This envelope <i>should not</i> contain any Commercials, in either explicit or implicit form, in which case the bid will be rejected.</p> <p>A board resolution authorizing the Bidder to sign/ execute the proposal as a binding document and also to execute all relevant agreements forming part of RFP shall be included in this envelope.</p>
Envelope 2: Response to Pre- Qualification Requirements	<p>Response to the Pre-Qualification Requirements shall be prepared in accordance with the requirements specified in this RFP and in the format prescribed in this Volume. The envelope containing the Response to Pre-Qualification Requirements shall be sealed and super scribed “Pre-Qualification Requirements – CCTNS” on the top right hand corner and addressed to Puducherry Police at the address specified in this volume. This envelope should not contain any Commercials, in either explicit or implicit form, in which case the bid will be rejected.</p> <p>The pre-qualification proposal should be submitted with two printed copies of the entire proposal and a soft copy on non-rewriteable Compact discs (CDs) with all the contents of the technical proposal. The words “Response to Pre-Qualification Requirements – CCTNS” shall be written in indelible ink</p>



	<p>on the CD. The Hard Copy shall be signed by the authorized signatory on all the pages before being put along with the CD in the envelope and sealed.</p> <p>In case of discrepancies between the information in the printed version and the contents of the CDs, the printed version of the technical proposal will prevail and will be considered as the proposal for the purpose of evaluation.</p>
Envelope 3: Technical Proposal	<p>The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP and in the formats prescribed in this volume. The envelope shall be sealed and super scribed “Technical Proposal – CCTNS” on the top right hand corner and addressed to Puducherry Police at the address specified in this volume.</p> <p>This envelope <i>should not</i> contain any Commercials, in either explicit or implicit form, in which case the bid will be rejected.</p> <p>The technical proposal should be submitted with two printed copies of the entire proposal and a soft copy on non-rewriteable compact discs (CDs) with all the contents of the technical proposal. The words “Technical Proposal – CCTNS” Puducherry shall be written in indelible ink on the CD. The Hard Copy shall be signed by the authorized signatory on all the pages before being put along with the CD in the envelope and sealed.</p> <p>In case of discrepancies between the information in the printed version and the contents of the CDs, the printed version of the technical proposal will prevail and will be considered as the proposal for the purpose of evaluation.</p>
Envelope 4: Commercial Proposal	<p>The Commercial Proposal will be submitted only in the printed format and the bidder is expected to submit only one copy of the Commercial Proposal as per the forms in this volume.</p> <p>All the pages in the commercial response should be on the letterhead of the Bidder with a seal and signature of the authorized signatory of the Bidder. The hard copy shall be signed by the authorized signatory on all the pages before being put in the envelope and sealed. The envelope should also be super scribed “Commercial Proposal – CCTNS Puducherry (Not to be opened with the Technical Proposal) at the top right hand corner and</p>



	addressed to Puducherry Police at the address specified in this volume.
Envelope 5	All the above 4 envelopes along with the cover letter, should be put in envelope 5 which shall be properly sealed. The outside of the envelope must clearly indicate the name of the project (“CCTNS: Response to the RFP for Selection of System Integrator for Puducherry Police)
Note:	<i>The outer and inner envelopes mentioned above shall indicate the name and address of the bidder agency. Failure to mention the address on the outside of the envelope could cause a proposal to be misdirected or to be received at the required destination after the deadline.</i>

- ii. Puducherry Police will not accept delivery of proposal in any manner other than that specified in this volume. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.
- iii. The bidders are requested to sign across the envelopes along the line of sealing to ensure that any tampering with the proposal cover could be detected.
- iv. **Technical proposal should not contain any commercial information.**
- v. The envelope with technical and commercial proposals should be submitted along with a certified true copy of the corporate sanctions/approvals authorizing its authorized representative to sign/act/execute documents forming part of this proposal including various RFP documents and binding contract, at the address and time as specified in this RFP.
- vi. If any bidder does not qualify in technical evaluation, the Commercial Proposal shall be returned unopened to the bidder.
- vii. Bidder has to submit hard copies of the bids in sealed envelopes at the designated address before **12:00PM**
- viii. The proposals shall be valid for a period of **Six (6) months** from the date of opening of the proposals. A proposal valid for a shorter period may be rejected as non-responsive. On completion of the validity period, unless the bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his proposal.
- ix. In exceptional circumstances, at its discretion, Puducherry Police may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing or by fax or email.



4.1.2 Commercial Proposal

- i. The Bidder is expected to price all the items and services proposed in the Technical Proposal. Puducherry Police may seek clarifications from the Bidder on the Technical Proposal. Any of the clarifications by the Bidder on the technical proposal should not have any commercial implications. The Commercial Proposal submitted by the Bidder should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical offer.
- ii. Unless expressly indicated in this RFP, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information directly relevant to the scope of services provided in Vol I may be submitted to accompany the proposal. However, this information will not be considered for evaluation purposes.
- iii. The Commercial Proposal must be detailed and must cover each year of the contract term. The bidder must provide the Commercial Proposal in hardcopy only

iv. Correction of Error

- a. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the commercial proposals are received by Puducherry Police. All corrections, if any, should be initialed by the person signing the proposal form before submission, failing which the figures for such items may not be considered.
- b. Arithmetic errors in proposals will be corrected as follows: In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern. The amount stated in the proposal form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the proposal price shall govern.

v. Prices and Price Information

- a. The Bidder shall quote a price for all the components, the services of the solution to meet the requirements of Puducherry Police as listed in the Volume I of this RFP. All the prices will be in Indian Rupees



- b. No adjustment of the price quoted in the Commercial Proposal shall be made on account of any variations in costs of labor and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract
- c. The price quoted in the Commercial Proposal shall be the only payment, payable by Puducherry Police to the successful Bidder for completion of the contractual obligations by the successful Bidder under the Contract, subject to the terms of payment specified as in the proposed commercial bid or the one agreed between Puducherry Police and the Bidder after negotiations. The price would be inclusive of all taxes, duties, charges and levies as applicable.
- d. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract. **A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.**
- e. Bidder should provide all prices, quantities as per the prescribed format given in **Format for Bid Response – Commercial Bid**. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate “0” (zero) in all such fields.
- f. It is mandatory to provide the break-up of all components in the format specified for detailed Bill of Material. The commercial bid should include the unit price and proposed number of units for each component provided in the Bill of Material in the commercial bid. In case of a discrepancy between the Bill of Material and the commercial bid, the technical Bill of Material remains valid. In no circumstances shall the commercial bid be allowed to be changed / modified.
- g. It is mandatory to provide break-up of all taxes, duties and levies wherever applicable and/or payable. All the taxes of any nature whatsoever shall be borne by the Bidder including any additional taxes/levies due to change in tax rates.
- h. The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go Live, delivery charges and any other charges as applicable.
- i. All costs incurred due to delay of any sort, shall be borne by the Bidder.
- j. Puducherry Police reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.



4.1.3 Language of Proposals

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

4.1.4 Conditions Under which this RFP is issued

- a. This RFP is not an offer and is issued with no commitment. Puducherry Police reserves the right to withdraw the RFP and change or vary any part thereof at any stage. Puducherry Police also reserves the right to disqualify any bidder should it be so necessary at any stage.
- b. Timing and sequence of events resulting from this RFP shall ultimately be determined by Puducherry Police
- c. No oral conversations or agreements with any official, agent, or employee of Puducherry Police shall affect or modify any terms of this RFP and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of Puducherry Police shall be superseded by the definitive agreement that results from this RFP process. Oral communications by Puducherry Police to bidders shall not be considered binding on Puducherry Police nor shall any written materials provided by any person other than Puducherry Police.
- d. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against Puducherry Police or any of their respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- e. Until the contract is awarded and during the currency of the contract, bidders shall not, directly or indirectly, solicit any employee of Puducherry Police to leave Puducherry Police or any other officials involved in this RFP process in order to accept employment with the bidder, or any person acting in concert with the bidder, without prior written approval of Puducherry Police.



4.1.5 Rights to the Content of the Proposal

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

4.1.6 Modification and Withdrawal of Proposals

- a. No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the validity period specified by the bidder on the proposal form. Entire bid security may be forfeited if any of the bidders withdraw their bid during the validity period.

