

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

VOLUME-III: CONTRACTUAL AND LEGAL SPECIFICATIONS



**Puducherry Police
Government of Puducherry**

E-Governance Mission Mode Project (MMP)



Table of Contents

1	REQUEST FOR PROPOSAL DATASHEET	7
2	DRAFT MASTER SERVICES AGREEMENT	8
2.1	MASTER SERVICES AGREEMENT (MSA)-DRAFT	8
3	ARTICLE I - DEFINITIONS & INTERPRETATION	10
3.1	DEFINITIONS	10
3.2	INTERPRETATION	16
3.3	MEASUREMENTS AND ARITHMETIC CONVENTIONS	16
3.4	AMBIGUITIES WITHIN AGREEMENT	17
3.5	PRIORITY OF DOCUMENTS.....	17
3.6	STRUCTURE	17
4	CONDITIONS PRECEDENT	18
4.1	CONDITIONS PRECEDENT FOR THE PROJECT IMPLEMENTATION STAGE	18
4.2	CONDITIONS PRECEDENT FOR THE PROJECT OPERATIONS AND MAINTENANCE STAGE	18
4.3	NON-FULFILLMENT OF CONDITIONS PRECEDENT FOR THE PROJECT IMPLEMENTATION STAGE.....	19
5	ARTICLE II – SCOPE OF CCTNS PROJECT	20
5.1	TERM & DURATION OF PROJECT.....	20
5.2	APPROVALS AND REQUIRED CONSENTS	21
5.3	USE AND ACQUISITION OF PROJECT ASSETS.....	21
5.4	ACCESS TO SI OR ITS NOMINATED AGENCIES TO PROJECT LOCATION	22
6	ARTICLE III - MANAGEMENT	24
6.1	GOVERNANCE.....	24
6.2	USE OF SERVICES	24
6.3	CHANGES.....	24
6.4	SECURITY AND SAFETY	24
6.5	CO-OPERATION	25
7	ARTICLE IV - FINANCIAL TERMS	26
7.1	TERMS OF PAYMENT AND SERVICE CREDITS AND DEBITS	26
7.2	INVOICING AND SETTLEMENT.....	27
7.3	TAX.....	27
8	ARTICLE V - TERMINATION	28
8.1	BREACH, RECTIFICATION AND TERMINATION	28
8.2	TERMINATION ON OTHER GROUNDS.....	28
8.3	TERMINATION FOR INSOLVENCY:	29
8.4	TERMINATION FOR CONVENIENCE:.....	29
8.5	EFFECTS OF TERMINATION.....	30
8.6	FRAUD BY SI'S PERSONNEL.....	30



9	ARTICLE VI - PROTECTION AND LIMITATIONS	31
9.1	REPRESENTATION AND WARRANTIES OF THE SYSTEM INTEGRATOR	31
9.2	REPRESENTATION AND WARRANTIES OF THE CLIENT AND ITS NOMINATED AGENCY	32
9.3	THIRD PARTY CLAIMS	34
9.4	LIMITATION OF LIABILITY	35
9.5	FORCE MAJEURE	36
9.6	DATA PROTECTION AND USE	37
9.7	AUDIT, ACCESS AND REPORTING	38
10	ARTICLE VII - INTELLECTUAL PROPERTY	38
10.1	RIGHTS AND REMEDIES	38
11	ARTICLE VIII - MISCELLANEOUS	41
11.1	CONFIDENTIALITY	41
11.2	PERSONNEL	44
11.3	INDEPENDENT CONTRACTOR	46
11.4	SUB-CONTRACTOR	46
11.5	ASSIGNMENT	47
11.6	TRADEMARKS, PUBLICITY	47
11.7	NOTICES	47
11.8	VARIATIONS AND FURTHER ASSURANCE	49
11.9	SEVERABILITY AND WAIVER	49
11.10	COMPLIANCE WITH LAWS AND REGULATIONS	49
11.11	ETHICS	50
11.12	PROFESSIONAL FEE	50
11.13	ENTIRE AGREEMENT	50
11.14	SURVIVABILITY	50
12	ARTICLE IX - DISPUTES AND AMENDMENTS	51
12.1	DISPUTE RESOLUTION	51
12.2	DISPUTE RESOLUTION BOARD	51
12.3	ARBITRATION	52
12.4	GOVERNING LAWS	52
13	SCHEDULE 1 - CHANGE CONTROL SCHEDULE	54
13.1	PURPOSE	54
13.2	CHANGE CONTROL NOTE ("CCN")	54
13.3	QUOTATION	55
13.4	COSTS	56
13.5	REPORTING	56
13.6	OBLIGATIONS	56
14	SCHEDULE II - EXIT MANAGEMENT SCHEDULE	57
14.1	PURPOSE	57
14.2	TRANSFER OF ASSETS	57
14.3	COOPERATION AND PROVISION OF INFORMATION	58
14.3.1	During the exit management period:	58
14.4	CONFIDENTIAL INFORMATION, SECURITY AND DATA	58



14.5	EMPLOYEES	59
14.6	TRANSFER OF CERTAIN AGREEMENTS.....	60
14.7	RIGHTS OF ACCESS TO PREMISES	60
14.8	GENERAL OBLIGATIONS OF THE IMPLEMENTING AGENCY.....	60
14.9	EXIT MANAGEMENT PLAN.....	61
15	SCHEDULE III- AUDIT, ACCESS AND REPORTING SCHEDULE	63
15.1	PURPOSE.....	63
15.2	AUDIT NOTICE AND TIMING.....	63
15.3	ACCESS	64
15.4	AUDIT RIGHTS	64
15.5	AUDIT RIGHTS OF SUB-CONTRACTORS, SUPPLIERS & AGENTS	64
15.6	ACTION AND REVIEW	65
15.7	TERMS OF PAYMENT FOR COST OF AUDIT	65
15.8	RECORDS AND INFORMATION	65
16	SCHEDULE IV - GOVERNANCE FRAMEWORK	66
16.1	PURPOSE.....	66
16.2	GOVERNANCE STRUCTURE	66
16.3	GOVERNANCE PROCEDURES.....	67
17	SCHEDULE V - INVOICING AND SETTLEMENT SCHEDULE	69
18	SCHEDULE VI - TERMS OF PAYMENT SCHEDULE.....	70
19	SCHEDULE VII - CHANGE CONTROL NOTICE	75
20	SCHEDULE VIII - SERVICE LEVEL AGREEMENT (SLA).....	78



List of 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 Quarters
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 Wide Area Network
50.	PPEGS	Puducherry Police E-Governance Society
51.	RFP	Request for Proposal
52.	RTI	Right to Information
53.	RTO	Regional Transport Officer
54.	SAN	Storage Area Network
55.	SB	Special Branch
56.	SDA	Software Developing Agency
57.	SDC	State 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 Program Management Consultant
66.	SPMU	State Project Monitoring Unit
67.	SQL	Structured Query Language
68.	SRS	System Requirement Specifications
69.	SSDG	State 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 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



2 Draft Master Services Agreement

The successful bidder for the SI would enter into the Master Service Agreement (MSA) with Department signed by the Client, CCTNS Puducherry. This also includes a separate schedule on Service Level Agreement (SLA).

- Given below is a draft of the MSA.
- Schedule VIII of the MSA provides a draft SLA.

Note: Any changes required to be made to these two drafts shall be communicated to all the bidders, within a period of 30 days from the date of issue of this RFP.

2.1 Master Services Agreement (MSA)-Draft

THIS MASTER SERVICE AGREEMENT (“MSA”) is made this day of _____, by and between:

(i) **Puducherry Police E-Governance Society (PPEGS)**, No 1 Dumas Street, Puducherry (hereinafter called the ‘**Client**’ which expression shall, unless excluded by or repugnant to the context, include his successor in office and assignees and delegates) on the first part,

AND

(ii) __<name of the company>__, a company registered under the Indian Companies Act, 1956 represented by _____ (hereinafter referred to as the ‘**System Integrator**’ or ‘**SI**’, which expression, unless repugnant to the context or meaning thereof, shall mean and include its successors or permitted assigns) represented through its __ <designation of authorized person>__, who is duly authorized by the System Integrator to execute this agreement, of the second part.

RECITALS

WHEREAS

A. Puducherry Police is desirous to implement the Mission Mode Project Crime & Criminal Tracking Network and Systems, an initiative of National Crime Record Bureau under Ministry of Home Affairs in Puducherry Police for creating a comprehensive and integrated system for enhancing the efficiency and effectiveness of policing at all levels and especially at the Police Station level through adoption of principles of e-Governance.



- B. The client undertook selection of a suitable System Integrator, adopting an open tender process, through competitive bidding for implementing the CCTNS Project and issued a Request for Proposal ('RFP') dated [<<>>];
- C. The Successful bidder has been selected as System Integrator to undertake the CCTNS Project involving the development of the solution, and Operation & maintenance to achieve the defined objectives as mentioned in Clause 2.2.2 Volume I RFP and desired service levels for CCTNS in Puducherry;
- D. The Client intends to accord to the System Integrator the mandate to undertake and implement the State CCTNS Project on the terms and conditions set forth below.
- E. The System Integrator in pursuance of its proposal no. ----- Dated ----- ("Proposal") undertakes to implement the CCTNS Project stated hereinabove.

NOW THEREFORE, IN CONSIDERATION OF THE MUTUAL PROMISES AND COVENANTS AND CONDITIONS HEREIN CONTAINED, IT IS HEREBY AGREED BETWEEN THE PARTIES:

The Client and the System Integrator (each individually a "Party" here to and collectively the "Parties") have agreed to enter into this MSA to govern the way in which the System Integrator shall implement and execute the CCTNS Project under this MSA and the Service Level Agreement ("SLA").



3 Article I - Definitions & Interpretation

3.1 Definitions

In this MSA, unless the context requires otherwise:

- i. **“Agreement”** means this Master Service Agreement together with the contents and specifications set out in all the volumes of the RFP;
- ii. **“Applicable Laws”** includes all applicable statutes, enactments, acts of legislature or parliament, laws, ordinances, rules, by-laws, regulations, notifications, guidelines, policies, directions, directives and orders of any Governmental authority, tribunal, board, court or other quasi-judicial authority;
- iii. **“Bidder” or “Prime Bidder”** means Agencies / Companies which are empanelled by the NCRB through the invitation of Expression of Interest (EoI) exclusive done for ‘CCTNS Project’.
- iv. **“Bespoke Software”** means the software designed, developed, tested and deployed by the System Integrator for the purposes of rendering the Services to the Stakeholders of the Project and includes the source code along with associated documentation, which is the work product of the development efforts involved in the Project and the improvements and enhancements effected during the term of the Project, but does not include the third party software products (except for the customization components on such products), proprietary software components and tools deployed by the System Integrator, and which, i.e., the bespoke software, shall be solely owned by the Puducherry Police;
- v. **“Conditions Precedent for the Project Implementation Stage”** shall have the meaning assigned to it in Article 4.2;
- vi. **“Conditions Precedent for the Project Operations and Maintenance Stage”** shall have the meaning assigned to it in Article 4.2;
- vii. **“Confidential Information”** means all information including Project Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, customers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party (whether a Party to this MSA or to the



SLA) in the course of or in connection with this MSA (including without limitation such information received during negotiations, location visits and meetings in connection with this MSA or to the SLA);

- viii. **“Control”** means possession, directly or indirectly, of the power to direct or cause the direction of the management or policies of any entity, whether through the ownership of voting securities, by agreement or otherwise;
- ix. **“CCTNS” or “CCTNS Solution”** means an effort of the Government of India to modernize the Police force giving top priority to enhancing outcomes in the areas of Crime Investigation and Criminals Detection, information gathering, and its dissemination among various Police organizations and units across the country, and in enhancing Citizen Services. CCTNS aims at creating a comprehensive and integrated system for enhancing the efficiency and effective policing at all levels and especially at the Police Station level through adoption of principles of e-Governance, and creation of a nationwide networked infrastructure for evolution of IT-enabled state-of-the-art tracking system.
- x. **“CCTNS Project” or “Project”** means the project involving System design, development, hardware deployment, training of Police Personnel & implementation, and maintenance as per terms and conditions laid down in the RFP and in conformance to the SLA;
- References to any statute or statutory provision include a reference to that statute or statutory provision as from time to time amended, extended, re-enacted or consolidated and to all statutory instruments made pursuant to it.
 - Words denoting the singular shall include the plural and vice versa and words denoting natural persons shall include firms and corporations and vice versa. A word denoting a gender includes all genders.
 - Unless otherwise expressly stated, the words "herein", "hereof", "hereunder" and similar words refer to this MSA as a whole and not to any particular Article or Schedule. The term Articles, refers to Articles of this MSA. The words "include" and "including" shall not be construed as terms of limitation. The words "day" and "month" mean "calendar day" and "calendar month" unless otherwise stated. Where, because of a difference in time zone, the calendar day or calendar month in one Country differs from another Country, then the calendar day or calendar month shall be deemed to be the calendar day or calendar month applicable to India. The words



"writing" and "written" mean "in documented form", whether electronic or hard copy, unless otherwise stated.

- The headings and use of bold type in this MSA are for convenience only and shall not affect the interpretation of any provision of this MSA.
- Ambiguity and Discrepancy: In case of ambiguities or discrepancies within the Agreement, the following shall apply:
 - i. Between two Articles of this MSA, the provisions of specific Articles relevant to the issue under consideration shall prevail over those in other Article;
 - ii. Between the dimension scaled from the Design and Drawings and its specific written dimension, the latter shall prevail;
 - iii. Between any value written in numerals and that in words, the latter shall prevail; and
 - iv. Between the provisions of this MSA and any other documents forming part of the Agreement, the former shall prevail.
- xi. "Data Centre" or "DC"** means the primary centre where data, software, computer systems and associated components, such as telecommunication and storage systems, redundant or backup power supplies, redundant data communications, environment controls and security devices are housed and operated from;
- xii. "Disaster Recovery Centre" or "DRC"** means the centre that is designed to act as the Data Centre on occurrence of a disaster / non-functioning of the DC;
- xiii. "Deliverables"** means the products, infrastructure and services agreed to be delivered by the System Integrator in pursuance of the Agreement as listed in Volume II of the RFP and defined more elaborately in Volumes I and II of the RFP in relation to the Pilot Implementation Stage and the Operations & Maintenance Stage and includes all documents related to the solution, user manual, business designs, training materials, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines and source code and all respective modifications;
- xiv. "Effective Date"** means the date on which the MSA is signed by both the Parties;
- xv. "GO-Live"** means the State CCTNS has been successfully implemented and all the desired technical, functional and non functional requirements stated in the RFP have been met by



System Integrator, integration completed with Centre CCTNS systems, third party audit by STQC for application and infrastructure also being carried out.

- xvi. **“Implementation Sites” or “Project Locations”** shall mean any or all the locations (Identified Puducherry Police locations including Police Stations, Police Control Rooms, Higher & other offices), where CCTNS Project is to be implemented by System Integrator pursuant to the Agreement;
- xvii. **“Intellectual Property Rights”** means and includes all rights in the Bespoke Software, its improvements, upgrades, enhancements, modified versions that may be made from time to time, database generated, compilations made, source code and object code of the software, the said rights including designs, copyrights, trademarks, patents, trade secrets, moral and other rights therein;
- xviii. **“Listed Assets”** means entire hardware and software, or any other information technology infrastructure components which are to be purchased by the SI for and on behalf of Client, in the name of the Client.
- xix. **“Master Services Agreement” or “MSA”** shall mean this master services agreement together with the schedules attached hereto.
- xx. **“Material Adverse Effect”** means material adverse effect on (a) the ability of the SI to perform/discharge any of its duties/obligations under and in accordance with the provisions of this MSA and/or SLA; and/or (b) the legal validity, binding nature or enforceability of this MSA and/or the SLA.
- xxi. **“Nodal Officer, CCTNS”**, means an officer of rank of Senior Superintendent of Police (L&O) in Puducherry Police, who is to be responsible for discharging all the responsibilities under the CCTNS project.
- xxii. **“Operations and Maintenance” or “O&M”** means the services to be rendered, as per the SLA, during the period commencing from the “Go-Live date” till the expiry or termination of the Master Service Agreement;
- xxiii. **“Project Operations and Maintenance Stage”** means the phase in which O&M is to be carried out by the SI for Five year period, after declared Go-live.



