

S. No	Page No	Reference	Clause	Clarification / changed requested	Query raised by	Clarification
1	13	Section-3.2.1-Point 1.ii	Regular monitoring of the SI's project management information system, configuration management system and issue tracker tools (Issue Tracker tool to be provided by SI) for compliance to contractual obligations.	It is specifically mentioned that Issue tracker tool is provided by SI. Request to clarify whether SI or State Police Department will procure ,install, manage and maintain PMIS and CMS tools. Our understanding is that SPMU shall only access and monitor these tools. Kindly confirm.	GRANT THORNTON	Issue tracker tools will be provided by the SI
2	13	Section-3.2.1-Point 1.iv.b	Implement the BPR requirements & Best practices for development of the system, data standardization & capturing (as provided in the report by SPMC)	What is the scope of implementation of BPR and best practices. We understand that the BPR/Best practices components would be implemented by the State and SPMU will only facilitate the process. Please clarify whether our understanding is correct.	GRANT THORNTON	The State Nodal officer shall supply the reports to SPMU after their approval by State Empowered committee. There shall also be a Knowledge Transfer exercise to SPMU from SPMC.
3	15	Point 2(5)	Ensure the Facility Management Services of the SI, to ensure system uptime	Please clarify the scope of work mentioned in this statement	GRANT THORNTON	SPMU should facilitate in implementation of BPR
4	15	3.2.1.1.xvii.a	Configuration of the CAS as per State's requirements (identified as part of PIM).	Configuration is the scope of work of SI? Kindly confirm our understanding.	GRANT THORNTON	Yes.
5	15	3.2.1.1.xvii.b	Customization & Integration of the CAS-State as per State's requirements (identified as part of PIM report).	Customization and Integration is the scope of work of SI? Kindly confirm our understanding.	GRANT THORNTON	Yes.
6	18	6.b	Review of Network & Website – will include: i. Penetration & vulnerability testing, ii. Security exposures to internal & external stakeholders, iii. Installation of requisite prevention systems like HIPS, IPS etc. iv. Redundancy	Please specify whether SPMU would conduct the penetration and vulnerability testing? Also specify the scope of STQC with respect to audit ,testing and certification for the State.	GRANT THORNTON	No. SPMU would facilitate, monitor and verify the test results. SPMU will also facilitate in conducting of third party audit of application customized/ developed by SI.
7	31	Section 3.5	Qualifications and Description of Resource Profiles:	Request you to consider the qualification of Chartered Accountants (CAs) as equivalent to MBAs / Engineers for evaluation purposes as this is globally accepted and an industry practice of treating CAs on par with B.Tech / MBA in evaluating skills and capability for consulting / advisory projects.	GRANT THORNTON	Not accepted.
8	57		Technical evaluation criteria-3.4 Experience in software development ((Maximum of 2 Projects =1.5 marks each))	Request to remove this criteria for scoring as software development is not in the scope of work of Consulting agencies. Further as the RFP specifically mentions about the conflict between SI and SPMU scope of work, the software development experience may be changed to experience in monitoring software development projects.	GRANT THORNTON	Not accepted.
9	57	5.2	Company profile (Operations in India)	A score of 22 marks is provided for criteria which are not technical evaluation criteria in nature as these have already been considered as part of pre-qualification criteria.	GRANT THORNTON	Not accepted
10	62	5.4	Final evaluation: For a maximum of 4 States/UTs in total. Subject to maximum of One category A States/UTs, two Category B States/UTs and One Category C States/UTs in case consultants on its rolls are between 100 and 175.	On an average of 4 resources per state, the total deployment to be made by the selected consultant will be 15 resources. For determining the number of resources in a firm in similar eGovernance projects taken up in the country have proposed a ratio of 3 - 4 times the number of resources to be deployed on the project. In line with this practice, we request you to revise the requirement of number of consultants on the rolls of company to allocate 4 states to 50 - 75 from existing (100 - 175)	GRANT THORNTON	Not accepted.
11	85	Form 7	Format of EMD: This guarantee will remain in force up to and including 90 days after the period of proposal validity, and any demand in respect thereof should reach the Bank not later than the above date.	Please confirm the total period of validity required for the EMD (Bank Guarantee) from the date of proposal submission.	GRANT THORNTON	Till empanelled agency is selected as SPMU in at least one State/ UT. EMD shall be released on receipt of confirmation of submission of requisite Performance Bank Guarantee by the Selected State(s)/UT(s).

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12	90	FIN-2	Financials	Please specify how the man-month rates for additional time resources sought which are not used for evaluation are relevant in this RFP? As different SPMUs shall quote different rates for such resources , please specify how the rates would be used for evaluation. Whether the least of combination of such rates are considered?	GRANT THORNTON	All additional roles, profiles and rates would be detailed out in the contract with the State/UT. The man month rates for all additional profiles would be fixed through the empanelment bid. Any additional profile requested by the State/UT would be compared to similar profiles for arriving at man-month rates.
