

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

EXPRESSION OF INTEREST

For empanelment of agencies for
implementation of
Mobile Data Terminal solution under
CCTNS project

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

Notice for Eol for Mobile Data Terminals

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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 empanelment of eligible agencies for implementation and maintenance of the Mobile Data Terminal (MDT) solutions under Crime and Criminal Tracking Network and Systems (CCTNS) project. The MDT based solutions sought under this Expression of interest would be utilized in police vehicles/police patrol vehicles as devices for communication with a Police control room/ State Data Centre/ Central dispatch / other Supervisory/Command and Control offices for providing relevant and timely information to the field personnel.

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 national level empanelment for implementation of MDT solutions.

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.

The technical/implementation solution/Functional requirements information provided in this notice for expression of interest is only indicative in all respects. Relevant technical and solution information to be reflected in detailed scope of work, solution architecture, technical specifications, Bill of materials, etc. shall be provided in the RFP to be issued to short-listed agencies. The short-listed agencies shall provide details of all such information in their technical and commercial proposals as required.

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.

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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 national level empanelment for a) Implementation of Mobile Data Terminal (MDT) solutions on police vehicles for communication with a central dispatch / Police control room/ Supervisory, Command and control offices and b) Annual technical support and maintenance of the Mobile Data Terminals solutions including software, IT infrastructure and other associated hardware and networking solutions for a period of three years.

The agencies selected through this bid process shall be empanelled by the National Crime Records Bureau (NCRB), Ministry of Home Affairs (MHA), under guidance from Department of Information Technology (DIT) and other agencies for implementation of MDT solutions based on the requirements proposed by States/UTs. All the empanelled agencies would supply, implement and maintain the MDTs at the least price discovered from the technically qualified agencies identified through the evaluation of technical and commercial proposals, submitted by the short-listed agencies identified through this EoI. 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 based on the terms of reference of this document.

2. Background on CCTNS

The CCTNS project is the mission mode project of the National e-Governance Plan 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. Further 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 implementation “Mobile Data Terminals” solution, a specialized infrastructure item 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) would 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 Mobile Data Terminals

With nearly 15000 police stations and more than 6000 higher supervisory offices providing services through CCTNS project in a nation-wide networked environment across the country, a strong need for provision of timely and relevant information to the field personnel in Police patrol vehicles/other designated Police vehicles becomes an imminent requirement for effective real-time tracking of crimes and criminals.

The purpose of MDT is to provide immediate investigative, analytical, tactical and safety information to law enforcement officers/field personnel to respond to various activities involving Crime investigation, Crime control and Crime prevention in addition to other policing functions both within and across jurisdictional boundaries. These devices are expected to provide timely information to the field personnel and significantly reduce response times of policing. Instead of spending numerous hours contacting various agencies for information that may aid law enforcement at the place of occurrence or any other location, this solution will aid in providing relevant information on an instantaneous basis through a secure and authorized access to CCTNS and various databases.

To address the same, the CCTNS project has provisioned for MDTs with the following objectives.

- i) Enable capture of relevant crime and criminal data by the personnel in the field.

- ii) Secure and authorized access to CCTNS-CAS databases, AFIS databases and other associated databases for search, query and matching of information based on the inputs from the field personnel.
- iii) Function as a tool for investigation officials/patrolling officers by providing immediate access to information at the site of incidents, crime scenes, field sites, etc.
- iv) Provide a unified interface to the field level officers for access to various CCTNS and associated databases for crime and criminal tracking functions on the field.
- v) Provide for a bundle of functionalities in the CCTNS device, *inter alia*, a) High resolution Image capture through rear-view mirror camera or a similar device, b) Capture of biometrics, c) Scan and read biometrics, d) Uploading data captured from the field using an Electronic Pen, e) Bar-code reading, f) Infra-red RFID reading device, g) Compatibility to capture images from Automated Number Plate Recognition system and h) User interfaces to access and data capture into CCTNS application and other specialized solutions, namely CAD based PCR, Automated vehicle Tracking System, Traffic management system, GIS based Crime maps, Traffic management system and Automated Facial recognition system.
- vi) Should have call interface with CAD based PCR solution.
- vii) Compatibility with various communication systems like Radio/Wireless, TETRA, GPRS, Wimax, CDMA, etc., as per the solution design of the MDT.
- viii) Provide standard MIS functionalities and should be able to generate various crime reports including user-specified reports.
- ix) Should have provision to generate Time utilization reports of field personnel/Mobile units/Location reports to the supervisory staff and for administrative compliance/audit.