- xxiv. **“Performance Guarantee” or “Performance Bank Guarantee”** shall mean an unconditional and irrevocable bank guarantee provided by a Nationalized Bank to Client on behalf of the System Integrator amounting to 10% of the agreement value, pursuant to the Agreement. The Performance Guarantee shall be valid for a period twelve (12) months after the Go-Live date, unless extended pursuant to the Agreement;
- xxv. **“Project Assets” or “Assets”** shall mean to include (i) Listed Assets and (ii) entire hardware and software, or any other information technology infrastructure components used for the CCTNS Project and other facilities leased / owned by the System Integrator to be used for the delivery of the Services pursuant to the Agreement.
- xxvi. **“Project Data”** means all proprietary data of the Project generated out of the Project operations and transactions, documents and related information including but not restricted to user data which the System Integrator obtains, possesses or processes in the context of providing the Services to the users pursuant to this MSA and the SLA;
- xxvii. **“Project Implementation”** means the implementation of CCTNS Project as per the testing standards and acceptance criteria prescribed in the Agreement;
- xxviii. **“Project Implementation Stage”** means the period between the Effective Date and the Go-Live date;
- xxix. **“Project Implementation Completion date” / “Go-Live date”** means the date on which the proposed CCTNS System is completely operational as per the functional, technical and operational requirements specified in the Volume I of the RFP and all the acceptance tests & certifications are successfully concluded to the satisfaction of Client.
- xxx. **“Proprietary Information”** means processes, methodologies and technical and business information, including drawings, designs, formulae, flow charts, data and computer programs already owned by, or granted by third parties to a Party hereto prior to its being made available under this MSA, or the SLA;
- xxxi. **“Project Proprietary Information”** shall mean Proprietary Information of the Client provided to the System Integrator for providing the Services and include all modifications, enhancements and other derivative works of such Project Proprietary Information arising as a result of Services rendered by the System Integrator,



- xxxii. **“RFP” or “Request for Proposal”** means the documents containing the Technical, Functional, Operational, Commercial and Legal specifications for the implementation of the Project, issued in 3 volumes (referred to as Volume I, Volume II and Volume III) and includes the clarifications, explanations and amendments issued by Client from time to time.
- xxxiii. **“Replacement System Integrator”** means any third party that the Client may appoint to replace the Implementation Agency upon expiry of the Term or otherwise termination of this MSA or the SLA to undertake the Services or part thereof;
- xxxiv. **“System Integrator Proprietary Information”** shall mean Proprietary Information of the Implementation Agency and shall include all modifications, enhancements and other derivative works of such Implementation Agency;
- xxxv. **“Service Level”** means the level of service and other performance criteria which will apply to the Services as set out in Schedule VIII on SLA;
- xxxvi. **“Service Level Agreement” or “SLA”** means the agreement on service levels between System Integrator and Client, in terms of the Service Level requirements as per the model set out in Schedule VIII of this MSA;
- xxxvii. **“Services”** means the services to be rendered during the Project Implementation Stage and the Operation and Management Phase including but not limited to the services to be delivered to the Stakeholders, seeking information with respect locations using the tangible and intangible assets created, procured, installed, managed and operated by the System Integrator including the tools of information and communications technology;
- xxxviii. **“Stakeholders”** means the Key Important stakeholders and other stakeholders, as defined in Volume I of the RFP
- xxxix. **“State Modules”** means the state specific modules designed, developed, implemented, enhanced and maintained by the State System Integrator based on data exchange guidelines issued by the central SDA.
- xl. **“System Integrator”** means the agency selected by the Puducherry Police, which is responsible for Supply & Installation of hardware at the all police locations; provide training to the Police Personnel, implementation, enhancement and maintenance of State Modules in close coordination with the central SDA (Software Development Agency).



- xli. **"Third Party Systems"** means systems (or any part thereof) in which the Intellectual Property Rights are owned by a third party and to which System Integrator has been granted a license to use and which are used in the provision of Services;
- xlii. **"Third Party Agency"** means the agency appointed by the Client for the purpose of certification of the hardware and software by conducting various types of tests.

3.2 Interpretation

In this Agreement, unless otherwise specified:

- a) References to Clauses, Sub-Clauses, Paragraphs, Schedules and Annexure are to clauses, sub clauses, paragraphs, schedules and annexure to this Agreement;
- b) Use of any gender includes the other genders;
- c) References to a „company“ shall be construed so as to include any company, corporation or other body corporate, wherever and however incorporated or established;
- d) References to a „person“ shall be construed so as to include any individual, firm, company, government, state or agency of a state, local or municipal authority or government body or any joint venture, association or partnership (whether or not having separate legal personality);
- e) A reference to any statute or statutory provision shall be construed as a reference to the same as it may have been, or may from time to time be, amended, modified or reenacted;
- f) Any reference to a „day“ (including within the phrase „business day“) shall mean a period of 24 hours running from midnight to midnight;
- g) References to a „business day“ shall be construed as a reference to a day (other than a Sunday) on which Government offices in the State of Puducherry Police are generally open for business;
- h) References to times are to Indian Standard Time;
- i) System integrator (SI) has been used for the same entity i.e. bidder selected for the project.

3.3 Measurements and Arithmetic Conventions

- All measurements and calculations shall be in the metric system and calculations done to 2 (two) decimal places, with the third digit of 5 (five) or above being rounded up and below



5 (five) being rounded down except in money calculations where such amounts shall be rounded off to the nearest INR.

3.4 Ambiguities within Agreement

In case of ambiguities or discrepancies within this Agreement, the following principles shall apply:

- a) As between two Clauses of this Agreement, the provisions of a specific Clause relevant to the issue under consideration shall prevail over those in a general Clause;
- b) As between the provisions of this Agreement and the Schedules, the Agreement shall prevail, save and except as expressly provided otherwise in the Agreement or the Schedules; and
- c) As between any value written in numerals and that in words, the value in words shall prevail.

3.5 Priority of documents

This Agreement, including its Schedules, represents the entire agreement between the Parties as noted in this Clause. If in the event of a dispute as to the interpretation or meaning of this Agreement it should be necessary for the Parties to refer to documents forming part of the bidding process leading to this Agreement, then such documents shall be relied upon and interpreted in the following descending order of priority:

- a) This Agreement along with the SLA agreement, NDA agreement, Schedules and Annexure;
- b) Request for Proposal and Addendum/ Corrigendum to the Request for Proposal (if any).

For the avoidance of doubt, it is expressly clarified that in the event of a conflict between this Agreement, Annexure/ Schedules or the contents of the RFP, the terms of this Agreement shall prevail over the Annexure/ Schedules and Annexure/ Schedules shall prevail over the contents and specifications of the RFP.

3.6 Structure

- This MSA shall operate as a legally binding services agreement for the CCTNS Project specifying the master terms which apply to the Parties under this MSA and to the provision of the Services by the System Integrator to the Stakeholders as per Schedule VIII on SLA.



4 Conditions precedent

4.1 Conditions Precedent for the Project Implementation Stage

- Subject to express terms to the contrary, the rights and obligations of the Parties in respect of the Project Implementation Stage shall be effective only upon fulfillment of all the conditions precedent. However, the Client, may at any time at its sole discretion waive fully or partially any of the aforesaid conditions precedent for the System Integrator. The following conditions precedent needs to be fulfilled by the System Integrator:
 - a. Provide Performance Bank Guarantee specified in Section 8.2 of Volume II of the RFP, and the Earnest Money Deposit (EMD), in the form of a Demand Draft as specified in Annexure 12 (Volume II), to the Client;
 - b. Provide the Client certified true copies of its constitutional documents and board resolutions authorizing the execution, delivery and performance of this MSA and the SLA;

4.2 Conditions Precedent for the Project Operations and Maintenance Stage

Subject to express terms to the contrary, the rights and obligations of the Parties in respect of the Project Operations and Maintenance Stage shall be effective only upon fulfillment of all the conditions precedent set out in this Article. However, the Client, may at any time at its sole discretion waive fully or partially any of the aforesaid conditions precedent for the System Integrator. The following conditions precedent needs to be fulfilled by the System Integrator (SI):

- a. The CCTNS application is designed, developed, tested, audited and certified in accordance with respective provisions of the RFP;
- b. The IT and non-IT infrastructure is established for CCTNS Application as required (including Network connectivity for Police Stations, Higher Offices & Other offices)
- c. The ownership of the assets namely, Networking Components, Other hardware (including PC, UPS, MFP, DG sets etc.) CCTNS Application (i.e. the solution and Bespoke Software) and System Software (in the form of licenses obtained in favor of Puducherry Police) is passed on to Client within a period of 15 days from the date of certification of such assets by the 3rd Party appointed by the Client; and Project is declared Go-Live by Client;



- d. The Project at the Puducherry Police of UT and including 2 districts of the UT of Puducherry should have run successfully for 3 months, to the satisfaction of the Client and the SI shall have been granted requisite certification thereafter as per the Agreement.
- e. SI has to get the State CCTNS Application audited by 3rd party (STQC or any other designated party) before the Go-Live date.
- f. The relevant provisions set out in the Exit Management Schedule as per Schedule II hereof are complied with and formalities contained therein fulfilled to the reasonable satisfaction of the Client.

4.3 Non-fulfillment of Conditions Precedent for the Project Implementation Stage

- a. In the event that any of the Conditions Precedent for the Project Implementation Stage has not been fulfilled within 30 days of the Effective Date and the same has not been waived by the Client fully or partially, this MSA shall stand terminated as of that date, at the sole discretion of the Client.
- b. Notwithstanding anything contained to the contrary, in the event of termination of this MSA, on account of non-fulfillment of the Conditions Precedent for the Project Implementation Stage, the Client shall not be liable in any manner whatsoever to the SI and the Client shall forthwith invoke the Performance Bank Guarantee and forfeit the guaranteed amount. Such termination and forfeitures shall be without prejudice or other rights of the Client under law or Agreement.
- c. In the event that vacant possession of any of the Project facilities and/or Project Data has been delivered to the SI prior to the fulfillment of all of the Conditions Precedent for the Project Implementation Stage, upon the termination of this MSA such possession shall immediately revert to the Client, free and clear from any encumbrances or claims.
- d. Instead of terminating this MSA as provided above, the Client may extend the time for fulfilling the Conditions Precedent and the milestones set out in this MSA. It is clarified that any extension of time shall be subject to imposition of agreed liquidated damages on the SI linked to the delay in achieving the milestone.



5 Article II – Scope of CCTNS Project

5.1 Term & duration of Project

The CLIENT intends to grant to the System Integrator the right to undertake and implement the Project on the terms and conditions set forth below:

- I) Successful implementation / Go-Live of the project in Phases (as defined in RFP Volume 1) within the defined period from the date of signing of contract. The Successful implementation / Go-Live of a Phase will include:
- Successful deployment, commissioning, and UAT of the CCTNS application modules implemented during the phase.
 - Site Preparation including furniture, creation of LAN, electrical works, etc. during that phase after verification and approval by Puducherry Police or its constituted committees or representatives.
 - Successful Data digitization / migration after verification and approval by Puducherry Police or its constituted committees or representatives.
 - Training and Certification of all the trainees, trained on the CCTNS application modules of that Phase.
 - Procurement, deployment, and commissioning of the hardware at Data Center, DR Site and Other locations required to support the functioning of CAS modules.
 - Procurement, deployment and commissioning of the networking equipments and provisioning of desired connectivity required to support the functioning of CAS modules.
 - Achievement of the Service Levels as expected during the project.
 - Customization of CAS and Integration/Migration of existing application/data with CAS module.
 - Acceptance / Sign off from Client or its constituted committees or representatives.
- II) Operations and Maintenance of the system for a period of five years from the Successful Implementation / Go-Live of the Complete CCTNS Solution.
- III) Hence, the Overall “Term” for the Project will be 12 months and 5 years.



IV) This Agreement shall come into effect on <_____> 2011 (hereinafter the „Effective Date“) and shall continue till operation and maintenance completion date which shall be the date of the completion of the operation and maintenance to the satisfaction of Client or its nominated agencies.

5.2 Approvals and required consents

- The Parties will cooperate reasonably to procure, maintain and observe all relevant and customary regulatory and governmental licenses, clearances and applicable approvals (hereinafter the “Approvals”) necessary for the SI to undertake implementation of the CCTNS Project and provide the Services. The costs of such Approvals shall be borne by the System Integrator according to local custom and practices at locations where the services are to be provided.
- Both Parties will give each other all co-operation and information reasonably required to meet their respective obligations under the Agreement.
- The Client or its nominated agencies shall use reasonable endeavors to assist System Integrator to obtain the Required Consents. In the event that any Required Consent is not obtained, the System Integrator and the Client or its nominated agencies will cooperate with each other in achieving a reasonable alternative arrangement as soon as reasonably practicable for the Client or its nominated agencies to continue to process its work with as minimal interruption to its business operations as is commercially reasonable until such Required Consent is obtained, provided that the System Integrator shall not be relieved of its obligations to provide the Services and to achieve the Service Levels until the Required Consents are obtained if and to the extent that the System Integrator’ s obligations are not dependent upon such Required Consent.

5.3 Use and Acquisition of Project Assets

During the Term the System Integrator shall:

- a) take all reasonable and proper care of the entire hardware and software, network or any other information technology infrastructure components used for the Project and other facilities leased / owned / operated by the System Integrator exclusively in terms of ensuring their usability for the delivery of the Services as per this Agreement (hereinafter the “Assets”)



in proportion to their use and control of such Assets which will include all up-gradation/enhancements and improvements to meet the current needs of the Project; and

- b) keep all the tangible Assets in as good and serviceable condition (reasonable wear and tear excepted) and/or the intangible Assets suitably upgraded subject to the relevant industry standards (including those stated in Volume I of the RFP) as at the date the System Integrator takes control of and/or first uses the Assets and during the entire Term of the Agreement. Pursuant to technological obsolescence, up-gradation will be carried out by the System Integrator.
- c) ensure that any instructions or manuals supplied by the manufacturer of the Assets for use of the Assets and which are provided to the System Integrator will be followed by the System Integrator and any person who will be responsible for the use of the Assets;
- d) take such steps as may be properly recommended by the manufacturer of the Assets and notified to the System Integrator or as may, in the reasonable opinion of the System Integrator, be necessary to use the Assets in a safe manner;
- e) ensure that the Assets that are under the control of the System Integrator, are kept suitably housed and in conformity with Applicable Law;
- f) procure permission from the Client or its nominated agencies and any persons duly authorized by them to enter any land or premises on which the Assets are for the time being sited so as to inspect the same, subject to any reasonable third party requirements;
- g) not, knowingly or negligently use or permit any of the Assets to be used in contravention of any statutory provisions or regulation or in any way contrary to Applicable Law; and
- h) be responsible for undertaking comprehensive insurance including liability insurance, system and facility insurance and any other insurance for the personnel, Assets, data, software, etc.

5.4 Access to SI or its nominated agencies to Project Location

- a. For so long as the System Integrator provides Services to the CLIENT from any Project Location, or as the case may be on a non-permanent basis and to the extent necessary for the System Integrator to provide the Services and at no cost to the System Integrator, the Client, shall, subject to compliance by the System Integrator with any safety and security guidelines



which may be notified by the Client to the System Integrator in writing, provide the System Integrator with:

- (i) reasonable access, in the same manner granted to the Client or its nominated agencies employees, to the Client as the case may be location twenty-four hours day, seven days a week;
 - (ii) Reasonable work space, access to office equipment as mutually agreed and other related support services in such location and at such other Client as the case may be location, if any, as may be reasonably necessary for the System Integrator to perform its obligations hereunder and under the SLA.
 - (i) Access to office equipment as mutually agreed and other related support services in such location and at such other Project Location, if any, as may be reasonably necessary for the System Integrator to perform its obligations hereunder and under the SLA.
- b. Locations and items shall be made available to the System Integrator on an "as is, where is" basis by the Client. The System Integrator agrees to ensure that its employees, agents and contractors do not use the location, services and items :
- (i) for the transmission of any material which is defamatory, offensive or abusive or of an obscene or menacing character; or
 - (ii) In a manner which constitutes a violation or infringement of the rights of any person, firm or company (including but not limited to rights of copyright or confidentiality).



6 Article III - Management

6.1 Governance

The review and management process of this MSA shall be carried out in accordance with the Governance Framework (Schedule IV of this MSA) and shall cover all the management aspects as set out in the RFP.

6.2 Use of services

- a. The Client or its nominated agencies will undertake and use the Services in accordance with the instructions or procedures formulated by the SI for such usage and mutually agreed by the Parties from time to time.
- b. The Client or its nominated agencies shall be responsible for the operation and use of the Deliverables resulting from the Services provided by or on behalf of the SI.

6.3 Changes

Unless expressly dealt with elsewhere in this MSA, any changes under or to this MSA or under or to the SLA shall be in accordance with Change Control Schedule as mentioned in the MSA. The Change request and the response thereto shall be made in writing, mutually agreed by both the parties.

6.4 Security and safety

- a. The SI will comply with the directions issued from time to time by the Client or its nominated agencies and follow the industry standards related to safety and security (including those as stated in the RFP Volume I), insofar as it applies to the provision of the Services.
- b. Each Party to the SLA/Agreement shall also comply with Client or the Government of India, and the respective State's security standards and policies in force from time to time at each location of which Client or its nominated agencies make the System Integrator aware in writing insofar as the same apply to the provision of the Services.
- c. The Parties to the SLA shall use reasonable endeavors to report forthwith in writing to each other all identified attempts (whether successful or not) by unauthorized persons (including unauthorized persons who are employees of any Party) either to gain access to or interfere with the Project's data, reports, facilities or Confidential Information.



