



CRIME & CRIMINAL TRACKING NETWORK AND SYSTEMS (CCTNS)

Department of Police, Punjab

RFP for Selection of System Integrator by the State of Punjab
Implementation of CCTNS in the State of Punjab

Volume – II (Commercial and Bidding Terms)

This Request for Proposal (RFP all volumes) is both confidential and proprietary to Punjab Police and Punjab Police reserves the right to recall the RFP in its entirety or in part thereof. Vendors agree that they will not duplicate, distribute or otherwise disseminate or make available this document in its entirety or in part thereof, or the information contained in it without the express written consent of Punjab Police. Notwithstanding the foregoing, vendors may make this document available to those employees who have a need to know its contents in order to participate in the preparation of the response; however, vendors must first communicate the terms and conditions of this section to such employees. Vendors shall not include or reference this RFP in any publicity without prior written approval from Punjab Police. Vendors must accept all of the foregoing terms and conditions without exception. All responses to the Request for Proposal submitted within the stipulated time will become the property of Punjab Police and will not be returned.

Calendar of Events and Other Relevant Details

S. No	Information	Details
1.	RFP reference No and Date	CCTNS/2011/02
2.	Release of RFP to EOI Shortlisted bidders	11 th April, 2011
3.	Last date for Queries submission	25 th April, 2011
4.	pre-bid conference	29 th April, 2011
5.	Release of response to clarifications on	06 th May, 2011
6.	Last date (deadline) for receipt of proposals in response to RFP notice	20 th May, 2011
7.	Place, Time and Date of opening of Technical proposals received in response to the RFP notice	Place – Punjab Police Head Quarters, Sector, 9, Chandigarh Time: 13:00 pm Date: 20th May, 2011
8.	Place, Time and Date of opening of Financial proposals received in response to the RFP notice	To be advised later.
9.	Contact Person for queries	Sh. J.K Mittal, IPS Inspector General of Police, Punjab Room No. 106, Ground Floor, Punjab Police Headquarters, Sector 9, Chandigarh Phone : 0172- 2748100-01-02-03 Ext : 2124 Fax: 0172-2743520 Email: igp.it&t.police@punjab.gov.in
10.	Addressee and Address at which proposal in response to RFP notice is to be submitted:	Punjab Police Headquarters, Sector 9, Chandigarh Phone : 0172- 2748100-01-02-03

LIST OF ABBREVIATIONS

S.NO	TERM	DEFINITION
1.	DGP	Director General of Police
2.	ADGP	Additional Director General of Police
3.	IGP	Inspector General of Police
4.	DIG	Deputy Inspector General of Police
5.	CP	Commissioner of Police
6.	AIG	Assistant Inspector General of Police
7.	DCP	Deputy Commissioner of Police
8.	SSP	Senior Superintendent of Police
9.	SP	Superintendent of Police
10.	ASP	Assistant Superintendent of Police
11.	ADCP	Additional Deputy Commissioner of Police
12.	ACP	Additional Commissioner of Police
13.	DSP	Deputy Superintendent of Police
14.	Insp.	Inspector
15.	SHO	Station House Officer
16.	SI	Sub Inspector
17.	ASI	Assistant Sub-Inspector
18.	HC	Head Constable
19.	DCRB	District Crime Records Bureau.
20.	SCRB	State Crime Records Bureau
21.	NCRB	National Crime Records Bureau
22.	CRO	Crime Record Office
23.	VRK	Vulnerable Record Keeping
24.	CIA	Crime Investigation Agency
25.	CIPA	Common Integrated Police Application
26.	PP	Public Prosecutor
27.	RTO	Road Transport Office
28.	DTO	District Transport Office
29.	DC	District Collector
30.	GRP	Government Railway Police
31.	RI	Reserve Inspector
32.	NREGA	National Rural Employment Guarantee Act
33.	SDA	Software Development Agency

Table of Contents

Calendar of Events and Other Relevant Details.....	2
1. Introduction.....	7
1.1 Project Background.....	7
1.2 Crime and Criminal Tracking Network System (CCTNS)	8
2. Instructions to Bidders.....	9
2.1.1 Pre-Bid Conference.....	9
2.1.2 Response to Bidder's Enquiries	10
2.1.3 Supplementary Information / Corrigendum / Amendment to the RFP.....	10
2.1.4 Proposal Preparation Costs	11
2.1.5 Punjab Police's Right to terminate the Process.....	11
2.1.6 Authentication of Bids.....	11
2.1.7 Interlineations in Bids.....	11
2.1.8 Late Bids.....	11
3. Bid Submission Instructions	12
3.1.1 Mode of Submission	12
3.1.2 Commercial Proposal	14
3.1.3 Language of Proposals.....	16
3.1.4 Conditions under which this RFP is issued	16
3.1.5 Rights to the Content of the Proposal	16
3.1.6 Modification and Withdrawal of Proposals.....	17
3.1.7 Non-Conforming Proposals.....	17
3.1.8 Disqualification	17
3.1.9 Conflict of Interest.....	18
4. Bid Opening and Evaluation Process	20
4.1.1 Bid opening sessions	20
4.1.2 Overall Evaluation Process	20
4.1.3 Evaluation of Technical Proposals.....	21
5. Qualification Criteria.....	23
5.1.1 Technical Evaluation Scoring Matrix:	23
5.1.2 Technical Proposal	25
5.1.3 Evaluation of Commercial Bids	26

6. Award of Contract.....	29
6.1.1 Award Criteria.....	29
6.1.2 Punjab Police’s Right To Accept Any Proposal and To Reject Any Or All Proposals.....	29
6.1.3 Notification of Award.....	29
6.1.4 Contract Finalization and Award.....	29
6.1.5 Signing of Contract.....	29
6.1.6 Failure to agree with the Terms and Conditions of the RFP.....	30
7 Payment Terms and Schedule.....	31
7.1.1 Performance Bank Guarantee.....	31
7.1.2 Liquidated Damages.....	31
7.1.3 Payment Schedules and Milestones.....	31
7.1.4 Milestones and Payment Schedules for Implementation Phase.....	32
7.1.5 Milestones and payment Schedules for Operations and Maintenance Phase.....	33
8 Formats for Response - Technical Bid.....	34
8.1.1 Profiles of Previous Project Experience.....	34
8.1.2 Solution Information.....	35
8.1.3 Bill of Material – Software Solution is.....	38
8.1.4 Bill of Material – Infrastructure.....	41
8.1.5 Team Profile.....	45
9 Format for Bid Response – Commercial Bid.....	47
9.1.1 Commercial Proposal Cover Letter.....	47
9.1.2 Form 1 – Pricing Summary.....	49
9.1.3 Form 2: Detailed Component-Wise Pricing Format.....	51
10 Annexure – Other Formats.....	65
10.1.1 Non – Disclosure Agreement (NDA).....	65
10.1.2 Format for submission of Queries for Clarification.....	68
10.1.3 Bid Cover Letter.....	69
10.1.4 Undertaking on Patent Rights.....	71
10.1.5 Undertaking on Conflict of Interest.....	72
10.1.6 Non-Malicious Code Certificate.....	73
10.1.7 Undertaking On Pricing of Items of Technical Response.....	74
10.1.8 Undertaking on Offline Functionality.....	75
10.1.9 Undertaking on Provision for Required Storage Capacity.....	76
10.1.10 Undertaking on Compliance and Sizing of Infrastructure.....	77
10.1.11 Undertaking on Provision of Support for Software.....	78
10.1.12 Undertaking on Service Level Compliance.....	79

10.1.13 Undertaking on Deliverables.....	80
10.1.14 Undertaking on Training the Users	81
10.1.15 Undertaking on Support to Certification	82
10.1.16 Undertaking on Exit Management and Transition.....	83
10.1.17 Undertaking on Continuous Improvement	84
10.1.18 Undertaking on Personnel.....	85
10.1.19 Undertaking on Provision of Work Environment at the Punjab Police	86
10.1.20 Undertaking on Changes to the Contract Clauses.....	87
10.1.21 Undertaking from OEM on Authorization of use of their OEM products.....	88
10.1.22 Qualifications for the Project Team.....	89

1. Introduction

1.1 Project Background

The CCTNS Programme was conceived as a Mission Mode Project fully sponsored by the Government of India under the National e-Governance Programme (NeGP). Ministry of Home Affairs and National Crime Records Bureau (NCRB) would be implementing the project across the country with the help and support of State Governments and Union Territories. The project is envisaged to be completed in three years. NCRB is the central nodal agency that would manage CCTNS.

