

**E-GOVERNANCE MISSION MODE PROJECT (MMP)**

**CRIME & CRIMINAL TRACKING NETWORK AND SYSTEMS  
(CCTNS)**

**REQUEST FOR PROPOSAL FOR  
SELECTION OF SYSTEM INTEGRATOR  
FOR  
IMPLEMENTATION OF CCTNS  
IN  
TAMIL NADU**

**VOLUME – II: COMMERCIAL AND BIDDING TERMS**



**RELEASED BY  
TAMIL NADU POLICE**

**GOVERNMENT OF TAMIL NADU**

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## Abbreviations / Acronyms

S. No	Abbreviations	Expanded
1	ACOP	Additional Commissioner of Police
2	ACP	Assistant Commissioner of Police
3	ADoC	Anti Dowry Cell
4	ADC	Additional Deputy Commissioner
5	ADGP	Additional Director General of Police
6	ADSP	Additional Superintendent of Police
7	AFIS	Automatic Fingerprint Identification System
8	AMC	Annual Maintenance Contract
9	AP	Armed Police
10	ARF	Accident Record Form
11	ATS	Annual Technical Support
12	AVS	Anti Vice Squad
13	BG	Bank Guarantee
14	C&O	Crime & Occurrences
15	CAARUS	Crime Analysis and Automated Record Updating System
16	CADB	Crime Attributes Database
17	CAS	Common Application Software
18	CB	Crime Branch
19	CCIS	Crime and Criminal Information System
20	CCIW	Commercial Crime Investigation Wing
21	CCRB	City Crime Record Bureau

S. No	Abbreviations	Expanded
22	CCTNS	Crime and Criminal Tracking and Networking System
23	CID	Criminal Investigation Department
24	CIPA	Common Integrated Police Application
25	CMS	Case Monitoring System
26	CSCID	Civil Supplies Criminal Investigation Department
27	CSG	Coastal Security Group
28	CSR	Community Service Register
29	DC	Deputy Commissioner of Police
30	DCB/CCB	District Crime Branch/City Crime Branch
31	DCRB	District Crime Record Bureau
32	DGP	Director General of Police
33	DIG	Deputy Inspector General of Police
34	DIO	District Information Officer
35	DMT	District Mission Team
36	DSB	District Special Branch
37	DSP	Deputy Superintendent of Police
38	ELCOT	Electronics Corporation of Tamilnadu
39	EOW	Economic Offences Wing
40	FACTS	Fingerprint Analysis and Crime Tracing System
41	FIR	First Information Report
42	GD	General Diary
43	GIS	Geographical Information System

S. No	Abbreviations	Expanded
44	GRP	Government Railway Police
45	HG	Home Guards
46	HIPS	Host-based Intrusion Prevention System
47	ICT	Information and Communication Technology
48	IGP	Inspector General of Police
49	IO	Investigating Officer
50	IPS	Intrusion Prevention System
51	IRC	Indian Road Congress
52	IVRS	Integrated Voice Response System
53	JAPU	Juvenile Aid Police Unit
54	JC	Joint Commissioner of Police
55	LAN	Local Area Network
56	LD	Liquidated Damages
57	MFD	Multi Functional Device
58	MHA	Ministry of Home Affairs
59	MOB	Modus Operandi Bureau
60	MVCS	Motor Vehicle Coordination System
61	NCR	Non Cognizance Report
62	NCRB	National Crime Record Bureau
63	NIC	National Informatics Centre
64	NOC	No Objection Certificate
65	OCIU	Organized Crime and Intelligence Unit



S. No	Abbreviations	Expanded
66	PBG	Performance Bank Guarantee
67	PCCC	Police Computer Communication Centre
68	PCR	Protection of Civil Rights
69	PCW	Police Computerization Wing
70	PEW	Prohibition and Enforcement Wing
71	PS	Police Station
72	PSR	Property Seizure Register
73	PT	Pending Trial
74	PTB	Police Telecommunication Branch
75	PTC	Police Training College
76	RADMS	Road Accident Data Management System
77	RFC	Request for Clarification
78	RFP	Request for Proposal
79	RTO	Regional Transport Office
80	SB	Special Branch
81	SB CID	Special Branch Criminal Investigation Department
82	SD CID	Special Division Criminal Investigation Department
83	SDA	State Designated Agency
84	SDA	Software Development Agency
85	SDD	Software Design Document
86	SDFPB	Single Digit Finger Print Bureau
87	SDM	Sub Divisional Magistrate
88	SDPO	Sub-Divisional Police Office

S. No	Abbreviations	Expanded
89	SHO	Station House Officer
90	SI	Sub Inspector
91	SI	System Integrator
92	SIO	State Information Officer
93	SJ & HR	Social Justice and Human Rights
94	SLA	Service Level Agreement
95	SMT	State Mission Team
96	SP	Superintendent of Police
97	SPMC	State Programme Management Consultant
98	SPMU	State Project Monitoring Unit
99	SRS	Software Requirement Specification
100	STF	Special Task Force
101	STPC	State Traffic Planning Cell
102	SWAN	State Wide Area Network
103	TEW	Traffic Enforcement Wing
104	TIW	Traffic Investigation Wing
105	TNCF	Tamil Nadu Commando Force
106	TNFPB	Tamil Nadu Fingerprint Bureau
107	TNPA	Tamil Nadu Police Academy
108	TNPHC	Tamil Nadu Police Housing Corporation
109	TNSDC	Tamil Nadu State Data Centre
110	TS	Technical Services

<b>S. No</b>	<b>Abbreviations</b>	<b>Expanded</b>
111	UAT	User Acceptance Testing
112	UI	Under Investigation
113	UT	Union Territory
114	VPN	Virtual Private Network
115	WAN	Wide Area Network

## 1. Introduction

### 1.1 Project Background

#### 1.1.1 Instructions to Bidders

The content of this model RFP has been documented as a set of three volumes explained below:

#### **Volume I: Technical and Functional Requirements**

Volume I of RFP intends to bring out all the details with respect to functional and technical requirements along with details on scope of work, implementation model, and non-functional requirements that SCRB, Tamil Nadu Police deems necessary to share with the potential bidders. The information set out in this volume has been broadly categorized as Technical and Functional covering multiple aspects of the requirements.

#### **Volume II: Commercial and Bidding Terms**

Volume II of RFP purports to detail out all that may be needed by the potential bidders to understand the evaluation criteria, commercial terms and bid process details. This volume is

**Volume II** that comprises of the Commercial and Bidding terms such as bidding guidelines, instructions to the bidders, evaluation criteria, formats for bid response etc.

#### **Volume III: Master Service Agreement with Contractual and Legal Specifications**

Volume III of RFP purports to detail out all the contractual and legal specifications that the bidders would have to sign with Tamil Nadu Police during the process of selection and finalization of System Integrator

#### 1.1.2 RFP Document Fees:

RFP document will be issued to the selected list of bidders who were selected through the Expression of Interest (Eoi) submitted earlier in March 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.

#### 1.1.3 Acknowledgment of Receipt of RFP:

It is required by the bidder to acknowledge receipt of this RFP (all Three Volumes) by handing over following information to RFP issuing authority at the address mentioned by hand, fax or e-mail. The bidder is requested to use the format provided in Annexure 6.1 RFP

Acknowledgement Form of this RFP for this purpose.

A signed copy of the acknowledgement should be sent to the address given below:

**State Crime Records Bureau, Tamil Nadu**

Address:

Telephone:

Fax:

Email:

### **1.1.4 Non – Disclosure Agreement**

The bidders intending to submit the RFP documents shall submit a Non-Disclosure Agreement to State Crime Records Bureau, Tamil Nadu, in the format provided in **Annexure 6.2 Non – Disclosure Agreement (NDA)**.

### **1.1.5 Pre-Bid Conference**

Tamil Nadu Police will hold a Pre-Bid Conference tentatively scheduled on 17<sup>th</sup> June 2011 which would primarily focus on explaining the RFP and its contents. This would be followed by a time period for receiving queries from potential bidders and responding to them. The date, time and venue of the conference is as per Data Sheet attached in RFP Volume I. 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. Pre-Bid Conference will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the CCTNS project.

The various activities leading to the selection of System Integrator along with the timelines are mentioned in the table below:

S. No	Milestone	Time for Completion
1	Release of Request For Proposal (RFP)	6 <sup>th</sup> June 2011
2	Pre-Bid Conference (Explanation of the RFP)	17 <sup>th</sup> June 2011
3	Last date for submission of written questions by bidders	13 <sup>th</sup> June 2011
4	Release of Corrigendum/ Addendum if any	21 <sup>st</sup> June 2011
5	Last date for Submission of bids	6 <sup>th</sup> July 2011

### **1.1.6 Response to Bidder's Enquiries**

All enquiries from the bidders relating to this RFP must be submitted in writing / email exclusively to the contact person. Contact details are provided in Volume I of this RFP. The queries should necessarily be submitted in the format specified in Section 5.3:

S.No	Bidding Document Reference(s) (Section Number/Page Number)	Content of RFP requiring	Points of Clarification

All enquiries should be sent either through email before the defined data and time or by fax / hand delivered letter.. Tamil Nadu Police shall not be responsible for ensuring that bidders' enquiries have been received by them. However, Tamil Nadu Police neither makes any representation or warranty as to the completeness or accuracy of the responses, nor does it undertakes to answer all the queries that have been posed by the bidders. All responses given by Tamil Nadu Police will be distributed to all the bidders.

#### **1.1.7 Supplementary Information / Corrigendum / Amendment to the RFP**

- I.If Tamil Nadu 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. 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 Tamil Nadu Police) for submission of bids, Tamil Nadu Police, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder may modify the RFP document by issuing amendment(s). All bidders will be notified of such amendment(s) 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, Tamil Nadu Police, at its discretion, may extend the deadline for the submission of bids.

#### **1.1.8 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 Tamil Nadu Police to facilitate the evaluation process, and in negotiating a definitive Service Agreement (Master Service Agreement provided in Volume III and all such activities related to the bid process. This RFP does not commit Tamil Nadu 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.

### **1.1.9 Tamil Nadu Police's Right to terminate the Process**

Tamil Nadu 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 Tamil Nadu Police. The RFP does not commit Tamil Nadu Police to enter into a binding agreement in respect of the project with the short listed potential bidders.

Potential Bidders are referred to as "Bidders" in this document.

### **1.1.10 Earnest Money Deposit (EMD)**

- I. Bidders shall submit, along with their Bids, EMD of Rs. Three Crores Only (Rs.3,00,00,000/- ) only, in the form of a Demand Draft/ Bank Guarantee issued by any Nationalised bank in favour of State Crime Record Bureau, Tamil Nadu Police, payable at Chennai, Tamil Nadu and should be valid at least for 210 days from the due date of the tender. Bid security in any other form will not be accepted. Format for bid security is provided in Annexure – Other Formats.
- II. The EMD of all unsuccessful bidders would be refunded by Tamil Nadu Police after the Selection of System Integrator. The bid security, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Guarantee.
- III. The EMD is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- IV. The bid submitted without EMD, mentioned above, will be summarily rejected.
- V. The EMD may be forfeited:
  - o If a bidder withdraws its bid during the period of bid validity
  - o In case of a successful bidder, if the bidder fails to sign the contract in accordance with terms and conditions

### **1.1.11 Authentication of Bids**

The original 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 including the duplicate copies, except for un-amended printed literature, shall be initialed and stamped by the person or persons signing the bid.

### **1.1.12 Interlineations in Bids**

The bid shall contain no interlineations, erasures or overwriting.

### **1.1.13 Venue & Deadline for submission of proposals**

Proposals, in its complete form in all respects as specified in the RFP, must be submitted in the Tender Drop Box of Tamil Nadu Police at the address specified below:

Name and Address:

Additional Director General of Police,

State Crime Record Bureau

No. 95, Santhome High Road,

R.A.Puram, Chennai – 600028

Telephone: 044-24958585

Email: [cctnstn@tn.gov.in](mailto:cctnstn@tn.gov.in)

Last Date & Time of submission: **8<sup>th</sup> July 2011 before 3:30 p.m.**

### **1.1.14 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.



## 1.2 Bid Submission Instructions

Proposals must be direct, concise, and complete. Tamil Nadu 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.