- d. The SI shall upon request by the Client or its nominee(s) participate in regular meetings when safety and information technology security matters are reviewed.
- e. The Parties under the SLA shall promptly report in writing to each other any act or omission which they are aware that could have an adverse effect on the proper conduct of safety and information technology security at Project Location.
- f. Any private, proprietary or classified information of the disclosing party which has to be made available by the receiving party to a third party, shall be submitted to such a third party with the same restrictions as included in this Article.
- g. System Integrator undertakes to meet the security requirements/stipulations lay down by the Department. All the matters related to the Agreement will be treated as classified and highly confidential and shall not be communicated to anybody (except for the purpose of this MSA) or published/advertised without the written consent of the Client.

6.5 Co-operation

- Except as otherwise provided elsewhere in this MSA or the SLA, each Party ("**System Integrator**") to this MSA or to the SLA undertakes promptly to provide the other Party ("**CLIENT**") with all such information and co-operation which the Receiving Party reasonably requests, provided that such information and co-operation:
 - i. is reasonably required by the Receiving Party in order for it to comply with its obligations under this MSA or the SLA; and
 - ii. is not Confidential Information; and
 - iii. is capable of being provided by the Providing Party and
 - iv. Each Party agrees to co-operate with the contractors and sub-contractors of the other Party as reasonably requested in order to accomplish the purposes of this Agreement.

Further, each Party agrees to co-operate with the contractors and subcontractors of the other Party as reasonably requested in order to accomplish the purposes of this Agreement.



7 Article IV - Financial Terms

7.1 Terms of payment and service credits and debits

- a. In consideration of the Services and subject to the provisions of this MSA and of the SLA, Client shall pay the SI for the services rendered in pursuance of this Agreement, in accordance with the Terms of Payment Schedule (Schedule VI of this MSA).
- b. All payments are subject to the application of liquidated damages / penalties defined and provided for in this MSA and the SLA. It is clarified here that the Client shall will pay for the services as stated in accordance with the Terms of Payment Schedule (Schedule VI of this MSA) and the Client can also calculate a financial sum and debit the same against the terms of payment as defined in the Terms of Payment Schedule as a result of the failure of the SI to meet the Service Level under the SLA OR to meet implementation timelines as set out in Schedule IX , such sum being determined in accordance with the terms set out in this MSA and the SLA.
- c. Save & except as otherwise provided for herein or as agreed between the Parties in writing, the Client shall not be required to make any payments in respect of the Services (or, without limitation to the foregoing, in respect of the System Integrator performance of any obligations under this Agreement or the SLA) other than those covered in Schedule VI of this Agreement. For the avoidance of doubt, it is expressly clarified that the payments shall be deemed to include all ancillary and incidental costs and charges arising in the course of delivery of the Services including consultancy charges, infrastructure costs, project costs, implementation and management charges and all other related costs including taxes which are addressed in this Clause.
- d. Validity of the prices finalized after opening the bid (and negotiations thereafter, if any) with the bidder shall be as per the terms in Vol II of the RFP.
 - i. Moreover, the prices finalized shall be remain valid for entire Project Term / extended term, against the Commercial Bid format for the services under commercial bid table 'B' i.e. Individual Resource cost for CCTNS Application Development
- e. Price validity for the components above shall be unconditional by the SI for the Project Term.
- b. Refer to 'e' above; the price of the services may go down due to global trend, Client can do price discovery from time to time. Furthermore, Client shall also have first right of refusal to



purchase the services & components from the SI; or going for re-bidding for these Services. In such scenario, SI has to ensure that all the necessary documents for CCTNS Project are being updated, shared with the Department and/or its Replacement Implementation agency; provide complete handholding (including knowledge transfer) and other obligation of the MSA & RFP terms & conditions.

7.2 Invoicing and settlement

- The provisions of the Invoicing & Settlement Schedule (Schedule V of this MSA) shall apply.

7.3 Tax

- a. The CLIENT shall be entitled to deduct taxes from the amounts due and payable to the SI wherever applicable as per the Applicable Laws. The SI shall pay for all other taxes in connection with the Agreement, and SLA including, but not limited to, property, sales, use, excise duty, value-added, goods and services, consumption and other similar taxes or duties.
- b. The CLIENT shall provide SI with the original tax receipt of any withholding taxes paid for CCTNS Project on payments under the Agreement. The System Integrator agrees to reimburse and hold the CLIENT harmless from any deficiency (including penalties and interest) relating to taxes that are its responsibility under this paragraph. For the purposes of this MSA, taxes shall include taxes incurred on transactions connected with the Project involving the CLIENT, the System Integrator and/or any third party subcontractors.
- c. In the event of any increase or decrease of the rate of taxes due to any statutory notification/s during the Term the consequential effect shall be to the account of the System Integrator.
- d. The Parties shall cooperate to enable each Party to accurately determine its own tax liability and to minimize such liability to the extent legally permissible. In connection therewith, the Parties shall provide each other with (i) any resale certificates, (ii) any relevant information regarding use of out-of-state materials, equipment or services and (iii) any exemption certificates or information reasonably requested by the other Party.



8 Article V - Termination

8.1 Breach, Rectification and Termination

In the event that either Party is in material breach of its obligations under this MSA or the SLA, the aggrieved Party may terminate this MSA upon notice to the other Party. Any notice served pursuant to this Article shall give reasonable details of the material breach, which could include the following events:

- a. If there is breach which translates into default in providing Services by the SI pursuant to the Agreement, continuously for more than one week, then the PHQ, will serve a seven days notice to SI for curing such breach. In case the breach continues after the notice period, the PHQ will have the option to terminate the MSA at the end of the notice period.
- b. In case there is a delay of more than 4 weeks in completion of the Pilot Implementation Phase by the System Integrator, the PHQ may terminate this MSA after affording a reasonable opportunity to the System Integrator to explain the circumstances leading to such a delay.
- c. The right of the PHQ to terminate the MSA and the SLA pursuant to this Article 7.1 shall be without prejudice to any other rights and remedies available to the PHQ including without limitation invoking the Performance Guarantee.

8.2 Termination on other Grounds

- Without prejudice to any other rights and remedies available to the CLIENT, the CLIENT may serve written notice on SI at any time to terminate this MSA with immediate effect in the following events:
 - d. In the event of change of Change of Control of the SI.
 - e. In the event the System Integrator has merged, amalgamated such that the net worth of the surviving entity is less than that of System Integrator (SI) prior to such merger or amalgamation.
 - f. In the event of a reasonable apprehension of bankruptcy of the System Integrator:
 - i. SI shall in the event of an apprehension of bankruptcy immediately inform the Client well in advance (at least 3 months) about such a development;



- ii. Conversely if the Client apprehends a similar event regarding the SI, he/ she can exercise the right of termination in the manner stated herein above.
- g. In the event where the SI's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the SI, any failure by the SI to pay any of its dues to its creditors, the institution of any winding up proceedings against the SI. In the event of the happening of any events of the above nature, the department shall reserve the right to take any steps as are necessary, to ensure the effective transition of the project to a successor Implementation Agency/service provider, and to ensure business continuity.
- h. It is clarified that in case of events set out in Article 8.2 (a) and Article 8.2 (b), the CLIENT may, instead of terminating the MSA, at its sole discretion, require a full performance bank guarantee of the obligations of the SI by a guarantor acceptable to the CLIENT. If such a guarantee cannot be procured within 30 days of the CLIENT's demand, the CLIENT shall terminate this MSA in accordance with this Article.
- i. On termination of this MSA for any reason, the SLA shall automatically terminate forthwith and the CLIENT will decide the appropriate course of action.
- j. The termination provisions set out in Article V of this MSA shall apply to the SLA and "this MSA" used in this Article shall be deemed to refer to the SLA.

8.3 Termination for Insolvency:

- The CLIENT may at any time terminate the Agreement by giving written notice to the SI, without compensation to the SI, if the SI becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Department.

8.4 Termination for Convenience:

- The CLIENT may, by prior written notice sent to the SI at least 6 months in advance, terminate the Agreement, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Department's convenience, the extent to which performance of work under the Agreement is terminated, and the date upon which such termination becomes effective.



8.5 Effects of Termination

- a) In the event that CLIENT terminates this Agreement pursuant to failure on the part of the System Integrator to comply with the conditions as contained in this Clause and depending on the event of default, Performance Guarantee furnished by System Integrator may be forfeited.
- b) Upon termination of this Agreement, the Parties will comply with the Exit Management Schedule set out as Schedule II of this Agreement.
- c) In the event that CLIENT or the System Integrator terminates this Agreement, the compensation will be decided in accordance with the Terms of Payment Schedule set out as Schedule VI of this Agreement.
- d) On termination of this Agreement for any reason, the CLIENT will decide the appropriate course of action including the option of re-tender the remaining work at the Risk & Cost of the SI under this project

8.6 Fraud by SI's personnel

- CLIENT reserves its right to initiate civil as well as criminal action against the agents/ employees of the SI for fraud or misappropriation, besides claiming damages and indemnification. The management of the SI would also be made liable for action in case of fraud, under the applicable laws and Client may terminate the MSA and SLA, if it is necessary to do so.



9 Article VI - Protection and Limitations

9.1 Representation and Warranties of the System Integrator

- a. The System Integrator warrants and represents to the Client that:
- i) It is duly organized and validly existing under the laws of India, and has full power and authority to execute and perform its obligations under this Agreement and other agreements and to carry out the transactions contemplated hereby;
 - ii) It is a competent provider of a variety of information technology and business process management services;
 - iii) it has taken all necessary corporate and other actions under Applicable Laws to authorize the execution and delivery of this Agreement and to validly exercise its rights and perform its obligations under this Agreement;
 - iv) from the Effective Date, it will have the financial standing and capacity to undertake the Project in accordance with the terms of this Agreement;
 - v) in providing the Services, it shall use reasonable endeavors not to cause any unnecessary disruption to CLIENT"s normal business operations
 - vi) this Agreement has been duly executed by it and constitutes a legal, valid and binding obligation, enforceable against it in accordance with the terms hereof, and its obligations under this Agreement shall be legally valid, binding and enforceable against it in accordance with the terms hereof;
 - vii) the information furnished in the tender documents and as updated on or before the date of this Agreement is to the best of its knowledge and belief true and accurate in all material respects as at the date of this Agreement;
 - viii) the execution, delivery and performance of this Agreement shall not conflict with, result in the breach of, constitute a default by any of the terms of its Memorandum and Articles of Association or any Applicable Laws or any covenant, contract, agreement, arrangement, understanding, decree or order to which it is a party or by which it or any of its properties or assets is bound or affected;
 - ix) there are no actions, suits, proceedings, or investigations pending or, to its knowledge, threatened against it at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may result in the breach of this Agreement or which individually or in the aggregate may result in any material



- impairment of its ability to perform any of its material obligations under this Agreement;
- x) it has no knowledge of any violation or default with respect to any order, writ, injunction or decree of any court or any legally binding order of any Government Instrumentality which may result in any Adverse Effect on its ability to perform its obligations under this Agreement and no fact or circumstance exists which may give rise to such proceedings that would adversely affect the performance of its obligations under this Agreement;
 - xi) it has complied with Applicable Laws in all material respects and has not been subject to any fines, penalties, injunctive relief or any other civil or criminal liabilities which in the aggregate have or may have an Adverse Effect on its ability to perform its obligations under this Agreement;
 - xii) no representation or warranty by it contained herein or in any other document furnished by it to CLIENT or its nominated agencies in relation to the Required Consents contains or shall contain any untrue or misleading statement of material fact or omits or shall omit to state a material fact necessary to make such representation or warranty not misleading; and
 - xiii) no sums, in cash or kind, have been paid or shall be paid, by it or on its behalf, to any person by way of fees, commission or otherwise for entering into this Agreement or for influencing or attempting to influence any officer or employee of CLIENT“ or its nominated agencies in connection therewith.

9.2 Representation and Warranties of the CLIENT and its nominated agency

CLIENT or its nominated agencies represent and warrant to the System Integrator that:

- a) it has full power and authority to execute, deliver and perform its obligations under this Agreement and to carry out the transactions contemplated herein and that it has taken all actions necessary to execute this Agreement, exercise its rights and perform its obligations, under this Agreement and carry out the transactions contemplated hereby;
- b) it has taken all necessary actions under Applicable Laws to authorize the execution, delivery and performance of this Agreement and to validly exercise its rights and perform its obligations under this Agreement;
- c) it has the financial standing and capacity to perform its obligations under the Agreement;



- d) it is subject to the laws of India, and hereby expressly and irrevocably waives any immunity in any jurisdiction in respect of this Agreement or matters arising there under including any obligation, liability or responsibility hereunder;
- e) this Agreement has been duly executed by it and constitutes a legal, valid and binding obligation enforceable against it in accordance with the terms hereof and its obligations under this Agreement shall be legally valid, binding and enforceable against it in accordance with the terms thereof;
- f) the execution, delivery and performance of this Agreement shall not conflict with, result in the breach of, constitute a default under, or accelerate performance required by any of the Applicable Laws or any covenant, contract, agreement, arrangement, understanding, decree or order to which it is a party or by which it or any of its properties or assets is bound or affected;
- g) there are no actions, suits or proceedings pending or, to its knowledge, threatened against it at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may result in the default or breach of this Agreement or which individually or in the aggregate may result in any material impairment of its ability to perform its material (including any payment) obligations under this Agreement;
- h) it has no knowledge of any violation or default with respect to any order, writ, injunction or any decree of any court or any legally binding order of any Government Instrumentality which may result in any Adverse Effect on the CLIENT or its nominated agencies ability to perform its obligations under this Agreement and no fact or circumstance exists which may give rise to such proceedings that would adversely affect the performance of its obligations under this Agreement;
- i) it has complied with Applicable Laws in all material respects;
- j) all information provided by it in the RFP in connection with the Project is, to the best of its knowledge and belief, true and accurate in all material respects; and
- k) Upon the System Integrator performing the covenants herein, it shall not at anytime during the term hereof, interfere with peaceful exercise of the rights and discharge of the obligations by the System Integrator, in accordance with this Agreement.
- l) In the event that any occurrence or circumstance comes to the attention of either Party that renders any of its aforesaid representations or warranties untrue or incorrect, such Party shall immediately notify the other Party of the same. Such notification shall not have the effect of remedying any breach of the representation or warranty that has been found to be untrue



or incorrect nor shall it adversely affect or waive any obligation of either Party under the Agreement.

- m) Notwithstanding what has been stated elsewhere in this MSA and the Schedules attached herein, in the event the System Integrator is unable to meet the obligations pursuant to the implementation of the Projects and/or provide the Operations and Maintenance Services and any related scope of work as stated in this MSA and the Schedules attached herein, the Client will, inter alia, have the option to invoke the Performance Guarantee after serving a written notice fifteen days in advance on the System Integrator. Such right of the Client shall be without prejudice to any other rights or remedies available under law or agreement.

9.3 Third Party Claims

- a. Subject to, System Integrator (the “Indemnifying Party”) undertakes to indemnify the Client (the “Indemnified Party”) from and against all losses, claims or damages on account of bodily injury, death or damage to tangible personal to any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's performance or non-performance under this MSA or the SLA.
- b. The indemnities set out in shall be subject to the following conditions:
- i. the Indemnified Party, as promptly as practicable, informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;
 - ii. the Indemnified Party may at its option (but shall not be obligated to), at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the defense of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such defense;
 - iii. if the Indemnifying Party does not assume full control over the defense of a claim as provided in this Article, the Indemnified Party may at its option participate in such defense at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnifying Party will be included in Losses;



- iv. the Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;
- v. all settlements of claims subject to indemnification under this Article will: (a) be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant for all liability in respect of such claim; and (b) include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;
- vi. the Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favor of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings;

9.4 Limitation of Liability

- a. Notwithstanding any other term, there shall be no limitation of liability in case of (i) any damages for bodily injury (including death) and damage to real property and tangible personal property and willful fraud and/or (ii) the intellectual property infringement claims as per Article 10.1.
- b. In all other cases not covered by 'a' above, the total financial liability of the System Integrator shall be limited to the value of the Agreement, arrived at as the sum of Capital Expenditure (CapEx) incurred by the System Integrator till the relevant date on which such liability is to be calculated and Operational Expenditure (OpEx) for a year, the CapEx being determined on the basis of the original purchase value of all the Assets being considered for CapEx calculation less depreciation and OpEx being determined in accordance with the market rate, prevailing as on the relevant date, for all service elements being considered for OpEx calculation. SI will provide the list of CapEx and OpEx items with their respective costs when asked by Client for the same and Client will have the right to get that list verified by any 3rd Party agency (ies) before accepting it.
- c. Neither this MSA nor the SLA grants or creates any rights, benefits, claims, obligations or causes of action in, to or on behalf of any person or entity (including any third party) other than between the respective Parties to this MSA or the SLA, as the case may be.
- d. Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort



or other theories of law, even if such party has been advised of the possibility of such damages. The total cumulative liability of System Integrator arising from or relating to this Agreement shall not exceed the total amount to be paid by Puducherry Police under this assignment that gives rise to such liability (as of the date the liability arose); provided, however, that this limitation shall not apply to any liability for damages arising from

- (a) Willful misconduct or
- (b) Indemnification against third party claims for infringement.