4.1.7 Non-Conforming Proposals

- a. A proposal may be construed as a non-conforming proposal and ineligible for consideration:
- b. If it does not comply with the requirements of this RFP. Failure to comply with the technical requirements, and acknowledgment of receipt of amendments, are common causes for holding proposals non-conforming
- c. If a proposal appears to be “canned” presentations of promotional materials that do not follow the format requested in this RFP or do not appear to address the particular requirements of the proposed solution, and any such bidders may also be disqualified

4.1.8 Disqualification

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

- a. Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal
- b. During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices
- c. The bidder qualifies the proposal with his own conditions



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

4.1.9 Conflict of Interest

SI shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the SI or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with NCRB/MHA or State/UT. Additionally, such disclosure shall address any and all potential elements (time frame for service



delivery, resource, financial or other) that would adversely impact the ability of the SI to complete the requirements as given in the RFP. Please use form given in Annexure – Other Formats for making declaration to this effect.



5 Bid Opening and Evaluation Process

5.1.1 Bid opening sessions

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

5.1.2 Overall Evaluation Process

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



the technical evaluation criteria shall technically qualify for the commercial evaluation stage.

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

5.1.3 Evaluation of Technical Proposals

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

- a. The bidders' technical solution proposed in the bid document is evaluated as per the requirements specified in the RFP and adopting the evaluation criteria spelt out in this RFP. The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for technical evaluation.
- b. Proposal Presentations: The Tender Committee constituted by Puducherry Police may invite each bidder to make a presentation to Puducherry Police at a date, time and venue decided by Puducherry Police. The purpose of such presentations would be to allow the bidders to present their proposed solutions to the committee and orchestrate the key points in their proposals.
- c. The committee may seek oral clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Oral clarifications provide the opportunity for the committee to UT its requirements clearly and for the bidder to more clearly UT its proposal. The committee may seek inputs from their professional and technical experts in the evaluation process.
- d. Following will be the technical evaluation methodology:
 - i) Each Technical Bid will be assigned a technical score out of a maximum of 100 points.
 - ii) Only the bidders, who score above the minimum cut-off score in all of the sections AND score a total Technical score of **70 (seventy)** or more, will qualify for the evaluation of their commercial bids. In addition, the bidders are also required to score the minimum cut-off mark defined for each section, as explained below.



- iii) The commercial bids of bidders who do not qualify technically shall be returned unopened to the bidder's representatives after the completion of the evaluation process.
- iv) The committee shall indicate to all the bidders the results of the technical evaluation through a written communication. The technical scores of the bidders will be announced prior to the opening of the financial bids.
- v) The technically shortlisted bidders will be informed of the date and venue of the opening of the commercial bids through a written communication.



6 Pre-Qualification Criteria

1. The invitation for bids is open to all entities registered in India who fulfill prequalification criteria as specified below:
2. In case of a consortium, the prequalification criteria have to be met by the lead/prime bidder on its own. MoU / Letter of Association amongst Consortium members must be furnished with the Technical bid.
3. Bidders declared by Puducherry Police to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.
4. Bidders declared by the State /Central Government as blacklisted will be ineligible to participate in the bidding process.
5. No litigation with Police HQ.
6. No misleading or false representation in the forms/statement/attachments submitted in proof of qualification requirements.
7. No track record with fraudulent un-ethical practicing or unsatisfactory past performance.
8. Breach of general or specific instructions for bidding, general and special conditions of contract with Puducherry Police or any of its other client organizations during the past 5 years may make a firm ineligible to participate in EOI bidding process
9. Puducherry Police reserves its right to subject the bidders to security clearances as it deems necessary
10. The participation is restricted to companies registered in India.

The Bidder / Prime Bidder (in case of a consortium) for the implementation of CCTNS in Puducherry Police implementation should satisfy all of the criteria below:

6.1.1 UT of Puducherry:

- i. The Bidder should be an Information Technology System Integrator with a registered office and operations in India. The company should be operational in India for at least the last five financial years. The Prime Bidder (System Integrator) will be a single legal entity.
- ii. The bidder must be registered in India under Companies Act and the Company should be at least five year old.
- iii. The bidder must have an office in the UT of Puducherry or should furnish an



- undertaking that the same would be established within one months of signing the contract.
- iv. The Bidder (System Integrator), a single legal entity registered in India, should be a profitable vendor for the last three years and must have an annual turnover of not less than Rs. 100 crores for the last three financial years (as on 31-03-2010).
 - v. The bidder must have a valid Sales Tax registration certificate and a valid Service Tax Registration number in India. The bidder should have also registered under Labor Law.
 - vi. In case of Consortium, they should have completion certificate for minimum project in the Sate/Central/PSU with an implementation in at least 100 locations. Project should be successfully running for at least 3 years.
 - vii. The Bidder (System Integrator) must have a proven track record of providing a successful 'Turnkey Solution' for at least **five (5)** IT-projects. At least one of the 5 quoted projects should be an integrated turnkey project of a value of Rs. 50 Crores or above in India including setting up and configuring the hardware (Servers, Desktop, Network Clients) and implementing software solution including Operating Systems, Infrastructure Management Software, RDBMS, establishment of LAN / WAN including Firewalls, IPS, PKI, etc. and providing life cycle support.
 - viii. The Bidder (System Integrator) must have a proven track record of implementing at least **two (2) e-Governance projects²** summing up to a value of Rs. 15 Crores.
 - ix. **The bidder anyone in the consortium must have prior experience of working on at least 1 Software Services Project³ for Government of India**, any of the UT governments or Public Sector Units. The project must be worth at least Rs. 2-3 **Crores**.
 - x. The bidder each member of the consortium should have at least 100 permanent IT employees (Proof as Professional Tax return/PF Statement to be submitted with bid)
 - xi. The bidder (System Integrator) must have been assessed and certified for **CMMi Level 3 or above** and **ISO 9001 in IT services and preferably ISO 27001 certified**. The certificate should be valid for at least a period of one year from the date of submission of the bid.
 - xii. SI should provide all the documents such as inter alia, Work orders, Completion certificates, Company registration certificate, Memorandum of Association for Consortium, for all the projects.
 - xiii. The bidder should submit self-declaration of the person for duly authorization to sign the tender document.



Notes:

1. *'IT-projects' relates to projects involving IT Infrastructure procurement and commissioning, IT Application Customization, Integration with legacy systems, Deployment and Maintenance*
2. *'E-Governance projects' is defined as 'deployment of IT systems for a Government / Public sector enterprises.*
3. *'Software Services Project' relates to projects involving development or deployment of an IT application and Maintenance of the same.*
4. *In respect of both 1 and 2 above, the respondent should have been directly responsible for the implementation of the projects and not just a member of a consortium.*
5. *For items such as Site Preparation, Data digitization/migration, Capacity building (Training personnel) and Handholding the bidder may work with a partner/consortium. The bidder, strictly, cannot sub-contract the core activities of CCTNS implementation such as Hardware & IT infrastructure implementation, Customization/Application Development, Network and connectivity and roll-out of the CCTNS- CAS (State/UT) application. However the bidder can subcontract non-core activities as mentioned above to companies fulfilling the following conditions.*
 - a. *The sub contractor must be ISO 9001 in IT services. (ISO 27001 certification wherever relevant)*
 - b. *The subcontractor should have been in Information Technology business for 5 years*
 - c. *The subcontractor must have Service Tax registration no./PAN no/Provident Fund, Commissionerate no.*
 - d. *The sub contractor must have completed 5 projects for Government/PSU including one project preferably with the UT Police Department involving implementation at Police Stations and Higher Offices.*

6.1.2 Consortium Criteria:

The following are the requirements for a Consortium:

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



to UT with the proposal; (MOU needs to be provided)

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

6.1.3 Subcontracting

System Integrator shall not subcontract any work related to the Data Centre, Security, DR Site etc. and other Core activities to be performed under this project without prior written consent of Puducherry Police. However the System Integrator shall provide the list of all the other services planned to be sub contracted with the Technical proposal only. It is clarified that the System Integrator shall be the principal employer for all claims arising from the liabilities statutory or otherwise, concerning the sub-contractors. The System Integrator undertakes to indemnify the Puducherry Police from any claims on the grounds stated hereinabove.