### 1.2.1 Mode of Submission

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

Envelope 1: EMD	The envelope containing the EMD shall be sealed and superscribed "Earnest Money Deposit – Tamil Nadu CCTNS". This envelope should not contain any Commercials, in either explicit or implicit form, in which case the bid will be rejected.
Envelope 2: Technical Proposal	<p>The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP and in the formats prescribed in this volume. The envelope shall be sealed and super scribed "<b>Technical Proposal – Tamil Nadu CCTNS</b>" on the top right hand corner and addressed to Tamil Nadu Police at the address specified in this volume. This envelope <b>should not</b> 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 in <b>a printed copy of the entire technical proposal and a soft copy on non-rewriteable compact discs (CDs)</b> with all the contents of the technical proposal. The words "<b>Technical Proposal – Tamil Nadu CCTNS</b>" shall be written in indelible ink on the CD. The Hard Copy shall be signed by the authorized signatory on all the pages before being put along with the CD in the envelope and sealed.</p> <p>In case of discrepancies between the information in the printed version and the contents of the CDs, the printed version of the technical proposal will prevail and will be considered as the proposal for the purpose of evaluation.</p>
Envelope 3: Commercial Proposal	<b>The Commercial Proposal will be submitted only in the printed format and the bidder should submit only one copy of the Commercial</b>

	<p><b>Proposal as per the forms in this volume.</b></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 envelope should also be superscribed “<b>Commercial Proposal – Tamil Nadu CCTNS</b>” (<b>Not to be opened with the Technical Proposal</b>) at the top right hand corner and addressed to Tamil Nadu Police at the address specified in this RFP.</p>
Envelope 4	<p>All the above 3 envelopes along with the cover letter, as specified in Annexure Other Formats should be put in envelope 4 which shall be properly sealed. The outside of the envelope must clearly indicate the name of the project (“<b>Tamil Nadu CCTNS: Response to the RFP for Selection of System Integrator</b>”).</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. Tamil Nadu 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/ stamp across the envelopes along the line of sealing to ensure that any tampering with the proposal cover could be detected.
- IV. 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.
- V. If any bidder does not qualify in technical evaluation, the Commercial Proposal shall be returned unopened to the bidder.
- VI. The proposals shall be valid for a period of Six (6) months from the date of opening of the proposals. A proposal valid for a shorter period may be rejected as non-responsive. On completion of the validity period, unless the bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his proposal.
- VII. In exceptional circumstances, at its discretion, Tamil Nadu 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.

### **1.2.2 Commercial Proposal**

- I. The Bidder is expected to price all the items and services proposed in the Technical Proposal. Tamil Nadu 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. All the Prices/ Commercials shall be quoted entirely in Indian Rupees for preparation of Commercial Proposal against this RFP. 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 and should not comprise of any direct/ indirect conditions. It is required that the all the proposals submitted against the RFP should be unconditional in all respect, failing which Tamil Nadu Police may reserve the right to reject the bid.

### **1.2.3 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 Tamil Nadu Police.
- 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.

### **1.2.4 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 Tamil Nadu 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 Tamil Nadu 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 Tamil Nadu 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 through the validity of the bid and contract. The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go Live, delivery charges and any other charges as applicable.
- h) All costs incurred due to delay of any sort, shall be borne by the Bidder.
- i) Tamil Nadu 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.

### **1.2.5 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 Tamil Nadu Police and will not be returned. If any document evidence for experience is in other languages, a true translation of the copy attested by Notary shall be enclosed

### **1.2.6 Conditions under which this RFP is issued**

- a) This RFP is not an offer and is issued with no commitment. Tamil Nadu Police reserves the right to withdraw the RFP and change or vary any part thereof at any stage. Tamil Nadu 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 Tamil Nadu Police.
- c) No oral conversations or agreements with any official, agent, or employee of Tamil Nadu 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 Tamil Nadu Police shall

be superseded by the definitive agreement that results from this RFP process. Oral communications by Tamil Nadu Police to bidders shall not be considered binding on it, nor shall any written materials provided by any person other than Tamil Nadu Police.

- d) Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against Tamil Nadu 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 Tamil Nadu Police to leave Tamil Nadu 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 Tamil Nadu Police.

### **1.2.7 Rights to the Content of the Proposal**

All proposals and accompanying documentation of the Technical proposal will become the property of Tamil Nadu 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. Tamil Nadu 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. Tamil Nadu 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.

### **1.2.8 Modification and Withdrawal of Proposals**

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.

### **1.2.9 Non-Conforming Proposals**

A proposal may be construed as a non-conforming proposal and ineligible for consideration:

- a) 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
- b) 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

### **1.2.10 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:

- 1) Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal
- 2) During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices
- 3) The bidder qualifies the proposal with his own conditions
- 4) Proposal is received in incomplete form
- 5) Proposal is received after due date and time at the designated venue
- 6) Proposal is not accompanied by all the requisite documents
- 7) Proposal is not accompanied by the EMD
- 8) If bidder provides quotation only for a part of the project
- 9) 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
- 10) Commercial proposal is enclosed with the same envelope as technical proposal
- 11) Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process
- 12) 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
- 13) 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 Tamil Nadu Police.
- 14) while evaluating the proposals, if it comes to Tamil Nadu 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 Tamil Nadu Police.
- 15) If the bid security envelope, response to the pre-qualification criteria, technical proposal and the entire documentation (including the hard and soft/electronic copies of the same) submitted along with that contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid.

### **1.2.11 Acknowledgement of Understanding of Terms**

By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

### **1.2.12 Conflict of Interest**

Bidder shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the Bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with NCRB/ MHA or State Government. 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 Bidder to complete the requirements as given in the RFP. Please use form given in Annexure – Other Formats for making declaration to this effect.

### **1.2.13 Period from which services have to commence**

All activities as per the Scope of Work of this Project as mentioned in the RFP should commence from the date of signing of agreement with the successful Bidder.

## **2. Bid Opening and Evaluation Process**

### **2.1 Bid opening sessions**

1. Total transparency will be observed while opening the proposals/bids.
2. State Crime Records Bureau (SCRB), Tamil Nadu Police reserves the rights at all times to postpone or cancel a scheduled bid opening.
3. 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.
4. 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 SCR, Tamil Nadu 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, SCR, Tamil Nadu Police shall go ahead and open the bid of the bidders.
5. During bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
6. The bid security will be opened by SCR, Tamil Nadu Police for bid evaluation, in the presence of bidders' representatives (only one) who may choose to attend the session on the specified date, time and address. The Bid Security envelope of the bidders will be opened on the same day and time, on which the Technical Bid is opened, and bids not accompanied with the requisite Bid Security or whose Bid Security is not in order shall be rejected.

### **2.2 Overall Evaluation Process**

1. 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.
2. SCR, Tamil Nadu Police will review the technical bids of the bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified. SCR, Tamil Nadu Police may seek inputs from their professional, external experts in the technical and commercial evaluation process.
3. SCR, Tamil Nadu 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.
4. The commercial bids for the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive.



## 2.3 Evaluation of Technical Proposals

1. The evaluation of the Technical bids will be carried out in the following manner:
2. 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.
3. Proposal Presentations: The committee may invite each bidder to make a presentation to SCRB, Tamil Nadu Police at a date, time and venue decided by SCRB, Tamil Nadu 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.
4. 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.
5. 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 **80 (Eighty)** 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 shortlisted bidders will be informed of the date and venue of the opening of the commercial bids through a written communication.

## 2.4 Technical Evaluation Criteria

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

Mandatory Compliance	
The technical response must meet all the following mandatory compliance requirements. Failure to meet any of the following criteria will result in the disqualification of the technical bid Response	
1.	Submission of <i>Undertaking on Patent Rights</i> in the format prescribed in this RFP
2.	Submission of <i>Undertaking on Conflict of Interest</i> in the format prescribed in this RFP
3.	Submission of <i>Undertaking on Non-malicious Code Certificate</i> in the format prescribed in this RFP
4.	Submission of <i>Undertaking on Pricing of Items of Technical Response</i> in the format prescribed in this RFP
5.	Submission of undertaking on Offline Functionality in the format prescribed in this RFP
6.	Submission of undertaking on Provision of Required Storage Capacity in the format prescribed in this RFP
7.	Submission of undertaking on Compliance and Sizing of Infrastructure in the format prescribed in this RFP
8.	Submission of undertaking on Provision for Support for Software in the format prescribed in this RFP
9.	Submission of undertaking on Service Level Compliance in the format prescribed in this RFP
10.	Submission of undertaking on Deliverables in the format prescribed in this RFP
11.	Submission of undertaking on Training for Users in the format prescribed in this RFP
12.	Submission of undertaking on Support to Certification in the format prescribed in this RFP
13.	Submission of undertaking on Exit Management and Transition in the format prescribed in this RFP

Mandatory Compliance	
14.	Submission of undertaking on Continuous Improvement in the format prescribed in this RFP
15.	Submission of undertaking on Personnel in the format prescribed in this RFP
16.	Submission of undertaking on Provision of Work Environment in the format prescribed in this RFP
17.	Submission of undertaking on Changes to the Contract Clauses in the format prescribed in this RFP
18.	The client side, server side, and network infrastructure proposed shall meet all the specifications mentioned in this RFP. The bidder shall provide compliance matrix for each of the proposed components indicating compliance.
19.	Detailed logic of arriving at the Storage Capacity provided by the bidder and the details of the storage configuration (usage space, number of FC and SATA disks with RAID levels, storage expandability/capability in terms of maximum number of disks, ...).
20.	Submission of undertaking on OEM Authorization

## 2.5 Technical Evaluation Scoring Matrix

S. No	Evaluation Criterion	Max score	Cut off score
<b>1</b>	<b>Previous Project Experience</b>	<b>35</b>	<b>28</b>
A	Previous Software Services (design/development of solution) project experience in the FOSS technology stack <ul style="list-style-type: none"> <li>• Profile (scope, duration, ...) of the projects</li> <li>• Recency of the Projects</li> <li>• Whether the project is completed</li> </ul>	5  2  2  1	4
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"> <li>• Profile (scope, duration, ...) of the projects</li> <li>• Recency of the Projects</li> <li>• Whether the project is completed</li> </ul>	5  2  2  1	4

S. No	Evaluation Criterion	Max score	Cut off score
C	Previous project experience related to Handheld Device Software application for multi-site, geographically spread project locations <ul style="list-style-type: none"> <li>• Profile (scope, duration, ...) of the projects</li> <li>• Recency of the Projects</li> <li>• Whether the project is completed</li> </ul>	5	4
		1	
		2	
		2	
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"> <li>• Profile (scope, duration, ...) of the projects</li> <li>• Recency of the Projects</li> <li>• Whether the project is completed</li> </ul>	5	4
		2	
		2	
		1	
E	Previous project experience in Data Migration / Data Digitization <ul style="list-style-type: none"> <li>• Profile (scope, duration, ...) of the projects</li> <li>• Recency of the Projects</li> <li>• Whether the project is completed</li> </ul>	5	4
		2	
		2	
		1	
F	Previous project experience in implementing Capacity Building / Change Management <ul style="list-style-type: none"> <li>• Profile (scope, duration, ...) of the project</li> <li>• Recency of the Projects</li> <li>• Whether the project is completed</li> </ul>	5	4
		1	
		2	
		2	
G	Previous project experience in Operations and Maintenance of the project	5	4
<b>2</b>	<b>Detailed Methodology</b>	<b>15</b>	<b>12</b>
A	Understanding of the objectives of the project: The extent to which the Bidder's approach and work plan respond to the objectives indicated in the Scope of Work	4	3.5
B	Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Scope of Work	4	3.5
C	Methodology for Data Migration	3	2.5
D	Methodology for Change Management and Capacity Building	2	1.5
E	Methodology for Exit Management	2	1

S. No	Evaluation Criterion	Max score	Cut off score
<b>3</b>	<b>Proposed Team and Governance Structure</b>	<b>35</b>	<b>28</b>
A	Proposed Governance Structure and Escalation Mechanism	5	4
B	Proposed team and profiles for Application development and Configuration	5	4.5
C	Proposed team and profiles for Capacity Building	3	2
D	Proposed team and profiles for Change Management	3	2
E	Proposed team and profiles for Data Migration / Data Digitization	3	2
F	Proposed team and profiles for Infrastructure setup	3	2.5
G	Proposed team and profiles for Networking and related components	3	2.5
H	Proposed team and profiles for Domain Experts	5	4.5
I	Proposed team for Operations and Maintenance	3	2.5
J	Proposed team for Handholding	2	1.5
<b>4</b>	<b>Project Plan</b>	<b>15</b>	<b>12</b>
A	Comprehensiveness of the project plan	3	2.5
B	Activities, sequencing, dependencies among activities	3	2.5
C	Resource planning, allocation and Loading	3	2.5
E	Proposed Status Reporting mechanism	3	2
F	Risk Management & Mitigation plan	3	2.5
	<b>Total</b>	<b>100</b>	<b>80</b>

The matrix for the evaluation of the team is shown below:

<b>Matrix for Evaluation of Team</b>				
<b>Team Details</b>	<b>Academic Qualification</b>	<b>Total Experience in related Field</b>	<b>Proposed Size of Team</b>	<b>Maximum Marks</b>
Project Manager	BE / BTech with MBA and PMP certification Compliance = 1 Non Compliance = 0	> 10 Years Exp. = 3 >= 5 Years Exp. = 2 < 5 Years Exp. = 1	> = 1 PM = 1	5
Proposed team and profiles for Application Development, Configuration	BE / BTech / MCA with Product certification For proposed stack Compliance = 2 Non Compliance = 1 >= 2 Years	>= 2 Years Experience = 2 <2 Years Experience = 1	>= 20 No. = 1 < 20 No. = 0	5
Proposed team and profiles for Capacity Building/Change Management	MCA / MBA / MSC / BSC / BCA or equivalent Compliance = 1 Non Compliance = 0	>= 2 Years Experience = 1 < 2 Years Experience = 0	>=100 No. = 1 < 100 No. = 0	3
Proposed team and profiles for Data Migration / Data Digitization	BE / BTech / MCA/ MSC (CS/IT) with Product certification for proposed stack Compliance = 1 Non Compliance = 0	>= 2 Years Experience = 1 < 2 Years Experience = 0	>=5 No. = 1 < 5 No. = 0	3
Proposed team and profiles for Infrastructure setup	For DBA - BE / BTech / MCA with Certification on proposed database Compliance = 0.5 Non Compliance = 0  For System Administrator - BE / BTech / MCA with Certification on proposed OS and DC Equipments Compliance = 0.5 Non Compliance = 0	>= 2 Years Experience = 1 < 2 Years Experience = 0	>=5 No. = 1 < 5 No. = 0	3
Proposed team and profiles for Networking and related components	For Network Administrator - B. Tech or BE/ BTech/ M.Sc. (IT/CS) with Certification on proposed Networking items Compliance = 1 Non Compliance = 0	>= 2 Years Experience = 1 < 2 Years Experience = 0	>=3 No. = 1 < 3 No. = 0	3
Proposed team and profiles for Domain Experts	BE / BTech / MCA / MBA or equivalent Compliance = 2 Non Compliance = 0	>= 2 Years Experience = 2 < 2 Years Experience = 0	>=3 No. = 1 < 3 No. = 0	5
Proposed team for Operations and Maintenance	BE (CS) / MCA / M.Sc. (IT/CS) or equivalent Compliance = 1 Non Compliance = 0	>= 2 Years Experience = 1 < 2 Years Experience = 0	>= 12 No. = 1 < 12 No. = 0	3
Proposed team for Handholding	MCA / MBA / MSC / BSC / BCA or	>= 2 Years Experience = 0.5	>=100 No. = 1	2

Matrix for Evaluation of Team				
Team Details	Academic Qualification	Total Experience in related Field	Proposed Size of Team	Maximum Marks
	equivalent Compliance = 0.5 Non Compliance = 0	< 2 Years Experience = 0	< 100 No. = 0	

The detailed requirement for each of the resources is described in Section 5.11

## 2.6 Technical Proposal

1. All the mandatory undertakings
2. The technical proposal should address all the areas/ sections as specified by the RFP and should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP Volume I. The technical proposal must not contain any pricing information. In submitting additional information, please mark it as "supplementary" to the required response. If the bidder wishes to propose additional services (or enhanced levels of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate and distinct attachment to the proposal.
3. Previous Project Experience for all the criterion in the technical evaluation matrix in the format provided in the RFP
4. Proposed Methodology for Data Migration, Change Management / Capacity Building, and Exit Management
5. The Technical Proposal should address the following:
  - Overview of the proposed solution that meets the requirements specified in the RFP
  - Overall proposed Solution, technology, and deployment architecture
  - 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)
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.

## 2.7 Evaluation of Commercial Bids

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

Since the payments to the SI will be made over a period of over seven years (a minimum of 24 months for the Implementation Phase followed by five years for Operations and Maintenance Services), the DCF method will be used to compare different payment terms, including advance payments and progressive stage payments to the SIs so as to bring them to a common denomination for determining lowest bidder.

The State 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.

Detailed modalities for applying DCF technique are as below:

1. 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.
2. Discounting rate to be used under the method is to be the Government of India's lending rate on loans given to State Governments. These rates are notified by Budget Division of Ministry of Finance annually. The latest one is Ministry of Finance OM No F5(3) PD/2008 dated 30 October 2008 (as per which the borrowing rate is 9%). The State will evaluate the offers received by adopting Discounted Cash Flow (NPV) method with a discounting rate of 9%.
3. NPV will be calculated on the annual cash outflows.
4. 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.
5. The blended person month cost for 300 person months will be considered in the cash flows in the first year
6. 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 outflows as illustrated below

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

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

*The scores will be calculated as:*

$$B_n = 0.6 * T_n + (0.4) * (C_{min} / C_b * 100)$$

*Where*

*$B_n$  = overall score of bidder under consideration (calculated up to two decimal points)  $T_n$  = Technical score for the bidder under consideration*

*$C_b$  = NPV (as calculated above) for the bidder under consideration*

*$C_{min}$  = 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.*

### **3. Award of Contract**

#### **3.1 Award Criteria**

SCRB, Tamil Nadu 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.

#### **3.2 SCRB, Tamil Nadu Police's Right To Accept Any Proposal and To Reject Any or All Proposals**

SCRB, Tamil Nadu 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 SCRB, Tamil Nadu Police's action.

#### **3.3 Notification of Award**

Prior to the expiration of the validity period, SCRB, Tamil Nadu 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, SCRB, Tamil Nadu Police will promptly notify each unsuccessful bidder and return their Bid Security.

#### **3.4 Contract Finalization and Award**

SCRB, Tamil Nadu 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, SCRB, Tamil Nadu 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. SCRB, Tamil Nadu 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 SCRB, Tamil Nadu 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 by SCRB, Tamil Nadu 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".

#### **3.5 Signing of Contract**

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

SCRB, Tamil Nadu Police shall have the right to annul the award in case there is a delay of more than 30 days in signing of contract from the date of issuance of Letter of Intent by SCRB, Tamil Nadu Police, for reasons attributable to the successful bidder.

### **3.6 Suggestions on the Draft Contract**

- a. A draft contract including the standard terms and all the other terms specific to the implementation of the solution is circulated as Volume III of this RFP. It is expected that the bidder will be able to execute this contract without any modifications, in case they are selected for doing so.
- b. However the bidder is requested to indicate as per the form specified in the Annexure, the changes the bidder desires to have and the reason for the same. This is only a solicitation of suggestions for change.
- c. However, it is neither guaranteed that these requests for changes will be accepted in the final contract nor this process should be construed as any commitment from SCRB, Tamil Nadu Police to consider those suggestions.
- d. The bidder should not suggest any change that has financial or commercial implications during the execution of the contract and is against the basic spirit of procuring the services for the implementation of the project

### **3.7 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 NCRB may award the contract to the next best value bidder as per section 3.4 in this RFP or call for new proposals or invoke the Performance Bank Guarantee (PBG) .

## 4. Payment Terms and Schedule

### 4.1 Advance Bank Guarantee

An advance bank guarantee equal to the sum of Rs. (advance payment to the bidder) 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 bank are to be furnished in the commercial offer. The Advance Bank Guarantee should be furnished at the time of signing of the contract and should be valid for entire term of the contract.

### 4.2 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 bank are to be furnished in the commercial offer. **The PBG should be furnished within 15 days from the signing of the contract and should be valid for period of Three Months over and above the entire term of the contract.**

### 4.3 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, SCRB, Tamil Nadu Police may at its discretion withhold any payment until the completion of the contract.

SCRB, Tamil Nadu 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 SCRB, Tamil Nadu Police under the contract and law.

## 4.4 Payment Schedules and Milestones

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

The payment schedule and milestones are divided into two phases: A) Implementation Phase  
B) Operations and Maintenance Phase

### 4.4.1 Milestones and Payment Schedules for Implementation Phase

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

1. Pre – Go Live Readiness of Districts under respective 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
- CAS (State) Installation

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

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

#### **4.4.2 Milestones and payment Schedules for Operations and Maintenance Phase**

The operations and maintenance phase is for a period of five years post Go-Live in the last district. The lump-sum cost quoted for the Operations and Maintenance Phase will be divided into 10 equated installments and made as 10 equal payments upon satisfactorily adhering to the SLAs. The payments during the Operations and Maintenance Phase will be made at the end of every six months after the delivery of the services upon satisfactorily adhering to the SLAs defined in the volume 1 of this RFP.

## 5. Annexure

### 5.1 RFP Acknowledgement Form

(Company Letterhead) [Date]

To,

<<Address to be added>>.

Sub: Acknowledgement of Request for Proposal (RFP)

Dear Sir,

1. This is to notify you that we have received the complete set of Crime & Criminal Tracking Network & System, Tamil Nadu RFP documents circulated by SCRB, Tamil Nadu Police.
2. The following persons will be the authorized representatives of the company for all the future correspondence till the completion of the bidding process, between SCRB Tamil Nadu and our organization.

	Primary Contact	Secondary Contact
Name:		
Title:		
Company Name:		
Address:		
Phone:		
Mobile:		
Fax:		
E-mail:		

3. We understand that it will be the responsibility of our organization to keep SCRB, Tamil Nadu Police informed of any changes in this list of authorized persons and we fully understand that SCRB, Tamil Nadu Police shall not be responsible for non receipt or non delivery of any communication and/or any missing communication in the event reasonable prior notice of any change in the authorized person(s) of the company is not provided to SCRB, Tamil Nadu Police.
4. Information relating to the examination, clarification any other processes concerning

the RFP and selection shall not be disclosed to any person(s) not officially concerned with such process until the process is over. Undue use of confidential information related to the process by us may result in rejection of our proposal.

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:



## 5.2 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, SCRB, Tamil Nadu 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

1. 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;
2. 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:

### 5.3 Request for Clarification

Bidders requiring specific points of clarification may communicate with SCRB, Tamil Nadu 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
1			
2			

## 5.4 Earnest Money Deposit

1. In consideration of \_\_\_\_\_(hereinafter called the "Government") represented by \_\_\_\_\_, on the first part and M/s \_\_\_\_of \_\_\_\_\_(hereinafter referred to as "Bidder") on the Second part, having agreed to accept the Earnest Money Deposit of Rs. \_\_\_\_\_(Rupees \_\_) in the form of Bank Guarantee for the Request for Proposal for procurement of \_\_\_we \_\_\_(Name of the Bank), hereinafter referred to as the "Bank"), do hereby undertake to pay to the Government forthwith on demand without any demur and without seeking any reasons whatsoever, an amount not exceeding \_\_\_\_\_(Rupees \_\_\_\_\_) and the guarantee will remain valid up to a period of 180 days from the due date of the tender. It will, however, be open to the Government to return the Guarantee earlier than this period to the System Integrator, in case the System Integrator does not qualify for the commercial negotiations by the Commercial Negotiations Committee (CNC) as constituted by the Government after a recommendation is made by the CNC on the bid(s) after an evaluation.

2. In the event of the System Integrator withdrawing the tender before the completion of the stages prior to the Commercial negotiations or during the Commercial negotiations, as the case may be, the Guarantee deposited by the System Integrator stands forfeited to the Government. We also undertake not to revoke this guarantee during this period except with the previous consent of the Government in writing and we further agree that our liability under the Guarantee shall not be discharged by any variation in the term of the said tender and we shall be deemed to have agreed to any such variation.

3. No interest shall be payable by the Government to the System Integrator on the guarantee for the period of its currency.

Dated this \_\_\_\_\_day of \_\_\_\_\_2011

For the Bank of \_\_\_\_\_

(Agent/Manager)

## 5.5 Bid Cover Letter

### [Cover Letter]

[Date]

To,

<<Address to be added>>

Dear Sir,

Ref: **RFP for Implementation of CCTNS in Tamil Nadu**

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 SCRB, Tamil Nadu 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 of opening of the proposals.

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.

(Company Seal)

Date:

Signature:

(Name)

## 5.6 Formats for the Qualification Response

### 5.6.1 Relevant Project Experience

Relevant Software Services(Design/Development of Solution) Experience (provide no more than 5 projects in the last 5 years)	
<b>General Information</b>	
<b>Name of the project</b>	
<b>Client for which the project was Executed</b>	
<b>Name and contact details of the Client</b>	
<b>Project Details</b>	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
<b>Other Details</b>	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents:	
a) Letter from the client to indicate the successful completion of the projects	
<b>Project Capability Demonstration</b>	



**Relevant Software Services(Design/Development of Solution) Experience (provide no more than 5 projects in the last 5 years)**

Complete details of the scope of the project shall be provided to indicate the relevance to the qualification criterion.

These capabilities may be spread over the five projects (which are part of minimum qualification criteria) and not essentially in this project alone.