9.5 Force Majeure

- a. Neither Party to this MSA or to the SLA shall be liable to the other for any loss or damage which may be suffered by the other due directly to the extent and for the duration of any cause beyond the reasonable control of the Party ("Force Majeure") events such as, but not limited to, acts of God not confined to the premises of the Party claiming the Force Majeure, flood, drought, lightning or fire, earthquakes, strike, lock-outs beyond its control, labor disturbance not caused at the instance of the Party claiming Force Majeure, acts of government or other competent authority, war, terrorist activities, military operations, riots, epidemics, civil commotions etc. No failure, delay or other default of any contractor or sub-contractor to either Party shall entitle such Party to claim Force Majeure under this Article.
- b. The Party seeking to rely on Force Majeure shall promptly, within 2 days, notify the other Party of the occurrence of a Force Majeure event as a condition precedent to the availability of this defense with particulars detailed in writing to the other Party and shall demonstrate that it has taken and is taking all reasonable measures to mitigate the events of Force Majeure.
- c. In the event the Force Majeure substantially prevents, hinders or delays the System Integrator's performance of Services necessary for project's implementation or the operation of Project's critical business functions for a period in excess of 5 days, the Client may declare that an emergency exists. However, when the situation arising out of Force Majeure comes to an end in the assessment of Client, the following conditions shall apply:
- d. Prior to commencement of operations: If the event of Force Majeure had occurred prior to commencement of operations, upon its coming to an end the System Integrator shall resume normal activities under the Agreement immediately. The Client, if it considers it necessary, may grant an extension of time to the System Integrator for resuming normal activities under this MSA. If the System Integrator does not resume normal activities immediately or within



the extended period, if any, granted by the Client, the Client will have the option to invoke the Performance Guarantee, and obtain substitute performance from an alternate supplier at the cost of Implementation Agency and/or terminate this MSA.

- e. Post commencement of operations: If Force Majeure had occurred post commencement of operations, upon its coming to an end, the System Integrator shall resume normal services under this MSA immediately. The Client, if he considers it necessary, may grant an extension of time to the System Integrator for resuming normal services under this MSA. However, the Client, or its nominee will deduct for each day of the extension period a percentage proportionate to the number of days and the volume(s) (measured in terms of ratio to the overall volume as recorded in the previous month) expected in the affected area(s) from the next payable amount as per Terms of Payment Schedule. If normal services are not resumed immediately or within the extended time, the Client, will have the option to invoke the Performance Guarantee and/or terminate the Agreement.
- f. All payments pursuant to termination due to Force Majeure event shall be in accordance with the Terms of Payment Schedule (Schedule VI of this MSA).
- g. Notwithstanding the terms of this Article, the failure on the part of the SI under the MSA or terms under the SLA to implement any disaster contingency planning and back-up and other data safeguards against natural disaster, fire, sabotage or other similar occurrence shall not be an event of Force Majeure.

9.6 Data protection and use

- a. In the course of providing the Services the SI may be compiling, processing and storing proprietary Project Data relating to the users.
- b. The SI and each user are responsible for complying with its respective obligations under the applicable data protection laws and regulations governing the Project Data.
- c. As a processor of Project Data, the SI will process Project Data in accordance with the terms of this MSA.
- d. The SI shall not transfer any Project Data to any person or organization unless otherwise authorized by the Client in this regard.
- e. Upon reasonable written request from a Party to the SLA, the other Party to the SLA will provide the requesting Party with such information that it has regarding the Project, its Data



and its processing which is necessary to enable the requesting party to comply with its obligations under the applicable data protection law or regulation.

9.7 Audit, Access and Reporting

- a. The Parties shall comply with Audit, Access and Reporting Schedule provided in Schedule III.
- b. The System Integrator (SI) shall, on request, allow access to the Client and its nominees to all information which is in the possession or control of the SI, which relates to the provision of the Services as set out in the Audit, Access and Reporting Schedule and is reasonably required to comply with the terms of the Audit, Access and Reporting Schedule.

10 Article VII - Intellectual Property

10.1 Rights and Remedies

- a. Except to the extent otherwise expressly provided in this MSA, the Client shall retain exclusive intellectual property rights to the Bespoke Software, forms and the compilations of the CCTNS Project to which the Client has exclusive rights and nothing herein shall or will be construed or deemed to grant to the System Integrator any right, title, license, sub-license, proprietary right or other claim against or interest in, to or under (whether by estoppels, by implication or otherwise) to the aforesaid rights.
- b. The intellectual property rights on the CCTNS application shall vest with the Client, as soon as the system is certified by a Third Party Agency. A copy of the source code shall be kept in the custody of the Client / SPMU, with proper version control.
- c. Without limiting the generality of Article 10.1a and except to the extent otherwise expressly agreed by the Parties to this MSA or the SLA in writing, nothing contained in this MSA or the SLA shall or will be construed or deemed to grant to the System Integrator or its respective affiliates/nominees any right, title, license or other interest in, to or under (whether by estoppels, by implication or otherwise) any logo, trademark, trade name, service mark or similar designations of the Project or any confusingly similar designations of the Project.
- d. Subject to any sole or exclusive rights granted by the Client to a third party prior to the Effective Date, the Client grants to the System Integrator or its nominated agencies, solely in their performance of Services for Project non-exclusive, paid-up, royalty-free right and license during the Term of this MSA (but not the right to sub-license) to use the Project Data



including the right to copy, perform, display, execute, reproduce, modify, enhance and improve the Project Data to the extent reasonably necessary or useful for the provision of Services hereunder.

- e. The System Integrator shall not use the Project Data for any other purpose other than for the purpose of providing the Services.
- f. The System Integrator shall indemnify, defend and hold harmless Client and their respective officers, employees, successors and assigns, from and against any and all losses, claims or liabilities arising from claims by third parties that any Deliverable (or the access, use or other rights thereto) created by System Integrator pursuant to the Agreement, and/or the SLA, or Project Assets, information, methods of operation or other intellectual property (or the access, use or other rights thereto) provided by Implementation Agency or sub-contractors to the Implementation Agency pursuant to the Agreement or the SLA (i) infringes a copyright enforceable in India, (ii) infringes any intellectual property rights including without limitation industrial right and/or patent issued in India, or (iii) constitutes misappropriation or unlawful disclosure or use of another Party's trade secret under the laws of India (collectively, "Infringement Claims"); provided, however, that this will not apply to any Deliverable (or the access, use or other rights thereto) created by (A) Client; (B) third parties (i.e., other than System Integrator or System Integrator 's sub-contractors) at the direction of Client.
- g. If, as a result of Infringement Claims, Client or its nominees or its employees or intended users are injected from using such Project Assets or Deliverables or any part thereof or in is likely to be injected, SI, at its expense, shall (i) modify such Project Asset and/or Deliverables (provided its functionality is not impaired) so that it is no longer infringing and obtains a certificate to the said effect from the party claiming infringement, (ii) replace such Project Asset and/or Deliverables with a functionally equivalent the same, or (iii) obtain the right for the Client to continue using the such Project Assets and/or Deliverables. Such remedies shall not be deemed to be the exclusive remedies for this Article, but shall be in addition to all other remedies available at law or agreement to the Client.
- h. If System Integrator uses in the course of the provision of the Services any Third Party System it will use all commercially reasonable endeavors to pass to the Client such third party's warranties relating to such Third Party Systems. In the event that such warranties cannot be passed through to or enforced by the Client, the System Integrator will enforce such warranties on Client's behalf and account to Client for so doing. For a third party product



supplied under this MSA, the SI shall pass on to the Client all the indemnities offered by such third party.

- i. All rights, title and interest in and to, and ownership in, Project Proprietary Information shall remain solely with the Client. System Integrator shall be entitled to use such Project Proprietary Information only during the Term and only for the purposes of providing the Services or to the extent necessary for System Integrator's normal operational, repair and maintenance purposes related to the Services. The Client shall retain ownership of all intellectual property rights related to Project Proprietary Information.
- j. All rights, title and interest in System Integrator Proprietary Information, shall remain solely with System Integrator. The System Integrator will upon the award of the CCTNS Project in its favor, declare the status of all the System Integrator Proprietary Information along with documentary support sufficient to establish its sole legal rights in the aforesaid Proprietary Information to the Client. This Proprietary Information shall refer to that which has been owned by the System Integrator prior to commencement of the Agreement. Additionally, any software that may be acquired from third parties during the term of the MSA and that which may be developed by the System Integrator during the course of the Agreement specifically for CCTNS Project shall not be considered as System Integrator Proprietary Information.
- k. With respect to ownership of the Deliverables and intellectual property rights in them, the Parties agree that the following shall apply:
 - i. All the rights, title, interest and ownership of the Deliverables and their intellectual property rights provided to Client by Implementation Agency during the course of its performance under this MSA, and/or the SLA which includes but is not limited to Bespoke Software shall vest in Client immediately on creation. To the extent that the System Integrator Proprietary Information is incorporated within the Deliverables, System Integrator and its employees engaged hereby grant to Client a worldwide, perpetual, irrevocable, non-exclusive, transferable, paid-up right and license to use, copy, modify (or have modified), transport to Client at facilities and locations provided by Client, and prepare from them, use and copy derivative works for the benefit of and internal use of project, of such Implementation Agency Proprietary Information. The Client's rights pursuant to the preceding sentence include the right to disclose such Implementation Agency Proprietary Information to third party contractors solely for use on the Project provided that all such third party contractors



execute, deliver and comply with any customary confidentiality and nondisclosure agreements reasonably required by the Client.

- ii. If System Integrator proceeds to apply for, or assign to any third party, any patent rights relating to the System Integrator Proprietary Information referred to in the above clause, the System Integrator will ensure that the Client's rights as provided herein are preserved.
- l. The Client hereby grants to Implementation Agency a non-exclusive right and license to access and use the Project Proprietary Information solely for the purpose of providing Services to Client pursuant to this MSA and the SLA. Such right and license shall terminate upon the expiration or termination of this MSA.
- m. Upon the expiry or termination of this MSA, System Integrator shall undertake the actions set forth below in this Article to assist the Client to procure replacement services equivalent to Services provided hereunder.
 - i. The System Integrator undertakes to negotiate in good faith with the Client and any relevant Replacement Implementation Agency in respect of commercial terms applying to grant of rights in respect of intellectual property rights relating to the System Integrator Proprietary Information and which the Client and any relevant Replacement System Integrator require to enable them to provide or receive services substantially equivalent to the Services hereunder.
 - ii. In respect of Implementation Agency's usage of third party Intellectual Property Rights, the System Integrator undertakes to assist the Client to secure such consents or licenses from such third parties as are necessary to enable the Client to receive services substantially equivalent to the Services hereunder. The obligations of the System Integrator under this Article shall be considered part of the services performed by the System Integrator under the Exit Management Services.

11 Article VIII – Miscellaneous

11.1 Confidentiality

- a. The System Integrator recognizes that during the term of this MSA and the SLA, sensitive data will be made available to it, its sub-contractors and agents and others working for or under the System Integrator. Further SI also recognizes that any improper and unauthorized disclosure or usage of the data by any such recipient may constitute a breach of applicable laws causing harm



not only to the Client but also to the concerned citizens. The System Integrator, its subcontractors and agents shall demonstrate utmost care, sensitivity and strict confidentiality in respect of all such information.

- i. Each Party agrees as to any Confidential Information disclosed by a Party to this MSA or the SLA (the "Discloser") to the other Party to this MSA or the SLA (the "Recipient"):
 - ii. to take such steps necessary to protect the Discloser's Confidential Information from unauthorized use, reproduction and disclosure as the Recipient takes in relation to its own Confidential Information of the same type, but in no event less than reasonable care; and
 - iii. to use such Confidential Information only for the purposes of this MSA or the SLA or as otherwise expressly permitted or expressly required by this MSA or the SLA or as otherwise permitted by the Discloser in writing; and
 - iv. not, without the Discloser's prior written consent, to copy the Confidential Information or cause or allow it to be copied, directly or indirectly, in whole or in part, except as otherwise expressly provided in this MSA or the SLA, or as required in connection with Recipient's use as permitted under this Article, or as needed for the purposes of this MSA or the SLA, provided that any proprietary legends and notices (whether of the Discloser or of a Third Party) are not removed or obscured; and
 - v. Not, without the Discloser's prior written consent, to disclose, transfer, publish or communicate the Confidential Information in any manner to any person except as permitted under this MSA or the SLA.
 - vi. limit access to such Confidential Information and materials to those of its directors, partners, advisers, agents or employees who are directly involved in the consideration/evaluation of the Confidential Information and bind each of its directors, partners, advisers, agents or employees so involved to protect the Confidential Information and materials in the manner prescribed in this MSA; and
 - vii. Upon discovery of any unauthorized disclosure or suspected unauthorized disclosure of Confidential Information, promptly inform the Discloser of such disclosure in writing and immediately return to the Discloser all such Information and materials, in whatsoever form, including any and all copies thereof.
- b.** The restrictions of this Article shall not apply to Confidential Information that:



- i. is or becomes generally available to the public through no breach of this Article by the Recipient; and
 - ii. was in the Recipient's possession free of any obligation of confidence prior to the time of receipt of it by the Recipient hereunder; and
 - iii. is obtained by the Recipient independently of any of Discloser's Confidential Information; and
 - iv. is rightfully obtained by the Recipient from third parties authorized at that time to make such disclosure without restriction; and
 - v. is identified in writing by the Discloser as no longer proprietary or confidential; or
 - vi. Is required to be disclosed by law, regulation or Court Order or under the Right to Information Act, or to be furnished to the Parliament and/or its Committees, provided that the Recipient gives prompt written notice to the Discloser of such legal and regulatory requirement to disclose so as to allow the Discloser reasonable opportunity to contest such disclosure.
- c. To the extent that such disclosure is required for the purposes of this MSA or the SLA, Recipient may disclose Confidential Information to:
- i. its employees, agents and independent contractors and to any of its affiliates and their respective independent contractors or employees but all of them should in turn be bound to maintain the confidentiality referred to herein on their part ; and
 - ii. its professional advisors and auditors, who require access for the purposes of this MSA or the SLA, whom the Recipient has informed of its obligations under this Article and in respect of whom the Recipient has used commercially reasonable efforts to ensure that they are contractually obliged to keep such Confidential Information confidential on terms substantially the same as set forth in this Article. The Recipient may also disclose Confidential Information to any entity with the Discloser's prior written consent.
- d. The provisions of this Article shall survive the expiration or any earlier termination of this MSA.
- e. Confidential Information shall be and remain the property of the Discloser and nothing in this Article or Agreement shall be construed to grant either Party any right or license with respect to the other Party's Confidential Information otherwise than as is expressly set out in this MSA.



- f. Subject as otherwise expressly provided in this MSA all Confidential Information in tangible or electronic form under the control of the Recipient shall either be destroyed, erased or returned to the Discloser promptly upon the earlier of: (i) the written request of the Discloser, or, (ii) termination or expiry of this MSA or, in respect of the SLA, the termination or expiry of the SLA. Notwithstanding the forgoing, both Parties may retain, subject to the terms of this Article, a reasonable number of copies of the other Party's Confidential Information solely for confirmation of compliance with the confidentiality obligations of the Agreement.
- Both Parties agree that monetary damages would not be a sufficient remedy for any breach of this Article by the other Party and that the Client and Implementation Agency, as appropriate, shall be entitled to equitable relief, including injunction and specific performance as a remedy for any such breach. Such remedies shall not be deemed to be the exclusive remedies for a breach by a Party of this Article, but shall be in addition to all other remedies available at law or equity to the damaged Party including the right to terminate the MSA and the SLA.
- g. In connection with the Services, Implementation Agency may from time to time undertake one or more quality assessment reviews for the purpose of improving CCTNS Project. In order for such reviews to be frank and candid, for the greatest benefit to Client and Implementation Agency, they shall be kept confidential to the greatest extent possible. The Parties agree that any documentation created in connection with such quality assessment reviews shall be Confidential Information of Implementation Agency which is licensed to Client for any internal use except that in no event shall such documentation or the results of such reviews be discoverable or admissible (or used for any purpose) in any arbitration or legal proceedings against Implementation Agency related to the Agreement or the Services.

