

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

EXPRESSION OF INTEREST

For short-listing agencies for
implementation of
Automated Facial Recognition System
under
CCTNS project

**NATIONAL CRIME RECORDS BUREAU (NCRB)
MINISTRY OF HOME AFFIARS
GOVERNMENT OF INDIA**

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DISCLAIMER

The CCTNS project is the mission mode project (MMP) of the National e-Governance Plan (NeGP) being implemented by MHA. NCRB is the national level nodal agency for implementation, monitoring and coordination of CCTNS project.

This Expression of Interest document is being issued on behalf of Ministry of Home Affairs (MHA) by National Crime Records Bureau (NCRB) as the first step of a two step bid process for selection of eligible agency for implementation and maintenance of the Automated Facial Recognition System (AFRS) under Crime and Criminal Tracking Network and Systems (CCTNS) project. The AFRS solution sought under this Expression of interest would primarily function as a specialized solution which would interface with the CCTNS application (Customized Core Application Software), other crime and criminal databases and associated databases hosted at the States/UTs and the Centre. The AFRS solution would enable automatic identification of a person from a digital image or video source based for identification of facial images for comparison of select facial features from a facial database.

The sole objective of this document is to solicit Expression of Interest (EoI) from eligible agencies to be short-listed for consideration for a further bid process, wherein a Request for Proposal (RFP) would be issued to the short-listed agencies based on the evaluation of EoIs, for selection of a Solution provider for implementation of AFRS solution.

This document has been prepared on the basis of information that is presently available with MHA and NCRB and that which is publicly available. While this document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by MHA, NCRB or any of their employees, advisors or agents appointed by MHA/NCRB as to or in relation to the accuracy or completeness of this document and any liability thereof is hereby expressly disclaimed. Interested Parties may carry out their own study/ analysis/ investigation as required before submitting the EoI.

This document does not constitute an offer or invitation, or solicitation of an offer, nor does this document or anything contained herein, shall form a basis of any contract or commitment whatsoever.

Some of the activities indicated to be carried out by MHA/NCRB subsequent to the receipt of the responses are indicative only. MHA/NCRB has the right to continue with these activities, modify the sequence of activities, add new activities or remove some of the activities, as dictated by the best interests of the project.

Table of Contents

1.	Purpose of the Expression of Interest	5
2.	Background on CCTNS.....	5
	2.1 Specialized Solutions and Infrastructure as part of CCTNS project.....	6
	2.2 Automated Facial Recognition System Solution	6
3.	Outline of Scope of Work, Functional Requirements and Implementation strategy.....	6
	3.1 Indicative Scope of work.....	6
	3.2 Brief Functional Requirements for AFRS solution	7
4.	Instructions to bidders	8
	4.1. Submission of EoI:.....	8
	4.2. Pre-qualification Criteria	10
	4.3. General Instructions	11
	Appendices.....	12
	Appendix I: Covering letter from the Agency.....	12
	Appendix II: Index of formats and supporting documents.....	14
	Appendix III: Formats for Responses.....	16

1. Purpose of the Expression of Interest

The National Crime Records Bureau (NCRB), Ministry of Home Affairs (MHA), invites Expression of Interest from eligible agencies to shortlist them for issue of an RFP for a further bid process for selection of a national level implementation agency for a) Implementation of Automated Facial Recognition System (AFRS) solution and b) Annual technical support and maintenance of the AFRS solution including software, IT infrastructure and other associated hardware and networking solutions.

The implementation agency would be selected through this bid process by the National Crime Records Bureau (NCRB), Ministry of Home Affairs (MHA), under guidance from Department of Information Technology (DIT) and other agencies. The AFRS solution would be implemented at identified locations including select police control rooms, entry and exit ports, etc., based on the requirements proposed by States/UTs. NCRB reserves the right to determine the list of agencies after evaluation of EoIs for issue of RFPs and further participation in the bid process. RFPs would be issued to the short-listed agencies after evaluation of EoIs. The short-listed agencies would submit Technical and Commercial proposals in response to the RFPs. After evaluation of technical and commercial proposals, the most qualified agency would be selected as the national level service provider for implementation and maintenance of AFRS solution under CCTNS project.

2. Background on CCTNS

The CCTNS project is the mission mode project of the National e-Governance Plan (NeGP) of Government of India to provide a comprehensive integrated application platform and a nation-wide networked environment for sharing real time crime and criminal information across more than 15000 police stations, nearly 6000 higher offices in 28 States and 7UTs of the country.