**5.6.2 Relevant Site Preparation Project Experience**

**Relevant Site Preparation and Installation and Commissioning of Client Side project experience (provide no more than 2 projects in the last 5 years)**

**General Information**

**Name of the project**

**Client for which the project was Executed**

**Name and contact details of the Client**

**Project Details**

Description of the project

Scope of services

Service levels being offered/ Quality of service (QOS)

Technologies used

Outcomes of the project

**Other Details**

Total cost of the project

Total cost of the services provided by the Respondent

Place (town, state) where the project was executed (deployment, operations and maintenance)

Duration of the project (no. of months, start date, completion date, current status)

**Relevant Site Preparation and Installation and Commissioning of Client Side project experience (provide no more than 2 projects in the last 5 years)**

Other Relevant Information

### **Project Capability Demonstration**

Complete details of the scope of the project shall be provided to indicate the relevance to the qualification criterion

These capabilities may be spread over the 2 projects (which are part of minimum qualification criteria) and not essentially in this project alone.

### 5.6.3 Relevant Handheld Device Software Application Project Experience

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

### 5.6.4 Relevant Setting up of Infrastructure for a Data Centre & Disaster Recovery Centre Project Experience

**Relevant Setting up of Infrastructure (Server, Storage,...) for a Data Center and Disaster Recovery Center project experience (provide no more than 1 project in the last 5**

#### General Information

**Name of the project**

**Client for which the project was Executed**

**Name and contact details of the Client**

#### Project Details

Description of the project

Scope of services

Service levels being offered/ Quality of service (QOS)

Technologies used

Outcomes of the project

#### Other Details

Total cost of the project

Total cost of the services provided by the Respondent

Duration of the project (no. of months, start date, completion date, current status)

#### Other Relevant Information

Mandatory Supporting Documents:

a) Letter from the client to indicate the successful completion of the projects

#### Project Capability Demonstration

Complete details of the scope of the project shall be provided to indicate the relevance to the qualification criterion

**5.6.5 Relevant Data Migration / Data Digitization Project Experience**

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

**5.6.6 Relevant Capacity Building / Change Management Project Experience**

Relevant Capacity Building / Change Management project experience (provide no more than 1 project in the last 5 years)

**General Information**

Name of the project

Client for which the project was Executed

Name and contact details of the Client

**Project Details**

Description of the project

Scope of services

Service levels being offered/ Quality of service (QOS)

Technologies used

Outcomes of the project

**Other Details**

Total cost of the project

Total cost of the services provided by the Respondent

Duration of the project (no. of months, start date, completion date, current status)

Other Relevant Information

Mandatory Supporting Documents:

- a) Letter from the client to indicate the successful completion of the projects

**Project Capability Demonstration**

Complete details of the scope of the project shall be provided to indicate the relevance to the qualification criterion

**5.6.7 Relevant Operations & Maintenance Project Experience**

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

## 5.7 Formats for the Technical Bid Response

### 5.7.1 Undertaking on Patent Rights

(Company letterhead)

[Date]

To

<<Address to be added>>

Sir,

**Sub: Undertaking on Patent Rights**

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 SCRB, Tamil Nadu 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 SCRB, Tamil Nadu Police and persons authorized by SCRB, Tamil Nadu 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 SCRB, Tamil Nadu Police of any legal action. Yours faithfully,

Authorized Signatory

Designation



### 5.7.2 Undertaking on Conflict of Interest

(Company letterhead)

[Date]

To

<<Address to be added>>

Sir,

**Sub: Undertaking on Conflict of Interest**

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 SCRB, Tamil Nadu 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 SCRB, Tamil Nadu 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 SCRB, Tamil Nadu Police and/or its representatives, if any such conflict arises later.

Yours faithfully,

Authorised Signatory

Designation

### 5.7.3 Non-Malicious Code Certificate

(Company letterhead)

[Date]

To

<<Address to be added>>

**Sub: Non-Malicious Code Certificate**

Sir,

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

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

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

3. Without prejudice to any other rights and remedies available to SCRB, Tamil Nadu 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,

Authorised Signatory  
Designation

### **5.7.4 Undertaking On Pricing of Items of Technical Response**

(Company letterhead)

[Date]

To

<<Address to be added>>

**Sub: Undertaking on Clarifications sent to SCRB, Tamil Nadu 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

### **5.7.5 Undertaking on Offline Functionality**

(Company letterhead)

[Date]

To

<<Address to be added>>

#### **Sub: Undertaking on Offline Functionality**

Sir,

1. I/We as System Integrator do hereby undertake to design and develop all the offline functionality required by SCRB, Tamil Nadu 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 SCRB, Tamil Nadu Police to be part of CCTNS Project.

Yours faithfully,

Authorized Signatory

Designation

### **5.7.6 Undertaking on Provision for Required Storage Capacity**

(Company letterhead)

[Date]

To

<<Address to be added>>

**Sub: Undertaking on Provision for Required Storage Capacity**

Sir,

1. I/We as System Integrator do hereby undertake that the proposed storage at the Data Center meets the minimum RFP requirements in terms of a minimum usable capacity of 4TB (with 1TB on FC and 3TB on SATA or equivalent drives with storage array (FC) configured on Raid **5** 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 2005 police stations with an average of 50 cases per month per police station for the historical data of 5 years and future data of 5 years.
3. Any augmentation of the storage up to 4 TB to meet the above said requirements (case information for 2005 police stations with an average of 50 cases per month per police station for the historical data of 5 years and future data of 5 years) will be carried out at no additional cost to SCRB, Tamil Nadu Police.

Yours faithfully,

Authorized Signatory

Designation

### 5.7.7 Undertaking on Compliance and Sizing of Infrastructure

(Company letterhead)

[Date]

To

<<Address to be added>>

**Sub: Undertaking on Compliance and Sizing of Infrastructure**

Sir,

1. I/We as System Integrator do hereby undertake that we have proposed and sized the hardware and all software (including licenses) based on information provided by SCRB, Tamil Nadu Police in it's 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 SCRB, Tamil Nadu 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 SCRB, Tamil Nadu Police will be carried out at no additional cost to SCRB, Tamil Nadu Police.

Yours faithfully,

Authorized Signatory

Designation

### **5.7.8 Undertaking on Provision of Support for Software**

(Company letterhead)

[Date]

To

<<Address to be added>>

**Sub: Undertaking on Provision of Support for Software**

Sir,

1. I/We as System Integrator do hereby undertake the provision for ATS/Warranty support Services as defined 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 3<sup>rd</sup> party products proposed as part of Application Software during the duration of the contract period.

Yours faithfully,

Authorized Signatory

Designation

### **5.7.9 Undertaking on Service Level Compliance**

(Company letterhead)

[Date]

To

<<Address to be added>>

**Sub: Undertaking on Service Level Compliance**

Sir,

1. I/We as System Integrator do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the Addendum to the RFP to provide quality service to SCRB, Tamil Nadu 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 SCRB, Tamil Nadu Police., then we will augment the team without any additional cost to SCRB, Tamil Nadu Police.

Yours faithfully,

Authorized Signatory

Designation



### 5.7.10 Undertaking on Deliverables

(Company letterhead)

[Date]

To

<<Address to be added>>

**Sub: Undertaking on Deliverables**

Sir,

1. I/We as System Integrator do hereby undertake the adherence of Certification or above standards to the processes, deliverables/artifacts to be submitted to SCRB, Tamil Nadu 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 SCRB, Tamil Nadu Police and other key stakeholders (identified by SCRB, Tamil Nadu Police), and also take the responsibility to provide clarifications as requested by SCRB, Tamil Nadu Police.
3. We also understand that the acceptance, approval and sign-off of the deliverables by SCRB, Tamil Nadu Police will be done on the advice of State Core Group/State Empowered Committee. 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 SCRB, Tamil Nadu Police..

Yours faithfully,

Authorized Signatory

Designation

### **5.7.11 Undertaking on training the Users**

(Company letterhead)

[Date]

To

<<Address to be added>>

**Sub: Undertaking on Training the Users**

Sir,

I/We hereby undertake to train users (to be identified by SCRB, Tamil Nadu Police) as per SCRB, Tamil Nadu 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

### **5.7.12 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 3<sup>rd</sup> party agency (to be identified by SCRB, Tamil Nadu Police) before the system is commissioned.
2. I/We understand that while the certification expenses will be borne by SCRB, Tamil Nadu 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

### 5.7.13 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 SCRB, Tamil Nadu Police or to an agency identified by SCRB, Tamil Nadu Police) to SCRB, Tamil Nadu Police's satisfaction.
2. I/We further undertake to complete the following as part of the Exit Management and Transition:
  - i. Capacity Building at SCRB, Tamil Nadu Police
    - a. We undertake to design team/organization structure at SCRB, Tamil Nadu Police to manage the system
    - b. We undertake to carry out an analysis of the skill set requirement at SCRB, Tamil Nadu Police to manage system and carry out the training & knowledge transfer required at SCRB, Tamil Nadu Police to manage system
  - ii. Transition of project artefacts and assets
    - a. We undertake to complete the updating of all project documents and other artefacts and handover the same to SCRB, Tamil Nadu Police before transition
    - b. We undertake to design Standard Operating Procedures to manage system (including application and IT systems), document the same and train SCRB, Tamil Nadu 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 SCRB, Tamil Nadu Police.

Yours faithfully,

Authorized Signatory

Designation

### **5.7.14 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 SCRB, Tamil Nadu 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

### 5.7.15 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 SCRB, Tamil Nadu 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 SCRB, Tamil Nadu Police. SCRB, Tamil Nadu 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 SCRB, Tamil Nadu Police has the right to seek the replacement of any member of the Project team being deployed by us, based on the assessment of SCRB, Tamil Nadu 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

**5.7.16 Undertaking on Provision of Work Environment at SCRB**

(Company letterhead)

[Date]

To

<<Address to be added>>

**Sub: Undertaking on Provision of Work Environment at SCRB**

Sir,

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

Yours faithfully,

Authorized Signatory

Designation

### **5.7.17 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 SCRB, Tamil Nadu Police to consider those suggestions.

Yours faithfully,

Authorized Signatory

Designation



**5.7.18 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 SCRB, Tamil Nadu 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 SCRB, Tamil Nadu Police. We further endorse the warranty, contracting and licensing terms provided by SI to SCRB, Tamil Nadu Police

<u>Sr. No.</u>	<u>Product Name</u>	<u>Remarks</u>
1.		
2.		
3.		

Yours faithfully,

Authorised Signatory

Designation

OEM's company name

CC: SI's corporate name

### 5.7.19 Profiles of the Previous Project Experience

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

**5.7.20 Solution Information**

Solution Information						
<p><b>The below list is indicative only</b></p>	<p>Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development)</p>					
	<p>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</p>	<p>Version and Year of Release</p>	<p>Original Supplier</p>	<p>Description (include major features/services only)</p>	<p>O&amp;M Support (Warranty/ATS/... as required as per RFP) Provided By</p>	<p>Reference in the Submitted Proposal (Please provide page number/section-number/volume)</p>
<p><b>Knowledge Base</b></p>						
<p>Patrol and Control Room</p>						

Media Monitoring						
Police Intranet						
RC Book / Driving License Verification and Spot Fine						
Finger Print						
<b>Communication</b>						
Social Networking						
Mobile Interface						
<b>Law and Order Suite</b>						
Mass Event Monitoring						
Prisoner Escort						
CCTV Solution						
<b>Constable Suite</b>						
Beats Management						
Explosive Checking						
Passport Verification						
<b>Administration</b>						
Business Intelligence						

### 5.7.21 Solution Proposal Format

The SI is expected to provide the Proposal for each of the required solutions as mentioned in Section 5.7.20. Each Solution need to be provided in a separate table. A emplate for such a table is given below.