11.2 Personnel

- a. Personnel assigned by the System Integrator to implement the CCTNS Project and perform the Services shall be employees of the System Integrator, and under no circumstances will such personnel be considered employees of Client. The System Integrator shall have the sole responsibility for supervision and control of its personnel and for payment of such personnel's entire compensation, including salary, withholding of income taxes and social security taxes, worker's compensation, employee and disability benefits and the like and shall be responsible for all employer obligations under all applicable laws and the Client shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of employee, agents, contractors, and subcontractors of SI



- b. The System Integrator shall use its best efforts to ensure that sufficient System Integrator personnel are employed to perform the Services, and also that such personnel have appropriate qualifications to perform the Services. The Client shall have the right to require the removal or replacement of any Implementation Agency personnel performing work under the Agreement. In the event that the Client requests that any System Integrator personnel be replaced, the substitution of such personnel shall be accomplished pursuant to a mutually agreed upon schedule but not later than 3 working days.
- c. The System Integrator shall also be responsible to train certain employees of the Client with regard to the Services being provided by the System Integrator as and when required by the Client during the Term. The parameters of the training required for these employees of the Client shall be communicated by the Client to the System Integrator periodically and shall be in accordance with the latest procedures and processes available in the relevant areas of work.
- d. In the event the Client identifies any personnel of System Integrator as "Key Personnel", then neither the System Integrator shall remove such personnel from the Client or its nominated agencies engagement without the prior written consent of Client or its nominated agencies unless such removal is the result of an unavoidable circumstance including but not limited to resignation, termination, medical leave, etc.
- e. Except as stated in this Article, nothing in this MSA or the SLA will limit the ability of Implementation Agency or any Implementation Agency freely to assign or reassign its employees; provided that Implementation Agency shall be responsible, at its expense, for transferring all appropriate knowledge from personnel being replaced to their replacements. The Client shall have the right to review and approve System Integrator's plan for any such knowledge transfer. Implementation Agency shall maintain the same standards for skills and professionalism among replacement personnel as in personnel being replaced.
- f. Each Party shall be responsible for the performance of all its obligations under this MSA or the SLA and shall be liable for the acts and omissions of its employees and agents in connection therewith.
- g. Liability for the Actions of the Personnel and Subcontractors
 - i. The SI agrees to be responsible for managing the activities of its personnel or the personnel of its subcontractors and shall be accountable for both.



- ii. The SI shall be the principal employer of the employees, agents, contractors, subcontractors, etc. engaged by it and shall be liable for all the acts, deeds or things, whether the same is within the scope of instructions or outside the scope of instructions set out in the Agreement.
- iii. The SI agrees to hold the Client, its successors, assignees employees, representatives and administrators fully indemnified and harmless against loss or liability, claims actions or proceedings, if any, that may arise from whatsoever nature caused to the Client through the action of the SI's employees, agents, contractors, subcontractors, etc.

11.3 Independent Contractor

- Nothing in this MSA or the SLA shall be construed as establishing or implying any agency, partnership or joint venture between the Parties to this MSA or the SLA and, except as expressly stated in this MSA or the SLA, nothing in this MSA or the SLA shall be deemed to constitute any of the Parties as the agent of any other Party or authorizes either Party to
 - (i) to incur any expenses on behalf of the other Party,
 - (ii) to enter into any engagement or make any representation or warranty on behalf of the other Party,
 - (iii) to pledge the credit of or otherwise bind or oblige the other Party, or
 - (iv) To commit the other Party in any way whatsoever without in each case obtaining the other Party's prior written consent.

11.4 Sub-Contractor

- The System Integrator shall not subcontract any work related to the following works related to the implementation of Project to be performed under the Agreement without the Client 's prior written consent :-
 - (a) System design & Development;
 - (b) IT Infrastructure procurement, installation, commissioning, enhancement and O&M;
 - (c) Establishing and maintenance of equipment at Police Stations & Higher Offices.

System Integrator shall not subcontract any work related to the Data Recovery Centre, Data Centre, Security, etc. and other Core activities to be performed under this Agreement without Client "s prior written consent. However the System Integrator shall provide the list of all the



other services planned to be sub contracted with the Technical proposal. 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 Client or its nominated agencies from any claims on the grounds stated hereinabove.

11.5 Assignment

- a) All terms and provisions of this Agreement shall be binding on and shall inure to the benefit of the Client and their respective successors and permitted assigns.
- b) The System Integrator shall not be permitted to assign its rights and obligations under this Agreement to any third party.
- c) The Client may assign or novate all or any part of this Agreement and Schedules/Annexure, and the System Integrator shall be a party to such novation, to any third party contracted to provide outsourced services to Client or any of its nominees.

11.6 Trademarks, Publicity

- a) Neither Party may use the trademarks of the other Party without the prior written consent of the other Party. Except as required by law or the rules and regulations of each stock exchange upon which the securities of one of the Parties is listed, neither Party shall publish or permit to be published either along or in conjunction with any other person any press release, information, article, photograph, illustration or any other material of whatever kind relating to the Agreement, the SLA or the business of the Parties without prior reference to and approval in writing from the other Party, such approval not to be unreasonably withheld or delayed provided however that System Integrator may include Client or its Client lists for reference to third parties subject to the prior written consent of Client not to be unreasonably withheld or delayed. Such approval shall apply to each specific reference and relate only to that reference.

11.7 Notices

- (a) Any notice or other document, which may be given by either Party under this MSA or under the SLA shall be given in writing in person or by pre-paid recorded delivery post or by facsimile transmission.



(b) In relation to a notice given under this MSA, any such notice or other document shall be addressed to the other Party's principal or registered office address as set out below:

CLIENT

Address:

Tel:

Fax:

.....

Implementation Agency:

Address:

Tel:

Fax:

- (c) Any notice or other document shall be deemed to have been given to the other Party (or, if relevant, its relevant associated company) when delivered (if delivered in person) if delivered between the hours of 9.00 am and 5.00 pm on a working day at the address of the other Party set forth above or if sent by fax, provided the copy fax is accompanied by a confirmation of transmission, or on the next working day thereafter if delivered outside such hours, and 7 days from the date of posting (if by letter).
- (d) Either Party to this MSA may change its address, telephone number, and facsimile number for notification purposes by giving the other reasonable prior written notice of the new information and its effective date.
- (e) In relation to a notice given under the Agreement / SLA, a Party shall specify the Parties' address for service of notices, any such notice to be copied to the Parties at the addresses set out in this Clause.



11.8 Variations and further Assurance

- (a) No amendment, variation or other change to this MSA or the SLA shall be valid unless authorized in accordance with the change control procedure as set out in the Change Control Schedule and made in writing and signed by the duly authorized representatives of the Parties.
- (b) Each Party agrees to enter into or execute, without limitation, whatever other agreement, document, consent and waiver and to do all other things which shall or may be reasonably required to complete and deliver the obligations set out in this MSA or the SLA.

11.9 Severability and Waiver

- (c) If any provision of this MSA or the SLA, or any part thereof, shall be found by any court or administrative body of competent jurisdiction to be illegal, invalid or unenforceable the illegality, invalidity or unenforceability of such provision or part provision shall not affect the other provisions of this MSA or the SLA or the remainder of the provisions in question which shall remain in full force and effect. The relevant Parties shall negotiate in good faith in order to agree to substitute for any illegal, invalid or unenforceable provision a valid and enforceable provision which achieves to the greatest extent possible the economic, legal and commercial objectives of the illegal, invalid or unenforceable provision or part provision.
- (d) No failure to exercise or enforce and no delay in exercising or enforcing on the part of either Party to this MSA or the SLA of any right, remedy or provision of this MSA or the SLA shall operate as a waiver of such right, remedy or provision in any future application nor shall any single or partial exercise or enforcement of any right, remedy or provision preclude any other or further exercise or enforcement of such right, remedy or provision or the exercise or enforcement of any other right, remedy or provision. Without limiting the foregoing, no waiver by a Party of any breach by the other Party of any provision hereof shall be deemed to be a waiver of any subsequent breach of that or any other provision hereof.

11.10 Compliance with Laws and Regulations

Each Party to this Agreement and the SLA accepts that its individual conduct shall (to the extent applicable to it) at all times comply with all laws, rules and regulations of government and other bodies having jurisdiction over the area in which the Services are undertaken provided that changes in such laws, rules and regulations which result in a change to the Services shall be dealt with in accordance with the Change Control Schedule set out in Schedule I of this Agreement. For the



avoidance of doubt the obligations of the Parties to this Agreement and the SLA are subject to their respective compliance with all local, state, national, supra-national, foreign and international laws and regulations.

11.11 Ethics

The System Integrator represents, warrants and covenants that it has given no commitments, payments, gifts, kickbacks, lavish or expensive entertainment, or other things of value to any employee or agent of CLIENT, or its nominated agencies in connection with the Agreement and acknowledges that the giving of any such payment, gifts, entertainment, or other things of value is strictly in violation of CLIENT's standard policies and may result in cancellation of this MSA and the SLA

11.12 Professional Fee

All expenses incurred by or on behalf of each Party to this Agreement and the SLA, including all fees of agents, legal advisors, accountants, and actuaries employed by either of the Parties in connection with the negotiation, preparation, and execution of this Agreement or the SLA shall be borne solely by the respective Party which incurred them.

11.13 Entire Agreement

This MSA the SLA, all schedules appended thereto and the contents and specifications of all the Volumes of the RFP constitute the entire agreement between the Parties with respect to their subject matter, and supersede all prior or contemporaneous negotiations, written or oral understandings and agreements, between the Parties regarding such subject matter. If there is any aspect of the Project not covered by any of the provisions of the Agreement, then and only in that event, reference may be made by the Parties to the Proposal. If there is any aspect of the Project not covered by any of the provisions of the Agreement and the Proposal, reference shall be made by the Parties to the other bid documents, inter alia including the 'Expression of Interest' (as defined in the RFP), documents issued by the Client and also including addendums, clarifications given in writing in the pre-bid meetings and the written submissions made by the SI but not otherwise.

11.14 Survivability

The termination or expiry of this MSA or SLA shall in no event terminate or prejudice (a) any right or obligation arising out of or accruing under this MSA or SLA attributable to events or circumstances



occurring prior to such termination or expiry; (b) the provisions of this MSA that by their nature are intended to survive the its termination or expiry.

12 Article IX - Disputes and Amendments

12.1 Dispute Resolution

- a) Any dispute arising out of or in connection with the Agreement or the SLA shall in the first instance be dealt with in accordance with the escalation procedure as set out in the Governance Schedule (Schedule IV of this MSA).
- b) Any dispute or difference whatsoever arising between the Parties to this MSA out of or relating to the construction, meaning, scope, operation or effect of the Agreement or the validity of the breach thereof, which cannot be resolved through the application of the provisions of the Governance Schedule, shall be dealt in accordance with the provisions set forth herein.

12.2 Dispute Resolution Board

- a. If any dispute arises between Client and the System Integrator in connection with, or arising out of, the Agreement or the execution of the Project, whether during the execution of the Project or after its completion and whether before or after the repudiation or other termination of the Agreement, including any disagreement by either Party with any action, inaction, opinion, instruction, determination, certificate or valuation, which cannot be resolved through the application of the provisions of the Governance Schedule, the matter in dispute shall, in the first place, be referred to the Dispute Resolution Board (here in after called "the Board").
- b. For purposes of the Agreement, the Empowered Committee referred to in Schedule IV Section 16.2, shall act as the Board. The Board at its discretion may co-opt any other officer if in its opinion it may help in resolving the dispute. Either Party may refer a dispute to the Board in writing. The Board shall give a decision in writing within 30 days of reference of dispute. Either Party may refer a written decision of the Board to arbitration. If neither Party refers the disputes to arbitration within 30 days of the date of such decision, the Board's decision will be final and binding.
- c. Client at its discretion may change any of the members of the Board.



12.3 Arbitration

- a. In case, a dispute is referred to arbitration, the arbitration proceedings shall be carried under the Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof. Such disputes shall be referred to an Arbitral Tribunal consisting of 3 (three) arbitrators, one each to be appointed by Client and the System Integrator within 15 days of notice of either Party to refer the matter to Arbitration and the third arbitrator shall be chosen by the two arbitrators so appointed by the parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators, appointed by the parties to reach a consensus regarding the appointment of the third arbitrator within a period of 30 days from the date of appointment of the two arbitrators, the Presiding Arbitrator shall be appointed by the Chief Justice of the UT of Puducherry High Court.
- b. Arbitration proceedings shall be held in UT of Puducherry and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- c. The decision of the majority of arbitrators shall be final and binding upon both parties. The expenses of the arbitrators as determined by the arbitrators shall be shared equally by Client and the System Integrator. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by each Party itself. All arbitration awards shall be in writing and shall state the reasons for the award.
- d. Pending the submission of and/or decision on a dispute, difference or claim or until the arbitral award is made; the Parties shall continue to perform all of their obligations under the Agreement without prejudice to a final adjustment in accordance with such award.

12.4 Governing Laws

- This Agreement shall be covered and construed in accordance with Laws of India including without limitation, the relevant Central and State Acts and Rules, Regulations and Notifications issued and amended there under from time to time.
- Courts at UT of Puducherry shall have the jurisdiction in case of litigation between the parties.
- IN WITNESS WHEREOF the Parties have by duly authorized representatives set their respective hands and seal on the date first above written in the presence of



WITNESSES:

1. (Name, Designation, Organization, and Signature)
2. (Name, Designation, Organization, and Signature)

[PPEGS]

[IMPLEMENTING AGENCY]

Signed

Signed

For and on behalf of the

for and on behalf of the

Puducherry Police E- governance Society

_____ (Company name) _____

By: ____ (signature) _____

By: ____ (signature) _____

____ (Name and Designation) ____

____ (Name and designation) ____

- An authorized signatory duly nominated pursuant to Board Resolution No. _____ dated _____ of the [Implementation Agency]

Witness:

- 1.
- 2.

Witness:

- 1.
- 2.



13 Schedule 1 - Change Control Schedule

13.1 Purpose

- a. This Schedule applies to and describes the procedure to be followed in the event of any proposed change to the Master Services Agreement (“MSA”), Project Implementation Stage, and the SLA of Schedule VIII. Such change shall include, but shall not be limited to, changes in the scope of services provided by the System Integrator and changes to the terms of payment as stated in the Terms of Payment Schedule (Schedule VI of this MSA). Changes proposed for amendments/ modifications in the CCTNS application shall be eligible under this schedule only after completion of One Year handholding support post Go-Live of the complete CCTNS solution in the State.
- b. The Client and the System Integrator recognize that change is an inevitable part of delivering services and that a significant element of this change can be accomplished by re-organizing processes and responsibilities without a material effect on the cost. The Implementation Agency will endeavour, wherever reasonably practicable, to effect change without an increase in the terms of payment as stated in the Terms of Payment Schedule and the Client will work with the System Integrator to ensure that all changes are discussed and managed in a constructive manner.

13.2 Change Control Note ("CCN")

- (a) Change requests in respect of the MSA, the Project Implementation, or the Operation and Management SLA will emanate from the Parties' respective Project Manager who will be responsible for obtaining approval for the change and who will act as its sponsor throughout the Change Control Process and will complete Part A of the CCN attached as Schedule VII hereto. CCNs will be presented to the other Party's Project Manager who will acknowledge receipt by signature of the CCN.
- (b) The System Integrator and the Client, or its nominated agencies, during the Project Implementation Phase and the CLIENT or its nominated agencies during the Operations and Management Phase and while preparing the CCN, shall consider the change in the context of the following parameter, namely whether the change is beyond the scope of Services including ancillary and concomitant services required and as detailed in Volume I of the RFP and is suggested and applicable only after the testing, commissioning and certification of the Pilot Phase and the Project Implementation Phase as set out in this Agreement.



(c) It is hereby also clarified It is hereby also clarified here that any change of control suggested beyond 15 % of the value of this Project will be beyond the scope of the change control process and will be considered as the subject matter for a separate bid process and a separate contract. It is hereby clarified that the 15% of the value of the Project as stated in herein above is calculated on the basis of bid value submitted by the System Integrator and accepted by the CLIENT or as decided and approved by CLIENT. For arriving at the cost / rate for change up to 15% of the project value, the payment terms and relevant rates shall apply.