6.1.4 Technical Evaluation Criteria

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

Mandatory clause	
The technical response must meet all the following mandatory compliance requirements. Failure to meet any of the following criteria will result in the disqualification of the technical bid response	
1	Submission of <i>Undertaking on Patent Rights</i> in the format prescribed in this RFP
2	Submission of <i>Undertaking on Conflict of Interest</i> in the format prescribed in this RFP
3	Submission of <i>Undertaking on Non-malicious Code Certificate</i> in the format prescribed in this RFP
4	Submission of <i>Undertaking on Pricing of Items of Technical Response</i> in the format prescribed in this RFP
5	Submission of undertaking on Offline Functionality in the format prescribed in this RFP
6	Submission of undertaking on Provision of Required Storage Capacity in the format prescribed in this RFP



7	Submission of undertaking on Compliance and Sizing of Infrastructure in the format prescribed in this RFP
8	Submission of undertaking on Provision for Support for Software in the format prescribed in this RFP
9	Submission of undertaking on Service Level Compliance in the format prescribed in this RFP.
10	Submission of undertaking on Deliverables in the format prescribed in this RFP
11	Submission of undertaking on Training for Users in the format prescribed in this RFP.
12	Submission of undertaking on Support to Certification in the format prescribed in his RFP.
13	Submission of undertaking on Exit Management and Transition in the format Prescribed in this RFP.
14	Submission of undertaking on Continuous Improvement in the format prescribed in this RFP
15	Submission of undertaking on Personnel in the format prescribed in this RFP
16	Submission of undertaking on Provision of Work Environment in the format prescribed in this RFP
17	Submission of undertaking on Changes to the Contract Clauses in the format prescribed in this RFP
18	The client side, server side, and network infrastructure proposed shall meet all the specifications mentioned in this RFP. The bidder shall provide compliance matrix for each of the proposed components indicating compliance.
19	Detailed logic of arriving at the Storage Capacity provided by the bidder and the details of the storage configuration (usage space, number of FC and SATA disks with RAID levels, storage expandability/capability in terms of maximum number of disks,).
20	Submission of undertaking on OEM Authorization in the format prescribed in this RFP
21	Submission of Self Declaration in the prescribed format in this RFP
22	Submission of Non- Disclosure Agreement (NDA) in the format as prescribed of this RFP
23	Submission of Earnest Money Deposit (EMD) in the format prescribed of this RFP
24	Draft Performance Bank Guarantee as per the format prescribed of this RFP
25	Submission of Bid Cover Letter in the format prescribed of this RFP

6.1.5 Technical Evaluation Scoring Matrix:

The following are the indicative technical scoring criteria:

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



S. No	Evaluation Criterion	Max score	Cut off score
F	Previous project experience in implementing Capacity Building / Change Management <ul style="list-style-type: none"> • Profile (scope, duration, ...) of the projects • Recency of the Projects • Whether the project is completed 	5	
G	Previous project experience in Operations and Maintenance of the project	5	
2	Detailed Methodology	15	10
A	Methodology for Data Migration	5	
B	Methodology for Change Management and Capacity Building	5	
C	Methodology for Exit Management The following parameters will be examined for evaluation (indicative): <ul style="list-style-type: none"> • Comprehensiveness and Completeness of the Plan • Suitability of the plan to the UT's requirements 	5	
3	Proposed Team and Governance Structure	35	25
A	Proposed Governance Structure and Escalation Mechanism	5	
B	Proposed team and profiles for CAS (State/UT)-implementation and rollout, Configuration, Customization and Application development	8	
C	Proposed team and profiles for Capacity Building/ Change Management	5	
D	Proposed team and profiles for Data Migration / Data Digitization	2	
E	Proposed team and profiles for Infrastructure setup (Data Centre Establishment)	6	
F	Proposed team and profiles for Networking and related components	3	
G	Proposed team and profiles for Domain Experts	3	



S. No	Evaluation Criterion	Max score	Cut off score
H	Proposed team for Operations and Maintenance	3	
4	Project Plan	15	10
A	Comprehensiveness of the project plan	3	
B	Activities, sequencing, dependencies among activities	3	
C	Resource planning, allocation and loading	3	
D	Proposed Status Reporting mechanism	3	
E	Risk Management & Mitigation plan	3	
	Total	100	70



6.1.6 Technical Proposal

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



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

6.1.7 Evaluation of Commercial Bids

1. The Commercial Bids of only the technically qualified bidders will be opened for evaluation.
2. Since the payments to the SI will made over a period of over six years (a minimum of 12 months for the Implementation Phase followed by five years for Operations and Maintenance Services), the DCF method will be used to compare different payment terms, including advance payments and progressive stage payments to the SIs so as to bring them to a common denomination for determining lowest bidder.
3. The Puducherry Police will evaluate the offers received by adopting Discounted Cash Flow (DCF) method with a discounting rate in consonance with the existing government borrowing rate. The DCF is defined in the Glossary of Management and Accounting Terms, published by the Institute of Cost and Works Accountants of India. DCF method would be used for evaluation of bids. The bid with the lowest Net Present Value (NPV) determined



using the DCF method will be selected.

4. Detailed modalities for applying DCF technique are as below:

- Net Present Value (NPV) method will be used for evaluation of the Commercial Offer. The Net Present Value of a contract is equal to the sum of the present values of all the cash flows associated with it. The formula for calculating NPV of a Commercial Offer is illustrated in Para (6) below.
- Discounting rate to be used under the method is to be the Government of India's lending rate on loans given to UT Governments. These rates are notified by Budget Division of Ministry of Finance annually. The latest one is Ministry of Finance OM No F5(3) PD/2008 dated 30 October 2008 (as per which the borrowing rate is 9%). The UT will evaluate the offers received by adopting Discounted Cash Flow (NPV) method with a discounting rate of 9%.
- NPV will be calculated on the annual cash outflows.
- Standard software for example 'Excel', 'Lotus 1-2-3' or any other spreadsheet, which comes preloaded as part of a personal computer will be used for NPV analysis.
- The blended person month cost for 300 person months will be considered in the cash flows in the first year
- **The NPV will be calculated using the formula below:**

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

Where,

$C_0 \dots C_n$ are the yearly cash flows as illustrated below

- ii. C_0 is the Sum of the below components
 - a. Sub-total for Services Provided during Implementation Phase (Sum of items 1 – 8, refer to Pricing Summary Sheet)
 - b. Blended Person Month Cost for 300 Person Months (refer to Pricing Summary Sheet)
- iii. C_1 is Cost of Operations and Maintenance Services for the 1st year after "Go-Live"
- iv. C_2 is Cost of Operations and Maintenance Services for the 2nd year after "Go-Live"
- v. C_3 is Cost of Operations and Maintenance Services for the 3rd year after "Go-Live"
- vi. C_4 is Cost of Operations and Maintenance Services for the 4th year after "Go-Live"
- vii. C_5 is Cost of Operations and Maintenance Services for the 5th year after "Go-Live"
- viii. r is the annual discounting rate as specified in Para (2) above



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

The scores will be calculated as:

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

Where

Bn = overall score of bidder under consideration (calculated up to two decimal points)

Tn = Technical score for the bidder under consideration

Cb = NPV (as calculated above) for the bidder under consideration

Cmin = Lowest NPV (as calculated above) among the financial proposals under consideration

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



7 Award of Contract

7.1.1 Award Criteria

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

7.1.2 Puducherry Police's Right To Accept Any Proposal and To Reject Any Or All Proposals

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

7.1.3 Notification of Award

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

7.1.4 Contract Finalization and Award

The Puducherry Police shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Technical and Commercial Evaluation to the proposed Project. If it is unable to finalize the contract with the bidder ranked first due to any reason, the Puducherry Police may proceed to and negotiate with the next ranked bidder, and so on as per General Financial Rules (GFR) until a contract is awarded. Puducherry Police reserves the right to present a contract to the bidder selected for negotiations. A contract will be awarded to the responsible, responsive bidder whose proposal conforms to the RFP and is, in the opinion of the Puducherry Police, the most advantageous and represents the best value to the proposed project, price and other factors considered. Evaluations will be based on the proposals, and any additional information requested by the Puducherry Police. Proposed project will involve the payment for the



contract based on not only successful delivery of the solution but also on the success of the project after “Go-live”.

7.1.5 Signing of Contract

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

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

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award and Forfeiture of the submitted EMD, in which event the Puducherry Police may award the contract to the next most responsive bidder as per section 6.1.4 in this RFP or call for new proposals from other interested bidders.



8 Payment Terms and Schedule

8.1 Performance Bank Guarantee

- A PBG of 10% of value of the contract would be furnished by the bidder in the form of a Demand Draft in favor of **Puducherry Police E-Governance Society (PPEGS)** payable at Puducherry from Indian Public Sector Banks or Private Sector Banks authorized by the Government to conduct Government transaction. At present HDFC Bank, ICICI Bank and AXIS Bank are the only three private sector banks authorized by the Government. Details of the bank are to be furnished in the commercial offer.
- The PBG should be furnished within 15 calendar days from the signing of the contract and should be valid for entire term of the contract.
- The UT may forfeit the Performance Guarantee for any failure on part of Bidder to complete its obligations under the Agreement
- The Performance Guarantee shall be returned to the Bidder within 30 days of the date of successful discharge of all contractual obligations at the end of the period of the Agreement by the UT.
- In the event of any amendments to Agreement, the Bidder shall within 15 days of receipt of such amendment furnish the amendment to the Performance Guarantee as required.