As a part of the CCTNS project, a Core Application Software (CAS) is being developed by NCRB. The CAS is the core application framework which would be handed over to the States/UTs for further customization and enhancement, in line with State-specific requirements. The CAS is being designed to cater to the core crime and criminal investigation functions in addition to other related policing functions. The CAS would also have capabilities to interface with external agencies like Transport, Passport, etc for enabling crime and criminal tracking functions. Detailed information on CCTNS project can be accessed through the NCRB website (<https://ncrb.nic.in>).

To further enhance the crime and criminal tracking functions and improvement of efficiencies and effectiveness of policing functions, the CCTNS project also provides for specialized solutions and specialized infrastructure. This Expression of Interest document is for the purpose of short listing agencies for issue of RFP for selection of a national level agency for implementation AFRS solution under CCTNS project.

2.1 Specialized Solutions and Infrastructure as part of CCTNS project

Specialized solutions and infrastructure are a subset and an integral part of the overall evolution of the CCTNS project implementation in the country. Whereas the Core Application Software (CAS) will provide an integrated solution to connect the policing system in India, various specialized solutions will leverage the wealth of information generated by CAS and would either directly or indirectly enable in performing various downstream operations like analytics, integrated data management, generating timely alerts to help serve among others the following objectives:

- Present an integrated view of information as required by various end users through providing intelligent analytics tools
- Providing historical, present and predictive analysis of data to generate timely alerts and identification of modus operandi patterns for enabling lower response times to crime and criminal investigation and crime prevention.
- Provision of geographic, situational and location context to the site of incidents/crimes.
- Providing for solutions for creation of a unified command and control structure for effective crime and criminal investigation.
- Provide for multi-modal biometric solutions in combination with information generated through CCTNS for establishing unique identities of criminals/suspects/witnesses and other individuals related to criminal justice functions as designated by law.

2.2 Automated Facial Recognition System Solution

The Automated Facial Recognition System (AFRS) to be implemented at select project locations would help in automatic identification and verification of persons from digital images, photos, digital sketches, video frames and video sources by comparison of selected facial features of the image from an already existing image database. Based on the due process of approvals, the centralized repository of facial images would be developed and maintained centrally at national level and at all State levels. The facial image recognition would serve as an additional biometric detection mechanism in addition to fingerprint identification for establishing unique identities of individuals/entities and for effective detection of crime and criminals. As the AFRS implementation is dependent on the availability of digital images/video sources, the implementation shall be limited to select identified locations.

3. Outline of Scope of Work, Functional Requirements and Implementation strategy

3.1 Indicative Scope of work

The Automated Facial Recognition System (AFRS) solution under CCTNS project would be implemented by the solution provider selected through this bid process for implementation of the following scope of work. The AFRS solution can be a COTS product or a bespoke solution or a combination of both.

- 1) Comprehensive assessment of user requirements for design, development and maintenance of the AFRS solution for CCTNS project. The system study for requirements finalization would also

inter alia include assessment of business and technical architecture requirements, performance requirements, networking, data quality and data integration requirements and compatibility requirements with respect to CCTNS-CAS, AFIS and other Police applications.

- 2) Planning and establishment of the “Implementation model” for deployment of AFRS solution for the entire country. The implementation model would inter alia include identification of project locations, interfacing requirements with other information sources/ databases, network management, resource personnel, process change, governance and administrative requirements, Information security, Information dissemination model, data standardization, risk management and training and change management. The “Implementation model” is pre-requisite for the rollout of AFRS solution and should have been established before the “Go-Live” of the application.
- 3) Configuration, Customization, Development, testing, initial rollout and support to certification of AFRS solution, as required, for implementation in identified locations to capture facial image data from various video/digital image source databases including Cameras of Mobile Data Terminals, Surveillance cameras, etc.
- 4) Implementation of a national and state/UT level Facial image repositories and interfacing with GIS based Crime analytics solution for providing required inputs to analytical reports.
- 5) Customization and configuration of AFRS solution for final rollout after user acceptance and certification.
- 6) Implementation of a change management program including capacity building and training activities and handholding for a period of six months.
- 7) Operations and maintenance services for a period of three years from the date of nation-wide “Go live” of AFRS solution. This period of services would also include warranty and annual technical support services including helpdesk services, training and implementation of change management initiatives.