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

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

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

1. Facilitate collection, storage, retrieval, analysis, transfer and sharing of data and information among Police Stations, District, State Headquarters and other organization/agencies, including those at Government of India level.
2. Help in enabling and assisting the senior Police Officers in better management of Police Force.
3. Help in Keeping track of the progress of the crime and criminal investigation and prosecution Cases, including progress of cases in the court.
4. Help in reducing the manual and redundant record keeping.

Note: State in the whole document refers to Punjab.

1.2 Crime and Criminal Tracking Network System (CCTNS)

The Crime and Criminal Tracking Network Systems* (CCTNS) was conceptualized by the Ministry of Home Affairs in detailed consultation with all stakeholders and will be implemented as a “Mission Mode Project (MMP)” and will adopt the guidelines of the National e-Governance Plan (NeGP).

CCTNS aims at 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. CCTNS will operate through the creation of a nationwide networked infrastructure for evolution of IT-enabled state-of-the art tracking system around “investigation of crime and detection of criminals” in real time, which is a critical requirement in the context of the present day internal security scenario.

The scope of CCTNS spans all 35 States and Union Territories and covers all Police Stations (14,000+ in number) and all Higher Police Offices (6,000+ in number) in the country. The CCTNS project includes vertical connectivity of police units (linking police units at various levels within the States – police stations, district police offices, state headquarters, SCRB and other police formations – and States, through state headquarters and SCRB, to NCRB at GOI level) as well as horizontal connectivity, linking police functions at State and Central level to external entities. CCTNS also provides for a citizen’s interface to provide basic services to citizens.

2. Instructions to Bidders

The RFP document consists of three volumes:

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

The RFP will be individually sent to the EOI qualified bidders through e-mail on 11th April 2011.

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid security.

2.1.1 Pre-Bid Conference

Punjab Police Department represented by the by CCTNS Nodal Officer of the Punjab will host a Pre-Bid Technical Conference, scheduled on 29th April, 2011. The date, time and venue of the conference will be intimated to all bidders through e-mail or fax. The representatives of the interested organizations may attend the pre-bid technical conference at their own cost. The purpose of the conference is to provide bidders with information regarding the RFP and the proposed solution requirements in reference to the particular RFP. The Punjab Police shall provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the project during the pre-bid conference.

2.1.2 Response to Bidder’s Enquiries

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

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

All enquiries should be sent either through email or Fax. The Punjab Police shall not be responsible for ensuring that bidders’ enquiries have been received by them. Punjab Police shall provide a complete, accurate, and timely response to all questions to all the bidders. However, Punjab Police makes no representation or warranty as to the completeness or accuracy of any response, nor does Punjab Police undertake to answer all the queries that have been posed by the bidders. All responses given by Punjab Police will be distributed to all the bidders.

2.1.3 Supplementary Information / Corrigendum / Amendment to the RFP

i. If Punjab Police deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements/corrigendum to this RFP. Such supplemental information will be communicated to all the bidders by e-mail or fax and will also be made available on Punjab Police’s website. Any such supplement shall be deemed to be incorporated by this reference into this RFP.

ii. At any time prior to the deadline (or as extended by Punjab Police) for submission of bids, Punjab Police, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder, Punjab Police may modify the RFP document by issuing amendment(s). All bidders will be notified of such amendment(s) by publishing on the websites, and these will be binding on all the bidders.

iii. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, Punjab Police, at its discretion, may extend the deadline for the submission of bids.

2.1.4 Proposal Preparation Costs

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

2.1.5 Punjab Police's Right to terminate the Process

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

2.1.6 Authentication of Bids

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

2.1.7 Interlineations in Bids

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

2.1.8 Late Bids

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

3. Bid Submission Instructions

Proposals must be direct, concise, and complete. Punjab Police will evaluate bidder’s proposal based on its clarity and the directness of its response to the requirements of the project as outlined in this RFP. Bidders shall furnish the required information on their technical and commercial proposals in the enclosed formats only. Any deviations in format or if the envelopes are not sealed properly, the tender will be liable for rejection.

3.1.1 Mode of Submission

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

<p>Envelope 1: <u>Technical</u></p>	<p>The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP and in the formats prescribed in this volume. The envelope shall be sealed and super scribed “Technical Proposal – CCTNS” on the top right hand corner and addressed to Punjab Police at the address specified in this volume.</p> <p>This envelope should not contain any Commercials, in either explicit or implicit form, in which case the bid will be rejected.</p> <p>The technical proposal should be submitted with two printed copies of the entire proposal and a soft copy on non-rewriteable compact discs (CDs) with all the contents of the technical proposal. The words “Technical Proposal – CCTNS - Punjab” shall be written in indelible ink on the CD. The Hard Copy shall be signed by the authorized signatory on all the pages before being put along with the CD in the envelope and sealed. In case of discrepancies between the information in the printed version and the contents of the CDs, the printed version of the technical proposal will prevail and will be considered as the proposal for the purpose of evaluation.</p>
<p>Envelope 2: <u>Commercial Proposal</u> <u>The Commercial Proposal will be submitted only in the printed format and the bidder is</u></p>	<p>All the pages in the commercial response should be on the letterhead of the Bidder with a seal and signature of the authorized signatory of the Bidder. The hard copy shall be signed by the authorized signatory on all the pages before being put in the envelope and sealed. The envelope should also be super scribed “Commercial Proposal – CCTNS - Punjab”. (Not to be opened with the Technical Proposal) at the top right hand corner and addressed to Punjab</p>

<p><u>expected to submit only one copy of the Commercial Proposal as per the forms in this volume.</u></p>	<p>Police at the address specified in this volume.</p>
<p>Envelope 3</p>	<p>All the above 2 envelopes along with the cover letter, should be put in envelope 3 which shall be properly sealed. The outside of the envelope must clearly indicate the name of the project (“CCTNS: Response to the RFP for Selection of System Integrator for Punjab”).</p>

Note: The outer and inner envelopes mentioned above shall indicate the name and address of the bidder agency. Failure to mention the address on the outside of the envelope could cause a proposal to be misdirected or to be received at the required destination after the deadline.

- ii. Punjab Police will not accept delivery of proposal in any manner other than that specified in this volume. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.
- iii. The bidders are requested to sign across the envelopes along the line of sealing to ensure that any tampering with the proposal cover could be detected.
- iv. Technical proposal should not contain any commercial information.
- v. The envelope with technical and commercial proposals should be submitted along with a certified true copy of the corporate sanctions /approvals authorizing its authorized representative to sign/act/execute documents forming part of this proposal including various RFP documents and binding contract, at the address and time as specified in this RFP.
- vi. If any bidder does not qualify in technical evaluation, the Commercial Proposal shall be returned unopened to the bidder.
- vii. Bidder has to submit hard copies of the bids in sealed envelopes at the designated address before 20th May, 2011.
- viii. The proposals shall be valid for a period of Six (6) months from the date of opening of the proposals. A proposal valid for a shorter period may be rejected as nonresponsive.

On completion of the validity period, unless the bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his proposal.

ix. In exceptional circumstances, at its discretion, Punjab Police may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing or by fax or email.

3.1.2 Commercial Proposal

i. The Bidder is expected to price all the items and services proposed in the Technical Proposal. Punjab Police may seek clarifications from the Bidder on the Technical Proposal. Any of the clarifications by the Bidder on the technical proposal should not have any commercial implications. The Commercial Proposal submitted by the Bidder should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical offer.

ii. Unless expressly indicated in this RFP, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information directly relevant to the scope of services provided in Vol I may be submitted to accompany the proposal. However, this information will not be considered for evaluation purposes. .

iii. The Commercial Proposal must be detailed and must cover each year of the contract term. The bidder must provide the Commercial Proposal in hardcopy only.

iv. Correction of Error

a. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the commercial proposals are received by Punjab Police. All corrections, if any, should be initialed by the person signing the proposal form before submission, failing which the figures for such items may not be considered.

b. Arithmetic errors in proposals will be corrected as follows: In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern. The amount stated in the proposal form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the proposal price shall govern.

v. Prices and Price Information

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

b. No adjustment of the price quoted in the Commercial Proposal shall be made on account of any variations in costs of labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract

c. The price quoted in the Commercial Proposal shall be the only payment, payable by Punjab Police to the successful Bidder for completion of the contractual obligations by the successful Bidder under the Contract, subject to the terms of payment specified as in the proposed commercial bid or the one agreed between Punjab Police and the Bidder after negotiations. The price would be inclusive of all taxes, duties, charges and levies as applicable.

d. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.

e. Bidder should provide all prices, quantities as per the prescribed format given in Format for Bid Response – Commercial Bid. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate "0" (zero) in all such fields.

f. It is mandatory to provide the break-up of all components in the format specified for detailed Bill of Material. The commercial bid should include the unit price and proposed number of units for each component provided in the Bill of Material in the commercial bid. In case of a discrepancy between the Bill of Material and the commercial bid, the technical Bill of Material remains valid. In no circumstances shall the commercial bid be allowed to be changed / modified.

g. It is mandatory to provide break-up of all taxes, duties and levies wherever applicable and/or payable. All the taxes of any nature whatsoever shall be borne by the Bidder including any additional taxes/levies due to change in tax rates.

h. The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go Live, delivery charges and any other charges as applicable.