13.3 Quotation

- (a) The System Integrator shall assess the CCN and complete Part B of the CCN. In completing Part B of the CCN the System Integrator shall provide as a minimum:
- i. a description of the change;
 - ii. a list of deliverables required for implementing the change;
 - iii. a time table for implementation;
 - iv. an estimate of the timelines and person-month efforts of any proposed change;
 - v. The unit of measure to cost the change (either the resource cost as in the proposal or any relevant acceptance criteria);
 - vi. an assessment of the value of the proposed change;
 - vii. Material evidence to prove that the proposed change is not already covered within the scope of the CCTNS Project, SLA, or MSA.
- (b) Alternative options possible to address the change if any and the implications of these alternative options.
- (c) Prior to submission of the completed CCN to the Client, or its nominated agencies, the System Integrator will undertake its own internal review of the proposed CCN and obtain all necessary internal approvals. As a part of this internal review process, the System Integrator shall consider the materiality of the proposed change in the context of the MSA, the Project Implementation, SLA affected by the change and the total effect that may arise from implementation of the change.
- (d) Materiality criteria will be established by the Client and the System Integrator's Project Manager. Changes requiring no escalation of authority can be implemented. Discussion and agreement as to materiality will be held in accordance with the Governance Schedule (Schedule IV of this MSA).



13.4 Costs

- Each Party shall be responsible for its own costs incurred in the quotation, preparation of CCNs and in the completion of its obligations described in this process provided the System Integrator meets the obligations as set in the CCN. In the event the System Integrator is unable to meet the obligations as defined in the CCN then the cost of getting it done by third party will be borne by the System Integrator.

13.5 Reporting

- Change requests and CCNs will be reported as and when required to each Party's Project Managers who will prioritize and review progress.

13.6 Obligations

- The System Integrator shall be obliged to implement any proposed changes once approval in accordance with above provisions has been given, with effect from the date agreed for implementation and within an agreed timeframe.



14 Schedule II - Exit Management Schedule

14.1 Purpose

- a. This Schedule sets out the provisions, which will apply on expiry or termination of the Agreement, the Project Implementation, Operation, and Management SLA.
- b. In the case of termination of the MSA other than on expiry of the Term due to illegality, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.
- c. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

14.2 Transfer of Assets

- a. The Client shall be entitled to serve notice in writing on the System Integrator at any time during the exit management period as detailed hereinabove requiring the System Integrator and/or its sub contractors to provide the Client with a complete and up to date list of the Project Assets excluding Listed Assets within 30 days of such notice. The Client shall then be entitled to serve notice in writing on the System Integrator at any time prior to the date that is 30 days prior to the end of the exit management period requiring the System Integrator to sell any of the Project Assets to be transferred to Client at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.
- b. SI shall handover the peaceful possession of Project Assets & Listed Assets to the Client within 30 days of the date of expiry or termination of the MSA.
- c. In case of MSA being terminated by Client, It reserves the right to ask SI to continue running the project operations for a period of 6 months after termination orders are issued.
- d. Upon service of a notice under this Article the following provisions shall apply:
 - i. in the event, if the Project Assets to be transferred are mortgaged to any financial institutions by the System Integrator, the System Integrator shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to the Client.
 - ii. all risk in and title to the Project Assets to be handed over/transferred / to be purchased by the Client pursuant to this Article shall be transferred to Client, on the last day of the exit management period.



- iii. the Client shall pay to the System Integrator on the last day of the exit management period such sum representing the Net Block (procurement price less depreciation as per provisions of Companies Act) of the Project Assets to be transferred as stated in the Terms of Payment Schedule.
- iv. Payment to the outgoing SI shall be made to the tune of last set of completed transactions, subject to SLA requirements and for any Capex component that has been accepted by Client but is pending for payment.
- v. The outgoing SI will pass on to Client and/or to the Replacement SI, the subsisting rights in any leased properties/ licensed products on terms not less favourable to Client / Replacement SI, than that enjoyed by the outgoing SI.

14.3 Cooperation and Provision of Information

14.3.1 During the exit management period:

- a. the System Integrator will allow the Client access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable the Client to assess the existing services being delivered;
- b. promptly on reasonable request by the Client, the System Integrator shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with the Agreement relating to any material aspect of the services (whether provided by the System Integrator or sub contractors appointed by the System Integrator). The Client shall be entitled to a copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The System Integrator shall permit the Client and/or any Replacement System Integrator to have reasonable access to its employees and facilities as reasonably required by the Client to understand the methods of delivery of the services employed by the System Integrator and to assist appropriate knowledge transfer.

14.4 Confidential Information, Security and Data

- a. The System Integrator will promptly on the commencement of the exit management period supply to the Client the following:



- (i) information relating to the current services rendered and customer satisfaction surveys and performance data relating to the performance of sub contractors in relation to the services;
 - (ii) documentation relating to Project's Intellectual Property Rights;
 - (iii) Project Data and Confidential Information;
 - (iv) documentation relating to sub-contractors;
 - (v) all current and updated project data as is reasonably required for purposes of project or its nominated agencies transitioning the services to its Replacement Implementation Agency in a readily available format specified by the Client;
 - (vi) all other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable project or its nominated agencies, or its Replacement Implementation Agency to carry out due diligence in order to transition the provision of the Services to project or its nominated agencies, or its Replacement Implementation Agency (as the case may be).
- b. Before the expiry of the exit management period, the System Integrator shall deliver to the Client all new or up-dated materials from the categories set out in Article above and shall not retain any copies thereof.
- c. Before the expiry of the exit management period, unless otherwise provided under the MSA, the Client shall deliver to the Implementation Agency all forms of System Integrator confidential information, which is in its or its nominees or its users. possession or control

14.5 Employees

- a. Promptly on reasonable request at any time during the exit management period, the SI shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to the Client a list of all employees (with job titles) of the SI dedicated to providing the services at the commencement of the exit management period;
- b. To the extent that any transfer regulation does not apply to any employee of the SI, Client, or its Replacement SI may make an offer of employment or agreement for services to such employee of the SI and the SI shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the Client or any Replacement SI.



- c. Client or Replacement SI designated by it shall retain the right for hiring a minimum of 5 key personnel of the outgoing SI spearheading the project, as identified by Client, so as to provide for continuity. SI is required to incorporate suitable provisions in the appointment orders issued to its personnel.

14.6 Transfer of certain Agreements

- On request by the Client or its nominated agency the System Integrator shall effect such assignments, transfers, licenses and sub-licenses as the Director, CLIENT may require the same in the name of Director, CLIENT, CRB, PHQ, Puducherry, UT of Puducherry or its Replacement System Integrator in relation to any equipment lease, maintenance or service provision agreement between System Integrator and third party licensor, vendors, and which are related to the services and reasonably necessary for the carrying out of replacement services by the Client or its nominated agency or its Replacement System Integrator.

14.7 Rights of Access to Premises

- At any time during the exit management period, where Assets are located at the System Integrator's premises, the System Integrator will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the Client, and/or its nominated agencies and/or any Replacement Implementation Agency in order to make an inventory of the Assets.
- The System Integrator shall also give the Client or its nominated agencies, or any Replacement Implementation Agency right of reasonable access to the System Integrator's premises and shall procure the Client or its nominated agencies and any Replacement Implementation Agency rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to the Client or its nominated agencies, or a Replacement Implementation Agency.

14.8 General Obligations of the Implementing Agency

- a. The System Integrator shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the Client or its nominated agencies or its Replacement Implementation Agency and which the System Integrator has in its possession or control at any time during the exit management period.



- b. For the purposes of this Schedule, anything in the possession or control of any Implementation Agency, associated entity, or sub contractor is deemed to be in the possession or control of the System Integrator.
- c. The System Integrator shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

14.9 Exit Management Plan

- a. An Exit Management plan shall be furnished by Implementation Agency in writing to the Client or its nominated agencies within 60 days from the Effective Date of this MSA, which shall deal with at least the following aspects of exit management in relation to the MSA as a whole and in relation to the Project Implementation, and the SLA.
 - (i) A detailed program of the transfer process that could be used in conjunction with a Replacement Implementation Agency including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
 - (ii) plans for the communication with such of the System Integrator's staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on Project's operations as a result of undertaking the transfer;
 - (iii) (if applicable) proposed arrangements for the segregation of the System Integrator's networks from the networks employed by the Client and identification of specific security tasks necessary at termination;
 - (iv) Plans for provision of contingent support to Client and Replacement Implementation Agency for a reasonable period after transfer.
- b. The System Integrator shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
- c. Each Exit Management Plan shall be presented by the System Integrator to and approved by the Client or its nominated agencies.
- d. The terms of payment as stated in the Terms of Payment Schedule include the costs of the System Integrator complying with its obligations under this Schedule.



- e. In the event of termination or expiry of MSA, Project Implementation, or Operation and Management SLA, each Party shall comply with the Exit Management Plan.
- f. During the exit management period, the System Integrator shall use its best efforts to deliver the services.
- g. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.
- h. This Exit Management plan shall be furnished in writing to the Client or its nominated agencies within 90 days from the Effective Date of this Agreement.



15 Schedule III- Audit, Access and Reporting Schedule

15.1 Purpose

- This Schedule details audit, access and reporting rights and obligations of the Client and the SI under the MSA, Project Implementation, and Operations & Management of SLA.

15.2 Audit Notice and Timing

- a. As soon as reasonably practicable after the Effective Date, the Parties shall use their best endeavors to agree to a timetable for routine audits during the Project Implementation Stage and the Project Operation and Management Stage. During the Project Implementation Stage and thereafter during the Operation & Management, the Client shall conduct routine audits in accordance with such agreed timetable and shall not be required to give the Implementation Agency any further notice of carrying out such audits.
- b. The Client may conduct non-timetabled audits at his/her own discretion if he/she reasonably believes that such non-timetabled audits are necessary as a result of an act of fraud by the System Integrator, a security violation, or breach of confidentiality obligations by the System Integrator, provided that the requirement for such an audit is notified in writing to the System Integrator a reasonable period time prior to the audit (taking into account the circumstances giving rise to the reasonable belief) stating in a reasonable level of detail the reasons for the requirement and the alleged facts on which the requirement is based. If the System Integrator considers that the non-timetabled audit was not appropriate, the matter shall be referred to the escalation procedure as set out in the Governance Schedule (Schedule IV of this MSA).
- c. The frequency of audits shall be 6 monthly, provided always that the Client shall endeavour to conduct such audits with the lowest levels of inconvenience and disturbance practicable being caused to the System Integrator.
- d. In addition to the above, there will be audits conducted by statutory bodies (e.g. CAG) as and when they are required to do it. Notwithstanding any condition given in the MSA, Implementation Agency will have to provide these statutory bodies access to all the facilities, infrastructure, documents and artifacts of the Project as required by them and approved by the Client, in writing.



15.3 Access

The System Integrator shall provide to the Client reasonable access to employees, subcontractors, suppliers, agents and third party facilities, documents, records and entire CCTNS systems reasonably required for audit and shall provide all such persons with routine assistance in connection with the audits and inspections. The Client shall have the right to copy and retain copies of any relevant records. The System Integrator shall make every reasonable effort to co-operate with them.

15.4 Audit Rights

1. The Client shall have the right to audit and inspect suppliers, agents and third party facilities, data Centers, documents, records, procedures and systems relating to the provision of the services, but only to the extent that they relate to the provision of the services, as shall be reasonably necessary to verify:
 - (i) The security, integrity and availability of all project data processed, held or conveyed by the SI on behalf of project and documentation related thereto;
 - (ii) That the actual level of performance of the services is same as specified in SLA;
 - (iii) That the System Integrator has complied with the relevant technical standards, and has adequate internal controls in place; and
 - (iv) The compliance of the SI with any other obligation under the MSA and SLA.
- b. For the avoidance of doubt the audit rights under this Schedule shall not include access to the System Integrator's profit margins or overheads associated with any obligation under the MSA.

15.5 Audit Rights of Sub-Contractors, Suppliers & Agents

- a. The System Integrator shall use reasonable endeavors to achieve the same audit and access provisions as defined in this Schedule with sub-contractors, suppliers and agents who supply labor, services, equipment or materials in respect of the services. The Implementation Agency shall inform the Client prior to concluding any sub-contract or supply agreement of any failure to achieve the same rights of audit or access.
- b. **REPORTING:** The System Integrator will provide weekly, monthly, quarterly reports (or any other reports time to time) to the Client regarding any specific aspects of the Project and in context of the audit and access information as required by the Client during entire Project term.



15.6 Action and Review

- a. Any change or amendment to the systems and procedures of the System Integrator, or sub-contractors, where applicable arising from the audit report shall be agreed within thirty (30) calendar days from the submission of the said report.
- b. Any discrepancies identified by any audit pursuant to this Schedule shall be immediately notified to the Client or the appropriate project Manager and the System Integrator Project Manager who shall determine what action should be taken in respect of such discrepancies in accordance with the terms of the MSA.

15.7 Terms of Payment for Cost of Audit

- The SI and its sub-contractors, if any, shall bear their own costs of any audits and inspections. The terms of payment are inclusive of any costs of the SI and the sub-contractor, for all reasonable assistance and information provided under the MSA, the Project Implementation, Operation and Management SLA by the SI pursuant to this Schedule.

15.8 Records and Information

- For the purposes of audit in accordance with this Schedule, the System Integrator shall maintain true and accurate records in connection with the provision of the services and the System Integrator shall handover all the relevant records and documents for CCTNS Project upon the termination or expiry of the MSA.



16 Schedule IV - Governance Framework

16.1 Purpose

The purpose of this Framework is to

- (i) establish and maintain the formal and informal processes for managing the relationship between the Client and the System Integrator (including the outputs from other Schedules to this MSA);
- (ii) define the principles that both Parties wish to follow to ensure the delivery of the Services;
- (iii) ensure the continued alignment of the interests of the Parties;
- (iv) ensure that the relationship is maintained at the correct level within each Party;
- (v) create the flexibility to revise and maintain the relationship and this MSA during the Term;
- (vi) Set out the procedure for escalating disagreements; and
- (vii) Enable agreement administration and performance management.

16.2 Governance Structure

- a. The Program Governance Structure to be put in place by Client will have the following units:
 - i. State Empowered Committee
 - ii. Technical and Process Advisory Group
 - iii. Government Officers Group of Puducherry Police
 - The composition of each of the above units will be as decided by the Client.
- b. **Project Managers:** The relationship under the Agreement will be operated by the Project Managers appointed by each Party, who will provide the interface between the executive management of the respective Parties.
- c. Within one month following the signing of this MSA, the Client or its nominated agencies and the System Integrator shall each appoint a Project Manager and one representative from the Project's nominated agencies (hereinafter the Project Manager). In the case of Department, the Project Manager will be an individual who is appointed by Client. In the case of the System Integrator, the Project Manager will be an individual who is an organizational peer of Project Manager. In the



event that either Party wishes to substitute its Project Manager it will do so in the manner in which the original appointment is made and notify the other Party of such substitution as soon as reasonably practicable but at the latest within fourteen days of the substitution.

- d. The Project Managers shall have responsibility for maintaining the interface and communication between the Parties.
- e. The Empowered Committee will meet formally on, at least, a monthly basis at a time and location to be agreed between them. These meetings will cover, as a minimum, the following agenda items: (i) consideration of monthly Performance Reports; (ii) consideration of matters arising out of the Change Control Schedule; (iii) issues escalated in accordance with the escalation procedure as set out in this Schedule; (iv) matters to be brought before the Empowered Committee in accordance with the MSA and the Schedules; (v) any matter brought before the Empowered Committee by the System Integrator under this Article; and (vi) any other issue which either Party wishes to add to the agenda.
- f. In the event that there is any material factor which affects the delivery of the Services or the terms of payment as stated in the Terms of Payment Schedule (Schedule VI of this MSA), the Parties agree to discuss in the Empowered Committee any appropriate amendment to the MSA or any Service Level Agreements or Statement of Works including any variation to the terms of payment as stated in the Terms of Payment Schedule. Any variation so agreed shall be implemented through the change control procedure as set out in the Change Control Schedule (Schedule I of this MSA).

16.3 Governance Procedures

- a. The System Integrator shall document the agreed structures in a procedures manual.
- b. The agenda for each meeting of the Empowered Committee shall be set to reflect the discussion items referred to above and extraordinary items may be added either with the agreement of the Parties or at the request of either Party. Copies of the agenda for meetings of the Program Management Committee, along with relevant pre-reading material, shall be distributed at least one week in advance of the relevant meeting.
- c. All meetings and proceedings will be documented; such documents to be distributed to both Parties and copies shall be kept as a record. All actions, responsibilities and accountabilities arising out of any meeting shall be tracked and managed.