8.2 Liquidated Damages

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



8.3 Payment Schedules and Milestones

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

The payment schedule and milestones are divided into two phases:

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

8.4 Milestones and Payment Schedules for Implementation Phase

S. No.	Payment Milestones for the Implementation phase	% Payment
1	M1: Advance	10%
2	M2: Pre – Go Live Readiness ¹ in the Phase I Districts (<<Limit to one or two Districts in the UT in Phase I>>)	10%
3	M3: Go-Live ² in the Phase I Districts (<<Limit to one or two Districts in the UT in Phase I>>)	15%
4	M4: Pre – Go Live Readiness ¹ in the Phase II Districts	10%
5	M5: Go-Live ² in the Phase-II Districts	15%
6	M6: Pre – Go Live Readiness ¹ in the Phase III Districts	10%
7	M7: Go-Live ² in the Phase III Districts	15%
8	M8: Go-Live ² in all the remaining 10% of Police Stations / Higher Offices	5%
9	M9: Go-Live ² in all the remaining Police Stations / Higher Offices	5%
10	M10: Successful integration with CAS (Center) and successful transfer of the data for three months in succession	5%

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

- Data Migration / Digitization
- Capacity Building Program covering the targeted personnel
- Change Management Initiatives covering the targeted personnel



- Site Preparation
- Delivery and Commissioning of Client Side Infrastructure
- Networking

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

- Data Migration / Digitization
- Capacity Building Program covering the targeted personnel
- Change Management Initiatives covering the targeted personnel Site Preparation
- Delivery and Commissioning of Client Side Infrastructure
- Networking
- Commission of the Configured, Customized, and Extended CAS (State/UT)
- The PS / HO have completely migrated to the new application and the police station and the higher offices' personnel are successfully conducting the intended functions through the application

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

8.5 Milestones and payment Schedules for Operations and Maintenance Phase

The operations and maintenance phase is for a period of Five years post Go-Live in the last district. The lump-sum cost quoted for the Operations and Maintenance Phase will be divided into 10 equated installments and made as 10 equal payments upon satisfactorily adhering to the SLAs. The payments during the Operations and Maintenance Phase will be made at the end of every six months after the delivery of the services upon satisfactorily adhering to the SLAs defined in the volume 1 of this RFP. The successful bidder will be required to submit a compliance report at the end of every month and a consolidated compliance report at the end of 6 months based on which these payments would be made.



9 Format for Response-Pre Qualification Bid

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

1. Part I – Details of the Organization

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

2. Part II – Relevant IT Project Experience

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

3. Part III – Relevant e-Governance Project Experience

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

4. Part IV – Relevant Software Services Project Experience

- a. Respondents must provide details of Software Services project experience in the areas relevant to the CCTNS implementation requirements, as per the format



provided in the RFP. The projects mentioned here should match with the projects quoted by the respondent in order to satisfy the qualification requirements. Enclose the mandatory supporting documents listed in format provided in the RFP.

5. Part V – Proof of Certification

- a. Assessment and Certification of the required certification (CMMi Level 3 or above OR ISO 9001 or above)

9.1.1 Details of the Organization

Details of the Organization	
Name	
Nature of the legal status in India	
Nature of business in India	
Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
Other Relevant Information	
Mandatory Supporting Documents: <ul style="list-style-type: none"> a. Certificate of Incorporation from Registrar Of Companies(ROC) b. Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company 	

9.1.2 Financial Strength Details

Financial Information			
	FY 2007-2008	FY 2008-2009	FY 2009-2010
Revenue (in INR crores)			
Profit Before Tax (in INR crores)			
Other Relevant Information			
Mandatory Supporting Documents: <ul style="list-style-type: none"> a. Auditor Certified financial statements for the last three financial years; 2007-2008, 2008-2009 and 2009-2010 (Please include only the sections on P&L, revenue and the assets, not the entire balance sheet.) 			

9.1.3 Project Experience

Relevant IT project experience (provide no more than 5 projects in the last 5 years)	
General Information	
Name of the project	
Client for which the project was Executed	
Name and contact details of the Client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents:	
<ul style="list-style-type: none"> a) Letter from the client to indicate the successful completion of the projects b) Copy of the Work Orders 	
Project Capability Demonstration	
Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which is part of minimum qualification criteria).	
These capabilities may be spread over the five projects (which are part of minimum	



qualification criteria) and not essentially in this project alone.

9.1.4 Relevant e-governance Project Experience

Relevant e-Governance project experience (provide no more than 2 projects in the last 5 years)	
General Information	
Name of the project	
Client for which the project was Executed	
Name and contact details of the Client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Place (town, State/UT) where the project was executed (deployment, operations and maintenance)	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents:	
<ul style="list-style-type: none"> a) Letter from the client to indicate the successful completion of the projects b) Letter from the client to indicate the successful completion of the project (setting up software, hardware and network infrastructure and building and deploying the application) c) Copies of the CMMi level 3 assessments. d) Copy of the Work Order 	
Project Capability Demonstration	
Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which is part of minimum qualification criteria).	

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

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

The capabilities are:

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

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

2. System Integration:

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

3. Project and Program Management:

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

4. Financial Strength:

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

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

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



Relevant e-Governance project experience (provide no more than 2 projects in the last 5 years)
<ul style="list-style-type: none"> Should have demonstrated capability in conducting promotion and awareness campaigns for user communities

9.1.5 Relevant Software services Project Experience

Relevant IT project experience (provide no more than 1 project in the last 5 years)	
General Information	
Name of the project	
Client for which the project was Executed	
Name and contact details of the Client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents:	
a) Letter from the client to indicate the successful completion of the projects	
Project Capability Demonstration	
Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which is part of minimum qualification criteria).	



10 Formats for Response- Technical Bid

10.1.1 Profiles of the Previous Project Experience

Relevant Project experience (provide no more than 5 projects in the last 5 years for each category as mentioned in the technical evaluation matrix) (mention the category of the project as per the technical evaluation matrix)	
General Information	
Name of the project	
Client for which the project was Executed	
Name and contact details of the Client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents:	
a) Letter from the client to indicate the successful completion of the projects b) Copy of Work Orders	
Project Capability Demonstration	
Please provide complete details regarding the scope of the project to indicate the relevance to the requested technical evaluation criterion.	



10.1.2 Solution Information

The below list is indicative only	Proposed Solution ² (Provide the Product Name or fill Custom Built, in case of a new development)	Version and Year of Release	OEM	Features & Functionality	O&M Support (Warranty/ATS /... as required as per RFP) Provided By	Reference in the Submitted Proposal (Please provide page number/section-number/volume)
CAS (State/UT) Solution						
Web Server						
Application Server						
Database						
Operating System						
Others						
Reporting Engine						
Email/Messaging						
Search Engine						
Portal Server						
Workflow Engine						
Rules Engine						
Directory Services						
DMS/CMS						
Security						
Identity Management						
Audit						
ETL						
Any Other Proposed						



The below list is indicative only	Proposed Solution ² (Provide the Product Name or fill Custom Built, in case of a new development)	Version and Year of Release	OEM	Features & Functionality	O&M Support (Warranty/ATS /... as required as per RFP) Provided By	Reference in the Submitted Proposal (Please provide page number/section-number/volume)
CAS (State/UT) Offline Solution						
Synchronization Solution						
Application Container						
Database						
Others						
Operating System (In case the suggested solution will need a particular kind of O/S on the client machine)						
Any Other Proposed						
Technical Environment						
Project Management Information System (PMIS)				Please provide the list of services offered as part of the PMIS solution		
Configuration Management						
Issue Tracker						
Any Other Proposed						
Infrastructure Services (at DC/DR)						
EMS				Please provide the list of		



The below list is indicative only	Proposed Solution ² (Provide the Product Name or fill Custom Built, in case of a new development)	Version and Year of Release	OEM	Features & Functionality	O&M Support (Warranty/ATS /... as required as per RFP) Provided By	Reference in the Submitted Proposal (Please provide page number/section-number/volume)
				services offered as part of the EMS solution		
Load Balancers						
Backup Software						
Antivirus						
SAN Management Software						
Any Other Proposed						

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

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



10.1.3 Bill of Materials- Software Solution

The below list is indicative only ³	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development) ⁴	Unit of Measurement	Number of License (Development Environment) ⁵	Number of License (UAT) ⁴	Number of License (Training) ⁴	Number of License (Data Center - Production) ⁴	Number of License (DR Site) ⁴
CAS (State/UT) Solution							
Web server							
Application Server							
Database							
Operating System							
Others							
Reporting Engine							
Email/Messaging							
Search Engine							
Portal Server							
Workflow Engine							
Rules Engine							