- i. All costs incurred due to delay of any sort, shall be borne by the Bidder.
- j. Punjab Police reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.

3.1.3 Language of Proposals

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

3.1.4 Conditions under which this RFP is issued

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

3.1.5 Rights to the Content of the Proposal

- a. All proposals and accompanying documentation of the Technical proposal will become the property of Punjab Police and will not be returned after opening of the technical proposals. The commercial proposals

that are not opened will be returned to the bidders. Punjab Police is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. Punjab Police shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

3.1.6 Modification and Withdrawal of Proposals

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

3.1.7 Non-Conforming Proposals

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

3.1.8 Disqualification

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

- a. Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal.
- b. During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
- c. The bidder qualifies the proposal with his own conditions
- d. Proposal is received in incomplete form
- e. Proposal is received after due date and time at the designated venue
- f. Proposal is not accompanied by all the requisite documents

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

3.1.9 Conflict of Interest

SI shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the SI or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with NCRB/MHA or Punjab Police. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely

impact the ability of the SI to complete the requirements as given in the RFP. Please use formats given in Annexures in this RFP.

– Other Formats for making declaration to this effect.

4. Bid Opening and Evaluation Process

4.1.1 Bid opening sessions

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

4.1.2 Overall Evaluation Process

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

4.1.3 Evaluation of Technical Proposals

- a) The evaluation of the Technical bids will be carried out in the following manner:
- b) The bidders' technical solution proposed in the bid document is evaluated as per the requirements specified in the RFP and adopting the evaluation criteria spelt out in this RFP. The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for technical evaluation.
- c) Proposal Presentations: The Tender Committee constituted by the Punjab Police may invite each bidder to make a presentation to Punjab Police at a date, time and venue decided by Punjab Police. The purpose of such presentations would be to allow the bidders to present their proposed solutions to the committee and orchestrate the key points in their proposals.
- d) The committee may seek oral clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Oral clarifications provide the opportunity for the committee to state its requirements clearly and for the bidder to more clearly state its proposal. The committee may seek inputs from their professional and technical experts in the evaluation process.
- e) Following will be the technical evaluation methodology:
 - Each Technical Bid will be assigned a technical score out of a maximum of 100 points.
 - Only the bidders, who score above the minimum cut-off score in all of the sections AND score a total Technical score of 70 (seventy) or more, will qualify for the evaluation of their commercial bids. In addition, the bidders are also required to score the minimum cut-off mark defined for each section, as explained below.
 - The commercial bids of bidders who do not qualify technically shall be returned unopened to the bidder's representatives after the completion of the evaluation process.
 - The committee shall indicate to all the bidders the results of the technical evaluation through a written communication. The technical scores of the bidders will be announced prior to the opening of the financial bids.

- The technically short listed bidders will be informed of the date and venue of the opening of the commercial bids through a written communication.

5. Qualification Criteria

5.1.1 Technical Evaluation Scoring Matrix:

The following are the indicative technical scoring criteria. .

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

1 The bidder should meet all the criteria including cut-off for each category failing which the bidder shall be disqualified.

No	Evaluation Criterion	Max score	Cut off score ¹
2	Detailed Methodology	25	18
A	Technical Solution	10	
B	Methodology for Data Migration/Data Digitization	5	
C	Methodology for Change Management and Capacity Building	5	
D	Methodology for Exit Management The following parameters will be examined for evaluation (indicative): • Comprehensiveness and Completeness of the Plan • Suitability of the plan to the Punjab Police's requirements	5	
3	Proposed Team and Governance Structure	30	21
A	Proposed Governance Structure and Escalation Mechanism	5	
B	Proposed team and profiles for CAS (State)-implementation and rollout, Configuration, Customization and Application development	5	
C	Proposed team and profiles for Capacity Building/Change management	5	
D	Proposed team and profiles for Data Migration / Data Digitization	2	
E	Proposed team and profiles for Infrastructure setup (Data Centre establishment)	5	
F	Proposed team and profiles for Networking and related components	3	
G	Proposed team and profiles for Domain Experts	3	
H	Proposed team for Operations and Maintenance	2	
4	Project Plan	10	7
A	Comprehensiveness of the project plan	2	
B	Activities, sequencing, dependencies among activities	2	
C	Resource planning, allocation and loading	2	
D	Proposed Status Reporting mechanism	2	
E	Risk Management & Mitigation plan	2	
	Total	100	70

5.1.2 Technical Proposal

1. All the mandatory undertakings

2. The technical proposal should address all the areas/ sections as specified by the RFP and should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP Volume I. The technical proposal must not contain any pricing information. In submitting additional information, please mark it as "supplementary" to the required response. If the bidder wishes to propose additional services (or enhanced levels of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate and distinct attachment to the proposal.

3. Previous Project Experience for all the criterion in the technical evaluation matrix in the format provided in the RFP

4. Proposed Methodology for Data Migration, Change Management / Capacity Building, and Exit Management

5. The Technical Proposal should address the following:

- Overview of the proposed solution that meets the requirements specified in the RFP
- Overall proposed Solution, technology, and deployment architecture
- Security architecture
- Integration Architecture
- Network architecture
- Details of the Solution as per the format provided in the RFP
- Bill of material of all the components (i.e. software, hardware, etc.) as per the formats provided in the RFP
- Approach & methodology for project development and implementation including the project plan
- Overall Governance Structure and Escalation Mechanism
- Project team structure, size, capability and deployment plan (Total Staffing plan including numbers)
- Training and Communication Strategy for key stakeholders of the project
- Key Deliverables (along with example deliverables, where possible)
- Project Management, reporting and review methodology
- Strategy for conducting Operations & Maintenance

- Risk Management approach and plan
- Certification from the OEMs on the Infrastructure proposed by bidder
- Bidder's experience in all the project related areas as highlighted in Bid evaluation criteria

6. Bidder must provide the team structure and the resumes of key profiles within each team such as manager(s), technical experts, domain experts, etc responsible for the management of this project in the format provided in the RFP

7. Comprehensive Project Plan Along with Manpower deployment plan and resources to be dedicated to the project.

8. The technical proposal shall also contain bidder's plan to address the key challenges anticipated during the execution of the project

9. Punjab Police is also open to any suggestions that the bidder may want to render with respect to the approach adopted for the assignment in the light of their expertise or experience from similar assignments. However, this should not lead to the submission date being missed or extended.

10. Bidder must provide the following information:

- Resumes of key profiles such as manager(s), technical experts, domain experts, etc responsible for the management of this project.

5.1.3 Evaluation of Commercial Bids

1. The Commercial Bids of only the technically qualified bidders will be opened for evaluation.

2. Since the payments to the SI will be made over a period of over four years (a minimum of 12 months for the Implementation Phase followed by three years for Operations and Maintenance Services), the DCF method will be used to compare different payment terms, including advance payments and progressive stage payments to the SIs so as to bring them to a common denomination for determining lowest bidder.

3. The Punjab Police will evaluate the offers received by adopting Discounted Cash Flow (DCF) method with a discounting rate in consonance with the existing government borrowing rate. The DCF is defined in the Glossary of Management and Accounting Terms, published by the Institute of Cost and Works Accountants of India. DCF method would be used for evaluation of bids. The bid with the lowest Net Present Value (NPV) determined using the DCF method will be selected.

