

## Frequently Asked Questions (FAQs) –CCTNS project

### 1. What is the importance of Bundle of Services approach?

As part of this approach, all the implementation components at the State/UT level are “bundled” and will be contracted out to a single Systems Integrator (SI) who would act as a single point of contact and be accountable for the implementation, integration and performance of CCTNS

### 2. Can a subcontractor be used for delivery of Services and Goods?

*For items such as Site Preparation, Data digitization/migration, Capacity building (Training personnel) and Handholding the bidder may work with a partner/consortium. The bidder, strictly, cannot sub-contract the core activities of CCTNS implementation such as Hardware & IT infrastructure implementation, Customization/Application Development, Network and connectivity and roll-out of the CCTNS- CAS (State) application. However the bidder can subcontract non-core activities as mentioned above to companies fulfilling the following conditions.*

- a. *The sub contractor must be ISO 9001 in IT services. (ISO 27001 certification wherever relevant)*
- b. *The subcontractor should have been in Information Technology business for 5 years*
- c. *The subcontractor must have Service Tax registration no./PAN no/Provident Fund Commissionerate no.*
- d. *The sub contractor must have completed 5 projects for Government/PSU including one project preferably with the State Police Department involving implementation at Police Stations and Higher Offices.*
- e. *However the Prime Bidder of SI agency would be the responsible for the compliance of contractual obligations of the Sub-contractor and State/UT would not directly sign any contract with any agency other than the SI agency (Consortium/Individual agency).*

### 3. Is MHA/NCRB undertaking empanelment of System Integrators (SIs)?

No, there will be no empanelment exercise for selection of SIs. States/UTs will select the SI through an open bid process.

### 4. Can the States/UTs propose its choice of technology stack in the RFP?

No, the State/UT shall not propose the choice of stack in the SI RFP. Out of the two distinct technology stacks being used by the SDA to develop the CAS, the SI should be asked to bid with one of the stacks.

### 5. Who will fund the last 2 years (out of 5) of Operations and Maintenance (O&M) services?

The Ministry of Home Affairs (MHA) will provide funds for O&M for a period of three (3) years only. Additional years of O&M will need to be funded by the States/UTs themselves.

6. Will the SDA provide support to the SI during implementation and other phases?  
Yes, SDA shall provide Helpdesk support to the State/UT SIs during customization, deployment and stabilization phases as defined in the SI RFP.
7. Should all higher offices be covered for implementation in phase 1?  
Phase 1 should be treated as a pilot phase and approximately 10% of the police stations and higher offices should be covered during this phase.
8. What is the most important activity that must be completed for Data migration to begin?  
All data from the legacy systems of a State/UT would be migrated to CAS (State) and CAS (Centre) through a Data Migration Utility provided by SDA. The CAS (State) application should be implemented in the State/UT for beginning of the Data Migration.
9. As part of Project Planning & Management activities should the SI also interact with BSNL?  
Yes. The roles and responsibilities of both the parties i.e., the SI and BSNL have also been issued by NCRB.
10. How many years of data should be considered for data migration?  
10 years. Anything over and above the approved amount will need to be funded by the States/UTs themselves.
11. What is the duration of handholding support?  
One handholding personnel/police station for a period of six months.
12. Is it possible to extend handholding support beyond 6 months?  
Yes. However, Center will provide funding only for 6 months at the rate of Rs 15,000 per month.
13. Should the Operations & Maintenance (O&M) services for all locations begin at the same time?  
No. Operations and Maintenance Services will start separately for each phase post the “Go-Live” of that phase.
14. Should the duration of O&M services be limited to 5 years only?  
The State/UT can opt for a longer duration. However, the Center will only fund the O&M services for a period of 3 years. Anything over and above that will need to be self funded by the respective State/UT.
15. Is it sufficient to provide a map with the Police Stations highlighted?  
No. The State/UT must provide detailed addresses of all the Police Stations and Higher Offices.
16. Should there be a price break-up between the implementation and Operations & Maintenance phases?  
No. The amount payable to the SI during the implementation and operations and maintenance phases will be 100% of the amount quoted by the SI for the phases respectively. Providing a break-up of the total payment will contradict the NPV calculation.
17. Is it mandatory for the State/UT to fill up data in the “Form 2: Detailed Component-Wise Pricing”?

Yes. The State/UT must provide information on

- i. the type of component and
- ii. the number of components/units of service required.

This will reduce discrepancies and make it easier for the bidders to arrive at the total price.

18. The State/UT has been providing basic computer skills training to personnel as part of capacity building initiative. Should the same training be requested for as part of the SI RFP also?

If the training has been completed for all the personnel, then it should not be asked for. However, if a certain number of people are still pending after the SI is onboard and the budget sanctioned under CB-Training is unspent, the same may be considered as a scope of work under capacity building for SI.

19. Is it mandatory for the States/UTs to use the Discounted Cash Flow (DCF) technique for evaluation of commercial bids?

Yes, since the payments to the SI will be made over a period of over six years, 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.

20. The amount approved by Ministry of Home Affairs (MHA) for a particular item like data center is lesser than the cost of services and goods being requested for by the State/UT through the SI RFP. Who will fund these additional items?

The funding for anything over and above the MHA approved amount will have to come from the respective State/UT government.

21. On what basis are the funds disbursed – State Plan or the latest PIM report?

MHA will release funds based on the approved PIM report.

22. Can a State/UT inter-allocate funds between different heads?

Inter-allocation of funds is not permissible. For any such requirement, State/UT should contact MHA.

23. Who will be responsible for ensuring that the scope of work provided in the RFP is technically & functionally feasible?

The SPMC is responsible for ensuring this apart from ensuring that the customized CAS (State) is fully compatible with the CAS (Center).

24. Is pre-bid conference mandatory?

A pre-bid conference is not mandatory. However, conducting it will help the State/UT sort any important issues faced by bidders. It will also help in addressing any deficiencies of requirements in the RFP.

25. Who will own the Intellectual Property Rights to the CAS (State) after additional modules have been developed and integrated by the SI?

The IPR for the additional modules will be owned entirely by the State/UT.