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

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

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



Directory Services							
DMS/CMS							
Security							
Identity Management							
Audit ETL							
Any Other Proposed							
CAS (State/UT) Offline Solution							
Synchronization Solution							
Application Container							
Database							
Others							
Operating System (In case The suggested solution will need a particular kind of O/S on the client machine)							
Any Other Proposed							
Technical Environment at NCRB							
Project Management Information System							



Configuration Management							
Issue Tracker							
Any Other Proposed							
Infrastructure Services (at DC/DR)							
EMS							
Load Balancers							
Backup Software							
Helpdesk							
Antivirus							
SAN Management							
Software							
Any Other Proposed							



10.1.4 Technical Bill of Materials for Infrastructure

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



Technical Bill of Materials - H/W															
Insert each item in a separate row as require															
UAT Environment															
Insert each item in a separate row as required															
Training Environment															
Insert each item in a separate row as required															
Disaster Recovery Site															
Production CAS (UT) Application Services Related Servers (Web, Portal, Application, Database, Directory....)															
Insert each item in a separate row as require															
Infrastructure Services Related Servers (EMS, Antivirus, Backup, DNS,...)															
Insert each item in a separate row as required															
SAN Storage (List the total capacity offered on FC and SATA disks)															
SAN Switch															
FC-IP Router															
Tape Library															



10.1.5 Team Profiles

Professional Staff				
Name of Staff	Firm	Area of Expertise	Position Assigned	Task Assigned

Format for the Profiles	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none"> Degree Academic institution graduated from Year of graduation Specialization (if any) Key achievements and other relevant information (if any) 	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company (the SI)	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	



<p>Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure)</p> <p>Prior Professional Experience covering:</p> <ul style="list-style-type: none">• Organizations worked for in the past<ul style="list-style-type: none">○ Organization name○ Duration and dates of entry and exit○ Designation○ Location(s)○ Key responsibilities • Prior project experience<ul style="list-style-type: none">○ Project name○ Client○ Key project features in brief○ Location of the project○ Designation○ Role○ Responsibilities and activities○ Duration of the project <p>Please provide only relevant projects.</p>	
<p>Proficient in languages (Against each language listed indicate if read/write/both)</p>	



10.1.6 Staffing Schedule

S. No	Designation/ Name of the Staff	Staff input (in the form of a bar chart) ²								Total staff-month input		
		1	2	3	4	5	6	7	n	Offshore	Onsite	Total
	Offshore										■	
	Onsite									■		
1	Offshore										■	
	Onsite									■		
2	Offshore										■	
	Onsite									■		
3	Offshore										■	
	Onsite									■		
4	Offshore										■	
	Onsite									■		
5	Offshore										■	
	Onsite									■		
6	Offshore										■	
	Onsite									■		
7	Offshore										■	
	Onsite									■		



11 Format for Bid Response - Commercial Bid

11.1 Commercial Proposal Cover Letter

(Company letterhead)

[Date]

To

<<Address to be added>>

Dear Sir,

Ref: RFP for Implementation of CCTNS in Puducherry Police.

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

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

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

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

We agree for unconditional acceptance of all the terms and conditions in the bid document and we also agree to abide by this bid response for a period of SIX (6) MONTHS from the date fixed for commercial bid opening and it shall be valid proposal till such period with full force and virtue. Until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between Puducherry Police and us.



SI RFP (Vol-II) for Implementation of CCTNS in UT of Puducherry

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

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

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

Dated this	Day of	2010		
(Signature)		(In the capacity of)		
Duly authorized to sign the Bid Response for and on behalf of:				
(Name and Address of Company)		Seal/Stamp of SI		
CERTIFICATE AS TO AUTHORISED SIGNATORIES				
I, certify that I am	of	the, and that

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

Date

(Seal here)



11.2 Form 1: Pricing Summary

S No.	Description	Total Price (INR)	Taxes and Other Duties	Total Amount (INR)	Total Amount in Words
Services Provided During Implementation Phase					
1	Systems Study and Configuration Customization and Extension (New Modules) of CAS (UT) and Integration with CAS (Center) and External Agencies and Support to 3rd party acceptance testing, audit and certification				
2	Infrastructure at the District Training Centers including, Networking components.				
3	Site preparation at the Client site locations (Police stations, Circle offices, CRB, SDPOs, District HQ and PHQ), Training Centers and Data Center/DR Center				
4	IT Infrastructure at the Client site locations (Police stations, Circle offices, CRB, SDPOs, District HQ and PHQ)				
5	IT infrastructure at the Data Center and Disaster Recovery Center including the necessary hardware, software and other networking components.				
6	Data migration and Digitization of Historical Data				
7	Change Management , Capacity Building, and Handholding Support				
A	Sub-total for Services Provided During Implementation Phase (Sum of items 1-7):				
Services Provided During Post Implementation Phase					
8	Operations and Maintenance Services for the 1st year after "Go-Live"				
9	Operations and Maintenance Services				



	for the 2nd year after “Go-Live”				
10	Operations and Maintenance Services for the 3rd year after “Go-Live”				
11	Operations and Maintenance Services for the 4th year after “Go-Live”				
12	Operations and Maintenance Services for the 5th year after “Go-Live”				
B	Sub-total for Services Provided During Post Implementation Phase (Sum of items 8 - 12):				
C	Blended Person Month Cost for 300 Person Months				
	Grand Total for Consideration of L1 (A + B + C)				

11.3 Form 2: (Pricing Format) for Site Preparation at Client site locations

1. Site Preparation at Client Site Location				
Item	Quantity required in each location	Total Quantity required	Unit Rate (in Rs.)	Total Amount (In Rs.)
1.1. Non CIPA Police Station: (7 nos.)				
Computer table	4	28		
Chair	4	28		
Printer Table	1	7		
Electrical Cabling	1	7		
Earthing and Earth Pit	1	7		
Wall Mountable Network Rack- 9U	1	7		
Patch Panel 24 ports CAT 6	1	7		
Information outlet CAT 6	6	42		
CAT 6 Cable with cabling (In Meters)	120	840		
Patch Cords 1 Mtr. CAT 6	6	42		
Patch Cords 2 Mtr. CAT 6	6	42		
Any Other				
Sub Total 4.1				
1.2. CIPA Location Police Stations: (41 nos.)				
Wall Mountable Network Rack- 9U	1	41		
Patch Panel 24 ports CAT 6	1	41		
Patch Cords 1 Mtr. CAT 6	6	246		
Any Others				
Sub Total 4.2.				



1. Site Preparation at Client Site Location				
Item	Quantity required in each location	Total Quantity required	Unit Rate (in Rs.)	Total Amount (In Rs.)
1.3. SCRB (1 no.)				
Computer Table	4	4		
Chair	4	4		
Wall Mountable Network Rack- 9U	1	1		
Patch Panel 24 port CAT 6	1	1		
Information Outlet CAT 6	6	6		
CAT 6 Cable with Cabling (in meters)	120	120		
Patch Cord 1 mtr. CAT 6	1	1		
Patch Cord 2 mtr. CAT 6	1	1		
Any Others				
Sub Total 4.3.				
1.4. SDPO Office: (6 nos.)				
Computer Table	3	18		
Chair	3	18		
Earthing and Earth PIT	1	6		
Electrical Cabling	1	6		
Wall Mountable Network Rack- 9U	1	6		
Patch Panel 24 Port CAT 6	1	6		
Information Outlet CAT 6	6	36		
CAT 6 Cable with Cabling (in meters)	120	720		
Patch Cord 1 mtr. CAT 6	6	36		
Patch Cord 2 mtr. CAT 6	6	36		
Any Others				
Sub Total 4.4.				
1.5. SP (District) Office: (7 nos.)				
Computer Table	10	70		
Chairs	10	70		
Electrical Cabling	1	7		
Earthing and Earth Pit	1	7		
Wall Mountable Network Rack- 9U	1	7		
Patch Panel 24 Ports CAT 6	1	7		
Information Outlet CAT 6	11	77		
CAT 6 Cable with Cabling (In Meters)	220	1540		
Patch Cords 1 meter CAT 6	15	105		
Patch Cords 2 meter CAT 6	15	105		
Any Others				
Sub Total 4.5.				
1.6. Police Head Quarter				



1. Site Preparation at Client Site Location				
Item	Quantity required in each location	Total Quantity required	Unit Rate (in Rs.)	Total Amount (In Rs.)
Computer Table	15	15		
Chair	15	15		
Wall Mountable Network Rack - 9U	2	2		
Patch Panel 24 Port CAT 6	2	2		
Information Outlet CAT 6	20	20		
CAT 6 Cable with Cabling (in meters)	500	500		
Patch Cords 1 mtr. CAT 6	20	20		
Patch Cords 2 mtr. CAT 6	20	20		
Any Others				
Sub Total 4.6.				
TOTAL 4= Sub Total 4.1 + Sub Total 4.2. + Sub Total 4.3. + Sub Total 4.4. + Sub Total 4.5. + Sub Total 4.6.				