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

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

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

Where,

- $C_0 \dots C_n$ are the yearly cash flows as illustrated below
- C_0 is the Sum of the below components
 - Sub-total for Services Provided during Implementation Phase (Sum of items 1 – 8, refer to Pricing Summary Sheet)
 - Blended Person Month Cost for 300 Person Months (refer to Pricing Summary Sheet)
- $C_1 - C_n$ is Cost of Operations and Maintenance Services for each year after "Go-Live"
- r is the annual discounting rate as specified in Para (2) above

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

The scores will be calculated as:

$$B_n = 0.3 * T_n + (0.7) * (C_{min}/C_b * 100)$$

Where

- i. B_n = overall score of bidder under consideration (calculated up to two decimal points)
- ii. T_n = Technical score for the bidder under consideration
- iii. C_b = NPV (as calculated above) for the bidder under consideration
- iv. C_{min} = Lowest NPV (as calculated above) among the financial proposals under consideration

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

6. Award of Contract

6.1.1 Award Criteria

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

6.1.2 Punjab Police's Right To Accept Any Proposal and To Reject Any Or All Proposals

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

6.1.3 Notification of Award

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

6.1.4 Contract Finalization and Award

The Punjab Police shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Technical and Commercial Evaluation to the proposed Project. If it is unable to finalize the contract with the bidder ranked first due to any reason, the Punjab Police may proceed to and negotiate with the next ranked bidder, and so on as per General Financial Rules (GFR) until a contract is awarded. Punjab Police reserves the right to present a contract to the bidder selected for negotiations. A contract will be awarded to the responsible, responsive bidder whose proposal conforms to the RFP and is, in the opinion of the Punjab Police, the most advantageous and represents the best value to the proposed project, price and other factors considered. Evaluations will be based on the proposals, and any additional information requested by the Punjab Police. Proposed project will involve the payment for the contract based on not only successful delivery of the solution but also on the success of the project after "Go-live".

6.1.5 Signing of Contract

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

in RFP Volume III. Punjab Police shall have the right to annul the award in case there is a delay of more than 30 days in signing of contract, for reasons attributable to the successful bidder.

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

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Punjab Police may award the contract to the next best value bidder as per section 6.1.4 in this RFP or call for new proposals or invoke the PBG.

7 Payment Terms and Schedule

7.1.1 Performance Bank Guarantee

A PBG of 10% of value of the contract would be furnished by the bidder in the form of a Bank Guarantee as per the format provided in this RFP from Indian Public Sector Banks or Private Sector Banks authorized by the Government to conduct Government transaction. At present HDFC Bank, ICICI Bank and AXIS Bank are the only three private sector banks authorized by the Government. Details of the banker to be furnished in the commercial offer:

- The PBG should be furnished within 15 calendar days from the signing of the contract and should be valid for entire term of the contract.
- Punjab Police may forfeit the Performance Guarantee for any failure on part of Bidder to complete its obligations under the Agreement.
- The Performance Guarantee shall be returned to the Bidder within 30 days of the date of successful discharge of all contractual obligations at the end of the period of the Agreement by the Punjab Police
- In the event of any amendments to Agreement, the Bidder shall within 15 days of receipt of such amendment furnish the amendment to the Performance Guarantee as required.

7.1.2 Liquidated Damages

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

7.1.3 Payment Schedules and Milestones

The successful bidder will sign a Service Level Agreement (SLA) with Punjab Police covering all the required services. The payment schedule and milestones are divided into two phases:

A) Implementation Phase

B) Operations and Maintenance Phase

7.1.4 Milestones and Payment Schedules for Implementation Phase

S. No.	Payment Milestones for the Implementation phase	% Payment
1.	M1: Advance	0%
2.	M2: Pre – Go Live Readiness ¹ - Phase I in the Phase I Districts	5%
3.	M3: Go-Live ² in the Phase I Districts	10%
4.	M4: Pre – Go Live Readiness ¹ in the Phase II Districts	5%
5.	M5: Go-Live ² in the Phase II Districts	10%
6.	M6: Pre – Go Live Readiness ¹ in the Phase III	5%
7.	M7: Go-Live ² in the Phase III	10%
8.	M8: Successful integration with CAS (Center) and successful transfer of the data for three months in succession	15%

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

- Data Migration / Digitization
- Capacity Building Program covering the targeted personnel
- Change Management Initiatives covering the targeted personnel
- Site Preparation
- Delivery and Commissioning of Client Side Infrastructure
- Networking

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

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

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

3. Phase 3 activities will include:

- Upgrade to newer version of CAS and enhancements
- Interface with external modules
- Capacity building

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

7.1.5 Milestones and payment Schedules for Operations and Maintenance Phase

The operations and maintenance phase is for a period of three years post Go-Live in the last district. 40% of the total cost quoted by the bidder will be paid during the Operations and Maintenance Phase. It will be divided into 6 equated installments and made as 6 equal payments upon satisfactory adherence 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.

The payments will be made after deducting the penalty amount as per the SLA violation (if any) for the period. For instances where SLA violations cannot be consolidated for the payment period, the penalty amount will be deduced from the next payment.

8 Formats for Response - Technical Bid

8.1.1 Profiles of Previous Project Experience

Relevant Project experience (Provide no more than 3 projects in the last 5 years)	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents: a) Letter from the client to indicate the successful completion of the projects	
Project Capability Demonstration	
Please provide complete details regarding the scope of the project to indicate the relevance to the requested technical evaluation criterion.	

8.1.2 Solution Information

The Below list is indicative only	Proposed Solution (Provide the product Name or Firm Custom built, incase of new development)	Version & year of release	OEM	Features & Functionality	O&M Support (Warranty /ATS/..as required as per RFP) Provided by	Reference in the submitted proposal (please provide page number / section - number / volume)
CAS (State) Solution						
Webserver						
Application Sever						
Database						
Operating System						
Others						
Reporting Engine						
Email/Messaging						
Search Engine						
Portal Server						
Workflow Engine						
Rules Engine						

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

The Below list is indicative only	Proposed Solution (Provide the product Name or Firm Custom built, incase of new development)	Version & year of release	OEM	Features & Functionality	O&M Support (Warranty /ATS/ ..as required as per RFP) Provided by	Reference in the submitted proposal (please provide page number / section - number / volume)
Directory Services						
DMS/CMS						
Security						
Identity Management						
Audit						
ETL						
Any Other Proposed						
CAS (State) Offline Solution						
Synchronization Solution						
Application Container						
Database						
Others						
Operating system (Incase the suggested solution will need a particular kind of O/S on the Client Machine)						
Any Other Proposed						

The Below list is indicative only	Proposed Solution (Provide the product Name or Firm Custom built, incase of new development)	Version & year of release	OEM	Features & Functionality	O&M Support (Warranty /ATS/ ..as required as per RFP) Provided by	Reference in the submitted proposal (please provide page number / section - number / volume)
Technical Environment						
Project Management Information System (PMIS)				Please Provide the list of services offered as a part of PMIS Solution		
Configuration Management						
Issue Tracker						
Any Other Proposed						
Infrastructure Services (at DC/DR)						
EMS				Please Provide the list of services offered as a part of EMS Solution		
Load Balancers						
Backup Software						
Helpdesk						
Anti-Virus						
SAN Management Software						
Any Other Proposed						

8.1.3 Bill of Material – Software Solution

The Below list is indicative only ³	Proposed Solution (Provide the product Name or Firm Custom built, incase of new development) ⁴	Unit of Measurement	Number of Licenses (Development Environment) ⁵	Number of Licenses (UAT) ⁴	Number of Licenses (Training) ⁴	Number of Licenses (Data Center - Production) ⁴	Number of Licenses (DR Site) ⁴
CAS (State) Solution							
Webserver							
Application Sever							
Database							
Operating System							
Others							
Reporting Engine							
Email/Messaging							
Search Engine							
Portal Server							
Workflow Engine							
Rules Engine							
Directory Services							
DMS							
Security							
Identify Management							
Audit							
ETL							
Any Other Proposed							

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

RFP for State System Integrator for implementation of CCTNS project in Punjab

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

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

The Below list is indicative only ³	Proposed Solution (Provide the product Name or Firm Custom built, incase of new development) ⁴	Unit of Measurement	Number of Licenses (Development Environment) ⁵	Number of Licenses (UAT) ⁴	Number of Licenses (Training) ⁴	Number of Licenses (Data Center - Production) ⁴	Number of Licenses (DR Site) ⁴
CAS (State) Offline Solution							
Synchronization Solution							
Application Container							
Database							
Others							
Operating System (In case the solution will not a particular kind of O/S on the Client machine)							
Any Other Proposed							
Technical Environment at NCRB							
Project Management Information System							
Configuration Management							
Issue Tracker							
Any Other Proposed							
Infrastructure Services (at DC\DR)							
EMS							

Load Balancer							
Backup Software							
Helpdesk							
Antivirus							
SAN Management Software							
Any Other Proposed							