3. Outline of Scope of Work

The agencies, which would be empanelled centrally through this EoI and a subsequent RFP, would supply, implement and maintain Mobile Data Terminal (MDT) based solution for a period of three years. The MDTs would be installed in Police patrol vehicles/other designated police vehicles which would communicate on a real-time basis with Police Control Room/Police supervisory offices. The maintenance support period may further be extended for a subsequent period of two more years based on the performance of the selected agency.

The MDTs would be used to share crime and criminal data i.e. criminal incident reports, dispatch calls for service, arrest records, jail records, traffic arrests / summons, traffic accident reports etc and would link law enforcement officers on the road to the command and control structure of the police department. The MDT solution would have user friendly interfaces which will enable easy, clear and concise data entry and reporting and would directly integrate with CAD Systems/Automated Vehicle Locating System/Traffic management System/CCTNS application/AFIS over a GIS foundation. The solution would work over a secure authorized network. It is to be noted that MDTs of two different level configurations are required. While high-end configuration is required at Urban/Commissionerates/Metropolitan Centres/State Capitals, low-end devices shall be implemented in semi-urban/rural centres and other locations. The detailed configuration and technical specifications of different devices shall be detailed out in the RFP.

The scope of this EoI will also cover testing, enhancements, training, maintenance for three years and user/technical support for the installed solution for all the units.

The empanelled agencies would submit a proposal for a comprehensive MDT based solution based on the Functional Requirements Specifications (FRS), Technical Architecture Guidelines and implementation guidelines provided by NCRB on behalf of MHA. The agencies will also be responsible for providing an application interface and an integration mechanism between the CCTNS-Core Application Software (CAS), Automated Fingerprint Identification System (AFIS) and other specialized solutions deployed in the States/UTs as part of the CCTNS project, with the supplied MDT based solution.

The broad scope of work to be undertaken by the empanelled agency to implement this system is described as below.

- a. Initial assessment, site readiness, supply, installation and commissioning of necessary hardware, operating system and related Software, Networking and other IT infrastructure and accessories leading to successful implementation of the MDT device in each designated mobile unit. Two or more different configurations of MDTs are to be supplied based on the requirements of the location. The details of the same shall be provided in the RFPs to be issued to the short-listed agencies.
- b. Implementation Services including customization of the solution as per the requirements

of the States/UTs communicated through NCRB. Implementation shall mean to install and configure & integrate every component and subsystem component, required for functioning of the solution, integration with IT infrastructure consisting of Computer/Laptop and other necessary peripherals (such as two-way radios, computer assisted dispatching, GPS, Rear-view mirror Camera).

- c. System Software such as Database, Operating System, Middleware, etc., to be implemented for successfully running the solution should be latest & should be based on perpetual licenses.
- d. Maintenance and support (including Updates and upgrades) for at least three years including recurring charges towards bandwidth, GPS / GPRS, SIM charges for transmission of data, updation, etc.
- e. To provide unified connectivity solution of the MDT for a period of three years including integration with Police wireless
- f. Implement a Help Desk cum support centre for onsite support services for a period of 3 years.
- g. Seam-less integration and interoperability with the CCTNS Project.
- h. Testing and Commissioning –
 - a. Commissioning & Acceptance Testing shall involve the completion of the supply and installation of the required components and making the MDT Solution available for State Police Department for carrying out live Operations and getting the acceptance from the Department.
 - b. Acceptance testing shall be carried out for all the sites before the commencement of Live Operations.