Note: Quantity may differ (less or higher) depending upon the implementation locations. Payments will be made on actual.

S. No	Office		Offices/ Locations	Cost/Unit (in Lakhs)	Total (in Lakhs)
1	Police Stations	Police Stations	48		
2	Higher Offices	Police Head Quarters	1		
		Circle Offices	15		
		District HQ	2		
		Sub Division Offices	6		
		SP offices	7		
		SSP (C&I)	1		
		Crime Records Bureau	1		
Total		81			

For more details of Site Preparation components please refer RFP Vol-I



11.4 Form: 3 (Pricing Format) Infrastructure at Client Site Locations

IT Infrastructure will be required at following Implementation locations

Office	Qty (no.)
Police Station (Non CIPA)	7
Police Station (CIPA)	41
Sub Divisions	6
SP offices	7
Circles	15
District (SSP-L&O, SSP-KKL)	2
SSP (C&I)	1
SHQ	1
Crime Records Bureau	1
Total	81

IT infrastructure for 7 Police Stations (Excluded CIPA)

Items	Qty. (for each Police Station)	Supply & Installation Unit Cost (including Taxes, duties and other levies, Packing, transportation, insurance etc) (in Lakhs)	Total Cost (in Lakhs) (P)
TFT Desktops with Pre-loaded OS including Anti-virus and Office Suite as per the technology stack adopted – 4 for each Police Station	4		
HDD 320GB or higher	1		
Duplex Laser Printer	1		
Multi-Function Laser (Print/Scan/Copy)	1		
UPS for 120min backup	1		
2KVA Generator Set	1		
16-Port Switch	1		
Fingerprint Reader	1		
Digital Camera	1		
Electronic Pen	1		
OPE (Paper/toner)	3 Yrs		
Total			



IT infrastructure for 41 CIPA Police Stations

Items	Qty. (for each Police Station)	Supply & Installation Unit Cost (including Taxes, duties and other levies, Packing, transportation, insurance etc) (in Lakhs)	Total Cost (in Lakhs) (Q)
TFT Desktops with Pre-loaded OS including Anti-virus and Office Suite as per the technology stack adopted – 4 for each Police Station	4		
HDD 320GB or higher	1		
2KVA Generator Set	1		
16-Port Switch	1		
Fingerprint Reader	1		
Digital Camera	1		
Electronic Pen	3 yrs		
Total			

IT infrastructure for one Finger Print Bureau

Items	Qty. (for each Police Station)	Supply & Installation Unit Cost (including Taxes, duties and other levies, Packing, transportation, insurance etc) (in Lakhs)	Total Cost (in Lakhs) (R)
Client System (Desktop)	1		
Total			

IT infrastructure for 3 Police Control Rooms (1 at UT & 2 at Districts)

Items	Qty. (for each Police Station)	Supply & Installation Unit Cost (including Taxes, duties and other levies, Packing, transportation, insurance etc) (in Lakhs)	Total Cost (in Lakhs) (S)
Client System (Desktop)	3		
Switch (16 Port)	1		
Total			

Note: OPE- Operating Expenses including Paper & Toner for 3 years for each office.

Please refer Annexure-13 of RFP Vol-I for Technical Specifications of above mentioned Hardware.



IT infrastructure at higher offices & other offices

S. No	Offices	PHQ	CRB	Circles	SSP (Districts)	SDOP+SP offices +SSP (C&I)
	No of offices	1	1	15	2	14
	Quantity					
1	Desktops (Each Office)	15	4	3	10	3
	Cost/Unit (In Lakhs)					1
	Total Cost (In Lakhs) A					
2	MFP (Each Office)	15	1	1	10	1
	Cost/Unit (In Lakhs)					
	Total Cost (In Lakhs) B					
3	Switch (16-Port) (Each Office)	0	1	1	0	1
	Cost/Unit(In Lakhs)					
	Total Cost (In Lakhs) C					
4	UPS (Each Office)	15	1	1	10	1
	Cost/Unit (In Lakhs)					
	Total Cost (In Lakhs) D					
9	OPE (Per Office) (In Lakhs)	3 yrs	3 yrs	3 yrs	3 yrs	3 yrs
	Grand Total (In Lakhs) (T) = A+B+C+D					



Note:

1. Supply & Installation of above mentioned hardware (including Taxes, duties and other levies, Packing, transportation, insurance etc)
2. **OPE-** Operating Expenses including Paper & Toner for 3 years for each office

Total Cost for IT infrastructure at Client Locations = $P*7 + Q*41 + R + S*3 + T$

Please refer Annexure-13 of RFP Vol-I for Technical Specifications of above mentioned Hardware.



11.5 Systems Study and Configuration Customization and Extension (New Modules) of CAS (State) and Integration with CAS (Center) and External Agencies and Support to 3rd party acceptance testing, audit and certification

1. Application Development & Audit, Testing and Certification with Database Creation Cost					
S. No	Category	Name of the Module in CAS(State/UT)	Man Months	Man Month Rate (In Rs.)	Total Amount (In Rs.)
a.	CCTNS Application: total cost of customization, integration, development of the CCTNS solution as per requirements mentioned in the RFP	Module 1			
		module 2			
				
		Module n			
b.	Application Development for new modules	Module 1			
				
		Module n			
Sub Total: (i)					
S. No	Category				Total Amount (In Rs.)
a.	Application testing				
b.	Application Audit incl. security audit and clearance from GoI agencies				
c.	Application Certification from STQC				
d.	others				
Sub Total: (ii)					
TOTAL (1): (i) +(ii)					



11.6 Form 5: (Pricing Format) for IT infrastructure at Data Centre & Disaster Recovery Centre

For Data Centre

Items	H/W & S/W	Make & Model	Quantity	Supply & Installation Unit Cost (including Taxes, duties and other levies, Packing, transportation, insurance etc) (In Lakhs)	Total Cost (In Lakhs)
			Q	P	A=P*Q
Data Center Storage Cost	SAN Switch,		2		
	SAN Storage		1		
Data Center Server Cost (Rack mounted server @)	Database Server		2		
	Blade Chasis		1		
	Blade Server		13		
Automated Tape Library (ATL) for Data Center	Tape Library Rack & Tapes / Tape Library		1		
Security items for DC Centers	UTM and HSM		2		
Application Delivery Controller for Data Center	Data Base- SQL server 2008 Enterprise/ My SQL		2		
	Web Server – IIS 7.0 / Glassfish		4		
	E mail Messaging Software (Free with Linux)		1		



	Antivirus Software		1		
	Proxy with web filtering		1		
	Helpdesk management system		1		
	Operating System for Server				
AMC (@ 10% for 5 years)					
Outsourced manpower for Data Centers 2nos. x 3shifts for 5 yrs., with 10% increase in cost / year					
Total					

Note: If Manpower Resource could not accommodate in SDC, suitable space will be allocated by the Police department, UT.

For Disaster Recovery Centre

Items	H/W & S/W	Make & Model	Quantity	Supply & Installation Unit Cost (including Taxes, duties and other levies, Packing, transportation, insurance etc) (In Lakhs)	Total Cost (In Lakhs)
			Q	P	A=P*Q
Disaster Recovery Storage Cost	SAN Switch,		2		
	SAN Storage		1		
Disaster Recovery Server Cost (Rack mounted server @)	50 % of DC				



Security items for DR Centers	50 % of DC				
Total					

Total Cost for IT Infrastructure of Data Centre & Disaster Recovery Centre = A +B

Please refer Vol -I for more information & Technical Specification



11.7 Form: 6 (Pricing Format) for Data Migration & Digitization of Historical Data

SI No.		Type of Records	No of Records	Unit Cost (in Rs)	Total Cost (In Lakhs)
Data Digitization (A)					
1.	Data Digitization	Cases	95,500		
Data Migration (B)					
1.	Cost of Data Cleansing and Migrating Data from existing system to a new system	CIPA & CCIS	1, 04,882		
2.	Testing of migrated Data	CIPA & CCIS			
Total (A+B)					

For more information please refer RFP Vol-I

11.8 Form 7: (Pricing Format) for Change Management, Capacity Building & Handholding Support.

Sr. No.	Type of Training	Number of Trainees	Per Trainee Cost	No of Batches	Total Cost
	(Level-II) Trainings		P	Q	A= P * Q
1	Awareness and sensitization of benefits of IT	1000			
2	Role based training for application users				
3	System Administration & Support Training				
4	Training of Trainers				
TOTAL					

Handholding Support for Police Stations

Items	No of Police Stations	Unit Rate (in Rs.) For 6 months	Total
	P	Q	B= P*Q
Handholding Support for Police Stations	48		

Total Change Management, Capacity Building & Handholding Support cost = A + B

11.9 Operations and Maintenance Services

Operations and Maintenance Costs (yearly Expenses for 5 years of contract after „Go-Live”) - as detailed in RFP Volume 1				
S. No.	Category	half yearly expense (In Rs.)	Yearly Expense (In Rs.)	Total Amount for 5 years (In Rs.)
a.	Application Maintenance & Operational Expense including up gradation, deployment of patches, fixes etc.			
b.	Infrastructure Maintenance Expense (Helpdesk, deployed hardware & network infrastructure etc.)			
c.	AMC for Hardware and software			
d.	Others			
TOTAL :				



11.10 Blended Person Cost for 300 Person Months

Blended Person Month Cost for 300 Person Months				
S. No.	Support Manpower	No. of Person Months	Unit Rate of Person Month (In Rs)	Total Amount (In Rs.)
a.	Programmer			
b.	System Analyst			
c.	Data Entry Operator			
d.	Trainer			
e.			
f.	Others			
TOTAL :				



12 Annexure- Other Format

Bidder shall separately submit these undertakings and declaration.