8.1.4 Bill of Material – Infrastructure

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

Technical Bill of Materials - H/W															
	Reference of the server/ storage information in the Submitted Proposal (Please provide page number/section - number/volume)	Services proposed to be hosted on the Server	Quantity	Make and Model	Year of Introduction	Operating System along with version (if applicable)	Processor and Number of Cores Offered (if applicable)	Architecture (RISC/EPIC/CISC) (if applicable)	RAM (if applicable)	HDD (if applicable)	LAN Ports (if applicable)	HBA (if applicable)	Additional Information as required to indicate the compliance to the requirements in the RFP (ex, Capacity, Disk Space,....)	Compliance Matrix Provided as per the format given in the RFP (Yes/No) In case the matrix is not provided, please provide the same	Data Sheets Provided in the Proposal (Yes/No) In case the datasheets are not provided, please provide the same
Servers															
(EMS, AntiVirus, Backup, DNS,...)															
Insert each item in a separate row as required															
SAN Storage															

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

Technical Bill of Materials - H/W															
	Reference of the server/ storage information in the Submitted Proposal (Please provide page number/section number/volume)	Services proposed to be hosted on the Server	Quantity	Make and Model	Year of Introduction	Operating System along with version (if applicable)	Processor and Number of Cores Offered (if applicable)	Architecture (RISC/EPIC/CISC) (if applicable)	RAM (if applicable)	HDD (if applicable)	LAN Ports (if applicable)	HBA (if applicable)	Additional Information as required to indicate the compliance to the requirements in the RFP (ex. Capacity, Disk Space,....)	Compliance Matrix Provided as per the format given in the RFP (Yes/No) In case the matrix is not provided, please provide the same	Data Sheets Provided in the Proposal (Yes/No) In case the datasheets are not provided, please provide the same
Insert each item in a separate row as required															
Training Environment Insert each item in a separate row as required															

8.1.5 Team Profile

Format for the Profiles	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none"> • Degree • Academic institution graduated from • Year of graduation • Specialization (if any) • Key achievements and other relevant information (if any) 	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company (the SDA)	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: <ul style="list-style-type: none"> • Organizations worked for in the past • Organization name 	

<ul style="list-style-type: none"> • Duration and dates of entry and exit • Designation 	
---	--

<ul style="list-style-type: none"> • Location(s) • Key responsibilities • Prior project experience • Project name • Client • Key project features in brief • Location of the project • Designation • Role • Responsibilities and activities • Duration of the project Please provide only relevant projects. 	
Proficient in languages (Against each language listed indicate if read/write/both)	

9 Format for Bid Response – Commercial Bid

9.1.1 Commercial Proposal Cover Letter

(Company letterhead)

[Date]

To

Nodal Officer

CCTNS, Punjab

Punjab Police Headquarter

Sector 09, Chandigarh

Dear Sir,

Ref: RFP for Implementation of CCTNS in Punjab

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

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

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

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

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

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

9.1.2 Form 1 – Pricing Summary

S. No.	Description	Total Price (INR)	Taxes and Other Duties	Total Amount (INR)	Total Amount in Words
Services Provided During Implementation Phase					
1.	Systems Study and Configuration Customization and Extension (New Modules) of CAS (State) and Integration with CAS (Center) and External Agencies and Support to 3 rd party acceptance testing, audit and certification				
2.	Infrastructure at the District Training Centers including computers, networking components, projectors and UPS				
3.	Site preparation at the Client site locations (police stations, circle offices, Commissionerates, Range offices, Zones, SCRB, SDPOs, District HQ and State HQ), Training Centers and Data Center.				
4.	IT Infrastructure at the Client site locations (police stations, circle offices, Commissionerates, Range offices, Zones, SCRB, SDPOs, District HQ and State HQ).				
5.	Network connectivity for Police Stations / Higher Offices				
6.	IT infrastructure at the Data Center and Disaster Recovery Center including the necessary hardware, software and other networking components.				
7.	Data migration and Digitization of Historical Data				
8.	Change Management , Capacity Building, and Handholding Support				
A	Sub-total for Services Provided During Implementation Phase (Sum of items 1 – 8):				
Services Provided During Post Implementation Phase					

1.	Operations and Maintenance Services for the 1 st year after "Go-Live"				
2.	Operations and Maintenance Services for the 2 nd year after "Go-Live"				
3.	Operations and Maintenance Services for the 3 rd year after "Go-Live"				
B	Sub-total for Services Provided During Post Implementation Phase (Sum of items 1 – 5):				
C	Blended Person Month Cost for 300 Person Months				
	Grand Total for Consideration of L1 (A + B + C)				

9.1.3 Form 2: Detailed Component-Wise Pricing Format

Form 2.1: Pricing Summary

The rates quoted should be inclusive of all taxes, duties, levies, charges F.O.R. destination etc. in the each pricing format given below. No other expenses / charges will be reimbursed separately.

CCTNS Punjab – Financial Bid			
S.No.	Description	Quote Amount (In Rs.)	Total Amount
1	Hardware & Site Preparation Police Stations		
2	Hardware / Site Preparation Higher Offices		
3	Hardware / Site Preparation for FSL, FPB, PCR & SSR		
4	Operational Cost (Police Stations & Higher Offices)		
5	Operational Cost for FSL, FPB, PCR & SSR		
6	Application Customization/Development Cost		
7	Data Centre Cost		
8	Networking Infrastructure		
9	Handholding Cost		
10	Capacity Building Cost		
11	Digitization		
12	Change Management , Capacity Building, and Handholding Support		
Sub Total			
13	Operation & Maintenance cost for 1st year		
14	Operation & Maintenance cost for 2nd year		
15	Operation & Maintenance cost for 3rd year		
Sub Total			

CCTNS Punjab – Financial Bid			
S.No.	Description	Quote Amount (In Rs.)	Total Amount
16	Blended Person Month Cost for 300 Person Months		
Grand Total			

Form2. 2: Detailed Location-wise Pricing Format

Hardware & Site Preparation Cost at Police Station (Non CIPA)			
Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
Police Station			
Hardware	231		
Site Preparation	231		
Operational Expenses (paper, Toner, diesel etc.)	231		
Software	231		
Total			

*The above quantities are indicative only.

Hardware & Site Preparation Cost at Police Station (CIPA Location Phase I)			
Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
Police Station			
Hardware	31		
Site Preparation	31		
Operational Expenses (paper, Toner, diesel etc.)	31		
Software	31		
Total			

* In CIPA Police Location Site Preparation means wall mountable Rack, patch panel and patch cords and LAN connectivity where required.

Hardware & Site Preparation Cost at Police Station (CIPA Location Phase II & Phase III)			
Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
Police Station			
Hardware	114		
Site Preparation	114		
Operational Expenses (paper, Toner, diesel etc.)	114		

Software	114		
Total			

Hardware & Site Preparation Cost at Higher Offices			
Office/Location	Qty	Cost Per Location (In Rs.)	Total Cost (In Rs.)
Higher Offices Hardware			
Circle	0		
Sub Division	117		
Range/Zone	11		
SCRB	1		
Commisionarates	3		
District	25		
PHQ (Large)	1		
Higher Offices Site Preparation			
Circle	0		
Sub Division	117		
Range/Zone	11		
SCRB	1		
Commisionarates	3		
District	25		
PHQ (Large)	1		
Higher Offices Operational Expenses (paper, Toner, diesel etc.)			
Circle	0		
Sub Division	117		
Range/Zone	11		
SCRB	1		
Commisionarates	3		
District	25		
PHQ (Large)	1		
Higher Offices Software			
Circle	0		
Sub Division	117		
Range/Zone	11		
SCRB	1		
Commisionarates	3		
District	25		

PHQ (Large)	1		
Total			

Hardware & Site Preparation Cost at Forensic Lab, Finger Print Bureau, District Level police Control Room and State Level police Control Room (SSR)			
Office/Location	Qty	Cost Per Location (In Rs.)	Total Cost (In Rs.)
FSL, FPB, PCR & SSR Hardware			
Forensic Lab	2		
Finger Print Bureau	1		
District Police Control Room	25		
State Police Control Room	1		
FSL, FPB, PCR & SSR Site Preparation			
Forensic Lab	2		
Finger Print Bureau	1		
District Police Control Room	25		
State Police Control Room	1		
FSL, FPB, PCR & SSR Operational Expenses (paper, Toner, diesel etc.)			
Forensic Lab	2		
Finger Print Bureau	1		
District Police Control Room	25		
State Police Control Room	1		
FSL, FPB, PCR & SSR Offices Software			
Forensic Lab	2		
Finger Print Bureau	1		
District Police Control Room	25		
State Police Control Room	1		
Total			

6) DTC (Number of Location = 2)

S.No.	Items	Qty	Cost Per Location (In Rs.)	Total Cost (In Rs.)
1	Server	01		
2	Desktop Virtualization	05		

3	UPS (2 KVA)	02		
4	Generator (5 KVA)	01		
5	Switch (16 port)	03		
6	Operational Expenses Each Location (paper, Toner, diesel etc.)			