- d. The Parties shall ensure as far as reasonably practicable that the Empowered Committee shall resolve the issues and resolve the objectives placed before them and that members representing that Party are empowered to make relevant decisions or have easy access to empowered individuals for decisions to be made to achieve this.
- e. The Department will define the escalation procedure and matrix at the appropriate time
- f. In order formally to submit a Disputed Matter to the aforesaid for a, one Party ("Claimant") shall give a written notice ("Dispute Notice") to the other Party. The Dispute Notice shall be accompanied by (a) a statement by the Claimant describing the Disputed Matter in reasonable detail and (b) documentation, if any, supporting the Claimant's position on the Disputed Matter.
- g. The other Party ("Respondent") shall have the right to respond to the Dispute Notice within 7 days after receipt of the Dispute Notice. In the event that the parties are unable to resolve the Disputed Matter within a further period of 7 days, it shall refer the Disputed Matter to next level of the dispute resolution for action as per the process mentioned in article 12
- h. All negotiations, statements and / or documentation pursuant to these Articles shall be without prejudice and confidential (unless mutually agreed otherwise).
- i. If the Disputed Matter is having a material effect on the operation of the Services (or any of them or part of them) the Parties will use all their respective reasonable endeavors to reduce the elapsed time in reaching a resolution of the Disputed Matter.



17 Schedule V - Invoicing and Settlement Schedule

- a. In respect of its remuneration for the Services the System Integrator shall be eligible to receive payments in accordance with the Terms of Payments Schedule (Schedule VI of this MSA). Subject to the specific terms of each Service Level Agreement, the System Integrator submit its invoices in accordance with the following principles:
 - (i) Client shall be invoiced by the System Integrator (SI) for against the Services & goods/products provided. Generally and unless otherwise agreed in writing between the Parties or expressly set out in the Service Level Agreement, the System Integrator shall raise an invoice as per the terms of payment as stated in this Schedule-VI of this Agreement.
 - (ii) Any invoice presented in accordance with this Article shall be in a form agreed with the Client.
- b. Invoices shall be accurate and all adjustments to or changes in the terms of payment as stated in the Terms of Payment Schedule shall be applied to the next payment invoice. The System Integrator shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the terms of payment as stated in the Terms of Payment Schedule relating to such Service are authorized or incurred, whichever is later.
- c. Payment shall be made within 30 working days of the receipt of invoice along with supporting documents by the CLIENT subject to penalties. The penalties are imposed on the vendor as per the SLA criteria specified in the SLA.
- d. The CLIENT shall be entitled to delay or withhold payment of any invoice or part of it delivered by the System Integrator under this Schedule where the Client disputes such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. The disputed amount shall be settled in accordance with the escalation procedure as set out in the Governance Schedule (Schedule IV of this MSA). Any exercise by the CLIENT under this Article shall not entitle the System Integrator to delay or withhold provision of the Services.
- e. The System Integrator's request for payment shall be made at the end of each quarter against invoice and supported by following documents:
 - i. Required documentary proof in support of the Invoice;
 - ii. Actual Service performance report



- f. The System Integrator shall pay all their sub-contractors in a timely fashion in accordance with a mechanism, which will not prejudice the objective of Project.

18 Schedule VI - Terms of Payment Schedule

1. CCTNS Project is a service-based project and not simply a project involving supply of goods and construction of works. Hence, basically the payment will be made only if services are rendered by the System Integrator as agreed upon.
2. In the event of the premature termination of the Agreement post-commencement of the operations, the SI would be eligible to be paid for the cost of the components installed by the System Integrator and which might be taken over by the Client, pursuant to the provisions of the Agreement, calculating the cost of the Assets at the discounted book value.
3. 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

S. No.	Payment Milestones for the Implementation phase	% Payment
1	Advance against Bank Guarantee	10%
2	Readiness of Phase-I Locations	10%
3	Completion of Phase-I Locations	15%
4	Readiness of Phase-II Locations	10%
5	Completion of Phase-II Locations	15%
6	Readiness of Phase-III Locations	10%
7	Completion of Phase-III Locations	15%
8	Go-Live in all the locations (Police Stations / Higher Offices, Other offices) , Successful integration with CAS (Center) and successful transfer of the data for three months in succession	15%



1. Readiness of Phase-I Locations includes Completion and Acceptance of the following activities in at all location targeted under the Phase:

- Site Preparation
- Delivery and Commissioning of Client Side Infrastructure
- Delivery and Commissioning of Data Center Infrastructure
- Networking at Police Station and Data Center & Data Recovery Center

2. Completion of Phase-I Locations

- Data Migration
- Capacity Building Program covering the targeted personnel
- Change Management Initiatives covering the targeted personnel
- Rollout of Configured, Customized, and Integrated CAS (State)
- Digitization (proportionate)

3. Readiness of Phase-II Locations includes Completion and Acceptance of the following activities in at all location targeted under the Phase:

- Site Preparation
- Delivery and Commissioning of Client Side Infrastructure
- Networking at all locations

4. Completion of Phase-II Locations

- Capacity Building Program covering the targeted personnel
- Change Management Initiatives covering the targeted personnel
- Rollout of Configured, Customized, and Integrated CAS (State)
- Data Digitization (proportionate)
- Handholding at Police Stations
- Technical manpower at Data Center (proportionate)
- Technical services and support for all locations as required (proportionate)



5. Readiness of Phase-III Locations includes Completion and Acceptance of the following activities in at all location targeted under the Phase:

- Site Preparation
- Delivery and Commissioning of Client Side Infrastructure
- Delivery and Commissioning of DR site Infrastructure
- Networking at all locations including DR site

6. Completion of Phase-III Locations

- Capacity Building Program covering the targeted personnel
- Change Management Initiatives covering the targeted personnel
- Rollout of Configured, Customized, and Integrated CAS (State)
- Digitization (proportionate)
- Technical manpower at DC (proportionate)
- Technical services and support for all locations as required (proportionate)

7. Go-Live in the Phase requires Completion and Acceptance of the following activities at all the locations covered under Puducherry CCTNS project

- Commission of the Configured, Customized, and Integrated CAS (State)
- All project locations 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
- Data Migration
- Digitization
- Capacity Building Program covering the targeted personnel
- Change Management Initiatives covering the targeted personnel
- Technical manpower at DC (proportionate)
- Technical services and support for all locations as required (proportionate)



Note: The above payments are subject to meeting of SLA's failing which the appropriate deductions as mentioned in the SLA section of Volume-I of this RFP.

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.

Note:

- The above payments are subject to meeting of SLA's failing which the appropriate deductions as mentioned in the SLA section of Vol. 1 of this RFP.
- All the hardware proposed under this project should be along with a Warranty / AMC for 5 years post Successful Go-Live of the project.
- The successful bidder will also be responsible to maintain the AMC for the existing hardware that bidder will use during the implementation of this project.
- The payments will be made on the basis of the actual quantity of the items supplied and commissioned under this project. CLIENT will have the right for reduction / addition in the quantity proposed. Any payments will be done on the basis of the unit rates quoted by the bidder in the Commercial bid.
- The cost for the manpower will also be done on the actual basis i.e. category of the manpower deployed and the period of deployment.
- For the payment purposes, price reduction shall be applied on pro rata basis on all head, sub heads, and items of the commercial bid.
- Any fluctuation in prices due to inflation, tax regulations, will be borne by the bidder and not be passed on to CLIENT.



- Whenever the penalty is levied on System Integrator for failing to meet the required SLA, the quarterly installment shall be paid and the penalty (if any) will be adjusted in the subsequent quarterly installment (s).
- Any delay on account of CLIENT officials (and not attributable to the SI) shall not be taken into account while computing adherence to service levels for the SI. While CLIENT will ensure that any Sign off / Comments are provided within a period of 15 working days from the submission of deliverables by the SI.
- Any monetary figure in decimal shall be rounded off to the nearest INR.



19 Schedule VII - Change Control Notice

Change Control Note		CCN Number:
Part A: Initiation		
Title:		
Originator:		
Sponsor:		
Date of Initiation:		
Details of Proposed Change		
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)		
Authorized by Client	Date:	
Name:		
Signature:		
Received by the System Integrator	Date:	
Name Authorized representative with Designation :		
Signature:		
Change Control Note	CCN Number:	



Part B : Evaluation	
(Identify any attachments as B1, B2, and B3 etc.)	
Changes to Services, charging structure, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.	
Brief Description of Solution:	
Impact:	
Deliverables:	
Timetable:	
Person-efforts estimated (In accordance with MSA and/ or Clause 2 RFP Volume III).	
Charges for Implementation: (including a schedule of payments)	
Other Relevant Information: (including value-added and acceptance criteria)	
Authorized by the SI	Date:
Name:	
Signature:	
Change Control Note	CCN Number :
Part C : Authority to Proceed	
Implementation of this CCN as submitted in Part A, in accordance with	



Part B is: (tick as appropriate)	
Approved	
Rejected	
Requires Further Information (as Follows or as Attachment 1 etc.)	
For Client and its nominated agencies	For the System Integrator
Signature	Signature
Name	Name
Title	Title
Date	Date



20 Schedule VIII - Service Level Agreement (SLA)

In order to achieve the objectives, the CCTNS system proposed by the bidder is required to meet Key Service Levels defined here during the entire Project Term.

This Schedule describes the service levels to be established for the Services offered by the SI to the UT. The SI shall monitor and maintain the UT service levels to provide quality service to the UT.

Definitions:

- a) **“Availability”** means the time for which the services and facilities are available for conducting operations on the UT system including application and associated infrastructure. Availability is defined as:

$$\{(\text{Scheduled Operation Time} - \text{System Downtime}) / (\text{Scheduled Operation Time})\} * 100\%$$

- b) **“Helpdesk Support”** shall mean the 16x6 basis support centre which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.
- c) **“Incident”** refers to any event / abnormalities in the functioning of the Data Centre Equipment / Services that may lead to disruption in normal operations of the Data Centre, System or Application services.
- d) **“Scheduled Maintenance Time”** shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA. The scheduled maintenance time would not be during 16X6 timeframe. Further, scheduled maintenance time is planned downtime with the prior permission of the UT.
- e) **“Scheduled operation time”** means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the systems and applications within the Primary DC, DRC and critical client site infrastructure will be 24X7X365. The total operation time for the client site systems shall be 18 hours.
- f) **“System or Application downtime”** means accumulated time during which the System is totally inoperable within the Scheduled Operation Time but outside the scheduled maintenance time and measured from the time the UT and/or its employees log a call with the SI team of the failure or the failure is known to the SI from the availability measurement tools to the time when the System is returned to proper operation.



1. Interpretations.

- a) The business hours are 7:00AM to 11:00PM on all working days (Mon-Sat) excluding Public Holidays or any other Holidays observed by the UT. The SI however recognizes the fact that the UT offices will require to work beyond the business hours on need basis.
- b) "Non-Business Hours" shall mean hours excluding "Business Hours".
- c) 16X7 shall mean hours between 07:00AM -11.00 PM midnight on all days of the week.
- d) If the operations at Primary Data Centre are not switched to DRC within the stipulated timeframe (Recovery Time Objective), it will be added to the system downtime.
- e) The availability for a cluster will be the average of availability computed across all the servers in a cluster, rather than on individual servers. However, non compliance with performance parameters for infrastructure and system / service degradation will be considered for downtime calculation.
- f) The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. However, if the performance of the system/services is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of the UT or an agency designated by them, then the UT will have the right to take appropriate disciplinary actions including termination of the contract.
- g) A Service Level violation will occur if the SI fails to meet Minimum Service Levels, as measured on a half yearly basis, for a particular Service Level. Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An "Availability and Performance Report" will be provided by the SI on monthly basis in the UT suggested format and a review shall be conducted based on this report. A monthly Availability and Performance Report shall be provided to the UT at the end of every month containing the summary of all incidents reported and associated SI performance measurement for that period. The monthly Availability and Performance Report will be deemed to be accepted by the UT upon review and signoff by SPMU and the UT where required, some of the Service Levels will be assessed through audits or reports e.g. utilization reports, measurements reports, etc., as appropriate to be provided by the SI on a monthly basis, in the formats as required by the UT. The tools to perform the audit will need to be provided by the SI. Audits will normally be done on



regular basis or as required by the UT and will be performed by the UT or the UT appointed third party agencies.

- h) EMS system as specified in this RFP shall play a critical role in monitoring the SLA compliance and hence will have to be customized accordingly. The 3rd party testing and audit of the system shall put sufficient emphasis on ensuring the capability of EMS system to capture SLA compliance correctly and as specified in this RFP. The selected System Integrator (SI) must deploy EMS tool and develop additional scripts (if required) for capturing the required data for SLA report generation in automated way. This tool should generate the SLA Monitoring report in the end of every month which is to be shared with the UT on a monthly basis. The tool should also be capable of generating SLA reports for a half-year. The UT will audit the tool and the scripts on a regular basis.
- i) The Post Implementation SLAs will prevail from the start of the Operations and Maintenance Phase. However, SLAs will be subject to being redefined, to the extent necessitated by field experience at the police stations / higher offices and the developments of technology practices globally. The SLAs may be reviewed on an annual/bi-annual basis as the UT decides after taking the advice of the SI and other agencies. All the changes would be made by the UT in consultation with the SI.
- j) The SI is expected to provide the following service levels. In case these service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and invoke the penalty clause. Payments to the SI are linked to the compliance with the SLA metrics laid down in the tables below. The penalties will be computed and calculated as per the computation explained in this Annexure. During the contract period, it is envisaged that there could be changes to the SLA, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e. the UT and SI.

Following tables outline the key service level requirements for the system, which needs be ensured by the SI during the operations and maintenance period. These requirements shall be strictly imposed and either the UT or a third party audit/certification agency shall be deployed for certifying the performance of the SI against the target performance metrics as outlined in the tables below.

Implementation Phase SLAs

- **Capacity Building**



Service Level Description	Measurement
Capacity Building	<p>At least 80% of the trainees within the training program should give a rating of satisfactory or above.</p> <p>Severity of Violation: High</p> <p>This service level will be monitored and measured on a per District basis through feedback survey to be provided to each attendee within the program.</p> <p>If the training quality in the program falls below the minimum service level, it will be treated as one (1) violation.</p> <p>The total number of violations for the payment period will be the cumulative number of violations across all the programs across all Districts in the payment period.</p>

➤ **Data Migration / Digitization**

Service Level Description	Measurement
Data Migration	<p>Error rate in a batch should be less than 5% Severity of Violation: Medium This service level will be measured on a monthly basis for each Police Station / Higher Office.</p> <p>If the data migration / digitization service level in a police station / higher office falls below the minimum service level, it will be treated as one (1) violation.</p> <p>The total number of violations for the payment period will be the cumulative number of violations across all the police stations / higher offices in the payment period.</p>



Violations and Associated Penalties

The primary intent of Penalties is to ensure that the system performs in accordance with the defined service levels. Penalties are not meant to be punitive or, conversely, a vehicle for additional fees.

Penalty Calculations - The framework for Penalties, as a result of not meeting the Service Level Targets is as follows:

(i) The performance will be measured for each of the defined service level metric against the minimum / target service level requirements and the violations will be calculated accordingly.

(ii) The number of violations in the reporting period for each level of severity will be totaled and used for the calculation of Penalties.

(iii) Penalties applicable for each of the high severity violations are 1 % of respective payment-period payment to the SI.

(iv) Penalties applicable for each of the medium severity violations are 0.25 % of respective payment-period payment to the SI.

➤ **Primary DC/DRC Site Infrastructure Systems and Application Availability and Performance**

Production CAS Systems - The failure or disruption has a direct impact on the UT's ability to service its police stations / higher offices, ability to perform critical back-office functions or a direct impact on the organization.

This includes but not limited to:-

- Storage and related switches at Primary DC and DRC.
- Web, Application, Database, and Backup Servers at Primary DC and DRC.
- Primary DC to DRC connectivity.
- Primary DC and DRC network infrastructure.
- Primary DC and DRC security infrastructure.

Non-CAS Systems in Production and Non Production Systems (Development, QA, and Training)

The failure or disruption has no direct impact on the UT's ability to serve its police stations / higher offices, or perform critical back-office functions.

This includes but not limited to:

- Production Non CAS Servers.
- Test, QA and Training Servers.
- Helpdesk infrastructure & applications.
- EMS Infrastructure.



CAS Solution Components

The failure or disruption has a direct impact on the UT's ability to service its police stations / higher offices, ability to perform critical back-office functions or a direct impact on the organization.

Non ERP Solution Components

The failure or disruption has no direct impact on the UT's ability to serve its police stations / higher offices, or perform critical back-office functions.

These service levels will be monitored on a monthly basis.

The below tables gives details on the Service Levels the SI should maintain.