3.2 Brief Functional Requirements for AFRS solution

- 1) The AFRS would identify faces of individuals for establishing unique identities by extracting landmarks, features, contours and other prominent points.
- 2) Using the standard criteria including 2-D and 3-D (for select uses) for matching of the faces with an existing facial database/gallery of face images.
- 3) The AFRS with integrated mug-shot application capabilities must capture and manage facial (mug-shot) photographs, Scars/Marks/Tattoos (SMT) photographs and automated facial recognition capabilities at the time of registration. It should also provide features for web-based photo line-up for analytics, and batch extraction and loading of photo image records.
- 4) The solution should be compatible with other biometric solutions such as Iris and AFIS for generation of comprehensive biometric authentication reports.
- 5) Compress facial data only to store relevant landmark/feature data useful for comparison.
- 6) Use variety of standard algorithms to match faces for high accuracy matches.
- 7) Biometric standards based matching and verification mechanism and reporting capabilities.
- 8) Interfacing ability to capture and analyze data from various means of video and image sources like Mobile Data Terminals, Surveillance cameras, etc.

- 9) Secure image storage and authorized user access and authentication for capture and storage, usage, processing and disposal of data.

4. Instructions to bidders

4.1. Submission of EoI:

1. Eligible vendors/agencies/Service providers/Solution providers should read this document in detail and assess their capabilities for provision of AFRS before submission of Expression of Interest.
2. This document is only an Expression of Interest for short-listing of agencies to whom an RFP would be issued for subsequent evaluation of technical qualification and price discovery for identification of most substantially qualified bidder for selection of a solution provider for supply, implementation and maintenance of AFRS solution.
3. The short-listed agencies would submit Technical and Commercial proposals in response to the RFP. The selection process will be a two stage process comprising of,(1) Short-listing of agencies based on Pre-qualification and technical criteria for issue of RFP, (2) Technical qualification and Commercial bid.
4. The solution provider would be selected based on a Quality cum Cost based Selection process of procurement.
5. Interested agencies may download the Notice to EoI document from the website <http://ncrb.nic.in> or may obtain the same from NCRB, RK Puram, New Delhi, on payment of Rs. 5000 (Rupees Five Thousand only). The payment may be made by way of a crossed demand draft from any scheduled bank, payable at New Delhi drawn in favor of AO, Pay and Accounts Office (DCPW), payable at New Delhi. Companies/agencies downloading the RFP document from the website should include in their proposals a demand draft of Rs. 5000 from any scheduled bank, payable at New Delhi drawn in favor of AO, Pay and Accounts Office (DCPW), along with the response. Failure to do so will result in rejection of the proposal.
6. Any subsequent corrigenda / clarifications will be made available on <http://ncrb.nic.in>.
7. A pre-bid meeting may be held if required before the submission date of the EoI as per the timelines provided below.
8. Interested agencies may submit their Expression of Interest (EoI) by providing all the necessary documents in English as specified in the Response Formats for each of the qualifying criteria as proof of having the minimum requirements.

9. The Expression of Interest document should be submitted in a sealed cover along with an application duly signed by an authorized signatory and must reach the following address by 1700 hours on or before February 3rd, 2012. Any submission beyond the stipulated time will be summarily rejected. NCRB reserves the right to extend the time period of submission.

Inspector General of Police (CCTNS)
 National Crime Records Bureau
 East Block – 7, R. K. Puram, New Delhi – 110066
 Email Address: projectcctns@ncrb.nic.in
 Phone: 91-11-26172324, 91-11-26105353

10. NCRB reserves the right to withdraw this EoI if it is determined that such action is in the best interest of Government of India. Short-listed companies would only be issued formal tender enquiry/Request for Proposal inviting their technical and commercial bids at a later date. NCRB reserves the right to determine the shortlist of agency based on the responses to this EoI. NCRB undertakes that all the information shared by the bidders will be held in strict confidence and will not be made public unless directed by court of law.

11. Respondents are requested to submit their responses in the format given below.

- i. Covering Letter as per the format provided in Appendix I
- ii. Requested information in the suggested formats along with the mandatory supporting documents for each of the criteria as provided in Appendix II & III
- iii. For any queries related to this notice on Expression of Interest, an email may be sent to projectcctns@ncrb.nic.in on or before, one week from the publication of this EoI “[EoI Query]-Specialized solutions-AFRS” should be included in the subject line.

12. Tentative timelines for completion of the bid process are as follows:

Activity	Timeline
Publication of Expression of Interest	T
Pre-Bid meeting EOI conference (If required)	T + 1 week
Last date for receipt of responses	T + 3 weeks

Activity	Timeline
Evaluation of responses and approvals, Declaration of shortlisted agencies and issue of RFP	T+6 weeks

T: Date of publication of EOI.