7) RTC\PTC (No. of Location= 05)

S.No.	Items	Qty	Cost Per Location (In Rs.)	Total Cost (In Rs.)
1	Server	01		
2	Desktop Virtualization	30		
3	Multifunction Printer	01		
4	UPS (10 KVA)	01		
5	Generator (10 KVA)	01		
6	Switch (16 port)	03		
7	Fingerprint Reader (5 MP)	01		
8	Digital Camera	01		
9	Scanner	01		
10	Operational Expenses Each Location (paper, Toner, diesel etc.)			

Form 2.3 - Detailed Component - Wise Pricing Formats:

Police Station Hardware and Site Preparation 231 (Non CIPA) Locations (Each PS)				
S.No.	Items	Qty	Unit Rate (In Rs.)	Amount (In Rs.)
1	Client Systems	4		

2	HDD 160GB	1		
3	Duplex Laser Printer	1		
4	Multi-Function Laser	1		
5	UPS for 120min backup	1		
6	2KVA Generator Set	1		
7	16-Port Switch	1		
8	Fingerprint Reader	1		
9	Digital Camera	1		
10	Electronic Pen	1		
11	Site Preparation	1		
12	Anti-Virus	4		
13	Operating System	4		
14	Office Suite	4		
15	Operational Expenses Each location (paper, Toner, diesel etc.)			
16	Any Other			
17	Total			

Police Station Hardware and Site Preparation 31 (CIPA Phase I) Locations (Each PS)				
S.No.	Items	Qty	Unit Rate (In Rs.)	Amount (In Rs.)
1	Client Systems	4		
2	HDD 160GB	1		
3	Duplex Laser Printer	1		
4	Multi-Function Laser	1		
5	UPS for 120min backup	1		
6	2KVA Generator Set	1		
7	16-Port Switch	1		
8	Fingerprint Reader	1		
9	Digital Camera	1		
10	Electronic Pen	1		
11	Site Preparation	1		
12	Anti-Virus	4		
13	Operating System	4		
14	Office Suite	4		
15	Operational Expenses Each location (paper, Toner, diesel etc.)			

16	Any Other			
17	Total			

Police Station Hardware and Site Preparation (CIPA Phase II and Phase III) Locations (Each PS)				
S.No.	Items	Qty	Unit Rate (In Rs.)	Amount (In Rs.)
1	Fingerprint Reader	4		
2	Digital Camera	1		
3	Electronic Pen	1		
4	HDD 160GB	1		
5	2KVA Generator Set	1		
6	16-Port Switch	1		
7	Operational Expenses Each location (paper, Toner, diesel etc.)			
8	Any other			
	Total			

3) Finger Print Bureau/ Forensic Lab (Number of Location- One/ Two)

S.No.	Items (Each Location)	Qty	Unit Rate (In Rs.)	Amount (In Rs.)
1	Client System	2		
2	MFP	1		
3	16- Port Switch	1		
4	Site Preparation	1		
5	Operational Expenses Each location (paper, Toner, diesel etc.)			
6	UPS	2		
7	Anti-Virus	2		
8	Operating System	2		
9	Office Suite	2		
10	Any other			

4) District Police Control Room (Total number of District Control Room is 25)

S.No.	Items (Each Location)	Qty	Unit Rate (In Rs.)	Amount (In Rs.)
1	Client System	3		
2	MFP	1		
3	16- Port Switch	1		
4	Site Preparation	1		
5	Operational Expenses Each Location (paper, Toner, diesel etc.)			
6	UPS	3		
7	Anti-Virus	3		
8	Operating System	3		
9	Office Suite	3		
10	Any other			

5) State Police Control Room (1)

S.No.	Items	Qty	Unit Rate (In Rs.)	Amount (In Rs.)
1	Client System	5		
2	MFP	1		
3	16- Port Switch	1		
4	Site Preparation	1		
5	Operational Expenses (paper, Toner, diesel etc.)			
6	UPS	5		
7	Anti- Virus	5		
8	Operating System	5		
9	Office Suite	5		
10	Any other			

Higher Offices Hardware and Site Preparation (Each Location)

S.No.	Name of Offices	Items	Qty	Unit Rate	Amount
1	Circle (0)				
		PC	3		
		UPS	1		
		MFD	1		
		Site Preparation	1		

Higher Offices Hardware and Site Preparation (Each Location)					
S.No.	Name of Offices	Items	Qty	Unit Rate	Amount
		16 port Switch	1		
		OPE (Paper/Toner)			
		Anti-Virus	3		
		Office Suite	3		
		Operating System	3		
	Total				
2	Sub Division (117)				
		PC	3		
		UPS	1		
		MFD	1		
		Site Preparation	1		
		16 port Switch	1		
		OPE (Paper/Toner)			
		Anti-Virus	3		
		Office Suite	3		
		Operating System	3		
	Total				
3	Range/Zone (11)				
		PC	4		
		UPS	1		
		MFD	1		
		Site Preparation	1		
		16 port Switch	1		
		OPE (Paper/Toner)			
		Anti-Virus	4		
		Office Suite	4		
		Operating System	4		
	Total				
4	SCRB (1)				
		PC	4		
		UPS	1		
		MFD	1		
		Site Preparation	1		
		16 port Switch	1		

Higher Offices Hardware and Site Preparation (Each Location)					
S.No.	Name of Offices	Items	Qty	Unit Rate	Amount
		OPE (Paper/Toner)			
		Anti-Virus	4		
		Office Suite	4		
		Operating System	4		
	Total				
5	Commissionaretas (3)				
		PC	25		
		MFD	25		
		Site Preparation	1		
		UPS			
		16 port Switch	2		
		OPE (Paper/Toner)			
		Anti-Virus	25		
		Office Suite	25		
		Operating System	25		
	Total				
6	District (25)				
		PC	10		
		MFD	10		
		UPS			
		16 port Switch	1		
		Site Preparation	1		
		OPE (Paper/Toner)	1		
		Anti-Virus	10		
		Office Suite	10		
		Operating System	10		
	Total				
7	PHQ (1)				
		PC	50		
		MFD	50		
		UPS			
		16 port Switch	4		
		OPE (Paper/Toner)			
		Site Preparation	1		

Higher Offices Hardware and Site Preparation (Each Location)					
S.No.	Name of Offices	Items	Qty	Unit Rate	Amount
		Anti-Virus	50		
		Office Suite	50		
		Operating System	50		
Total					
Grand Total					

Capacity Building (Training of Personnel)			
Description	No. of Trainees (Approx.)	Unit Rate (In Rs.)	Amount (In Rs.)
Awareness & Sensitization of Benefits of IT	553		
Basic Computer Awareness & Role Based training for application users	59931		
Trainers Training	3102		
System Administration & Support Training	2847		
Total			

Cost Estimates for Digitization of data (Records since 01 st January 1999)					
S.No.	Registers/Form Name	Number of Records	Number of Pages	Unit Cost (Rs)	Total Cost
1	Register No. 1 FIR(manual) (3 Page Form)	349795	1049385		
2	Register No 4 – Proclaimed Offenders	29194	7299		
3	Register 6				
	6.1 Passport and service verifications	1301457	325364		
	6.2 Judiciary Verification	107477	26869		
	6.3 Minor Offence	288711	72178		
	6.4 Natural Deaths	43592	10898		
4	Register No. 9				
	9.1 Village Info	12278	24556		
	9.2 Village Crime	391227	97807		
	9.3 Outside Village Crime	212160	53040		
	9.4 SHO Secret Register (No of Pages)	216715	216715		
	9.5 Villagers Convicted By Court	151685	37921		
5	Register No 10 surveillance Register (Bad Character)	11368	2842		
6	Register No 11 – History Sheeters	14286	3571		
7	Register No 12 – Arrest/Accused Records in Other Police Stations	273865	68466		
8	Register No 16 Equipment List	176446	44111		
9	Register No 17 License Details	559013	139753		
10	Register No 19 Case Property	1257617	314404		
11	Register No 21 Road Register	643953	160988		
12	Register No 23 Missing Person/Property	39236	9809		
13	Absconder (1 Page/Record)	12611	12611		
Total					
Total in Lakhs					

Cost Estimate for Data Migration				
S. No.	Application Software Name	Number of records	Unit Cost (Rs)	Total Cost
1.	CCIS	1054000		
2.	CIPA	109700		
3.	Talash (Missing/Traced persons)	228000		
4.	Counterfeit Currency	212		
5.	MVCS	795000		

Cost Estimates for Handholding Support (for 6 months)			
Items	No of Police Stations	Unit Rate	Total
		(in Rs. For 6 months)	(Rs.)
Handholding Support	376		

Cost Estimate for Data Center

S.No.	Items	Qty	Unit Rate	Total
1	Database Server	2		
2	Application Server	2		
3	LDAP Server	1		
4	Antivirus Server	1		
5	EMS	2		
6	Portal Server	2		
7	Backup Server	1		
8	Testing Server	1		
9	Load Balancer	2		
10	Core Switch	2		
11	Internet Router	2		
12	Intranet Router	2		
13	DMZ Switch	2		
14	Digital Signature	-		

15	Software for Data Center	1		
16	Automatic Tape Library	1		
17	Firewall with LAN, VPN and IPS	2		
18	Fiber Cabling and Networking items for Data Centers	1		
19	Racks			
20	AMC			
21	Outsourced manpower for Data Centers (2nos. x 3 shifts x 3 years)			

Cost Estimate of DR

The DR shall be 50% replica of the Data Center.