12.1.1 Non – Disclosure Agreement (NDA)

[Company Letterhead]

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

WHEREAS

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

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

The Purchaser and the Bidder agree as follows:

1. In connection with the “Project”, the Purchaser agrees to provide to the Bidder a Detailed Document on the Project vide the Request for Proposal contained in three volumes. The Request for Proposal contains details and information of the Purchaser operations that are considered confidential.
2. The Bidder to whom this Information (Request for Proposal) is disclosed shall:
 - a. Hold such Information in confidence with the same degree of care with which the Bidder protects its own confidential and proprietary information;
 - b. Restrict disclosure of the Information solely to its employees, agents and contractors with a need to know such Information and advise those persons of their obligations hereunder with respect to such Information;
 - c. Use the Information only as needed for the purpose of bidding for the Project;
 - d. Except for the purpose of bidding for the Project, not copy or otherwise duplicate such Information or knowingly allow anyone else to copy or otherwise duplicate such Information; and
 - e. Undertake to document the number of copies it makes
 - f. On completion of the bidding process and in case unsuccessful, promptly return to



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



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

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

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

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

For and on behalf of the Bidder

_____(Signature)_____

(Name of the Authorized
Signatory) Date

Address

Location:



12.1.2 Format for submission of Queries for Clarification

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

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



12.1.3 Bid Cover Letter

[Cover Letter]

[Date]

To,

<<Address to be added>>

Dear Sir,

Ref: RFP for Implementation of CCTNS in Puducherry Police

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

We attach hereto the technical response as required by the RFP, which constitutes our proposal.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to Puducherry Police is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

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

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed in the Annexure 6.10 of this RFP.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

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

Dated this Day of **2011**



(Signature) (In the capacity of)
(Name)

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

(Name and Address of Company) Seal/Stamp of bidder			
Witness Signature:			
Witness Name:			
Witness Address:			

CERTIFICATE AS TO AUTHORISED SIGNATORIES

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

Date:

Signature:

(Company Seal)

(Name)



12.1.4 Undertaking on Patent Rights

(Company letterhead) [Date]

To

<<Address to be added>>

Sub: Undertaking on Patent Rights

Sir,

1. I/We as System Integrator (SI) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.
2. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipments, systems or any part thereof to be supplied by us. We shall indemnify Puducherry Police against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the SI shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to Puducherry Police and persons authorized by Puducherry Police , irrespective of the fact of claims of infringement of any or all the rights mentioned above.
3. If it is found that it does infringe on patent rights, I/We absolve Puducherry Police of any legal action.

Yours faithfully,

Authorized Signatory

Designation



12.1.5 Undertaking on Conflict of Interest

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Conflict of Interest

Sir,

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

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

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

Yours faithfully,

Authorized Signatory

Designation



12.1.6 Non-Malicious Code Certificate

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Non-Malicious Code Certificate

Sir,

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

- (a) Inhibit the desired and the designed function of the equipment / solution.
- (b) Cause damage to the user or his equipment / solution during the operational exploitation of the equipment / solution.
- (c) Tap information regarding network, network users and information stored on the network that is classified and / or relating to National Security, thereby contravening Official Secrets Act 1923.

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

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

Yours faithfully,

Authorized Signatory

Designation



12.1.7 Undertaking On Pricing of Items of Technical Response

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Clarifications sent to Puducherry Police.

Sir,

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

Yours faithfully,

Authorized Signatory

Designation



12.1.8 Undertaking on Offline Functionality

(Company letterhead) [Date]

To

<<Address to be added>>

Sub: Undertaking on Offline Functionality

Sir,

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

Yours faithfully,

Authorized Signatory

Designation



12.1.9 Undertaking on Provision for Required Storage Capacity

(Company letterhead) [Date]

To

<<Address to be added>>

Sub: Undertaking on Provision for Required Storage Capacity

Sir,

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

Yours faithfully,

Authorized Signatory

Designation



12.1.10 Undertaking on Compliance and Sizing of Infrastructure

(Company letterhead) [Date]

To

<<Address to be added>>

Sub: Undertaking on Compliance and Sizing of Infrastructure

Sir,

1. I/We as System Integrator do hereby undertake that we have proposed and sized the hardware and all software (including licenses) based on information provided by Puducherry Police in its RFP document and in accordance with the Service Level requirements and minimum specifications provided for Software licenses, Servers, SAN Storage, SAN Switch, Tape Library, Enterprise Management System, Anti Virus, Backup Software and assure Puducherry Police that the sizing is for all the functionality envisaged in the RFP document.
2. Any augmentation of the proposed solution or sizing of any of the proposed solutions (software, hardware,...) in order to meet the minimum tender requirements and/or the requisite Service Level requirements given by Puducherry Police will be carried out at no additional cost to Puducherry Police.

Yours faithfully,

Authorized Signatory

Designation



12.1.11 Undertaking on Provision of Support for Software

(Company letterhead) [Date]

To

<<Address to be added>>

Sub: Undertaking on Provision of Support for Software

Sir,

1. I/We as System Integrator do hereby undertake the provision for ATS/Warranty support (Services as defined of Volume I (Scope Services) of RFP) by OEM/OSV/IV for all the primary components (Web Server, Application Server, Database and Operating System) of the Core Application Software for both UT and Centre during the duration of the contract period.
2. We also undertake to provide the support needed for any 3rd party products proposed as part of Application Software during the duration of the contract period.

Yours faithfully,

Authorized Signatory

Designation



12.1.12 Undertaking on Service Level Compliance

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Service Level Compliance

Sir,

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

Yours faithfully,

Authorized Signatory

Designation



12.1.13 Undertaking on Deliverables

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Deliverables

Sir,

1. I/We as System Integrator do hereby undertake the adherence of required Certification or above standards to the processes, deliverables/artifact to be submitted to Puducherry Police proposed as part of the CCTNS Software for both UT and Centre.
2. We also recognize and undertake that the Deliverables/artifacts shall be presented and explained to Puducherry Police and other key stakeholders (identified by Puducherry Police), and also take the responsibility to provided clarifications as requested by Puducherry Police.
3. We also understand that the acceptance, approval and sign-off of the deliverables by Puducherry Police will be done on the advice of <<Core Group and/or the CTT and/or the SPMU>>. We understand that while all efforts shall be made to accept and convey the acceptance of each deliverable in accordance with the project schedule, no deliverable will be considered accepted until a specific written communication to that effect is made by Puducherry Police.

Yours faithfully,

Authorized Signatory

Designation



12.1.14 Undertaking on Training the Users

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Training the Users

Sir,

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

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

Yours faithfully,

Authorized Signatory

Designation



12.1.15 Undertaking on Support to Certification

(Company letterhead) [Date]

To

<<Address to be added>>

Sub: Undertaking on Support to Certification

Sir,

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

Yours faithfully,

Authorized Signatory

Designation



12.1.16 Undertaking on Exit Management and Transition

(Company letterhead) [Date]

To

<<Address to be added>>

Sub: Undertaking on Exit Management and Transition

Sir,

1. I/We hereby undertake that at the time of completion of the engagement, we shall successfully carry out the exit management and transition (to Puducherry Police or to an agency identified by Puducherry Police) to Puducherry Police's satisfaction.
2. I/We further undertake to complete the following as part of the Exit Management and Transition:
 - i. Capacity Building at Puducherry Police
 - a. We undertake to design team/organization structure at Puducherry Police to manage the system
 - b. We undertake to carry out an analysis of the skill set requirement at Puducherry Police to manage system and carry out the training & knowledge transfer required at Puducherry Police to manage system.
 - ii. Transition of project artifacts and assets
 - a. We undertake to complete the updating of all project documents and other artifacts and handover the same to Puducherry Police before transition
 - b. We undertake to design Standard Operating Procedures to manage system (including application and IT systems), document the same and train Puducherry Police personnel on the same.
3. I/We also understand that the Exit Management and Transition will be considered complete on the basis of approval from Puducherry Police.

