

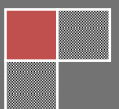


# Request for Proposal

Empanelment of Consulting Firms  
As  
State Project Management Unit

For

Implementation of Crime &  
Criminal Tracking Network and  
System (CCTNS) Project



**RFP for empanelment of Consulting firms for providing consulting services to States / UTs as State Project Management Unit (SPMU) for CCTNS project**

**List of Abbreviations**

The following table provides abbreviations used in this RFP.

S. No.	Terminology	Reference To / Definition
1.	BPR	Business Process Re-engineering
2.	CAS	Core Application Software
3.	CCTNS	Crime and Criminal Tracking Network & System
4.	CPMU	Central Program Management Unit
5.	DR	Disaster Recovery
6.	EMD	Earnest Money Deposit
7.	GoI	Government of India
8.	HO	Head Office
9.	HQ	Head Quarters
10.	ICT	Information and Communication Technology
11.	INR	Indian Rupees
12.	IT	Information Technology
13.	MIS	Management Information System
14.	NCRB	National Crime and Records Bureau
15.	O&M	Operation and Maintenance
16.	RFP	Request For Proposal (referring to this RFP)
17.	SCRB	State Crime and Records Bureau
18.	SDA	Software Development Agency
19.	SDD	System Design Document
20.	SI	System Integrator (for the project of CCTNS in the State / UT)
21.	SLA	Service Level Agreement
22.	SPMU	State Program Management Unit
23.	SRS	Software Requirement Specifications
24.	SWAN	State Wide Area Network

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## **1 Invitation for RFP**

With a view to strengthen the State Police Department in meeting its objectives of CCTNS project, it is proposed to hire services of reputed, professional and competent agencies as State Project Management Unit (SPMU), which would be providing expertise in the areas of:

- Project Management for CCTNS Implementation in respective States/UTs
- Monitoring software development and infrastructure management
- Change Management
- Supporting State/UT Police Departments for review, Monitoring and Evaluation of implementation of the “Bundle of Services” provided by the System Integrator.
- Providing Project Management Office services to the State Nodal Officer of State/UT for management of CCTNS project in coordination with Ministry of Home Affairs, Government of India and other stakeholders.

This RFP is being offered on open tender basis to those agencies / companies who meet the requirements of requisite skills and expertise in the above mentioned areas for providing project management services for implementation of CCTNS project. Such agencies/companies should also provide resources/manpower meeting the requisite qualifications and experiences required for the project **(detailed in RFP Section 3)**.

Interested agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been made after careful study and examination of this document with full understanding of its terms, conditions and implications. It is to be noted that a State/UT cannot have the same agency as both System Integrator and State Project Management Unit (SPMU). Interested agencies may download the RFP 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 NCRB, 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

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drawn in favor of NCRB, along with the response. Failure to do so will result in rejection of the proposal.

All proposals submitted in response to the RFP document must be accompanied by an Earnest Money Deposit (EMD) of Rs. 5, 00,000.00 (Rs. Five lakhs only) in the form of a Bank Guarantee as per the format prescribed in this RFP document.

Any subsequent corrigenda / clarifications will be made available on <http://ncrb.nic.in>. The empanelment process of consultants will be a three stage process comprising of - Pre-qualification, Technical qualification and Commercial. The empanelment of consulting Agencies/Companies (a maximum of **eight**) would be done under **Quality and Cost Based Selection (QCBS)** method and procedures described in this RFP.

The NCRB invites proposals from the companies to provide the consulting services as per the Scope of Work and Terms & Conditions mentioned in this RFP. **Key Events and Dates**

<b>S. No.</b>	<b>Particular</b>	<b>Details</b>
1.	Document Reference No.	SIB(103)/CCTNS/SPMU/60/NCRB-2011
2.	Advertisement Date	30-12-2011
3.	Pre-Bid Conference	05-01-2012

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<b>S. No.</b>	<b>Particular</b>	<b>Details</b>
4.	Last date for Submission of Queries	10-01-2012
5.	Issue of Corrigendum	13-01-2012
6.	Last date and time for Bid Submission	20-01-2012 at 5 PM.
7.	Date and time of opening of Pre-Qualification bids	20-01-2012 at 5 PM
8.	Date and time of Technical Presentations	Will be intimated later to qualified respondents.
9.	Date and time for opening of Commercial bids	Will be intimated later to qualified respondents.
10.	Contact person for queries	Shri J. Chandran, AD(CCTNS), Shri Sushil Kanan, JAD(CCTNS) Mail id: <a href="mailto:projectcctns@ncrb.nic.in">projectcctns@ncrb.nic.in</a>

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<b>S. No.</b>	<b>Particular</b>	<b>Details</b>
11.	Addressee and Address at which proposals in response to RFP notice are to be submitted:	<b>Joint Director (CCTNS), NCRB, Sector-01,East Block-7, R.K. Puram, New Delhi-110066, India</b>

## **2 Project Background**

Crime and Criminal Tracking Network and Systems (CCTNS) is a Mission Mode Project conceptualized and sponsored by the Ministry of Home Affairs (MHA) towards enhancing outcomes in Crime Investigation and Criminals Tracking and in enhancing the efficiency and effectiveness of police departments in all States / UTs. It is proposed to achieve this through the adoption of the principles of e-Governance and creating a nationwide, networked infrastructure for supporting an ICT (Information and Communication Technologies) enabled state-of-the-art policing system. The details of the CCTNS project have been provided in **Annexure 1** to this RFP.