13	Page 39-40	Clause 4.1.1	Validity of Proposals submitted: The proposals submitted by the Companies/agencies shall remain valid for the project period. However the empanelment process will be completed within a period of 90 days after the closing date (deadline) for submission of proposals prescribed in this document.	Is the proposal validity period required to be for 90 days by when the empanelment process will be completed? Kindly confirm	GRANT THORNTON	The proposals submitted by the Companies/agencies shall remain valid for the project period. However the empanelment process will be completed within a period of 90 days after the closing date (deadline) for submission of proposals prescribed in this document
14	Page-12 & Page -16	Section-3.2.1-Point 1.iv.b / section-5.0	Scope of TPMU : Further the Technical SPMU shall monitor the contractual obligations of the any other service provider engaged for CCTNS project implementation. Further the Technical SPMU shall monitor the contractual obligations of the any other service provider engaged for CCTNS project implementation.	Please specify on the number / details of other service providers SPMU should monitor other than SI.	GRANT THORNTON	Services are mentioned in RFP section 3.2
15	16	Section 3.2.1- Scope of work – Technical SPMU – Monitoring the O&M	Further the Technical SPMU shall monitor the contractual obligations of the any other service provider engaged for CCTNS project implementation	Please clarify what are the other organizations to be monitored. The scope of work becomes unlimited and the quantum of work will be difficult to estimate by the bidders.	ACCENTURE	As a project management unit it is expected that they should managed all the activity related in CCTNS project
16	13	Section 3.2.1- Scope of work – Technical SPMU	Implement the BPR requirements & Best practices for development of the system, data standardization & capturing (as provided in the report by SPMC)	SPMU could facilitate the BPR changes , however implementation needs to be done by the State Police Department	ACCENTURE	Yes.SPMU should facilitate in implementation.
17	13	Section 3.2.1 Point (ii) Scope of work – Technical SPMU	Coordinate workshops and discussion meetings between NCRB, SDA(Wipro), SI and State Police Department	As per our understanding the cost for conducting the workshops and other logistics involved will be borne by the State Police Department. Please clarify?	ACCENTURE	IP ownership and other logistics will remain out of scope for SPMU.
18	13	Section 3.2.1 Point (V) Scope of work – Technical SPMU	It would be the responsibility of the SPMU to review the deliverables submitted by SI within a period of 2 week (or as agreed with the State Police Department) from the receipt of that deliverable and provide comments within 1 week.	Service levels for the SI and State Police Department for responding to the deliverables of SPMU should also be detailed.	ACCENTURE	The Service levels of SI shall be available in the model SI RFP available on NCRB website.
19	14	Section 3.2.1 Point (XVII) Scope of work – Technical SPMU	Work with the Software Development Agency appointed by NCRB at the centre	This activity should be the responsibility of the State SI rather than SPMU please clarify?	ACCENTURE	The Solution Architects of SPMU will coordinate with Software Development professionals of SI and SDA
20	15	Section 3.2.1 Point 2 Scope of work – Technical SPMU	-Monitoring installation & commissioning of IT infrastructure at Data Center and Disaster Recovery Center - Conduct/Facilitate Final Acceptance Testing of the Hardware as per the specifications & quantities mentioned in the SI RFP -Create Asset registers and capture all necessary details of monitoring the movement of hardware for the project	We believe the role of SPMU will be to create templates to monitor the installation and commissioning of requisite hardware and system. Physical visits should be done by the State Department reporting on the template to be prepared by SPMU. In case SPMU is also required to conduct, this should be limited to 2% of the sites as sample visits. In case it is to 100% location – OPE for the same will be additional as it is not possible to estimate the same at this point of time and will be varied from state to state	ACCENTURE	The role of SPMU is not only creating templates but also to monitor the implementation. The number of site visits shall be a representative sample of the total locations and the same should be not less than 10% of the total locations. The SPMU shall visit the locations along with the representative of State Police Department nominated by the Nodal Officer. The exact number of locations will be determined in the contract with SPMU and the State Police Department

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21		15 Section 3.2.1 Point V Scope of work – Technical SPMU	Provide fortnightly reports to NCRB for the status of installation of the Hardware and LAN in all the locations till CAS go-live	Reports have to provide to NCRB or Satta Police Department please clarify?	ACCENTURE	The Reports are submitted to the State Nodal Officer with a copy to NCRB as a reference
22		16 Section 3.2.1 Point 3(i) Scope of work – Technical SPMU	Work with BSNL/Network service provider to conduct site survey/study to identify the networking requirements	Please clarify the percentage or the number of locations to conduct the site study. In case SPMU is required to conduct, this should be limited to 2% of the sites as sample visits. In case it is to 100% location – OPE for the same will be additional as it is not possible to estimate the same at this point of time and will be varied from state to state	ACCENTURE	The SPMU will coordinate with BSNL/Network service providers and the State Police department for conducting the surveys. While BSNL/Network service provider will conduct the surveys, SPMU shall accompany BSNL in not more than 2% of the locations to be identified by the Nodal Officer. The SPMU would also certify the survey reports and provide recommendations on technical feasibility of network implementation.