NCRB reserves the right to modify these indicative timelines.

4.2. Pre-qualification Criteria

Participation is invited from agencies who meet all of the following criteria.

1. The participating agency must be a single legal entity registered in India as a company under the Company Act, 1956 and must have a registered office in India. The company should have been operational in India for at least the last five financial years. Proof of the same should be submitted as a part of response to the EoI.
2. The agency should have been profitable in the last three years as indicated in its financial statements.
3. The company must have a proven and consistent track record of successful supply, installation and maintenance of AFRS solution with similar scope of work or Enterprise-wide such solutions which have AFRS as a key component.
4. The company must submit three citations for projects undertaken with similar scope of work specifically mentioning, a) Client name b) Contact name currently using proposed equipment, c) No. of users using the solution, d) Technologies used , e) Help desk, Service personnel and operations and maintenance mechanism, f) Warranty details, g) Cost of the project and h) Implementation period.
5. The company should have a minimum annual turnover of Rs.50 crores during each of the last three financial years from Software Development and System integration services.
6. The company should be a CMMi level 3 company/ISO 9001 certification for the enterprise-wide business solutions and for Software Development SBU.
7. The company should have executed at least one project in Government during the last three (3) years for an order value of not less than Rs. 5 crore for AFRS solution with a similar scope of work.
8. The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.

4.3. General Instructions

1. Considering the sensitive nature of the domain of the project and the data involved, it is mandatory for all short-listed companies to be security-vetted by MHA.
2. The agency must be able to commit to engaging with NCRB, States/UTs for at least 3 years.
3. The agency should agree to make presentations related to the information sought in response to this EoI, if so requested by NCRB.
4. The agency shall bear all the costs for participation in the bid process including preparation of responses to the EoI or RFP and must be ready to undertake this activity on its own.
5. The companies shortlisted on the basis of this EoI must develop and demonstrate a proof of concept, with basic functionality, if so requested by NCRB during the Technical proposal stage before final selection. The demonstrations would be part of the technical evaluation during the technical/ financial bid process and the companies short-listed must be prepared to bear the costs for the same.
6. Participants declared by MHA to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.
7. Breach of general or specific instructions for bidding, general and special conditions of contract with MHA or any of its other client organizations during the past 5 years may make a firm ineligible to participate in EoI bidding process.
8. MHA reserves its right to subject the bidders to security clearances, as it deems necessary.
9. All software license costs for Applications, System software, embedded software, Operating Systems, Plug-ins, Scripts, Utilities and all other associated software components shall be inclusive of the total price bid of the bidders. The details of the same shall be mentioned in the commercial terms of the RFP to be issued to the shortlisted agencies through this EoI.
10. All payments to the implementing agencies appointed through this bid process shall be outcome oriented and shall be based on a staggered payment milestone approach. All the payments shall be linked to the achievement of certain defined outcomes and key milestones based on service level agreements to be defined in the commercial terms of the RFP.

Appendices

Appendix I: Covering letter from the Agency

Company Letterhead

[Date]

**Inspector General of Police – CCTNS
National Crime Records Bureau
East Block – 7, R. K. Puram,
New Delhi - 110010**

Reference: Notice for Expression of interest to supply, install, test and maintain AFRS solution

Dear Sir,

This is to notify you that our company intends to submit a proposal in response to the EoI for supply, installation, testing and maintenance of a AFRS solution.

Primary and Secondary contacts for our company are:

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

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 NCRB 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 or unduly favours our company in 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, for undertaking the supply, installation, testing and maintenance of a AFRS solution.

Should we be shortlisted after the evaluation of this response, we agree to have security vetting done by MHA. We understand that we are liable to be dismissed from the selection process if any association is revealed that may give rise to conflict of interests.

Should we be selected to execute this project, we agree to engage with this project for a minimum of three years.

We agree to abide by the conditions set forth in this EoI.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/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)

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

Sincerely,
[AGENCY'S NAME]

Name

Title

Signature

Date

(Name and Address of Company) Seal/Stamp of the Agency

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I,, certify that I am of
..... and that
..... who signed the above response is authorized to bind the
corporation by authority of its governing body.

Date

(Seal here)

Appendix II: Index of formats and supporting documents

The responder would be required to provide all relevant forms listed below. All participating firms would be required to furnish their Certificates of Incorporation issued by the Registrar of Companies.