3.1 Brief Functional Requirements for the MDT based solution

The solution seeks to achieve a set of objectives like increasing efficiency and effectiveness of the processes, police productivity, efficient management of data, information and knowledge within the Police Control Rooms, better communication & co-ordination and advancement towards knowledge-led police control room operation. The MDT based solution to be proposed by bidding agencies should, at a high level, address the following functional requirements:

- a. MDT would be a device with the following functionalities
 1. Data terminal with all standard functions of a Laptop/PC/Desktop with user-friendly keyboard/input pad
 2. Rugged and shock-proof to be firmly mounted on a Police vehicle without any disturbance to the functioning.
 3. Mechanism of resistance/management of temperature (high/low), humidity, dust and fire.

4. High resolution Rear-view mirror camera/Camera with similar capability to be connected to the MDT to provide regular video-feed
 5. Fingerprint reading device
 6. RFID/Barcode scanner
- b. The MDT would have unified user interface for supporting various applications with the following functionalities (The below functionalities are with reference to supporting access to the interfacing with various applications planned under Specialized solutions under CCTNS project. Technical details of the same to be further detailed in the RFPs).
1. User interface for CAD based PCR solution: Dispatch related transactions such as dispatch receipt, status updating, , access to other vehicle location status, to other complaints, to location information (hazards/alerts, history, contacts, etc.) and unit history. This includes the optional map display.
 2. User Interface for CAS: Information checks or requests on names, addresses, vehicles, property, etc.
 3. User Interface for Automated Vehicle locating System
 4. User Interface for Traffic Management System
 5. User interface for receipt of broadcasted alerts and annotated information inputs from GIS based Crime maps and crime analytics hubs at State/National level.
 6. User interface with Automated Number Plate Recognition System and Automated Facial Recognition System.
 7. Messaging transactions using short conversational messages to dispatchers, other units, supervisors or even key locations in the department (e.g. Front Desk, Crime Lab, email integration etc.).
 8. Basic PC/Desktop functions including word processors, media players, etc.
- c. Functional requirements with regards to security –
- a) An appropriate security mechanism should be provided to ensure security at various levels like:
 - Functional level
 - User group/class level
 - Transaction type level
- d. Access controls for system to ensure that authorized access, safety and security

- Only authorized personnel are allowed to access the system (Fingerprint based user authentication);
 - Access being restricted via the use of user names/identifications and associated password.
 - Access to each application is restricted to specified authorized users
- e. Uninterrupted power supply system solution suitable for mobile conditions

3.2 Indicative specifications of the Mobile Data Terminal Hardware

The Mobile Data Terminals would feature a screen to view information and a keyboard or keypad for entering information, and would be connected to various peripheral devices. MDTs would be simple display and keypad units, intended to be connected to a separate black-box that contains GPS receiver, cell phone transceiver, other radio devices, or interfaces to industry-specific equipment. These MDTs would be ruggedized laptops with access to the Wireless wide area network communications, utilizing the Internet or private police networks.

The MDT would be installed in police patrol vehicles and is meant for in-vehicle use and hence should be anchored to the vehicle for driver safety, device security, and user ergonomics. The MDT should follow specific installation protocols for proper ergonomics, power and communications functionality and would also include WAN modem, power conditioning equipment, and WAN, WLAN, and GPS antenna for the vehicle.

It is to be noted that MDTs of two different level configurations are required. While high-end configuration is required at Urban/Commissionerates/Metropolitan Centres/State Capitals, low-end devices shall be implemented in semi-urban/rural centres and other locations. Further State/UT specific customization requirements would also be needed as per State/UT. The detailed configuration and technical specifications of different devices shall be detailed out in the RFP.

Typical MDT features to be supported are as below –

- a. 9~36 V DC input power to support storage of power for uninterrupted 8 hours functioning.
- b. Electrical transient protection, such as described in ISO 7637, to protect against electrical disturbance on road vehicles.
- c. Serial port to connect to a satellite or terrestrial radio transceiver.
- d. Digital I/O to monitor external events.
- e. Wide operating temperature 0 C to 60 C or better.
- f. Drop tested to industry standards, which specifies multiple drops from defined height to hard / concrete surfaces.
- g. Protection from temperature (High/low), dust and liquid.