23		37 3.8 Process of Selection of SPMU by the State/UT –	The State/UT shall have the option to add State specific roles and responsibilities for the SPMU. State/UT may add additional deliverables and services as also additional personnel as per State- specific requirements as part of both technical and operational PMU.	Since the financials provided through the proposal will be based on the current scope of work defined in this RFP. Any additional scope will result in scope change and it will appropriately include in the costing. Please clarify	ACCENTURE	The scope of work as defined in the RFP and any reasonable interpretations on the scope elements thereof would form the scope of work of SPMU. The bidding agencies should view the scope of work as the role of a PMU in implementation of CCTNS project in the State/UT as defined in the RFP
24		56 5.1 Pre-qualification evaluation – Point 8	The responding company has not applied/does not intend to apply for selection as System Integrator under the CCTNS Project in any of the States/UTs in India.	Please confirm if the organization has bid earlier for SI in a State and the bid has gone for retendering, is the organization allowed to bid for this tender.	ACCENTURE	The Bidder should provide affirmative statement as per RFP.
25		90 Form FIN- 2: Summary of Costs		The cost for travelling to the locations, logistics and other OPE expenses, would included as part of the cost or will be separately provided by the State Police department as per other officers entitlement policy . Please Clarify?	ACCENTURE	The logistics would be provided by the State Police Department
26		43 4.2 Other Terms and Conditions (vii)	vii. The State/UT Police Department reserves the right to terminate the contract by giving a notice of one month if the performance of the Consultant is not found satisfactory. The consultant shall be given a period of fifteen days to cure the breach or fulfil the contractual obligations, failing which the State/UT Police Department shall notify the bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the bidder is in default.	Please confirm that the termination of contract will happen for the State where the performance has been found un-satisfactory.	ACCENTURE	The clause is about the contract with individual State/ UT. It is expected that bidder will perform equally well in all the states where it has been chosen as SPMU by respective States.
27		46 4.4 Indemnification: (b)	b) Notwithstanding anything to the contrary contained in the Work Order, in no event will the Consulting Company be liable to NCRB/MHA/States/UTs, whether a claim be in tort, contract or otherwise; (a) for any amount in excess of 100% of the total professional fees payable for the respective Project	Liability should be capped to PBG Value rather than linking with the contract value which is yet to emerge when empanelment contract will be signed.	ACCENTURE	Not accepted

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28	47	4.4 D) Liquidated Damages	Due to negligence of act of the Consultant, if the Employer suffers losses, damages the quantification of which may be difficult, and hence the amount not exceed 10% of the total value of the contract shall be construed as reasonable estimate of the damages and Consultant agrees to pay such liquidated damages, as defined hereunder as per the provisions of this agreement. If the agreement is terminated pursuant to Clause 2.9.1 (i) to (v), the employer may levy liquidated damages of an amount equal to 10% of total cost of the services or as may be determined by the Employer at the time of termination.	Please confirm the LD will be imposed for a particular State contract and not at NCRB level.	ACCENTURE	The Empanelled consultants selected by the States/UTs will sign the contract with those respective States/UTs. The LD and all other contractual terms are specific to the individual State/UT contract with SPMU. Further the project is executed in state. Therefore the liability clause will be invoked by the state
29	49	4.5 (a) Miscellaneous terms & Conditions:	The end product of the work assignment carried out by the Consulting Company, in any form, will be the sole property of NCRB/MHA/States/UTs.	IP ownership needs to be enforced during next stage. This needs to be decided based on nature of work from project to project. Blanket assignment would be difficult to be agreed upon. In an empanelment contract, we won't be providing any service or deliverable therefore we should deviate at this stage. Further the clause is silent on consultant's pre-existing IP, this is important for us.	ACCENTURE	Not accepted. The end product is in this context means all features related to CCTNS. The scope is well defined therefore no conflict in IP.
30	13	Section 3.2.1 / Page 13 / Point iv	Compare the FRS document (developed by SPMC) with the FRS/SRS developed by the SDA and identify the scope for the CAS customization	We understand that NCRB shall provide the CAS (State) application developed by SDA to the States for Implementation. Comparing FRS / SRS for already developed application may not be feasible. Further customizations shall vary from State to State. Therefore, the SPMU shall review the FRS/SRS and design documents for customizations only. Please clarify.	DEOLITTE	Yes. However, this should be done in conjunction with the FRS/SRS of CAS (State) developed and approved by NCRB.
31	13	Section 3.2.1 / Page 13 / Point iv (d)	Support to enabling process change exercise for enabling CCTNS-CAS environment in the State/UT	We understand that SPMU has already carried out a BPR study and got recommendations approved with the concerned Stakeholders. In light of this what is the expectation from "Support to enabling process change".	DEOLITTE	SPMU should facilitate in study/ implementation of BPR for the State.