Sr. No.	Details	Explanation
1	<b>Solution Overview</b>	
2	Functional Requirements	
3	Bill of Material and Specification	
4	Technology Stack	
5	Geographical Coverage	
6	Training & Capacity Building	
7	Key Challenges	
8	Operations & Management	
9	Team requirement	
10	Any other details	



**5.7.22 Technical Bill of Materials for Software**

Technical Bill of Materials (Software Solutions)							
<p><b>The below list is indicative only</b></p> <p><b>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</b></p>	<p>Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development)</p> <p>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</p>	<p>Unit of Measurement</p>	<p>Number of Licenses (Development Environment)</p> <p>Please indicate N/A where not applicable</p> <p>Please indicate N/L where there is no license requirement</p>	<p>Number of Licenses (UAT)</p> <p>Please indicate N/A where not applicable</p> <p>Please indicate N/L where there is no license requirement</p>	<p>Number of Licenses (Training)</p> <p>Please indicate N/A where not applicable</p> <p>Please indicate N/L where there is no license requirement</p>	<p>Number of Licenses (Data Center - Production)</p> <p>Please indicate N/A where not applicable</p> <p>Please indicate N/L where there is no license requirement</p>	<p>Number of Licenses (DR Site)</p> <p>Please indicate N/A where not applicable</p> <p>Please indicate N/L where there is no license requirement</p>

<b>Infrastructure Services (at DC/DR)</b>							
EMS							
Load Balancers							
Backup Software							
Helpdesk							
Antivirus							
SAN Management Software							
Any Other Proposed							



**5.7.23 Technical Bill of Materials for Infrastructure**

Technical Bill of Materials - H/W															
	Reference of the server/storage information in the Submitted Proposal (Please provide page number/section-number/volume)	Services proposed to be hosted on the Server	Quantity	Make and Model	Year of Introduction	Operating System along with version (if applicable)	Process or and Number of Cores Offered (if applicable)	Architecture (RISC/EPIC /CISC) (if applicable)	RAM (if applicable)	Hard Disk (if applicable)	LAN Ports (if applicable)	Hot Spare (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 casethe datasheets are not provided, please provide the same
<b>Data Center</b>															
Production State CAS Application Services Related Servers (Web, Portal, Application)															
Insert each item in a separate row as															
Infrastructure Services Related Servers															
Insert each item in a separate row as															
SAN Storage															
SAN Switch															
FC-IP Router															
Tape Library															
UAT Environment															
Insert each item in a separate row as															
Training Environment															
Insert each item in a separate row as															

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/EPI C/CISC) (if applicable)	RAM (if applicable)	Hard Disk (if applicable)	LAN Ports (if applicable)	Hot Spare (if applicable)	Additional Information as required to indicate the compliance to the requirements in the RFP (ex. Capacity, Disk Space, etc...)	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
Disaster Recovery Site															
Production CAS (State) Application Services Related Servers (Web, Email, Application)															
Insert each item in a separate row as															
Infrastructure Services Related Servers (EMS, AntiVirus, Backup, ...)															
Insert each item in a separate row as															
SAN Storage (List the total capacity offered on)															
SAN Switch															
FC-IP Router															
Tape Library															

**5.7.24 Personnel Profiles**

<b>Format for the Profiles</b>	
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"> <li>• Degree</li> <li>• Academic institution graduated from</li> <li>• Year of graduation</li> <li>• Specialization (if any)</li> <li>• Key achievements and other relevant information (if any)</li> </ul>	
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"> <li>• Organizations worked for in the past                             <ul style="list-style-type: none"> <li>o Organization name</li> <li>o Duration and dates of entry and exit</li> <li>o Designation</li> <li>o Location(s)</li> <li>o Key responsibilities</li> </ul> </li> <li>• Prior project experience</li> </ul>	

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

*Each profile must be accompanied by the following undertaking from the staff member:*

*(Alternatively, a separate undertaking with the same format as below with all the names of the proposed profiles should be provided)*

Certification

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes my qualifications, my experience, and myself. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Signature:

Date:

[Signature of staff member or authorized representative of the staff] Day/Month/Year

Full name of authorized representative:

### 5.7.25 Suggestions on Changes to Contract Clauses

(Company letterhead)

[Date]

To

Inspector General of Police (CCTNS)

National Crime Records Bureau

East Block – 7, R. K. Puram

New Delhi – 110066

**Sub: Changes to the Contract Clauses**

Sir,

1. We request you to consider the following changes to the Contract Clauses:

Sl. No.	Page number	Section / Para No.	Original Text	Suggested Change	Reason for change
1.					
2.					
3.					
4.					

Yours faithfully,

Authorised Signatory

Designation

## 5.8 Formats for the Commercial Bid Response

### 5.8.1 Commercial Proposal Cover Letter

(Company letterhead)

[Date]

To

<<Address to be added>>

Dear Sir,

#### **Ref: RFP for Implementation of CCTNS in Tamil Nadu**

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 Tamil Nadu 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 Tamil Nadu 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 Tamil Nadu 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 Tamil Nadu 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 Tamil Nadu as to any material fact.

We agree that you are not bound to accept the lowest or any bid response you may



**5.8.2 Form 1: Pricing Summary**

S. No	Description	Total Price (INR)	Taxes and Other Duties	Total Amount (INR)	Total Amount in Words
<b>Services Provided During Implementation Phase</b>					
1.	Systems Study and Configuration Customization and Extension (New Modules) and Integration with CAS (Center) and External Agencies and Support to 3rd party acceptance testing, audit and certification				
1a	Patrol and Control Room				
1b	Media Monitoring				
1c	Police Intranet				
1d	RC Book / Driving License Verification and Spot Fine				
1e	Finger Print				
1f	Social Networking				
1g	Mobile Interface				
1h	Mass Event Monitoring				
1i	Prisoner Escort				
1j	CCTV Solution				
1k	Beats Management				
1l	Explosive Checking				
1m	Passport Verification				
1n	Business Intelligence				
2a	Site preparation at the Client site locations (police stations, Sub Divisions Police Offices, Commissionerates, Range offices, Zones, SCRB, District HQ and State HQ), and Data Center.				



S. No	Description	Total Price (INR)	Taxes and Other Duties	Total Amount (INR)	Total Amount in Words
2b	Site preparation at the Additional Client site locations ( Special Unit Police Stations, Special Unit HQ, Special Non Police Stations, Special Unit Non Police Station HQ, Intelligence Unit Office, Intelligence Unit HQ, Outposts, Prisons, District Fingerprint Bureau, District Forensic Science Laboratory)				
3a	IT Infrastructure at the Client site locations (police stations, Sub Divisions Police Offices, Commissionerates, Range offices, Zones, SCRB, District HQ and State HQ).				
3b	IT Infrastructure at the Additional Client site locations ( Special Unit Police Stations, Special Unit HQ, Special Non Police Stations, Special Unit Non Police Station HQ, Intelligence Unit Office, Intelligence Unit HQ, Outposts, Prisons, District Fingerprint Bureau, District Forensic Science Laboratory)				
4.	IT infrastructure at the Data Center and Disaster Recovery Center including the necessary hardware, software and other networking components.				
5.	Data migration and Digitization of Historical Data				
6.	Change Management , Capacity Building, and Handholding Support				
<b>A</b>	<b>Sub-total for Services Provided During Implementation Phase (Sum of items 1 – 6):</b>				
	<b>Services Provided During Post Implementation Phase</b>				
7.	Operations and Maintenance Services for the 1 <sup>st</sup> year after “Go-Live”				
8	Operations and Maintenance Services for the 2 <sup>nd</sup> year after “Go-Live”				

S. No	Description	Total Price (INR)	Taxes and Other Duties	Total Amount (INR)	Total Amount in Words
9	Operations and Maintenance Services for the 3 <sup>rd</sup> year after "Go-Live"				
10	Operations and Maintenance Services for the 4 <sup>th</sup> year after "Go-Live"				
11	Operations and Maintenance Services for the 5 <sup>th</sup> year after "Go-Live"				
<b>B</b>	<b>Sub-total for Services Provided During Post Implementation Phase (Sum of items 7 – 16):</b>				
<b>C</b>	<b>Blended Person Month Cost for 300 Person Months</b>				
	<b>Grand Total for Consideration of L1 (A + B + C)</b>				

**5.8.3 Form 1: Detailed Component-Wise Pricing Formats**

<b>CCTNS TN - Financial</b>			
<b>SN</b>	<b>Description</b>	<b>Quote Amount (In Rs.)</b>	<b>Total Amount (In Words)</b>
1	Client Site - Hardware, Operational Expenses, Site Preparation & Software		
1a	Police Station		
1b	SDPO / AC Range Office		
1c	District SP Office		
1d	ADC Office		
1e	DC Office		
1f	JC Office		
1g	ACOP Office		
1h	ADSP Office		
1i	Commissionerate		
1j	Range Office		
1k	Zone Office		
1l	HQ		
1m	SCRB Office		
1n	State FPB Office		
1o	State FSL Office		
1p	District Police Control Room		
1q	State Police Control Room		
1r	Special Unit Police Stations		
1s	Special Unit Non Police Station Offices		

1t	Outposts		
1u	Intelligence Unit Offices		
1v	District FPB		
1w	District FSL		
1x	Jails		
1y	Special Unit Police Stations HQ		
1z	Special Unit Non Police Stations HQ		
1a	Intelligence HQ		
a			
2	Additional Modules( Customization & Integration)		
2a	Patrol and Control Room		
2b	Media Monitoring		
2c	Police Intranet		
2d	RC Book / Driving License Verification and Spot Fine		
2e	Finger Print		
2f	Social Networking		
2g	Mobile Interface		
2h	Mass Event Monitoring		
2i	Prisoner Escort		
2j	CCTV Solution		
2k	Beats Management		
2l	Explosive Checking		
2m	Passport Verification		
2n	Business Intelligence		
3	DC / DR Hardware, Software, AMC (3 Years) & Outsourced Manpower		
4	Handholding Support for Police Stations		
5	Capacity Building (Personnel Training)		
6	Digitization of Records		
<b>Sub Total</b>			

7	Client Site Operation and Maintenance for 1 <sup>st</sup> Year		
8	Client Site Operation and Maintenance for 2 <sup>nd</sup> Year		
	Client Site Operation and Maintenance for 3 <sup>rd</sup> Year		
1	Client Site Operation and Maintenance for 4 <sup>th</sup> Year		
1	Client Site Operation and Maintenance for 5 <sup>th</sup> Year		
<b>Sub Total</b>			
<b>Grand Total</b>			

**Form 2 - Detailed Location-Wise Pricing Formats:**

<b>Hardware &amp; Site preparation Cost - Police Stations</b>			
<b>Office / Location</b>	<b>Qty.</b>	<b>Cost Per Location (In Rs.)</b>	<b>Total Cost (In Rs.)</b>
<b>Police Stations</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

<b>Hardware &amp; Site preparation Cost – SDPO / AC Range Office</b>			
<b>Office / Location</b>	<b>Qty.</b>	<b>Cost Per Location (In Rs.)</b>	<b>Total Cost (In Rs.)</b>
<b>SDPO / AC Range Office</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

<b>Hardware &amp; Site preparation Cost – District SP Office</b>			
<b>Office / Location</b>	<b>Qty.</b>	<b>Cost Per Location (In Rs.)</b>	<b>Total Cost (In Rs.)</b>
<b>District SP Office</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

<b>Hardware &amp; Site preparation Cost – ADC Office</b>			
<b>Office / Location</b>	<b>Qty.</b>	<b>Cost Per Location (In Rs.)</b>	<b>Total Cost (In Rs.)</b>
<b>ADC Office</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

**Hardware & Site preparation Cost – DC Office**

Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>DC Office</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

**Hardware & Site preparation Cost – JC Office**

Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>JC Office</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

**Hardware & Site preparation Cost – ACOP Office**

Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>ACOP Office</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

**Hardware & Site preparation Cost – ADSP Office**

Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>ADSP Office</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

Hardware & Site preparation Cost - Commissionerates			
Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>Commissionerates</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

Hardware & Site preparation Cost – Range Office			
Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>Range Office</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

Hardware & Site preparation Cost – Zone Office			
Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>Zone Office</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

Hardware & Site preparation Cost - Headquarter			
Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>Headquarter</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			



Hardware & Site preparation Cost - SCRB			
Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>SCRB</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

Hardware & Site preparation Cost – State FPB			
Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>State FPB</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

Hardware & Site preparation Cost – State FSL			
Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>State FSL</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

Hardware & Site preparation Cost – District Police Control Room			
Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>District Police Control Room</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

Hardware & Site preparation Cost – State Police Control Room			
Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>State Police Control Room</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

Hardware & Site preparation Cost – Special Unit Police Stations			
Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>Special Unit Police Stations</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

Hardware & Site preparation Cost – Special Unit Non Police Station Offices			
Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>Special Unit Non Police Station Offices</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

Hardware & Site preparation Cost - Outpost			
Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>Outpost</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

Hardware & Site preparation Cost – Intelligence Unit Offices			
Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>Intelligence Unit Offices</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

Hardware & Site preparation Cost – District FPB			
Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>District FPB</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

Hardware & Site preparation Cost – District FSL			
Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>District FSL</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

Hardware & Site preparation Cost - Jails			
Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>Jails</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

**Hardware & Site preparation Cost – Special Unit Police Station HQ**

Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>Special Unit Police Station HQ</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

**Hardware & Site preparation Cost – Special Unit Non Police Station HQ**

Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>Special Unit Non Police Station HQ</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

**Hardware & Site preparation Cost – Intelligence HQ**

Office / Location	Qty.	Cost Per Location (In Rs.)	Total Cost (In Rs.)
<b>Intelligence HQ</b>			
Hardware			
Site Preparation			
Operational Expenses			
<b>Total</b>			

**Form 3 - Detailed Component - Wise Pricing Formats for each type of Location:**

**Police Station Hardware and Site Preparation (Each Police Station, Special Unit Police Station, Special Unit Non Police Station)**