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- h. Display technology specific to viewing conditions (LCD, TFT LCD, Vacuum fluorescent display, etc).
- i. Integrated un-interruptible power supply charging unit with capability to draw power from vehicle battery/ Recharge through AC/DC supply to provide power for 4 hours.
- j. Internal 802.11b and 802.11g transceivers (depending on target application), possibly with external antenna connection.

Indicative Specifications of Mobile Digital Computers / Laptops -

- a. Fully ruggedized, minimum 14" Screen
- b. A minimum of Dual core processor with 2 GB RAM, 120 GB Hard Drive processor or above(Further technical details on the processor, RAM, etc, shall be detailed in RFP)
- c. Graphics Accelerator
- d. Optical Drive,
- e. 10/100/1000 Internal LAN Interface (RJ45)
- f. Integrated 802.11(b/g) wireless interface
- g. Integrated WWAN – Specify carrier / carriers
- h. Backlit Keyboard
- i. 1 Type I or II PC Card slot or 1 Express Card slot – Specify
- j. 2 USB (2.0) ports
- k. 1 IEEE 1394 (FireWire) (Optional)
- l. 1 VGA port
- m. 1 PS/2 port (Optional)
- n. 1 Serial port (Optional)
- o. 1 Parallel port (Optional)
- p. Suitable Operating system (The details to be provided in the RFP)
- q. Office Suite software (Word processor and Spreadsheet at a minimum)
- r. 3 Year Warranty (Provide staff training to perform warranty repairs)
- s. FCC Class B Certified

Other Indicative technical specifications to be complied for providing the solution are given as below -

- a. All wireless links or server access points must be protected by authentication to ensure protection from unauthorized system access. The mobile units must have an encryption level of not less than 128-bit.
- b. All wireless upgrades and new wireless devices communicating through public networks must employ some kind of firewall.
- c. Necessary IP configuration to be ensured for use of wireless IP services, blocking of undesired traffic. The Internet traffic would then be routed through the wireless carrier's network connection, to police department's local area network and then to the regular Internet Service Provider.
- d. Firewall software to be installed in the MDTs for protection from attacks via other users on the common communication tower. Firewall software shall be kept up to date with the latest software upgrades for a period of three years
- e. Anti-virus software must be installed on the MDTs. Anti-virus software must be kept updated with virus signature files. This should be done manually or automatically.
- f. The Mobile Data Terminal should have touch screen capabilities and support Bluetooth capabilities.
- g. The Mobile Data Terminal should support portable printing facility.

3.3 Summary of High Level Activities to be performed by the Solution Provider agency

1. System study and comprehensive requirements assessment
2. Site Survey and Preparation
3. Installation and Commissioning of the Equipments, Hardware and software
4. Acceptance Tests (Partial & Final Acceptance)
5. Onsite Inspection and Verification of Acceptance Tests
6. Operation, Management and Maintenance of the equipments, hardware and software for a period of three years.
7. Establishment of Help Desk

4. Empanelment process

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 MDT solutions 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 lowest quote for national level empanelment of agencies for supply, implementation and maintenance of Mobile Data Terminal solutions.
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 for issue of RFP, (2) Technical qualification and Commercial qualification.
4. All the technically qualified agencies would be shortlisted for empanelment at a national level for implementation and maintenance of MDTs.
5. The price discovery made through Commercial bid would lead to identification of a least cost quoted agency (L1). All the empanelled agencies would match the L1 price
6. The process for allotment of empanelled agencies to various States/UTs based on State/UT requirements shall be detailed in the terms of the RFP.
7. 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.
8. Any subsequent corrigenda / clarifications will be made available on <http://ncrb.nic.in>.