32	13	Section 3.2.1 / Page 13 / Point v	It would be the responsibility of the SPMU to review the deliverables submitted by SI within a period of 2 weeks (or as agreed with the State Police Department) from the receipt of that deliverable and provide comments within 1 week.	Please clarify whether its 2 weeks or 1 week for providing review comments. In case of 1 week, we submit that for technical documents such as SRS/SDD etc., this time may not be feasible to provide review comments. While the overall time can be agreed upon as 2 weeks, we suggest that for some deliverables it should be decided on a case to case basis.	DEOLITTE	To be finalized in the contractual agreement with the State/UT
33	14	Section 3.2.1 / Page 14 / Point vii	Ensure that the technology standards, guidelines & frameworks provided by MHA / NCRB are adhered to during customization	We understand that the specified documents, guidelines & frameworks shall be provided to SPMU in the beginning of the project itself.	DEOLITTE	Query not clear. However, it is stated that all the artefacts developed by the SDA (M/s WIPRO) for the development and implementation of CAS (State) required for customization of CAS (State) by the SI shall be made available.
34	14	Section 3.2.1 / Page 14 / Point xii	Assist the State Police Department in resolution of technical operations and maintenance issues	Ideally technical operational issue resolution shall be SI's responsibility. SPMU shall support State Police Department by highlighting these issues in advance and coordinating between multiple Stakeholders, if any, for their resolution. Please confirm.	DEOLITTE	Yes.
35	14	Section 3.2.1 / Page 14 / Point xiv	Creation of Knowledge base of documents during the design and development phase	SMPU shall suggest options to the Department for maintaining project documents and ensure that the repository is regularly updated.	DEOLITTE	Yes.

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36	15	Section 3.2.1 / Page 15 / Point iii	Conduct/Facilitate Final Acceptance Testing of the Hardware as per the specifications & quantities mentioned in the SI RFP	FAT (Final Acceptance Testing) is usually carried out with the application. For Hardware alone, SPMU shall ensure that the SI submits factory Acceptance Tests Reports and the hardware is in compliance to the stated requirements. Please confirm.	DEOLITTE	Yes.
37	26	Section 3.4 / Page 26	Duration of the project: The consultant will be required to provide all necessary assistance to ensure the successful implementation of the CCTNS project and this SPMU would be initially for a period of 36 months – subject to performance review every 6 months. The contract between the Consultant and the State/UT may be extended further, if deemed appropriate by the State/UT	1) What is the mechanism for review and across which parameters this performance review will take place? 2) The time for SI is 1 (for project implementation) year + 3 (for O&M) years. How this 36 month timeline for SPMU synchronize with this plan. 3) After 36 months, will the either party (State/UT and SPMU) get the option to terminate the contract?	DEOLITTE	To be finalized in the contractual agreement with the State/UT
38	42	Section 4.2 / Page 42 / Point vii	The consultant shall be given a period of fifteen days to cure the breach or fulfil the contractual obligations, failing which the State/UT Police Department shall notify the bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the bidder is in default	Considering the complexity of the project, can the cure up period be extended from 14 days to 1 month?	DEOLITTE	Not accepted.
39	45	Section 4.4 / Page 45	Commercial Terms & Conditions The extension of the contract will be on mutually agreeable basis between the parties, subject to maximum of twelve months after the expiry of the same, without re-tender and as per the requirements of the project with no escalation of costs.	1) Does it (with no escalation of costs) mean that the extension will take place without any additional fees? 2) Considering inflation rate, salary cost and other market economics, SPMU should be allowed to raise the charge out rate of its resources by 10%, in case the contract gets extended after three years. As the extension is uncertain at this point of time, it will be difficult to estimate the cost if the rate escalation is not allowed after three years.	DEOLITTE	The State/UT Nodal Officer with approval of Empowered Committee will estimate the additional man-month effort for the additional deliverables and propose for the same, which will be charged as per the agreed upon man month rates.
40	37	Section 3.8 / Page 37	Process of selection of SPMU by the State / UT	The process for selection of SPMU by the State / UT is well-defined in the RFP. However, we understand that this will also lead to spill over in timelines. States / UTs may select SPMUs in their own time and overall the project may get little delayed. Considering the national importance of the project, it is suggested that a central workshop / conference be conducted once the empanelment is completed. States / UTs may be apprised of the T&C of empanelment and decision making may be expedited. Alternatively, NCRB may allocate States / UTs centrally based on maximum quota per empanelled agency.	DEOLITTE	This is beyond the scope of this RFP.
41	78	Form 4 / Page 78	Central Team Composition and Team Assignments	For these 3 positions is there any qualification criteria defined. Further, will these CVs also be taken up for evaluation?	DEOLITTE	The SPMU shall only propose three profiles who would act as key client coordination leads on behalf of State/UT Police Department. However, this will be an evaluation criteria.

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42	27	Section 3.5 / Page 27	Project Director	For a senior position like this in the project, more weightage should be given to overall experience especially in similar projects. Request you to reconsider the qualification criteria and also include MSC or equivalent post-graduate qualification for this role. Further the overall experience should be minimum 15 years out of which 10 years could be from IT consulting and advisory services.	DEOLITTE	Not accepted.