Criteria refers to paragraph	Requested Information
4.1	<p>Form I: Details of the Organization</p> <p>Mandatory Supporting Documents</p> <ol style="list-style-type: none"> 1. Certificate of Incorporation from Registrar Of Companies (ROC) 2. Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company
4.2	<p>Form II: Financial Information</p> <p>Mandatory Supporting Documents</p> <ol style="list-style-type: none"> 1. Auditor Certified financial statements for the last five (5) financial Years, i.e. from 2011-10 to 2006-07. Please include only the sections on P&L and the assets, not the entire balance sheet.
4.3	<p>Form III: Information on Revenue from supply, installation, testing and maintenance of a AFRS solution</p> <p>Mandatory Supporting Documents</p> <ol style="list-style-type: none"> 1. Certification by the company auditors supporting the revenue break-up Up for the last two financial years.
4.4	<p>Form IV: ISO Certification/CMM level 3.0 certification</p> <p>Mandatory Supporting Documents</p> <ol style="list-style-type: none"> 1. Copies of the ISO/CMMi level Certification for the last three years.

4.5	Form V: Project Information - Prior Experience in supply, installation, testing and maintenance of AFRS solution
4.6	<p>Form VI : Project Information (Government Experience projects)</p> <p>Please use one form per project.</p> <p>Mandatory Supporting Documents for Form -V &VI</p> <ol style="list-style-type: none"> 1. Citations for each project undertaken should have the following details <ol style="list-style-type: none"> a) Client name b)Contact name currently using proposed equipment, c)No. users using the solution, d) Technologies used (e) Help desk, Service personnel and operations and maintenance mechanism, f) Warranty details, g) Cost of the project and h) Implementation period.

It is mandatory to provide all the information requested and failure to do so would be treated as non-compliance. NCRB undertakes that the information would be kept confidential until and unless mandated by the Court of Law.

Appendix III: Formats for Responses

Form I: Details of the Organization	
Name	
Nature of the legal status in India	
Nature of business in India	
Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
Other Relevant Information	

Form II: Financial Information					
	FY 2010- 11	FY 2009- 10	FY 2008- 09	FY 2007-08	FY 2006-07
Revenue (in INR Crores)					
Profit Before Tax (in INR Crores)					

Form III: Information on Revenue from Supply, Installation, Testing & Maintenance of AFRS solution			
	FY 2010-11	FY 2009-10	FY 2008-09
Revenue from System Integration Services (in INR Crores)			
Revenue from implementation of AFRS			

Form IV: ISO Certification Information

Date of Assessment	
Units/Locations Assessed	
Name of the Assessing company and their contact coordinates	

Form V: Information on Prior Experience in supply, installation, testing and maintenance of AFRS solution with multiple unique instances of deployment (one form for each project reference duly certified by authorized signatory)**Client Information**

Name of the client	
Details of the Client's contact person for reference. Please include name, designation, postal address, contact phone, fax number and e-mail id	
Any relevant details about the client organization	

Project Details

Nature of the Project	
Total Contract Value of the project	
Please provide a description of the project including the goals of the project, scope of the project, uniqueness of the project, complexity of the project, significant achievements and any other detail considered significant.	
Geographical Locations of Implementation	
Present status of the project	
Number of Locations/Units at which the project is Implemented	
Date of commencement of the project	
Date of successful completion of the project. If the project is not completed, please provide dates of key milestones already achieved and target dates for upcoming key milestones up to and including the expected date of completion.	

Scope of Engagement	
Duration of maintenance support	
Details of the Solution	
Number of Instances of deployment of the solution	
Technical Details of the solution:	
Other Relevant Information	

Form VI: Information on Government Project Experience (one form for each project)	
Client Information	
Name of client (Government Department)	
Country of Client/solution deployment	
Details of the Client's contact person for reference. Please include name, designation, postal address, contact phone, fax number, e-mail id	
Any relevant details about the Client	
Total number of Employees of the client organization (department/ministry/PSU)	
Project Details	
Nature of the Project including the government domain and nature of engagement	
Total Contract Value of the project	
Please provide a description of the project including the goals of the project, scope of the project, and any other detail considered significant.	
Present status of the project	
Date of commencement of the project	

<p>Date of successful completion of the project.</p> <p>If the project is not completed, please provide dates of key milestones already achieved and target dates for Upcoming key milestones up to and including the expected date of completion.</p>	
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