Yours faithfully,

Authorized Signatory

Designation



12.1.17 Undertaking on Continuous Improvement

(Company letterhead) [Date]

To

<<Address to be added>>

Sub: Undertaking on Continuous Improvement

Sir,

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

Yours faithfully,

Authorized Signatory

Designation



12.1.18 Undertaking on Personnel

(Company letterhead) [Date]

To

<<Address to be added>>

Sub: Undertaking on Personnel

Sir,

1. I/We as System Integrator do hereby undertake that those persons whose profiles were part of the basis for evaluation of the bids and have been identified as “Key Personnel” of the proposed team, including Project Manager, Lead Technical Architects, Modeling/Database Expert, Lead Business Analyst, Technical Writer, and Domain Expert for the design and development of software for the CCTNS project, shall be deployed during the Project as per our bid submitted in response to the RFP.
2. We undertake that any of the identified “Key Personnel” shall not be removed or replaced without the prior written consent of Puducherry Police.
3. Under exceptional circumstances, if the Key Personnel are to be replaced or removed, we shall put forward the profiles of personnel being proposed as replacements, which will be either equivalent or better than the ones being replaced. However, whether these profiles are better or equivalent to the ones being replaced will be decided by Puducherry Police. Puducherry Police will have the right to accept or reject these substitute profiles.
4. We also undertake to staff the Project with competent team members in case any of the proposed team members leave the Project either due to voluntary severance or disciplinary actions against them.
5. We acknowledge that Puducherry Police has the right to seek the replacement of any member of the Project team being deployed by us, based on the assessment of Puducherry Police that the person in question is incompetent to carry out the tasks expected of him/her or found that person does not really possess the skills /experience/qualifications as projected in his/her profile or on the ground of security concerns or breach of ethics.
6. In case we assign or reassign any of the team members, we shall be responsible, at our expense, for transferring all appropriate knowledge from personnel being replaced to their replacements within a reasonable time.

Yours faithfully,

Authorized Signatory
Designation



12.1.19 Undertaking on Provision of Work Environment at the Nodal Agency

(Company letterhead)

[Date]

To

<<Address to be added>>

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

Sir,

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

Yours faithfully,

Authorized Signatory

Designation



12.1.20 Undertaking on Changes to the Contract Clauses

(Company letterhead) [Date]

To

<<Address to be added>>

Sub: Undertaking on Changes to Contract Clauses

Sir,

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

Yours faithfully,

Authorized Signatory

Designation



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

(Company letterhead) [Date]

To

<<Address to be added>>

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

Sir,

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

Sr. No.	Product Name	Remarks
1.		
2.		
3.		

Yours faithfully,

Authorized Signatory

Designation

OEM’s company name

CC: SI’s corporate name



12.1.22 Format for Self Declaration

(Company Letterhead – Submit separate declaration for consortium member, if any)

[Date]

To

The President or Director

Pondicherry Police e-Governance Society (PPEGS)),

.....
.....

In response to the RFP No. _____ dated _____ for quoting against the RFP as an Director of M/s _____, I / We hereby declare that our Company / Firm _____ is having unblemished past record and was not declared blacklisted or ineligible to participate for bidding during last five financial years by **any State/Central Govt. or PSU** due to breach of general or specific instructions, corrupt / fraudulent or any other unethical business practices..

Yours faithfully,

Authorized Signatory _____

Name _____

Designation _____

Company name _____



13 Annexure II- Mandatory Qualification Criteria for Key Profiles

For each profile SI shall comply with the minimum qualification requirement as mentioned in the table below. Non compliance with any of the mentioned requirement may lead to disqualification of the bidder from the bidding process.

S. No.	Key Profile	Minimum Requirement
1.	Project Manager	<ul style="list-style-type: none">• The person suggested should have minimum technical qualification like BE/ B. Tech/ MCA or equivalent and MBA• The person should have an overall experience of 10 years and above working in projects related to implementation of IT with an experience of 5 years or more in at least two software implementation projects in project management role leading a team of 10 or more members.• Should have overall experience of 2 or more years in Government projects
2.	Software Application and Development Team Leader	<ul style="list-style-type: none">• Should possess a minimum educational qualification of BE / B. Tech (in Computer Science/ IT) or MCA• Should have had an overall experience of 7 years in software development and customization out of which past 3 years should be as working in lead roles exclusively for at least 1 turnkey software project leading a team of more than 10 members
3.	Information Security Expert	<ul style="list-style-type: none">• Should have minimum educational qualification of BE/ B. Tech (in Computer Science/ IT) or MCA• Should have an overall experience of 7 years or above full-time work experience in information security management and/or related functions (such as IT audit and IT Risk Management).• At least last 3 years should have been spent while working as Information Security Specialist exclusively for at least one project wherein the person would have been solely responsible for security planning and design.
4.	Quality Assurance Leader	<ul style="list-style-type: none">• Should have minimum educational qualification of BE/ B. Tech (in Computer Science) or MCA• Should have an overall experience of 5 years or above in software testing and quality assurance processes with at least 2 years experience exclusively, in lead roles for software quality assurance projects while leading a team of 10 members or above
5.	Business Analyst	<ul style="list-style-type: none">• Should have minimum qualification of MBA or MCA• Should have an overall experience of 5 years or above in the field of IT & ICT project implementation within which at least the last 2 years should have



		been spent exclusively in performing requirements analysis for e-Governance project
6.	Capacity Building Leader	<ul style="list-style-type: none">• Should have a minimum educational qualification of a post graduate degree like MCA / MBA• Should have an overall experience of more than 7 years or above in training and IT industry with an exclusive experience of more than 6 years or above in conducting training or in teaching topics related to Information Technology.
7.	Change Management Expert	<ul style="list-style-type: none">• Should have a minimum educational qualification of MBA in Human Resources• Should have an overall experience of more than 8 years or above with an exclusive experience of more than 6 years or above, in conducting Organization Change Management & Human Resource Management• Excellent communication skills with fluency in Hindi and English
8.	IT Infrastructure Specialist	<ul style="list-style-type: none">• Should have a minimum educational qualification of BE/ B. Tech (in Computer Science/ IT/ EC) or MCA• Should have an overall experience of 7 years or above in the field of Information Technology related project implementation, of which, exclusively, at least the last 2 years should have been spent while working as IT Infrastructure Specialist for at least one relevant project involving Data Center and DR center• Should have OEM/ Industry Standard certification in Infrastructure Management
9.	Data Migration Expert	<ul style="list-style-type: none">• BE/ B. Tech (in Computer Science/ IT) / MCA or equivalent• Should have overall experience of 5 years or above with knowledge and experience in database operations: database setup, configuration and maintenance• Should have at least one project experience in data migration involving data mapping and data cleansing
10.	Operations Manager	<ul style="list-style-type: none">• should have a minimum technical educational qualification like BE / BTECH / MCA or equivalent with an additional MBA degree• Should have an overall experience of more than 8 years or above in maintenance and operations of IT projects with at least 3 years spent, exclusively, while working in a managerial role in the maintenance phase of at least one IT implementation project involving 10 members or more.
11.	System Administrator	<ul style="list-style-type: none">• Should have a minimum educational qualification BE / BTECH (in Computer Science/ Information Technology/ Electronics & Communications) /



		<p>MCA or equivalent.</p> <ul style="list-style-type: none">• Should have an overall experience of more than 5 years or above in system administrators' role• Should possess a Professional Certification from the OEM / any other industry standard certification of the proposed technology.
12.	Network Administrator	<ul style="list-style-type: none">• Should have a minimum educational qualification like BE / BTECH (in Computer Science/ Information Technology/ Electronics & Communications) / MCA or equivalent• Should have an overall experience of more than 5 years or above in Network administrators' role in at least 3 projects• Should possess a Professional Certification from the OEM / any other industry standard certification of the proposed technology.
13.	Database Administrator	<ul style="list-style-type: none">• Should have a minimum educational qualification like BE / BTECH (in Computer Science/ Information Technology/ Electronics & Communications) / MCA or equivalent• Should have an overall experience of more than 5 years or above in database administrators' role in at least 3 projects• Should possess a Professional Certification from the OEM / any other industry standard certification of the proposed technology.

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