43		Section 4.1.5	Within 7 days of the selected Companies being intimated about their empanelment they are to submit a Performance Bank Guarantee for Rs 25.00 lakhs in the form of unconditional, unequivocal and irrevocable Bank Guarantee (BG) from any Scheduled Indian Bank and valid for three years from the date of empanelment and any applicable extension periods as may be mutually accepted. The Earnest Money Deposit submitted as security will be discharged after the receipt of this Performance Bank Guarantee from the Company selected for empanelment.	1) Will this Performance Bank Guarantee be submitted to MHA/ NCRB? If so, will SPMU enter into an agreement with MHA/ NCRB? What will be the terms & condition for the bank guarantee? 2) Will the state ask for separate Bank Guarantee?	DEOLITTE	1) Yes it will be submitted to NCRB/MHA. NCRB.MHA shall not enter into an agreement. 2) State shall not ask for separate Bank Guarantee.
44	20		Clause 3.2.2 Point ii: Program management and progress reporting: Monitoring the Site preparation to be carried out by the SI at various locations of the State Police Department	Our understanding is that the SPMU would be required to make visits to locations of State Police Department and that expenses for such visits would be reimbursed at actuals. Request you to please confirm.	ERNST & YOUNG	The logistics would be provided by the State Police Department
45	24		3.2.3 Point No. xi.	For Activities stated under: Facilitation for recruitment of contractual administrative support/accounts staff for the State Designated Agency and the CCTNS Nodal Officer's office in the State/UT Request you to please confirm that SPMU will be not be required to make any decisions on recruitment of staff. The role of consultant for '...conducting the recruitment process...' should be limited to advisory services such as design of the process and suggestions on criteria for selection	ERNST & YOUNG	SCRB will be responsible for the recruitment However SPMU shall facilitate the process.
46	25		The contract between the Consultant and the State/ UT may be extended further, if deemed appropriate by the State/ UT	We understand that the contract shall include deployment of full time resources + other resources for a period of 36 months only. Any extension would result in additional fees as mutually agreed between the consultant and the State/ UT. Request you to please confirm.	ERNST & YOUNG	Yes
47	37		Clause 3.8, The State will select the SPMU from the list of empanelled consultant(s) following their own selection methodology and notify their selection to NCRB and MHA and forward a copy of the contract entered into	Request you to please provide further details on the selection methodology to be followed by the individual states.	ERNST & YOUNG	NCRB shall circulate the process of selection of SPMUs by individual States/UTs after empanelment. The States/UTs would select one of the empanelled agencies through a selection process based on objective set of criteria based on NCRB guidelines with the approval of State Empowered Committee.

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48	37		Clause 3.7: Payment Terms It is proposed to enter into a deliverables based payment with the Consultancy Agency selected to provide State Project Management Services. The details regarding the same will be provided in the state specific Contract.	Based on our experience in similar initiatives, we suggest that the payment terms be stipulated through the current empanelment process. This would enable a common understanding of the project terms across bidders and reduce ambiguity.	ERNST & YOUNG	Not accepted. However, this may be taken up during finalization of contractual agreement with the State/UT
49	56		Clause 5.1: Prequalification Criteria Sr. No. The responding company has not applied/does not intend to apply for selection as System Integrator under the CCTNS Project in any of the	Request you to please clarify if responding company can apply for selection as consortium / sub-contractor under the CCTNS project in any of the State / UTs in India.	ERNST & YOUNG	Not accepted.
50	58		Clause 5.2 Technical Evaluation: Heading 2.4 Experience in software development ((Maximum of 2 Projects =1.5 marks each))	Given that the Scope of work for SPMU includes 'Monitoring the deployment, customization, integration & configuration of CAS', our understanding is that the marks for experience in software development would be awarded for projects where scope of work includes monitoring of software development. Request you to please confirm.	ERNST & YOUNG	No.
51	58		Clause 5.2 Technical Evaluation: Heading 2.5 Experience in Networking / Hardware / Change management(Maximum of 2 Projects =2 marks each))	Our understanding is that the marks for experience in Networking / Hardware / Change management would be awarded for projects where scope of work includes : 1. project management for networking and hardware deployment 2. Change management. Request you to please confirm.	ERNST & YOUNG	No.
52	61		5.4	The States/UTs shall award the consulting contract to any of the empanelled consulting Companies at the "Price, less than or equal to lowest rate (L1)" and for the "Scope of Work as laid out in this RFP and any other State/UT specific requirements" Our understanding is that the Price for the scope of work stated in the RFP (L1) would be fixed for the Empanelled consultants and that states would not be requesting a separate financial quote. Request you to please confirm. Also, request you to please confirm that person-month rates in the financial proposal would be used to compute price for "..any other state / UT specific requirements..." (for additions in scope of work not already stated in the RFP).	ERNST & YOUNG	The State/UT can further reduce the price based on State-specific requirement, by reduction on the number of profiles to be deployed. You may also refer to the response given to the query at Sl. No.12 above.