Service Level Description	Measurement	
Infrastructure Availability	Availability of production CAS systems shall be at least 99%	
	Severity of Violation: High	
	Availability over the six month period	Violations for calculation of penalty
	< 99% and >=98.5%	1
	<98.5% and >=98%	2
	<98%	3
	In addition to the above, if the service level in any month in the six-month period falls below 98%, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Infrastructure Availability	Availability of non-CAS systems in production and nonproduction systems shall be at least 97%.	
	Severity of Violation: Medium	
	Availability over the six month period	Violations for calculation of penalty
	< 97% and >=96.5%	1
	<96.5% and >=96%	2
	<96%	3
	In addition to the above, if the service level in any month in the six-month period falls below 96%, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Infrastructure Availability	RPO should be <60 mins. Severity of Violation: High Each instance of non-meeting this service level will be treated as two (2) violations.	
Infrastructure Availability	RPO (zero data loss in case of failure of primary DC) should be zero	



	minutes Severity of Violation: High Each instance of non-meeting this service level will be treated as two (2) violations.	
Infrastructure Performance	Sustained period of peak CPU utilization of any server crossing 70% (with the exception of batch processing) shall be less than or equal to 30 minutes. Severity of Violation: High Each occurrence where the peak CPU utilization of any server crosses 70% (with the exception of batch processing) and stays above 70% for time more than 30 minutes will be treated as one (1) instance.	
	Number of instances over the six month period	Violations for calculation of penalty
	>0 and <=3	1
	>3	2
	In addition to the above, if the number of instances in any month in the six-month period exceeds 3, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Infrastructure Performance	Sustained period of peak I/O utilization of any server crossing 70% (with the exception of batch processing) shall be less than or equal to 30 minutes. Severity of Violation: High Each occurrence where the peak CPU utilization of any server crosses 70% (with the exception of batch processing) and stays above 70% for time more than 30 minutes will be treated as one (1) instance.	
	Number of instances over the six month period	Violations for calculation of penalty
	>0 and <=3	1
	>3	2
	In addition to the above, if the number of instances in any month in the six-month period exceeds 3, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Infrastructure Performance	Sustained period of peak memory utilization of any server crossing 70% (with the exception of batch processing) shall be less than or equal to 30 minutes. Severity of Violation: High Each occurrence where the peak CPU utilization of any server crosses 70% (with the exception of batch processing) and stays above 70% for time more than 30 minutes will be treated as one (1) instance.	



	Number of instances over the six month period	Violations for calculation of penalty
	>0 and <=3	1
	>3	2
	In addition to the above, if the number of instances in any month in the six-month period exceeds 3, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Application Availability	Availability of CAS solution components measured within the Data Center shall be at least 99.9% Severity of Violation: High The service shall be monitored on a monthly basis	
	Availability over the six month period	Violations for calculation of penalty
	<99.9% & >=99.5%	1
	<99.5% & >99%	2
	<99%	3
	In addition to the above, if the service level in any month in the six-month period falls below 99%, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Application Availability	Availability of non-CAS solution components measured within the Data Center shall be at least 97% Severity of Violation: Medium The service shall be monitored on a monthly basis	
	Availability over the six month period	Violations for calculation of penalty
	<97% & >=96%	1
	<96%	3
	In addition to the above, if the service level in any month in the six-month period falls below 96%, one (1) additional violation will be added for each such month to the overall violations for this service level.	
	Application Performance	Average application response time during peak usage hours as measured from a client terminal within the Data Center shall not exceed 4 seconds. Severity of Violation: High The list of critical business functions and peak usage hours will be identified by the UT during the Supply and System Integration Phase. The service shall be monitored on a monthly basis
Average application response time over the six month period		Violations for calculation of penalty
> 4s & <= 5s		2
> 5s & <= 6s		4



	> 6s	5
	In addition to the above, if the average turnaround time in any month in the six-month period falls goes beyond 6s, one (1) additional violation will be added for each such month to the overall violations for this service level.	

Client Site Infrastructure Systems

Critical Client Site Systems

The failure or disruption results in inability of the police station / higher offices to service its dependent offices or perform critical back-office functions. Critical client site infrastructure means the IT infrastructure at client site which are shared by multiple users i.e., Core Switch, Core Routers, etc.

This service level will be measured on a monthly basis for each implementation site.

The below tables gives details on the Service Levels the SI should maintain:

Service Level Description	Measurement
Client Site Systems Availability	<p>Availability of the critical client site infrastructure components at all the implementation sites shall be at least 99%</p> <p>Severity of Violation: High</p> <p>This service level will be measured on a monthly basis for each implementation site.</p> <p>If the availability in a month for an implementation site falls below the minimum service level, it will be treated as one (1) violation.</p> <p>The total number of violations for the six-month period will be the cumulative number of violations across all the months across all sites in the six-month period.</p>

Handholding Support: Client Site Support

Level 1 Incidents - The incident has an immediate impact on the UT's ability to service its police stations / higher offices, to perform critical back-office functions or has a direct impact on the organization.

Level 2 Incidents - The incident has an impact on the UT's ability to service its police stations / higher offices that while not immediate, can cause service to degrade if not resolved within reasonable time frames



The severity of the individual incidents will be mutually determined by the UT and SI.

The scheduled operation time for the client site systems shall be the business hours of the UT.

This service level will be measured on a monthly basis for each implementation site.

The tables on the following page give details of the Service Levels the SI is required to maintain:

Service Level Description	Measurement										
<p>Client Site Support Performance</p>	<p>80% of the Level 1 Incidents at each site should be resolved within 2 business hours from the time call is received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 8 business hours.</p> <p>Severity of Violation: Medium</p> <p>This service level will be measured on a monthly basis for each implementation site.</p> <p>If the performance in a month for an implementation site falls below the minimum service level, it will be treated as one (1) instance. The total number of instances for the six-month period will be the cumulative number of instances across all the months across all sites in the six-month period.</p> <p>Average number of instances per month = (Total number of instances for the six-month period) / 6</p> <table border="1" data-bbox="570 1066 1382 1318"> <thead> <tr> <th data-bbox="570 1066 1105 1150">Average number of instances per month</th> <th data-bbox="1105 1066 1382 1150">Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="570 1150 1105 1192">> 0 & <= 4</td> <td data-bbox="1105 1150 1382 1192">1</td> </tr> <tr> <td data-bbox="570 1192 1105 1234">> 4 & <= 8</td> <td data-bbox="1105 1192 1382 1234">2</td> </tr> <tr> <td data-bbox="570 1234 1105 1276">> 8 & <= 12</td> <td data-bbox="1105 1234 1382 1276">3</td> </tr> <tr> <td data-bbox="570 1276 1105 1318">>12</td> <td data-bbox="1105 1276 1382 1318">4</td> </tr> </tbody> </table>	Average number of instances per month	Violations for calculation of penalty	> 0 & <= 4	1	> 4 & <= 8	2	> 8 & <= 12	3	>12	4
Average number of instances per month	Violations for calculation of penalty										
> 0 & <= 4	1										
> 4 & <= 8	2										
> 8 & <= 12	3										
>12	4										
<p>Client Site Support Performance</p>	<p>80% of the Level 2 Incidents at each site should be resolved within 6 business hours from the time call is received / logged which ever is earlier. The maximum resolution time for any incident of this nature shall not exceed 48 business hours. Severity of Violation: Medium This service level will be measured on a monthly basis for each implementation site. If the performance in a month for an implementation site falls below the minimum service level, it will be treated as one (1) instance. The total number of instances for the six-month period will be the cumulative number of instances across all the months across all sites in the six-month period.</p> <p>Average number of instances per month = (Total number of instances for the six-month period) / 6</p> <table border="1" data-bbox="570 1787 1382 1864"> <thead> <tr> <th data-bbox="570 1787 1105 1864">Average number of instances per month</th> <th data-bbox="1105 1787 1382 1864">Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="570 1787 1105 1864"></td> <td data-bbox="1105 1787 1382 1864"></td> </tr> </tbody> </table>	Average number of instances per month	Violations for calculation of penalty								
Average number of instances per month	Violations for calculation of penalty										



	> 0 & <= 4	1
	> 4 & <= 8	2
	> 8 & <= 12	3
	>12	4
Client Site Support Performance	Replacement of hardware equipment shall be done within 7 days of notification by the UT. These equipments would have failed on four or more occasions in a period of less than three months or six times in a period of less than twelve months. (Mean Time Between Failure Condition) Severity of Violation: High Each instance of non-meeting this service level will be treated as one (1) violation.	

Handholding Support: Application Support

Level 1 Defects - The failure to fix has an immediate impact on the UT’s ability to service its police stations / higher offices, inability to perform critical back-office functions or a direct impact on the organization.

Level 2 Defects. The failure to fix has an impact on the UT’s ability to service its police stations / higher offices that while not immediate, can cause service to degrade if not resolved within reasonable time frames.

Level 3 Defects. The failure to fix has no direct impact on the UT’s ability to serve its police stations / higher officers, or perform critical back-office functions.

The severity of the individual defects will be mutually determined by the UT and SI.

This service level will be monitored on a monthly basis.

The below tables gives details on the Service Levels the SI should maintain:

Service Level Description		Measurement
Application Support performance	Support	95% of the Level 1 defects shall be resolved within 4 business hours from the time of reporting full details. Severity of Violation: High This service level will be monitored on a monthly basis.
		Performance over the six month period
		Violations for calculation of penalty
		<95% & >=90%
		<90% & >=85%
		<85%



		In addition to the above, if the service level in any month in the six-month period falls below 85%, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Application performance	Support	95% of the Level 2 defects shall be resolved within 72 hours from the time of reporting full details. Severity of Violation: High This service level will be monitored on a monthly basis.	
		Performance over the six month period	Violations for calculation of penalty
		<95% & >=90%	1
		<90% & >=85%	2
		<85%	3
		In addition to the above, if the service level in any month in the six-month period falls below 85%, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Application performance	Support	100% of the Level 3 defects shall be resolved within 120 hours from the time of reporting full details. Severity of Violation: High This service level will be monitored on a monthly basis.	
		Performance over the six month period	Violations for calculation of penalty
		<100% & >=90%	1
		<90% & >=80%	2
		<80%	3
		In addition to the above, if the service level in any month in the six-month period falls below 80%, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Application performance	Support	Up to date of the documentation of the design, modifications, enhancements, and defect-fixes in the half-yearly period. Severity of Violation: Medium This service level will be measured on a half-yearly basis. Each instance of non-meeting this service level will be treated as one (1) violation.	



2. Network Uptime:

This service level will be monitored on a monthly basis.

The below tables gives details on the Service Levels the SI should maintain:

Service Level Description	Measurement
Network Uptime	<p>Availability of the network and all related components at all the implementation sites shall be at least 99%</p> <p>Severity of Violation: High This service level will be measured on a monthly basis for each implementation site.</p> <p>If the network availability in a month falls below the minimum service level, it will be treated as one (1) violation.</p> <p>The total number of violations for the six-month period will be the cumulative number of violations across all the months across all sites in the six-month period.</p>

Handholding Support: Helpdesk and Data Center Support

Level 1 Calls - The failure to fix has an immediate impact on the UT's ability to service its police stations / higher offices, inability to perform critical back-office functions or a direct impact on the organization.

Level 2 Calls. The failure to fix has an impact on the UT's ability to service its police stations / higher offices that while not immediate, can cause service to degrade if not resolved within reasonable time frames.

Level 3 Calls. The failure to fix has no direct impact on the UT's ability to serve its police stations / higher offices, or perform critical back-office functions.

This service level will be monitored on a monthly basis.

The below tables gives details on the Service Levels the SI should maintain.

Service Level Description	Measurement				
Helpdesk Performance	<p>98% of the calls shall be answered within 45 seconds.</p> <p>Severity of Violation: High</p> <p>This service level will be monitored on a monthly basis.</p>				
	<table border="1"> <tr> <td>Performance over the six month period</td> <td>Violations for calculation of penalty</td> </tr> <tr> <td><98% & >=90%</td> <td>1</td> </tr> </table>	Performance over the six month period	Violations for calculation of penalty	<98% & >=90%	1
Performance over the six month period	Violations for calculation of penalty				
<98% & >=90%	1				



	<90% & >=80%	2
	<80%	3
	In addition to the above, if the service level in any month in the six-month period falls below 80%, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Helpdesk Performance	98% of the incidents within helpdesk resolution capacity shall be resolved in a cycle time of 24 hours.	
	Severity of Violation: High	
	This service level will be monitored on a monthly basis.	
	Performance over the six month period	Violations for calculation of penalty
	<98% & >=90%	1
	<90% & >=80%	2
	<80%	3
	In addition to the above, if the service level in any month in the six-month period falls below 80%, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Helpdesk Performance	98% of the non SI supported incidents shall be routed to the appropriate service provider within 30 minute	
	Severity of Violation: Medium	
	This service level will be monitored on a monthly basis.	
	Performance over the six month period	Violations for calculation of penalty
	<98% & >=90%	1
	<90% & >=80%	2
	<80%	3
	In addition to the above, if the service level in any month in the six-month period falls below 80%, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Helpdesk Performance	80% of the Level 1 calls shall be resolved within 2 hours from call received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 8 business hours.	
	Severity of Violation: High	
	This service level will be monitored on a monthly basis.	



	Performance over the six month period	Violations for calculation of penalty
	<80% & >=70%	1
	<70% & >=60%	2
	<60%	3
	In addition to the above, if the service level in any month in the six-month period falls below 60%, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Helpdesk Performance	80% of the Level 2 calls shall be resolved within 6 hours from call received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 48 hours.	
	Severity of Violation: High	
	This service level will be monitored on a monthly basis.	
	Performance over the six month period	Violations for calculation of penalty
	<80% & >=70%	1
	<70% & >=60%	2
	<60%	3
	In addition to the above, if the service level in any month in the six-month period falls below 60%, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Helpdesk Performance	80% of the Level 3 calls shall be reported on status and action to be communicated within 24 hours from call received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 72 hours.	
	Severity of Violation: High	
	This service level will be monitored on a monthly basis.	
	Performance over the six month period	Violations for calculation of penalty
	<80% & >=70%	1
	<70% & >=60%	2
	<60%	3
	In addition to the above, if the service level in any month in the six-month period falls below 60%, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Datacenter Support	Replacement of hardware equipment shall be done within 15	



<p>Performance</p>	<p>days of notification by the UT. These equipments would have failed on four or more occasions in a period of less than three months or six times in a period of less than twelve months. (Mean Time Between Failure Condition)</p> <p>Severity of Violation: High</p> <p>Each instance of non-meeting this service level will be treated as one (1) violation.</p>
<p>Datacenter Support Performance</p>	<p>Up to date of the documentation of the design, modifications, enhancements, and fixes. Severity of Violation: Medium</p> <p>This service level will be measured on a half-yearly basis. Each instance of non-meeting this service level will be treated as one (1) violation.</p>

Reporting

The below tables gives details on the Service Levels the SI should maintain:

Service Level Description	Measurement						
<p>Availability and Performance Report</p>	<p>Provide monthly SLA compliance reports, monitoring and maintenance related MIS reports by the 5th of the following month. Severity of Violation: Medium</p> <p>This service level will be monitored on a monthly basis. If the monthly SLA compliance report related to the service level metrics is not provided in the given timeframe, it will be treated as one (1) instance.</p> <p>The total number of instances for the six-month period will be the cumulative number of instances across all the months in the six-month period.</p> <table border="1" data-bbox="574 1409 1382 1572"> <tr> <td data-bbox="574 1409 1105 1484">Total number of instances over the six month period</td> <td data-bbox="1105 1409 1382 1484">Violations for calculation of penalty</td> </tr> <tr> <td data-bbox="574 1484 1105 1535">>0 & ≤3</td> <td data-bbox="1105 1484 1382 1535">1</td> </tr> <tr> <td data-bbox="574 1535 1105 1572">>3</td> <td data-bbox="1105 1535 1382 1572">2</td> </tr> </table>	Total number of instances over the six month period	Violations for calculation of penalty	>0 & ≤3	1	>3	2
Total number of instances over the six month period	Violations for calculation of penalty						
>0 & ≤3	1						
>3	2						



Credits for Successful Application Uptake

The below tables gives details of the credits that can gained by the SI for successful uptake of the application in the UT. The credits will not be calculated for the first reporting period.

Service Level Description	Measurement
CCTNS Uptake	The following metrics will be measured at the end of each reporting period for each District that has been declared as "Go Live":
	1. Number of key transactions carried through internet (ex: Transactional such as submitting an application for a no-objection certificate and Informational such a requesting the status of a case)
	2. Number of active users profiles in CCTNS
	3. Number of read-write transactions on CCTNS system
	4. Number of Searches carried out on data in CCTNS
5. Total number of FIRs prepared through CCTNS	
6. Total number of Crime Details Forms prepared through CCTNS	
7. Total number of Key Investigation Forms prepared through CCTNS	
8. Total number of Arrest Cards prepared through CCTNS	
9. Total number of Charge Sheets prepared through CCTNS	
10. Quality (regency and accuracy) of information available in CCTNS	
11. Number of cases reported to be solved because of the availability of CCTNS	
12. Number of ad-hoc requests successfully responded to using CCTNS	
13. Turnaround Time for submitting the monthly and annual crime/criminal information to NCRB from the UT	
A credit will be gained for each of the above parameters if the uptake for that parameter shows significant improvement.	
The following table applies for each of the above parameters:	
% increase over the measurement in the last reporting period	Violations for calculation of penalty
>5 & <=10%	2
>10 & <=15%	3
>15%	4

XXX