CAS Customization Cost			
Items	No. of Resources used	Man-month Rate	Amount
CAS Customization & Configuration with 2 year Maintenance (also refer Annexure VII Scope Of Services RFP I)			
Total			

CAS Development Cost			
Items	No. of Resources used	Man-month Rate	Amount
CAS Extension Development with 2 year Maintenance (also refer Annexure VII Scope Of Services RFP I)			
Total			

10 Annexure – Other Formats

Bidder shall separately submit these undertakings and declaration.

10.1.1 Non – Disclosure Agreement (NDA)

[Company Letterhead]

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

WHEREAS

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

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

The Purchaser and the Bidder agree as follows:

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

- f. On completion of the bidding process and in case unsuccessful, promptly return to the Purchaser, all Information in a tangible form or certify to the Purchaser that it has destroyed such Information.
3. The Bidder shall have no obligation to preserve the confidential or proprietary nature of any Information which:
- a. Was previously known to the Bidder free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Bidder's written records prepared prior to such disclosure; or
 - b. Is or becomes publicly known through no wrongful act of the Bidder; or
 - c. Is independently developed by an employee, agent or contractor of the Bidder not associated with the Project and who did not have any direct or indirect access to the Information.
4. The Agreement shall apply to all Information relating to the Project disclosed by the Purchaser to the Bidder under this Agreement.
5. The Purchaser will have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available at law or in equity for such a breach.
6. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the bidder, in any of the Information. Notwithstanding the disclosure of any Information by the Purchaser to the Bidder, the Purchaser shall retain title and all intellectual property and proprietary rights in the Information. No license under any trademark, patent or copyright, or application for same that are now or thereafter may be obtained by such party is either granted or implied by the conveying of Information. The Bidder shall not alter or obliterate any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Purchaser on any copy of the Information, and shall reproduce any such mark or notice on all copies of such Information.
7. This Agreement shall be effective from the date the last signature is affixed to this Agreement and shall continue in perpetuity.
8. Upon written demand of the Purchaser, the Bidder shall (i) cease using the Information, (ii) return the Information and all copies, notes or extracts thereof to the Purchaser forthwith after receipt of notice, and (iii) upon request of the Purchaser, certify in writing that the Bidder has complied with the obligations set forth in this paragraph.
9. This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

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

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

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

For and on behalf of the Bidder

_____(Signature)_____

(Name of the Authorized Signatory)

Date

Address

Location:

10.1.2 Format for submission of Queries for Clarification

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

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

10.1.3 Bid Cover Letter

[Cover Letter] [Date]

To,

Nodal Officer

CCTNS, Punjab

Punjab Police Headquarter

Sector 09, Chandigarh

Dear Sir,

Ref: RFP for Implementation of CCTNS in Punjab

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

We attach hereto the technical response as required by the RFP, which constitutes our proposal. We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to the Punjab Police is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short listing process.

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

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

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed in the Annexure 6.10 of this RFP. We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

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

Dated this Day of 2011

(Signature)

(In the capacity of)

(Name)

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

(Name and Address of Company) Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

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

Date:

Signature:

(Company Seal) (Name)

10.1.4 Undertaking on Patent Rights

(Company letterhead) [Date]

To,

Nodal Officer

CCTNS, Punjab

Punjab Police Headquarter

Sector 09, Chandigarh

Sub: Undertaking on Patent Rights

Sir,

1. I/We as System Integrator (SI) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.

2. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipments, systems or any part thereof to be supplied by us. We shall indemnify Punjab Police against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the SI shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to Punjab Police and persons authorized by Punjab Police, irrespective of the fact of claims of infringement of any or all the rights mentioned above.

3. If it is found that it does infringe on patent rights, I/We absolve Punjab Police of any legal action.

Yours faithfully,

Authorized Signatory

Designation

10.1.5 Undertaking on Conflict of Interest

(Company letterhead) [Date]

To,

Nodal Officer

CCTNS, Punjab

Punjab Police Headquarter

Sector 09, Chandigarh

Sub: Undertaking on Conflict of Interest

Sir,

I/We as System Integrator (SI) do hereby undertake that there is, absence of, actual or potential conflict of interest on the part of the SI or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with Punjab Police. I/We also confirm that there are no potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the SI to complete the requirements as given in the RFP. We undertake and agree to indemnify and hold Punjab Police harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees & fees of professionals, reasonably) by Punjab Police and/or its representatives, if any such conflict arises later.

Yours faithfully,

Authorized Signatory

Designation

10.1.6 Non-Malicious Code Certificate

(Company letterhead) [Date]

To,

Nodal Officer

CCTNS, Punjab

Punjab Police Headquarter

Sector 09, Chandigarh

Sub: Non-Malicious Code Certificate

Sir,

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

(a) Inhibit the desired and the designed function of the equipment / solution.

(b) Cause damage to the user or his equipment / solution during the operational exploitation of the equipment / solution.

(c) Tap information regarding network, network users and information stored on the network that is classified and / or relating to National Security, thereby contravening Official Secrets Act 1923.

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

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

Yours faithfully,

Authorized Signatory

Designation

10.1.7 Undertaking On Pricing of Items of Technical Response

(Company letterhead) [Date]

To,

Nodal Officer

CCTNS, Punjab

Punjab Police Headquarter

Sector 09, Chandigarh

Sub: Undertaking on Clarifications sent to Punjab Police,

Sir,

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

Yours faithfully,

Authorized Signatory

Designation

10.1.8 Undertaking on Offline Functionality

(Company letterhead) [Date]

To,

Nodal Officer

CCTNS, Punjab

Punjab Police Headquarter

Sector 09, Chandigarh

Sub: Undertaking on Offline Functionality

Sir,

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

Yours faithfully,

Authorized Signatory

Designation

10.1.9 Undertaking on Provision for Required Storage Capacity

(Company letterhead) [Date]

To,

Nodal Officer

CCTNS, Punjab

Punjab Police Headquarter

Sector 09, Chandigarh

Sub: Undertaking on Provision for Required Storage Capacity

Sir,

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

Yours faithfully,

Authorized Signatory

Designation

10.1.10 Undertaking on Compliance and Sizing of Infrastructure

(Company letterhead) [Date]

To,

Nodal Officer

CCTNS, Punjab

Punjab Police Headquarter

Sector 09, Chandigarh

Sub: Undertaking on Compliance and Sizing of Infrastructure

Sir,

1. I/We as System Integrator do hereby undertake that we have proposed and sized the hardware and all software (including licenses) based on information provided by Punjab Police in its RFP document and in accordance with the Service Level requirements and minimum specifications provided for Software licenses, Servers, SAN Storage, SAN Switch, Tape Library, Enterprise Management System, Anti Virus, Backup Software and assure Punjab Police that the sizing is for all the functionality envisaged in the RFP document.

2. Any augmentation of the proposed solution or sizing of any of the proposed solutions (software, hardware,...) in order to meet the minimum tender requirements and/or the requisite Service Level requirements given by the Punjab Police will be carried out at no additional cost to the Punjab Police.

Yours faithfully,

Authorized Signatory

Designation

10.1.11 Undertaking on Provision of Support for Software

(Company letterhead) [Date]

To,

Nodal Officer

CCTNS, Punjab

Punjab Police Headquarter

Sector 09, Chandigarh

Sub: Undertaking on Provision of Support for Software

Sir,

1. I/We as System Integrator do hereby undertake the provision for ATS/Warranty support (Services as defined in Section XXX of Volume I (Scope Services) of RFP) by OEM/OSV/IV for all the primary components (Web Server, Application Server, Database and Operating System) of the Core Application Software for both State and Centre during the duration of the contract period.