53	55	Section 5 Evaluation of the bids,	Clause 5.1 Pre-qualification evaluation, Serial No. 7, Page 55	The responding Company should have a turnover of at least Rs 25 Crores from consulting operations in India and average annual turnover of Rs 15 crores from IT advisory/consulting services to in last 3 financial years(FY 08-09, FY 09- 10, FY 10-11), as revealed in Annual financial Statements. We recommend you to change this clause to "The responding Company should have an average turnover of at least Rs 100 Crores from consulting operations in India in last 3 financial years(FY 08-09, FY 09-10, FY 10-11), as revealed in Annual financial Statements"	FEEDBACK INFRASTRUCTURE SERVICES PVT LTD	Not accepted

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54	55	Section 5 Evaluation of the bids,	Clause 5.1 Pre-qualification evaluation	we request you to add: "The bidder should be empanelled with at least 1 Central/State Government ministry for IT Consultancy"	FEEDBACK INFRASTRUCTURE SERVICES PVT LTD	Not accepted.
55	38	Section 3.8 Process of Selection of SPMU by the State/UT Sr No. vi	It is to be noted that an empanelled agency can be selected as SPMU in a maximum of seven States/UTs, subject to maximum of three category A States and two Category B States. In case of such Public Sector undertakings, who do not participate in the empanelment process for selection as SPMU, but were working as SPMC in some States/UTs, they may be considered for appointment as SPMU in the same State/UT, where they worked as SPMC provided the State/UT are satisfied with their performance and with prior approval of NCRB/MHA. However, the compensation shall be limited to the minimum financial bid in that category as decided in the empanelment process. The qualifications of the team, scope of work and deliverables shall conform to this RFP.	Request clarification on the process of how Public Sector undertakings, who do not participate in the empanelment process for selection as SPMU, but were working as SPMC in some States/UTs, may be considered for appointment as SPMU in the same State/UT.	KPMG	They will considered at par with other bidders.
56	78	Form 4 Central Team Composition and Task Assignments	This information should be provided for 3 positions who would interact with NCRB/MHA and their State SPMUs on continuous basis. The CV's of these are also required to be given in the format provided under this section	Request clarification on the type of Resources needed for the Central Team.	KPMG	The SPMU shall only propose three profiles who would act as key client coordination leads on behalf of State/UT Police Department.
57	11		S. No. 4- User Acceptance testing for the overall system ensuring the State specific requirements are developed / customized by the SI,	Kindly elaborate the role of the SPMU in conducting UAT. Is SPMU expected to conduct UAT or is it planning and monitoring of UAT ?	PwC	SPMU is expected to plan, supervise and monitor and ensure successful completion of UAT.
58	19		7. UAT and Go-Live Report The assessment and certification of CCTNS application would be done by Third party agency (e.g. STQC, State has to appoint Third party audit for evaluation. SPMU shall facilitate the appointment of Third party and coordinate with the same.)	Will the appointment of third party agency for assessment and certification of CCTNS application be done on nomination basis to government agencies such as STQC? What support is expected from SPMU after selection of this agency?	PwC	State has to appoint Third party audit for evaluation. SPMU shall facilitate the appointment of Third party and coordinate with the same.
59	20		Para 3.2.2 (ii): Program Management and Progress Reporting: Monitoring the Site preparation to be carried out by the SI at various locations of the State Police Department	Kindly advise if the SPMU team would need to visit all CCTNS sites in the State/UT for evaluating site preparation done by the SI? If yes, kindly advise if the OPEs regarding the same would be reimbursed on actual by the concerned SCRB? Is the SPMU supposed to certify the site readiness for operations?	PwC	The number of site visits shall be a representative sample of the total locations and the same should be not less than 10% of the total locations. The SPMU shall visit the locations along with the representative of State Police Department nominated by the Nodal Officer. The exact number of locations will be determined in the contract with SPMU and the State Police Department.

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60	21		Para 3.2.2 (ii): Program Management and Progress Reporting: Review and recommend the BPR requirements & Best practices, and support in review and implementation of process and legal reforms	We understand that CAS has been developed after a detailed best practices study at domestic and international level. While we appreciate the need for BPR to accommodate the State/UT specific requirements, kindly advise if a fresh best practices study needs to be undertaken in each State/UT. Kindly advise on the number of States/countries to be studied as part of the best practices study. In many of the States/UTs SI is already in place and working on SRS , BPR milestone would not be required. Need clarification to address payment related to this milestone (in accordance with query 8 in this table)	PwC	SPMU should facilitate in implementation. SPMU is not required to take up BPR exercise.
61	21		Para 3.2.2 (ii): Program Management and Progress Reporting : Management of the Project Management Information System tool for monitoring and reporting of the project timelines, budget, resources, quality and risks for successful Implementation and maintenance of CCTNS project in the State/UT.	Please advise if the PMIS tool would be provided by NCRB/SCRBs or if the cost of the same will be reimbursed by the State/UT SCRBS?	PwC	PMIS tool would be provided by the SI.
62	24		"Facilitation for recruitment of contractual administrative support/accounts staff for the State Designated Agency and the CCTNS Nodal Officer's office in the State/UT"	Kindly provide the details on the required Contractual resources and what would be the activities carried out in the specified scope of work.	PwC	SCRBS/State Designated Agency will be responsible for the recruitment; However SPMU shall facilitate the process.