9. A pre-bid meeting may be held if required before the submission date of the EoI as per the timelines provided below.
10. 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.
11. 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

12. 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 agencies 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.
13. 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
14. 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.
15. 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
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 can be a single legal entity or a consortium of entities.
2. In case of a consortium, a Memorandum of Understanding on the formation of consortium with clear delineation of roles and responsibilities between consortium partners should be made. Only two other registered legal entities can be considered as consortium partners for complementation and augmentation of strengths of the solution provider agency. The Prime bidder must be a single legal entity registered in India under the Company Act, 1956 and must have a registered office in India. The prime bidder shall be responsible as the single point of contact for implementing and delivering a turnkey solution based on the detailed scope to be outlined in the RFP and other consortium partner/s shall play a supporting role only.
3. The bidder (Single agency/ Prime bidder of Consortium) should have been operational in India for at least in the last five financial years. Proof of the same should be submitted as a part of response to the EoI along with the Consortium agreement.
4. The prime bidder would be responsible for all the activities under the scope of work and shall act as the turnkey solution provider at the national level. The prime bidder can associate with not more than two more entities and the total number of members of a

consortium is limited to three. All the members of the consortium should have been profitable for at least three of the last five financial years. Proof of the same should be submitted as a part of the EoI.

5. The bidder (Company/ Consortium-all members of consortium) must have a proven and consistent track record of successful supply, installation and maintenance of Mobile Data terminal systems or systems with similar scope of work.
6. The bidder (Single agency/Consortium) must submit three citations for projects undertaken for MDT implementation or implementation of Portable solutions for mobile units/field personnel with similar scope of work. specifically mentioning, a) Client name b) Contact name currently using proposed equipment, c) No. of mobile units using the solution, d) Technologies used (Ruggedized/Power/battery/Services bundle), e) Help desk, Service personnel and operations and maintenance mechanism, f) Warranty details, g) Cost of the project and h) Implementation period. In case of consortium the prime bidder should at least submit one citation for implementation MDT or projects with similar scope of work.
7. The bidder should have a minimum annual turnover of Rs.100 crores during each of the last three financial years from Software Development and System integration services. In case of Consortium the prime bidder shall have a minimum annual turnover of Rs.100 Crores during each of the last three years from its operations in India.
8. The company/prime bidder in case of Consortium should have a CMMi level 3 or above with certification for the enterprise-wide business solutions and for Software Development Division/SBU.
9. The company/Prime bidder in case of consortium 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 MDT solution or solutions with a similar scope of work.
10. The company should have its service centres/offices/project locations in atleast more than two State/UT of the country to establish its regional/national presence. A certificate with the list of offices/service centres/Project locations duely signed by the authorized signatory should be provided as evidence.
11. 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 empanelment. 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. Any false information provided in the EOI with respect to citations, Projects handled, Office locations or any other information if found out by NCRB/MHA would lead to disqualification of the bidder and other suitable penal actions.
9. MHA reserves its right to subject the bidders to security clearances, as it deems necessary.
10. The empanelment of agencies shall be based on a centralized rate fixation and the actual supply and implementation/award of contract would be on the basis of orders to States/UTs based on procurement guidelines to be issued by MHA. The payments to the implementing agencies shall be released by States/UTs based on the rates finalized at the Centre.
11. All software license costs for Applications, Embedded software, Operating Systems, Plugins, 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.

12. 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 Mobile Data terminals

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 MDT based 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 MDT based 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 & 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 paragra	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 MDT based solution</p> <p>Mandatory Supporting Documents</p> <ol style="list-style-type: none"> 1. Certification by the company auditors supporting the revenue break-
4.4	<p>Form IV: ISO Certification</p> <p>Mandatory Supporting Documents</p> <ol style="list-style-type: none"> 1. Copies of the ISO Certification for the last three years.

4.5	<p>Form V: Project Information - Prior Experience in supply, installation, testing and maintenance of MDT based solution</p>
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 a) Client name b)Contact name currently using proposed equipment, c)No. of mobile units using the solution, d) Technologies used (Ruggedized/Power/battery/Services bundle), 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-	FY 2009-	FY 2008-	FY 2007-	FY 2006-
Revenue (in INR Crores)					
Profit Before Tax (in INR Crores)					

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

Revenue from implementation of MDTs/Solutions with similar scope for mobile units/field personnel			
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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 MDT based 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	

Notice for EoI for Mobile Data Terminals

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.	