Item Description	Qty.	Unit Rate (Rs.)	Amount (Rs.)
Desktop System	4		
HDD 160 GB	1		
Duplex Laser Printer (Network)	1		
Multi Function Laser (Print/ Scan/ Copy)	1		
UPS for 60 min backup (2 KVA)	1		
Inverter (3 KVA)	1		
Network Switch 16 Ports 10/100 Un-managed	1		
Network Switch 16 Ports 10/100 Managed (Option – To be Decided by Tamil Nadu Police )	1		
Finger Print reader	1		
Digital Camera	1		
Electronic Pen	1		
<b>Hardware Total</b>			
<b>Site Preparation:-</b>			
Adequate Furniture ( As per Volume 1 of RFP)	1		
Electrical Cabling	1		
Earthing & Earth Pit	1		
Wall Mountable Network Rack - 9 U	1		
Patch Panel 12 Ports CAT 6	1		
Information Outlet CAT 6	6		
Cat 6 Cable with Cabling (In Meters)	12		
Patch Cords 1 Mtr. CAT 6	6		
Patch Cords 2 Mtr. CAT 6	6		
<b>Site Preparation Total</b>			
<b>Operational Expenses Each location (In Years)</b>	5		
<b>Software:-</b>			
NIC LINUX ( In FIR Registering Locations) / UBUNTU LINUX 10.04 LTS or openSUSE 11.3 or FEDORA 13	4		
Office Application Libre Office 3.3	4		
Asset Management Software (EMS CAL)	4		
Client Antivirus Software	4		
<b>Software Total</b>			

<b>Total Per Location</b>			
<b>Hardware, Software &amp; Site Preparation at State Police Control Room</b>			
<b>Item Description</b>	<b>Qty.</b>	<b>Unit Rate (In Rs.)</b>	<b>Amount (In Rs.)</b>
Desktop System	5		
Multi Function Laser (Print/ Scan/ Copv)	1		
Network Switch 16 Ports 10/100 Un-managed	1		
Network Switch 16 Ports 10/100 Managed (Option – To be Decided by Tamil Nadu Police )	1		
<b>Hardware Total</b>			
<b>Site Preparation:-</b>			
Adequate Furniture	1		
Patch Cords 2 Mtr. CAT 6	6		
<b>Site Preparation Total</b>			
<b>Operational Expenses Each location (In Years)</b>			
	5		
<b>Software:-</b>			
NIC LINUX ( In FIR Registering Locations) / UBUNTU LINUX 10.04 LTS or openSUSE 11.3 or FEDORA 13	5		
Office Application Libre Office 3.3	5		
Asset Management Software (EMS CAL)	5		
Client Antivirus Software	5		
<b>Software Total</b>			
<b>Total Per Location</b>			

<b>Hardware, Software &amp; Site Preparation at District Police Control Room</b>			
<b>Item Description</b>	<b>Qty.</b>	<b>Unit Rate (In Rs.)</b>	<b>Amount (In Rs.)</b>
Desktop System	3		
Multi Function Laser (Print/ Scan/ Copy)	1		
Network Switch 16 Ports 10/100 Un-managed	1		
Network Switch 16 Ports 10/100 Managed (Option – To be Decided by Tamil Nadu Police )	1		
<b>Hardware Total</b>			
<b>Site Preparation:-</b>			

Adequate Furniture	1		
Patch Cords 2 Mtr. CAT 6	4		
<b>Site Preparation Total</b>			
<b>Operational Expenses Each location (In Years)</b>	5		
<b>Software:-</b>			
NIC LINUX ( In FIR Registering Locations) / UBUNTU LINUX 10.04 LTS or openSUSE 11.3 or FEDORA 13	3		
Office Application Libre Office 3.3	3		
Asset Management Software (EMS CAL)	3		
Client Antivirus Software	3		
<b>Software Total</b>			
<b>Total Per Location</b>			

**Hardware and Site Preparation - Sub Division Police Office / AC Range Office**

Item Description	Qty.	Unit Rate (In Rs.)	Amount (In Rs.)
Desktop System	3		
Multi Function Laser (Print/ Scan/ Copy)	1		
UPS for 60 min backup (2 KVA)	1		
Network Switch 16 Ports 10/100 Un-managed	1		
Network Switch 16 Ports 10/100 Managed (Option – To be Decided by Tamil Nadu Police )	1		
<b>Hardware Total</b>			
<b>Site Preparation:-</b>			
Adequate Furniture	1		
Electrical Cabling	1		
Earthing & Earth Pit	1		
Wall Mountable Network Rack - 9 U	1		
Patch Panel 12 Ports CAT 6	1		
Information Outlet CAT 6	4		
Cat 6 Cable with Cabling (In Meters)	80		
Patch Cords 1 Mtr. CAT 6	4		
Patch Cords 2 Mtr. CAT 6	4		
<b>Site Preparation Total</b>			
<b>Operational Expenses Each location (In Years)</b>	5		

<b>Software:-</b>			
NIC LINUX ( In FIR Registering Locations) / UBUNTU LINUX 10.04 LTS or openSUSE 11.3 or FEDORA 13	3		
Office Application Libre Office 3.3	3		
Asset Management Software (EMS CAL)	3		
Client Antivirus Software	3		
<b>Software Total</b>			
<b>Total Per Location</b>			



<b>Hardware and Site Preparation - Addl. SP Office</b>			
<b>Item Description</b>	<b>Qty.</b>	<b>Unit Rate (In Rs.)</b>	<b>Amount (In Rs.)</b>
Desktop System	2		
Multi Function Laser (Print/ Scan/ Copy)	1		
UPS for 60 min backup (2 KVA)	1		
Network Switch 16 Ports 10/100 Un-managed	1		
Network Switch 16 Ports 10/100 Managed (Option – To be Decided by Tamil Nadu Police )	1		
<b>Hardware Total</b>			
<b>Site Preparation:-</b>			
Adequate Furniture	1		
Electrical Cabling	1		
Earthing & Earth Pit	1		
Wall Mountable Network Rack - 9 U	1		
Patch Panel 12 Ports CAT 6	1		
Information Outlet CAT 6	3		
Cat 6 Cable with Cabling (In Meters)	60		
Patch Cords 1 Mtr. CAT 6	3		
Patch Cords 2 Mtr. CAT 6	3		
<b>Site Preparation Total</b>			
<b>Operational Expenses Each location (In Years)</b>	5		
<b>Software:-</b>			
NIC LINUX ( In FIR Registering Locations) / UBUNTU LINUX 10.04 LTS or openSUSE 11.3 or FEDORA 13	2		
Office Application Libre Office 3.3	2		
Asset Management Software (EMS CAL)	2		
Client Antivirus Software	2		
<b>Software Total</b>			
<b>Total Per Location</b>			
<b>Hardware and Site Preparation - Range Office / Zone Office</b>			
<b>Item Description</b>	<b>Qty.</b>	<b>Unit Rate (In Rs.)</b>	<b>Amount (In Rs.)</b>
Desktop System	4		
Multi Function Laser (Print/ Scan/ Copy)	1		

UPS for 60 min backup (2 KVA)	1		
Network Switch 16 Ports 10/100 Un-managed	1		
Network Switch 16 Ports 10/100 Managed (Option – To be Decided by Tamil Nadu Police )	1		
<b>Hardware Total</b>			
<b>Site Preparation:-</b>			
Adequate Furniture	1		
Electrical Cabling	1		
Earthing & Earth Pit	1		
Wall Mountable Network Rack - 9 U	1		
Patch Panel 12 Ports CAT 6	1		
Information Outlet CAT 6	5		
Cat 6 Cable with Cabling (In Meters)	100		
Patch Cords 1 Mtr. CAT 6	5		
Patch Cords 2 Mtr. CAT 6	5		
<b>Site Preparation Total</b>			
<b>Operational Expenses Each location (In Years)</b>	5		
<b>Software:-</b>			
NIC LINUX ( In FIR Registering Locations) / UBUNTU LINUX 10.04 LTS or openSUSE 11.3 or FEDORA 13	4		
Office Application Libre Office 3.3	4		
Asset Management Software (EMS CAL)	4		
Client Antivirus Software	4		
<b>Software Total</b>			
<b>Total Per Location</b>			

**Hardware and Site Preparation – ADC Office / DC Office / JC Office / ACOP Office**

Item Description	Qty.	Unit Rate (In Rs.)	Amount (In Rs.)
Desktop System	3		
Multi Function Laser (Print/ Scan/ Copy)	1		
UPS for 60 min backup (2 KVA)	1		
Network Switch 16 Ports 10/100 Un-managed	1		
Network Switch 16 Ports 10/100 Managed (Option – To be Decided by Tamil Nadu Police )	1		
<b>Hardware Total</b>			

<b>Site Preparation:-</b>			
Adequate Furniture	1		
Electrical Cabling	1		
Earthing & Earth Pit	1		
Wall Mountable Network Rack - 9 U	1		
Patch Panel 12 Ports CAT 6	1		
Information Outlet CAT 6	4		
Cat 6 Cable with Cabling (In Meters)	80		
Patch Cords 1 Mtr. CAT 6	4		
Patch Cords 2 Mtr. CAT 6	4		
<b>Site Preparation Total</b>			
<b>Operational Expenses Each location (In Years)</b>	5		
<b>Software:-</b>			
NIC LINUX ( In FIR Registering Locations) / UBUNTU LINUX 10.04 LTS or openSUSE 11.3 or FEDORA 13	3		
Office Application Libre Office 3.3	3		
Asset Management Software (EMS CAL)	3		
Client Antivirus Software	3		
<b>Software Total</b>			
<b>Total Per Location</b>			

**Hardware and Site Preparation - Districts SP Offices, Special Unit Police Station HQ, Special Unit Non Police Station HQ**

Item Description	Qty.	Unit Rate	Amount (In Rs.)
Desktop System	10		
Multi Function Laser (Print/ Scan/ Copy)	10		
UPS for 60 min backup (5 KVA)	1		
Network Switch 16 Ports 10/100 Managed	1		
<b>Hardware Total</b>			
<b>Site Preparation:-</b>			
Adequate Furniture	3		
Electrical Cabling	1		
Earthing & Earth Pit	1		
Wall Mountable Network Rack - 9 U	1		
Patch Panel 12 Ports CAT 6	1		
Information Outlet CAT 6	11		
Cat 6 Cable with Cabling (In Meters)	220		
Patch Cords 1 Mtr. CAT 6	11		
Patch Cords 2 Mtr. CAT 6	11		
<b>Site Preparation Total</b>			
<b>Operational Expenses Each location (In Years)</b>	5		
<b>Software:-</b>			
NIC LINUX ( In FIR Registering Locations) / UBUNTU LINUX 10.04 LTS or openSUSE 11.3 or FEDORA 13	10		
Office Application Libre Office 3.3	10		
Asset Management Software (EMS CAL)	10		
Client Antivirus Software	10		
<b>Software Total</b>			
<b>Total Per Location</b>			

**Hardware and Site Preparation - SCRB**

Item Description	Qty.	Unit Rate	Amount (In Rs.)
Desktop System	4		
Multi Function Laser (Print/ Scan/ Copy)	1		
UPS for 60 min backup (5 KVA)	1		
Network Switch 16 Ports 10/100 Managed	1		

<b>Hardware Total</b>			
<b>Site Preparation:-</b>			
Adequate Furniture	1		
Electrical Cabling	1		
Earthing & Earth Pit	1		
Wall Mountable Network Rack - 9 U	1		
Patch Panel 12 Ports CAT 6	1		
Information Outlet CAT 6	5		
Cat 6 Cable with Cabling (In Meters)	100		
Patch Cords 1 Mtr. CAT 6	5		
Patch Cords 2 Mtr. CAT 6	5		
<b>Site Preparation Total</b>			
<b>Operational Expenses Each location (In Years)</b>	5		
<b>Software:-</b>			
NIC LINUX ( In FIR Registering Locations) / UBUNTU LINUX 10.04 LTS or openSUSE 11.3 or FEDORA 13	4		
Office Application Libre Office 3.3	4		
Asset Management Software (EMS CAL)	4		
Client Antivirus Software	4		
<b>Software Total</b>			
<b>Total Per Location</b>			

<b>Hardware and Site Preparation – Intelligence Unit</b>			
<b>Item Description</b>	<b>Qty.</b>	<b>Unit Rate</b>	<b>Amount (In Rs.)</b>
Desktop System	5		
Multi Function Laser (Print/ Scan/ Copy)	5		
UPS for 60 min backup (5 KVA)	1		
Network Switch 16 Ports 10/100 Un-managed	1		
Network Switch 16 Ports 10/100 Managed (Option – To be Decided by Tamil Nadu Police )	1		
<b>Hardware Total</b>			
<b>Site Preparation:-</b>			
Adequate Furniture	1		
Electrical Cabling	1		
Earthing & Earth Pit	1		
Wall Mountable Network Rack - 9 U	1		