63	31		Qualifications and Description of Resource Profiles: Project Director	The project director is only a part time requirement and would be involved at the country level from a strategic direction and foresight purposes only instead of actual SPMU operations in the States/UTs. Therefore, the project director may be exempted from technical evaluation.	PwC	Not accepted
64	37		Para 3.7: Payment Terms	It has been stated that payment terms will be decided in each State/UT. However, it is recommended that in line with the practice followed for Model RFPs released for SIs in CCTNS, payment terms may be recommended for SPMUs as well. While this would minimize ambiguity for States/UTs it would facilitate standardized MIS, milestone tracking, fund releases and utilization at the State/UT level. As a suggestion, the milestones of SPMU may be linked to the milestones of SI and defined in this RFP itself.	PwC	Not accepted.
65	37		Para 3.8 (iii): The State will select the SPMU from the list of empanelled consultant(s) following their own selection methodology and notify their selection to NCRB and MHA and forward a copy of the contract entered into with one of the empanelled agency	Kindly elaborate on the possible selection methodologies in States/UTs. It is recommended that the final technical scores of the empanelled consultants be shared with States/UTs to facilitate selection of consultant.	PwC	NCRB shall circulate the process of selection of SPMUs by individual States/UTs after empanelment. The States/UTs would select one of the empanelled agencies through a selection process based on objective set of criteria based on NCRB guidelines with the approval of State Empowered Committee.
66	-		-	Kindly advise if an empanelled consultant may refuse to participate in the selection process in a State/UT?	PwC	Not accepted.

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67	52		"...The consultant should also supply the names of the resources to be deployed for each State..."	This is only an empanelment process and therefore it is not feasible to provide resource names to be deployed at this juncture. Resource names may be provided to respective State/UT as and when the process is initiated by them.	PwC	Not accepted.
68	54		Para 5.1: Prequalification No. 3: The bidder shall not be blacklisted by any Central / State Government (Central/State Government and Public Sector)) or under a declaration of ineligibility for corrupt or fraudulent practices.	Kindly advise if a firm suspended by any Central/ State Government due to non-performance but not blacklisted would be eligible to bid under this RFP.	PwC	Disqualification criteria as envisaged in para 4.1.1 (g) shall be adhered to.
69	56		Para 5.1: Prequalification No. 8: The responding company has not applied/does not intend to apply for selection as System Integrator under the CCTNS Project in any of the States/UTs in India	Kindly advise whether a firm which has bid for SI in a consortium or as a sub contractor for CCTNS in any State/UT would be eligible to bid in response to this RFP? It is suggested that a undertaking format in this regard may be provided by NCRB to standardize the process for all the consulting firms bidding for SPMU.	PwC	Disqualification criteria as envisaged in para 4.1.1 (g) shall be adhered to. Further any bidder who has applied for selection as System Integrator under the CCTNS project in any of the State/UTs in India or has already been selected as SI shall not be allowed to participate in this bid process.
70	60		Section 5.2, point a (iii) The proposal will include a 'Power of Attorney' letter for "Authorized Signatory"	Kindly confirm whether Company's Board resolution which has the name of Authorized Signatories be submitted instead of Power of Attorney. "Certified true copy" of the Company's Board Resolution which lists the authorized signatories of the company. You would appreciate the Board resolution carries equal weight in law of proof of a person's right to sign as an authorized signatory and bind the Company by such act.	PwC	Not accepted.
71	Page 43 Para 4.2(viii) Page 48 Para 4.4(l) Page 49 Para 4.5(a)		Intellectual Property Rights/ Ownership	It needs to be clarified that though ownership in certain agreed final deliverables will be passed to NCRB, but bidders may not be able to accept a blanket obligation to pass ownership in everything used, created or delivered under the Contract, as its needed to ensure that our pre- existing IPR's remain with us and that the supply of these or third party owned IPR's are supplied to the client under an agreed license arrangement. Similarly, we would not pass ownership in drafts or working papers to client. Kindly confirm.	PwC	IPR of all the deliverables shall be the property of Government of India.
72	17		Audit of the System	It needs to be clarified that the services provided by PricewaterhouseCoopers Private Limited ("PwC") under this engagement do not constitute any audit or review carried out in accordance with generally accepted auditing standards and no assurance will be given by PwC under this engagement. Kindly confirm.	PwC	Not accepted.
73	Page 71, FORM 1		Clause V: We would like to declare that we have not been blacklisted by any Central / State Government (incl. its department/agency), are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.	We request that this clause may be worded as follows: "The bidding entity for this engagement is ABCD. ABCD is a private limited company registered under the Companies Act, 1956, and we are engaged in providing the professional services in the areas of tax, consulting and business advisory. I, [XXXXX], Executive Director of ABCD, do hereby declare to the best of our knowledge and information available with us as on date: (a) that we have not come across any written directive by any Central / State Government or Public Sector Undertaking, blacklisting ABCD against providing such professional services as mentioned in the tender; and (b) that we are not under any written declaration of ineligibility for corrupt and fraudulent practices as issued by the tendering authority, namely [Name of the Client]	PwC	Not accepted.