2. We also undertake to provide the support needed for any 3rd party products proposed as part of Application Software during the duration of the contract period.

Yours faithfully,

Authorized Signatory

Designation

10.1.12 Undertaking on Service Level Compliance

(Company letterhead) [Date]

To,

Nodal Officer

CCTNS, Punjab

Punjab Police Headquarter

Sector 09, Chandigarh

Sub: Undertaking on Service Level Compliance

Sir,

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

Yours faithfully,

Authorized Signatory

Designation

10.1.13 Undertaking on Deliverables

(Company letterhead) [Date]

To,

Nodal Officer

CCTNS, Punjab

Punjab Police Headquarter

Sector 09, Chandigarh

Sub: Undertaking on Deliverables

Sir,

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

Yours faithfully,

Authorized Signatory

Designation

10.1.14 Undertaking on Training the Users

(Company letterhead) [Date]

To

<<Address to be added>>

Sub: Undertaking on Training the Users

Sir,

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

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

Yours faithfully,

Authorized Signatory

Designation

10.1.15 Undertaking on Support to Certification

(Company letterhead) [Date]

To

<<Address to be added>>

Sub: Undertaking on Support to Certification

Sir,

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

Yours faithfully,

Authorized Signatory

Designation

10.1.16 Undertaking on Exit Management and Transition

(Company letterhead) [Date]

To

<<Address to be added>>

Sub: Undertaking on Exit Management and Transition

Sir,

1. I/We hereby undertake that at the time of completion of the engagement, we shall successfully carry out the exit management and transition (to the Punjab Police or to an agency identified by the Punjab Police) to the Punjab Police's satisfaction.

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

i. Capacity Building at PPHQ

a. We undertake to design team/organization structure at PPHQ to manage the system

b. We undertake to carry out an analysis of the skill set requirement at PPHQ to manage system and carry out the training & knowledge transfer required at PPHQ to manage system

ii. Transition of project artifacts and assets

a. We undertake to complete the updating of all project documents and other artifacts and handover the same to the Punjab Police before transition

b. We undertake to design Standard Operating Procedures to manage system (including application and IT systems), document the same and train Punjab Police personnel on the same.

3. I/We also understand that the Exit Management and Transition will be considered complete on the basis of approval from Punjab Police.

Yours faithfully,

Authorized Signatory

Designation

10.1.17 Undertaking on Continuous Improvement

(Company letterhead) [Date]

To

<<Address to be added>>

Sub: Undertaking on Continuous Improvement

Sir,

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

Yours faithfully,

Authorized Signatory

Designation

10.1.18 Undertaking on Personnel

(Company letterhead) [Date]

To

<<Address to be added>>

Sub: Undertaking on Personnel

Sir,

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

Yours faithfully,

Authorized Signatory

Designation

10.1.19 Undertaking on Provision of Work Environment at the Punjab Police

(Company letterhead) [Date]

To

<<Address to be added>>

Sub: Undertaking on Provision of Work Environment at premises of the Punjab Police

Sir,

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

Yours faithfully,

Authorized Signatory

Designation

10.1.20 Undertaking on Changes to the Contract Clauses

(Company letterhead) [Date]

To

<<Address to be added>>

Sub: Undertaking on Changes to Contract Clauses

Sir,

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

Yours faithfully,

Authorized Signatory

Designation

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

(Company letterhead) [Date]

To

<<Address to be added>>

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

Sir,

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

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

Yours faithfully,

Authorised Signatory

Designation

OEM's company name

CC: SI's corporate name

10.1.22 Qualifications for the Project Team

Handholding staff for police station:

Desired Qualification / Experience

- Ø M.Sc. (IT/CS)/ PGDCA / BCA
- Ø Overall experience of 1-2 year of Application Software/LAN/WAN/PC troubleshooting, Data entry on Computer Applications, Working proficiency on office suite.
- Ø Full computer literacy and excellent fluency in Hindi language

Other Project Team

1. Project Manager

Desired Qualification / Experience

- Ø Post-Graduate Level of education in related fields of social sciences, environmental engineering, economics and/or planning (education and/or experience on sustainable development/ platform is an asset)
- Ø Minimum 5 years of proven professional experience as Project Manager/Project Leader in the management of state level government/ corporate projects in similar fields
- Ø Experience in project administration, coordinating, planning, execution, monitoring and reporting
- Ø Good understanding of Project Life Cycle & Management Full computer literacy and excellent fluency in English language

2. Helpdesk coordinator

Desired Qualification / Experience

- Ø BE (CS) / MCA / M.Sc. (IT/CS)
- Ø Overall experience of 2-3 year of Helpdesk Management
- Ø Full computer literacy and excellent fluency in English language

3. System and Network Administrator

Desired Qualification / Experience

- Ø B. Tech or BE (CS) / MCA / M.Sc. (IT/CS)
- Ø OEM Certified
- Ø Overall experience of 2-3 year of systems and network administration in large projects
- Ø Expert in Network Administration - LAN, MAN & WAN.
- Ø Full computer literacy and excellent fluency in Hindi & English language

4. Security Specialist

Desired Qualification / Experience

- Ø B. Tech or BE (CS) / MCA / M.Sc. (IT/CS) and ISMS ISO 27001 or equivalent Certification
- Ø Overall experience of 2-3 year of implementing security policy, reviewing, auditing.
- Ø Expert in Network Administration - LAN, MAN & WAN / Firewall / VPN / IPS etc.
- Ø Must have successfully completed ISMS ISO 27001 training course.
- Ø Full computer literacy and excellent fluency in Hindi & English language

5. Database Administrator

Desired Qualification / Experience

- Ø Preferably a B. Tech/ BE/ MCA/ M.Sc. in the field of Computer Science/ Information Technology
- Ø Must be certified as an SQL Server 2005/08/My SQL
- Ø Minimum 2-3 years of proven professional experience as DBA with any state level government/ corporate projects
- Ø Good understanding of Project Life Cycle & Management
- Ø Full computer literacy and excellent fluency in Hindi & English language

6. Technical field staff type – 1

Desired Qualification / Experience

- Ø BE (CS) / MCA / M.Sc. (IT/CS)
- Ø Overall experience of 2-3 year of LAN/ WAN/ Servers / Storage/ DC & DR Software / Hardware support
- Ø Full computer literacy and excellent fluency in Hindi & English language

7. Technical Field Staff type – 2

Desired Qualification / Experience

- Ø BE (CS) / MCA / M.Sc. (IT/CS)/ PGDCA
- Ø Overall experience of 1-2 year of LAN / WAN/ PC / Hardware / Software Troubleshooting and support
- Ø Full computer literacy and excellent fluency in Hindi & English language

8. Software Application development Team Leader

Desired Qualification / Experience

- Ø BE / B. Tech in Computer Science / MCA
- Ø Minimum 5 years of proven professional experience
- Ø OEM certification on the Technology Proposed

9. Quality Assurance Leader

Desired Qualification / Experience

- Ø BE/ B.Tech in Computer Science/ MCA
- Ø Minimum 5 years of proven professional experience
- Ø International certification, such as CASQ, CAST, CABA, CSBA, CSPE, etc, on Software Quality Assurance and use of automated testing tools from OEM

10. Capacity Building Expert

Desired Qualification / Experience

- Ø MCA / MBA / MSC
- Ø Minimum 5 years of proven professional experience
- Ø Minimum 7 years experience in conduction training or in teaching topics related to IT

11. Change Management Expert

Desired Qualification / Experience

- Ø MBA (preferably in HR)
- Ø Minimum 5 years of proven professional experience

12. IT Infrastructure Specialist

Desired Qualification / Experience

- Ø BE / B. Tech (in Computer Science/ EC/ EI)/ MCA
- Ø Minimum 5 years of proven professional experience
- Ø Certification in Infrastructure Management from OEM whose hardware and software are being offered

13. Subject Matter Expert

Desired Qualification / Experience

- Ø Post Graduate degree with a post graduate diploma in computers
- Ø Minimum 5 years of proven professional experience
- Ø Experience of at least 2 year or more in working in projects related to Police Department of any Indian State or UT

14. Operations Manager

Desired Qualification / Experience

- Ø BE (CS) / MCA / M.Sc.(IT/CS) or equivalent with an additional MBA degree
- Ø Minimum 5 years of proven professional experience
- Ø Relevant International certification such as PMP or ITIL or Prince2