Patch Panel 12 Ports CAT 6	1		
Information Outlet CAT 6	6		
Cat 6 Cable with Cabling (In Meters)	120		
Patch Cords 1 Mtr. CAT 6	6		
Patch Cords 2 Mtr. CAT 6	6		
<b>Site Preparation Total</b>			
<b>Operational Expenses Each location (In Years)</b>	5		
<b>Software:-</b>			
NIC LINUX ( In FIR Registering Locations) / UBUNTU LINUX 10.04 LTS or openSUSE 11.3 or FEDORA 13	5		
Office Application Libre Office 3.3	5		
Asset Management Software (EMS CAL)	5		
Client Antivirus Software	5		
<b>Software Total</b>			
<b>Total Per Location</b>			

**Hardware and Site Preparation – Intelligence Unit HQ**

Item Description	Qty.	Unit Rate	Amount (In Rs.)
Desktop System	35		
Multi Function Laser (Print/ Scan/ Copy)	35		
UPS for 60 min backup (5 KVA)	3		
Network Switch 16 Ports 10/100 Managed	3		
<b>Hardware Total</b>			
<b>Site Preparation:-</b>			
Adequate Furniture	9		
Electrical Cabling	1		
Earthing & Earth Pit	1		
Wall Mountable Network Rack - 9 U	1		
Patch Panel 12 Ports CAT 6	1		
Information Outlet CAT 6	35		
Cat 6 Cable with Cabling (In Meters)	700		
Patch Cords 1 Mtr. CAT 6	35		
Patch Cords 2 Mtr. CAT 6	35		
<b>Site Preparation Total</b>			
<b>Operational Expenses Each location (In Years)</b>	5		
<b>Software:-</b>			

NIC LINUX ( In FIR Registering Locations) / UBUNTU LINUX 10.04 LTS or openSUSE 11.3 or FEDORA 13	4		
Office Application Libre Office 3.3	4		
Asset Management Software (EMS CAL)	4		
Client Antivirus Software	4		
<b>Software Total</b>			
<b>Total Per Location</b>			

**Hardware, Software & Site Preparation at State FSL, District FSL, State FPB, District FPB**

Item Description	Qty.	Unit Rate (In Rs.)	Amount (In Rs.)
Desktop System	2		
Multi Function Laser (Print/ Scan/ Copy)	1		
Network Switch 16 Ports 10/100 Un-managed	1		
Network Switch 16 Ports 10/100 Managed (Option – To be Decided by Tamil Nadu Police )	1		
<b>Hardware Total</b>			
<b>Site Preparation:-</b>			
Adequate Furniture	1		
Patch Cords 2 Mtr. CAT 6	3		
<b>Site Preparation Total</b>			
<b>Operational Expenses Each location (In Years)</b>	5		
<b>Software:-</b>			
NIC LINUX ( In FIR Registering Locations) / UBUNTU LINUX 10.04 LTS or openSUSE 11.3 or FEDORA 13	2		
Office Application Libre Office 3.3	2		
Asset Management Software (EMS CAL)	2		
Client Antivirus Software	2		
<b>Software Total</b>			
<b>Total Per Location</b>			

**Hardware and Site Preparation – Commissionerrates**

Item Description	Qty.	Unit Rate	Amount (In Rs.)
Desktop System	25		
Multi Function Laser (Print/ Scan/ Copy)	25		
UPS for 60 min backup (5 KVA)	3		
Network Switch 16 Ports 10/100 Managed	2		
<b>Hardware Total</b>			
<b>Site Preparation:-</b>			
Adequate Furniture	6		
Electrical Cabling	1		
Earthing & Earth Pit	1		
Wall Mountable Network Rack - 9 U	1		
Patch Panel 12 Ports CAT 6	1		
Information Outlet CAT 6	25		
Cat 6 Cable with Cabling (In Meters)	500		
Patch Cords 1 Mtr. CAT 6	25		
Patch Cords 2 Mtr. CAT 6	25		
<b>Site Preparation Total</b>			
<b>Operational Expenses Each location (In Years)</b>	5		
<b>Software:-</b>			
NIC LINUX ( In FIR Registering Locations) / UBUNTU LINUX 10.04 LTS or openSUSE 11.3 or FEDORA 13	10		
Office Application Libre Office 3.3	10		
Asset Management Software (EMS CAL)	10		
Client Antivirus Software	10		
<b>Software Total</b>			
<b>Total Per Location</b>			

**Hardware and Site Preparation - Police HQ**

Item Description	Qty.	Unit Rate	Amount (In Rs.)
Desktop System	50		
Multi Function Laser (Print/ Scan/ Copy)	50		
UPS for 60 min backup (5 KVA)	4		
Network Switch 16 Ports 10/100 Managed	4		
<b>Hardware Total</b>			



<b>Site Preparation:-</b>			
Adequate Furniture	12		
Electrical Cabling	1		
Earthing & Earth Pit	1		
Wall Mountable Network Rack - 9 U	1		
Patch Panel 12 Ports CAT 6	1		
Information Outlet CAT 6	50		
Cat 6 Cable with Cabling (In Meters)	1150		
Patch Cords 1 Mtr. CAT 6	50		
Patch Cords 2 Mtr. CAT 6	50		
<b>Site Preparation Total</b>			
<b>Operational Expenses Each location (In Years)</b>			
	5		
<b>Software:-</b>			
NIC LINUX ( In FIR Registering Locations) / UBUNTU LINUX 10.04 LTS or openSUSE 11.3 or FEDORA 13	50		
Office Application Libre Office 3.3	50		
Asset Management Software (EMS CAL)	50		
Client Antivirus Software	50		
<b>Software Total</b>			
<b>Total Per Location</b>			

<b>Hardware and Site Preparation – Jails</b>			
Item Description	Qty.	Unit Rate (In Rs.)	Amount (In Rs.)
Desktop System	1		
<b>Hardware Total</b>			
<b>Site Preparation:-</b>			
<b>Site Preparation Total</b>			
<b>Operational Expenses Each location (In Years)</b>			
	5		
<b>Software:-</b>			
NIC LINUX ( In FIR Registering Locations) / UBUNTU LINUX 10.04 LTS or openSUSE 11.3 or FEDORA 13	1		
Office Application Libre Office 3.3	1		
Asset Management Software (EMS CAL)	1		

Client Antivirus Software	1		
<b>Software Total</b>			
<b>Total Per Location</b>			

<b>Hardware and Site Preparation – Outposts</b>			
<b>Item Description</b>	<b>Qty.</b>	<b>Unit Rate (In Rs.)</b>	<b>Amount (In Rs.)</b>
Desktop System	4		
Multi Function Laser (Print/ Scan/ Copy)	1		
UPS for 60 min backup (2 KVA)	1		
Network Switch 16 Ports 10/100 Un-managed	1		
Network Switch 16 Ports 10/100 Managed (Option – To be Decided by Tamil Nadu Police )	1		
<b>Hardware Total</b>			
<b>Site Preparation:-</b>			
Adequate Furniture	1		
Electrical Cabling	1		
Earthing & Earth Pit	1		
Wall Mountable Network Rack - 9 U	1		
Patch Panel 12 Ports CAT 6	1		
Information Outlet CAT 6	5		
Cat 6 Cable with Cabling (In Meters)	50		
Patch Cords 1 Mtr. CAT 6	5		
Patch Cords 2 Mtr. CAT 6	5		
<b>Site Preparation Total</b>			
<b>Operational Expenses Each location (In Years)</b>	5		
<b>Software:-</b>			
NIC LINUX ( In FIR Registering Locations) / UBUNTU LINUX 10.04 LTS or openSUSE 11.3 or FEDORA 13	4		
Office Application Libre Office 3.3	4		
Asset Management Software (EMS CAL)	4		
Client Antivirus Software	4		
<b>Software Total</b>			
<b>Total Per Location</b>			

**Handheld Device – Intelligence Unit Office and Intelligence HQ**

Item Description	Qty.	Unit Rate	Amount (In Rs.)
Handheld Device	119		

<b>Data Center &amp; Disaster Site Hardware &amp; Software</b>			
<b>Item Description</b>	<b>Qty.</b>	<b>Unit Rate (In Rs.)</b>	<b>Amount (In Rs.)</b>
<b>Data Center Storage Cost with SAN Switch</b>			
<b>Disaster Recovery Storage Cost with SAN Switch</b>			
<b>Data Center Server Cost</b>			
Database & Reporting Server			
Application Server			
Intranet Web Server			
Internet Web Server			
Directory & Access Server			
Communication & Mail Server			
<b>DR Center Server Cost</b>			
Database & Reporting Server			
Application Server			
Intranet Web Server			
Internet Web Server			
Directory & Access Server			
Communication & Mail Server			
<b>Automated Tape Library (ATL) for Data Center with Backup</b>			
<b>Fiber Cabling and Network Items for Data Center and DR Center</b>			
WAN / Core Router			
Internet Router			
Core Switch L3 Gigabit 48 Port			
Network Racks 42 U			
Patch Panel 24 Ports CAT 6			
Information Outlet CAT 6			
CAT 6 Cable (305 Mtr. Box)			
Patch Cord 1 Mtr CAT 6			
Patch Cord 2 Mtr CAT 6			
UTM Firewall with VPN and IPS			

<b>Data Center &amp; Disaster Site Hardware &amp; Software</b>			
<b>Item Description</b>	<b>Qty.</b>	<b>Unit Rate (In</b>	<b>Amount (In</b>
<b>Software for Data Center and DR Center</b>			
Data Center Software (Server OS, Server Management, Intranet Portal, MIS & Reporting Dashboard etc.)			
Database Software (Processor Based for unlimited users)			
Antivirus Software (for three years)			
Email Security Software			
Enterprise Management System (EMS)			
<b>Out Sources manpower for datacenters 2 nos. x 3 shifts for 3 Years.</b>			
<b>Operation &amp; maintenance Cost at the Rate of 4% of total Hardware Cost as Above ( On a yearly basis)</b>			
<b>Total</b>			

<b>Handholding Support (for 6 Months)</b>			
<b>Items</b>	<b>No. of Police Stations</b>	<b>Unit Rate for 6 Months (In Rs.)</b>	<b>Amount (In Rs.)</b>
Handholding Support at Police Stations			
<b>Total</b>			

<b>Capacity Building (Training of Personnel)</b>			
<b>Description</b>	<b>No. of Trainees (Approx.)</b>	<b>Unit Rate (In Rs.)</b>	<b>Amount (In Rs.)</b>
Role base training for application user	2500		
Trainers Training	240		
System Administration and support Training	2728		
<b>Total</b>			

## 5.9 Advance Bank Guarantee

**From:**

**Bank** \_\_\_\_\_

To,

<<Address of the Nodal Agency>>

Dear Sir,

1. With \_\_\_\_\_ reference to \_\_\_\_\_ contract No. \_\_\_\_\_ dated \_\_\_\_\_ concluded between the \_\_\_\_\_, hereinafter referred to as 'the Buyer' and M/s \_\_\_\_\_ hereinafter referred to as the "the SI" for the development and supply of \_\_\_\_\_ as detailed in the above contract which is hereinafter referred to as "the Said Contract" and in consideration of the Buyer having agreed to make an advance payment in accordance with the terms of the Said Contract to the said SI, we the \_\_\_\_\_ bank, hereinafter called 'the Bank' hereby irrevocably undertake and guarantee to you that if the Said SI would fail to develop and supply the deliverables in accordance with the terms of the Said Contract for any reason whatsoever or fail to perform the Said Contract in any respect or should whole or part of the said on account payments at any time become repayable to you for any reason whatsoever, we shall, on demand and without demur pay to you all and any sum upto a maximum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) paid as advance to the Said SI in accordance with the provisions contained in Clause \_\_\_\_\_ of the Said Contract.
2. We further agree that the Buyer shall be the sole judge as to whether the SI has failed to develop and deliver the deliverables in accordance with the terms of the Said Contract or has failed to perform the said contract in any respect or the whole or part of the advance payment made to SI has become repayable to the Buyer and to the extent and monetary consequences thereof by the Buyer.
3. We further hereby undertake to pay the amount due and payable under this Guarantee without any demur merely on a demand from the Buyer stating the amount claimed. Any such demand made on the Bank shall be conclusive and binding upon us as regards the amounts due and payable by us under this Guarantee and without demur. However, our liability under this Guarantee shall be restricted to an amount not

exceeding Rs \_\_\_\_\_(Rupees \_\_\_\_\_ only).

4. We further agree that the Guarantee herein contained shall remain in full force and effect for a period of 30 days from the date of 'Go Live' unless the Buyer in his sole discretion discharges the Guarantee earlier.

5. We further agree that any change in the constitution of the Bank or the constitution of the SI shall not discharge our liability hereunder.

6. We further agree that the Buyer shall have the fullest liberty without affecting in any way our obligations hereunder with or without our consent or knowledge to vary any of the terms and conditions of the Said Contract or to extend the time of development/delivery from time to time or to postpone for any time or from time to time any of the powers exercisable by the Buyer against the SI and either to forbear or enforce any of the terms and conditions relating to the Said Contract and we shall not be relieved from our liability by reason of any such variation or any indulgence or forbearance shown or any act or omission on the Buyer or by any such matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of so relieving us.