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74	Page 7 Section 1 AND Page 61 Para 5.4 (i)		Final evaluation of the proposals	Section1 states that the proposal evaluation will be QCBS basis while para 5.4(i) states that final selection will be based on firms qualifying the minimum technical score and agreeing to match the L1 rates. Kindly clarify if selection would be QCBS or L1 based.	PwC	Final selection shall be made on as per para 5.4 of the RFP.
75	Page 54 Sec 5.1 Pre- qualification of Bids (5), Page 57 Sec 5.2 Technical Evaluation (1.3) AND Page 61 Section 5.4		Definition of Consultants	The definition of consultants is varying across the three references mentioned on the left. While under pre-qualification consultants have been defined as personnel providing consulting services for IT related projects including eGovernance, Program / Project Management, IT infrastructure, IT security and IT procurement, under Technical evaluation under only IT advisory/ consulting services is mentioned. Further under Section 5.4 (i), only no. of consultants have been mentioned while it has not been specified if the consultants need to be from a specific domain like government advisory or from IT advisory as mentioned in pre-qual or technical criteria. Please clarify.	PwC	Criteria mentioned in the RFP in the relevant section shall be considered for evaluation.
76	Page 24, Para 3.2.2 a (x)		Final sign off from SCRB.	Please elaborate on the sign off process to be followed at SCRBs. It is requested that timelines of 15 days to be attached to acceptance of deliverables at SCRB failing which the deliverable may be deemed accepted. Or Alternatively deliverables may also be approved by EC/Steering Committee.	PwC	To be finalized in the contractual agreement with the State/UT
77	Page 27 Para 3.5		No. of profiles	Under para 3.5 page 27 it is stated that 2 CVs are to be submitted for each profile while on Page 59 of technical evaluation criteria only 1 profile for project director has been asked for		While only one CV is required for Project Director, for all other profiles, bidders are required to comply with the RFP requirement.
78	-		Clarifications and Changes proposed in the Corrigendum released for the previous RFP for SPMU	It is submitted that while the following changes were proposed in the previous RFP for SPMU, the same have probably not been reflected in the current SPMU RFP. Please confirm.		
				Pre-Bid Clarification S. No.	PwC	
				5	Clarification regarding "Please explain the Concept of bid process for recruitment."	The State/UT can recruit personnel for CCTNS project secretariat work inter alia Assistants, Accountant cum Auditors, Clerks, Domain experts from open market. The SPMU will assist the State/UT in recruitment of personnel at competitive rates on temporary basis after clearance from the State Empowered Committee. The recruitment process for such personnel shall be by advertisement in local news papers/State website for individual selections or through agencies through competitive bid process.
				6	Clarification regarding "We understand that the contract period is for 36 months. Any extension beyond 36 months will be suitably compensated in discussion with the Consultant."	The Consultant should submit the bid for 36 months and any extension from this date will be taken up by respective State/UT at an appropriate time as per the terms and conditions of the RFP
				24	Clarification regarding "The format seems to be incomplete"	The Bidder may use the requisite format of the scheduled bank after vetting the same from its internal department for meeting the bid conditions

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				46	Clarification regarding "Work with BSNL/ Network service provider to conduct site survey/study to identify the networking requirements"	<p>The SPMU will coordinate with BSNL/Network service providers and the State Police department for conducting the surveys. While BSNL/Network service provider will conduct the surveys, SPMU shall accompany BSNL in not more than 2% of the locations to be identified by the Nodal Officer. The SPMU would also certify the survey reports and provide recommendations on technical feasibility of network implementation.</p> <p>The SPMU will review and audit all the components of CCTNS project and the entire project implementation including the implementation of the scope of services of SI, Network service provider or any other service provider under CCTNS project as defined by the contract with State/UT and submit periodic reports to the State Nodal officer for the approval of Empowered committee.SPMU shall validate and review the deliverables of SI and network service provider and any other service provider under CCTNS project as defined in the specific contract with the State/UT and put up the same for the approval of State Nodal Officer and the Governance structure in the State.</p> <p>The State/UT may consider the scope elements related to audit including RACI in the contract with the third party agency and SPMU.</p> <p>All additional roles, profiles and rates would be detailed out in the contract with the State/UT. The man month rates for all additional profiles would be fixed through the empanelment bid. Any additional profile requested by the State/UT would be compared to similar profiles for arriving at man-month rates.</p>
				124	Clarification regarding "Audit of the System"	
				125	Clarification regarding UAT and go- live report	
				131	Clarification regarding process of SPMU selection at State/UT	
79	55	5.1	The responding Company should have a turnover of at least Rs 25 Crores from consulting operations in India and average annual turnover of Rs 15 crores from IT advisory/consulting services to in last 3 financial years(FY 08-09, FY 09-10, FY 10-11), as revealed in Annual financial Statements	Please provide the definition of Consulting Operation in India. Could we include Turn-key/SPMU projects or civil projects in consultancy operations as well.	TCIL	A third party agency identified by the State/UT or any Government agency appointed for the purpose of audit shall undertake audit of all deliverables including that of SI and SPMU.