7. We lastly undertake not to revoke the Guarantee during the currency of the above said contract except with the prior consent of the Buyer in writing.

Yours faithfully,

for \_\_\_\_\_ Bank

(Authorised Attorney)

Place : \_\_\_\_\_

Date : \_\_\_\_\_

Seal of the Bank

## 5.10 Performance Bank Guarantee

[Date]

To,

<<Address to be added>>

**Ref: Request for Proposal (RFP): CCTNS Project**

Dear Sir,

**Sub: PERFORMANCE BANK GUARANTEE for SCRB, Tamil Nadu Police,  
Government of Tamil Nadu**

WHEREAS

M/s. (name of bidder), a company registered under the Companies Act, 1956, having its registered office at (address of the bidder), (hereinafter referred to as "our constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assignees), agreed to enter into a contract dated ..... (Herein after, referred to as "Contract") with you (XXX, PMU, SCRB, Tamil Nadu Police, GoTN) for xxxx.

We are aware of the fact that as per the terms of the contract, M/s. (name of bidder) is required to furnish an unconditional and irrevocable bank guarantee in your favor for an amount INR XXX (Rupees XXX only), and guarantee the due performance by our constituent as per the contract and do hereby agree and undertake to pay the amount due and payable under this bank guarantee, as security against breach/ default of the said contract by our constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach/default of the said contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of amount INR XXX (Rupees XXX only), without any demur.



Notwithstanding anything to the contrary, as contained in the said contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This Performance Bank Guarantee shall continue and hold good till the completion of the period 'Go-Live' + 63 months, subject to the terms and conditions in the said Contract.

We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until the completion of the period 'Go-Live' + 60 months for the total solution as per said Contract.

We further agree that the termination of the said agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honor the same without demur.

We hereby expressly waive all our rights to pursue legal remedies against SCRB, Tamil Nadu Police.

We the guarantor, as primary obligor and not merely surety or guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been provided to us after the expiry of 48 hours from the time it is posted.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent upon intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the

constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to your benefit and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to amount **INR XXX (Rupees XXX)** only) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favor.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

**Our liability under this Performance Bank Guarantee shall not exceed amount INR XXX (Rupees XXX only);**

This Performance Bank Guarantee shall be valid only up to the completion of the period of 'Go- Live' + 60 months for the Total Solution as per contract; and

We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before .... (Date) i.e. completion of the period or 'Go-Live' + 60 months for the proposed Passport system in Design, Development, Implementation, Operation and Maintenance of the solution for SCRB, Tamil Nadu Police

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

*This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above- mentioned period,*

*subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.*

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.

Dated ..... this ..... day ..... **2011**.

Yours faithfully,  
For and on behalf of the ..... Bank,

(Signature)  
Designation  
(Address of the Bank)

Note:

This guarantee will attract stamp duty as a security bond.

A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence.

## 5.11 Resource Requirements

- a) Resources proposed on the project **MUST** actually be deployed on the assignment. No changes in the resources will be allowed during the course of the contract without explicit written permission of SCRB, Tamil Nadu Police, which shall be limited to 30% of the total changes of resources, unless resource leaves the SI organization. Minimum qualifications for each resource are mentioned in this section, which shall be used for evaluation. However, Bidder will also be required to provide the resources to support the activities under this project and to meet the desired SLA.
- b) The Bidder is required to station the key resources at SCRB Tamil Nadu Police for the entire duration of the contract.
- c) In case of non-availability of proposed resource at point of time during the contract, the SI is required to provide an alternate resource with atleast the requirements proposed in the RFP or higher.

### **Project Manager**

Minimum Educational Qualification: B Tech/ B.E and MBA/ MCA (preferably in Systems/IT) from a premier institute

The proposed Project Manager should have minimum 10 years of experience in IT/ software development/ IT System projects. He/ She should have the expertise in the following areas:

1. Experience of project management of atleast 3 IT turnkey projects involving delivery of citizen services from multiple locations with value atleast INR 20 Crores (successfully completed or in O&M phase)
2. Experience of managing at least 6 member team for at least the last 4 years
3. Expertise in web applications, application development, Training and Change Management, Portal Development etc.
4. System level and holistic understanding of Technical concepts
5. Good people management, coaching and mentoring skills and Team building skills.
6. Experience in Computerization of large organizations involving Technology selection issues desirable.
7. PMI PMP Certification

### **Application Development Expert**

Minimum Educational Qualification: B Tech/ B.E (Computers or Electronics & Communication) or MCA from a premier institute.

The proposed Solution Architect should have minimum 10 years of experience. He/ She should have expertise in the following areas:

1. Experience of solution architecting for atleast 2 large IT turnkey projects involving delivery of citizen services from multiple locations (successfully deployed)
2. Hands on experience in Open Standard Platforms and Technologies
3. Strong experience in application of UML, Design Patterns in design and architecting of solutions
4. Conversant with FOSS Stack , Handheld Mobile Data Terminal Application development etc.
5. Strong Database skills including PostGreSQL Server etc.
6. Conversant with the latest technological developments including SOA and Agile Methodologies
7. Conversant with platforms, tools and frameworks used in application development
8. Experience on the use of software development best practices, tools and technologies.
9. Experience in Conducting Architectural & Design Reviews
10. Ability to identify the Co-existence and Interoperability Requirements
11. Experience to Identify performance, reliability, security & integration bottlenecks and suggest recommendations
12. Should have excellent oral & written communication skills
13. Willing to travel to project sites
14. Ability to do Code and Documentation Review

**Database Administrator**

Qualifications: B.Tech / B.E (Computer Science/IT) or MCA from a premier institute

No. of years of experience: atleast 7 yrs.

Certifications: Relevant FOSS Stack certifications

**Key Experience / Skill Set**

1. Build and manage database schema, tables, procedures and permissions
2. Knowledge of SQL programming
3. Maintain data standards
4. Control access permissions and privileges;
5. Analyze, consolidate and tune database for optimal efficiency and preventive maintenance as required
6. Develop, manage and test backup and recovery plans and ensure they are functioning correctly
7. Implement and monitor data security and encryption
8. Perform daily backup operations, ensuring all required data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
9. Write database documentation, including database architecture, data standards, procedures and definitions for the data dictionary ('metadata');

10. Develop database utilities and automated reporting
11. Create shell scripts for task automation
12. Install and test new versions of the Relational database management system (RDBMS) as and when necessary with minimum downtime
13. Storage management including installation and configuration of the storage system, management of storage environment to maintain performance at desired optimum levels, development of storage management policy, configuration and management of disk array, SAN fabric / switches, tape library, etc, configuration of SAN
14. Work closely with IT project managers, database programmers and web developers;
15. Communicate regularly with technical, applications and operational staff to ensure database integrity and security;
16. Support for commissioning and installing new applications.
17. Supervise, coach, and mentor support resources.
18. Good communication skill to report to top management
19. Should have experience of implementing appropriate security standards

### **System Administrator**

Qualifications: B.Tech / B.E (Computer Science/IT)

No. of years of experience: atleast 10 as a System Administrator on a Large / medium sized network of servers, desktop systems and communications devices using current technologies in high availability environment.

Certifications:

1. Systems Administration/System Engineer certification in Cisco, Open Source and other relevant technology
2. Certification for ITIL/ ISO 27001 or other relevant quality / process.

Key experience / skill set:

- Effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure
- Configuration of server parameters, operating systems administration and tuning.
- Operating System administration including but not limited to management of users, processes, resource contention, preventive maintenance and management of upgrades including migration to higher versions and patches to ensure that the system is properly updated.
- Security administration including
  - Monitoring of various devices / tools such as firewall, intrusion detection, content filtering and blocking, virus protection, and vulnerability protection through implementation of proper patches and rules.

- Root domain administration by creating the root and sub-domains and setting the root level security policies such as authentication mechanisms (single/multi factor), password policies such as password length, password complexity, password expiry, account lockout policy, certificate policies, IPSEC policies etc.
- Periodic reviews of domain level rights and privileges.
- Maintenance of an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode, including, but not limited to, operating systems, application servers, web servers, databases, security solutions, messaging solutions, etc.
- Ensuring that patches / workarounds for identified vulnerabilities are patched / blocked immediately.
- Responding to security breaches or other security incidents and coordinate with respective OEM in case of a new threat is observed to ensure that workaround / patch is made available for the same.
- Undertake maintenance and management of security devices, including, but not limited to maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting email gateways, firewalls, servers, desktops from viruses.
- Implementation and periodic updation of the security policy.
- End-to-end management of messaging systems, including, but not limited to:
  - Administration of mail servers
  - Monitoring performance and management of user account, mail boxes, post office and address book.
  - Backup and archival management.
  - Transaction log management.
  - Implementation of mail policies, including, but not limited to, user security, access control, encryption, mail box sizes, mail sizes, spam, content filtering, etc.
  - Management and monitoring mail queues, mail routing of incoming and outgoing Internet mail.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups, monitoring CPU, disk space, memory utilization, I/O utilization, etc.
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- Upgrade administrative tools and utilities. Configure / add new services as necessary.
- Adhere to and champion the ITIL based principles established for problem, change and asset management. Effectively utilize the System Management tools available to support the principles.

- Fulfill service level agreements, with respect to availability, performance, capacity, and security and suggest future requirements to maintain acceptable performance levels and accommodate traffic growth.
- Re-installation in the event of system crash/failures.
- Periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measures. Coordinate and communicate with impacted constituencies.
- Inventory all hardware and software resources.
- Supervise, coach, and mentor support resources.
- Good communication skill to report to top management

### **Network Specialist**

Qualifications: B.Tech / B.E (Computer Science/IT) or MCA

No. of years of experience: atleast 7 as an Administrator on a Large / medium sized network of servers, desktop systems and communications devices using current technologies in high availability environment.

Certifications: CCNA / MCSE / CNA or any other major network OEM

Key Experience / skill set

1. Install, configure, and maintain secure computers networks (LAN and WAN of 500+ users) including IT infrastructure, network cabling, and other related equipment;
2. Plan and implement network security, including building firewalls, applying cryptography to network applications, managing host security, file permissions, access control, backup and disaster recovery plans, file system integrity, and adding and deleting users.
3. Monitor network performance and troubleshoot networks at the time of malfunctions such as poor performance or network crashes.
4. Perform regular security monitoring to identify any possible intrusions.
5. Investigate user problems, identify their source, determine possible solutions, test and implement solutions.
6. Anticipate communication and networking problems and implement preventive measures.
7. Investigate, recommend and install enhancements and operating procedures that optimize network availability.
8. Maintain confidentiality with regard to the information being processed, stored or accessed by the network.
9. Evaluate and/or recommend purchases of network hardware, peripheral equipment, and software;
10. Document network problems and resolutions for future reference.
11. Good communication skill to report to top management



### **Training and Change Management Expert**

The Training and Change Management expert should be an MBA from a premier institute with specialization in HR/ Change Management

Minimum Educational Qualifications: B.E/ B. Tech/ MCA/MBA

1. Should have experience of handling large scale projects in e-gov area
2. Should have an understanding of project risks, likely resistances to the project and proposed strategies for overcoming them
3. Should have experience in understanding training requirements and develop training plans
4. Should be able to monitor training effectiveness.
5. Should have exposure to government projects and change issues
6. Should have experience in identification of communication needs and preparation of communication plan
7. Should have an understanding of government orders, notifications, letters and other communication medium in government
8. Should have excellent oral & written communication skills
9. Willing to travel to project sites.
10. Trainer should have at least the following level of experience:
11. Minimum 2 year of experience in delivery of User Training Programs
12. Minimum 3 years of experience in IT/ software development projects
13. Deep understanding of Business Processes as well as Technical concepts related to the proposed Project.

### **Domain Expert**

1. Significant experience as Investigations Officers (IO) and Station House Officers (SHO) on full-time basis
2. Excellent understanding of police station operations including Investigation, Records Room Operations, Police Station Management, Information Analysis and Reporting at Police Stations, District HQ and other Higher Offices, and other core policing functions

### **Handholding Personnel / Operation and Maintenance Personnel**

The Handholding Personnel / Operation and Maintenance Personnel should be DOEACC Certified A Level / BCA

Minimum Educational Qualifications: BCA / DOEACC A Level Certification

1. Should have experience of providing handholding / O&M Support in large scale projects/organizations
2. Should have experience in understanding user requirements and be able to execute training plans
3. Should be able to monitor training effectiveness.

4. Should have an understanding of government orders, notifications, letters and other communication medium in government
5. Should have excellent oral & written communication skills
6. Willing to travel to project sites.
7. Minimum 2 year of experience in delivery of User Training Programs
8. Minimum 3 years of experience in Handholding / O&M Support projects