National Crime Records Bureau (NCRB) is the central level nodal implementation agency that would manage CCTNS project. "Police and Public Order" being a State subject, State Governments and State Police Departments would play a leading role in implementing CCTNS.

Since the implementation of CCTNS and a significant part of the functional requirement in CCTNS application is also driven by the respective State/UT, each State/UT had appointed a State Project Management Consultant (SPMC) to provide support for the implementation of CCTNS in their State/UT. As per the guidelines issued by NCRB, the role of SPMC will end with the appointment of System Integrator (SI) for the implementation of CCTNS in the State / UT. The System Integrator shall implement the 'Bundle of Services" for implementation of an end-to-end CCTNS solution in the State/UT. Such services shall include inter alia Site preparation, Hardware implementation, Deployment, customization and configuration of CCTNS Core Application Software, Network and Connectivity implementation, establishment of relevant IT and enabling infrastructure in the State Data Centre or Data Centre location specified by the State/UT, Data Digitization, Capacity building and Change management., For the program management phase of the CCTNS project implementation, the States / UTs will have to select an agency to act as State Project Management Unit (SPMU).

The State Project Management Unit (SPMU) will assist the State / UT in the following activities:

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1. Monitoring and reviewing the performance of SI ensuring successful implementation of the project across the State/UT,
2. Review of the deliverables like SRS, SDD, test cases etc. submitted by the SI during the implementation of project,
3. Assistance in vendor management, SLA monitoring, coordination with all the stakeholders etc. during the rollout of the project,
4. User Acceptance testing for the overall system ensuring the State specific requirements are developed / customized by the SI,
5. Monitor the installation & commissioning of the hardware, system software and applications at various locations,
6. Assist SCRB in setting up the controls and mechanisms for monitoring the progress of implementation during the roll out of CAS across the entire State/UT.
7. Assistance in resolution of program management and technical issues during the rollout of the project,
8. Facilitate in implementation of policy decisions required for successful implementation of the project,
9. Co-ordinate with SDA for implementation of CAS in the State.
10. Coordination with CPMU for progress reporting, implementation of guidelines & frameworks issued by MHA / NCRB and other activities.
11. Facilitate the State Police Department in implementing Change Management for successful implementation of project.
12. Assistance to State Police Department in CCTNS project Fund Management
13. Support to State Police Department for retaining strategic control of the project as per State and MHA guidelines and MoUs.
14. Support to Project management office responsibilities to the State nodal officer in coordination with guidelines of MHA and the State/UT.

## 3 Terms of Reference

### 3.1 Structure of SPMU

Since the implementation of CCTNS project will involve wide spectrum of activities covering software deployment (including configuration, customization etc.), testing, deployment & commissioning of IT infrastructure, training, program management etc., it is imperative for the State Police Department to have Project management Unit with a diverse range of skill sets to effectively carry out each set of activities.

To cater to the needs of the State Police Department, the SPMU will provide support in two broad areas:

- Technical Monitoring & Review of the work being undertaken by SI
- Operational support to SCRB/State Police for effective coordination and implementation of the CCTNS project in the state.

Each team will have resources with skill sets required to handle the scope of work of SPMU. The detailed Scope of Work of SPMU is given below.

### 3.2 Detailed Scope of work for SPMU

The overall Scope of work of SPMU has further been segregated depending on the type of skill sets required to handle those tasks i.e. for Technical SPMU and for Operational SPMU. Both functional units of SPMU shall engage with the State/UT Police Department in delivery of project management services for implementation of the overall CCTNS solution in the State/UT. SPMU will also be responsible for taking relevant inputs and knowledge transfer from SPMC in the State/UT

#### 3.2.1 Scope of work – Technical SPMU

The Technical SPMU shall be responsible for supporting the State/UT and their Police Department in monitoring of the compliance of the contractual obligations and SLA of the System integrator. Further the Technical SPMU shall monitor the contractual obligations of the

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any other service provider engaged for CCTNS project implementation. The various tasks to be undertaken by SPMU will be as follows:

**1. Monitoring the deployment, customization, integration & configuration of CAS**

- i. Validate the project plan and project charter as per the requirements of the State / UT for the deployment of CAS in the State
- 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.
- iii. Coordinate workshops and discussion meetings between NCRB, SDA(Wipro), SI ,State Police Department and other Stakeholders.
- iv. Compare the FRS document (developed by SPMC) with the FRS/SRS developed by the SDA and identify the scope for the CAS customization. In this context,
  - a. Review of design documents submitted by SI including the System Requirements Specifications (SRS), System design documents (SDD), Acceptance procedures, Test cases & test plans etc.
  - b. Implement the BPR requirements & Best practices for development of the system, data standardization & capturing (as provided in the report by SPMC)
  - c. Ensure the local language customization is carried out by the SI as per the application software delivered by SDA for localization.
  - d. Support to enabling process change exercise for enabling CCTNS-CAS environment in the State/UT.
- 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.

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- vi. Highlight deviations/issues in the deliverables of SI to concerned authority within the specified time limits and assisting SI and State Police Department in resolution of issues
- vii. Ensure that the technology standards, guidelines & frameworks provided by MHA / NCRB are adhered to during customization
- viii. Monitor the migration of existing applications, if any, to the new platforms and ensuring their integration with other applications
- ix. Ensure State specific requirements and integration with the main application are implemented as per the reports submitted by SPMC and accepted by the State / UT
- x. Suggest and co-ordinate Capacity building needs and training programs for the departmental personnel
- xi. Monitor and maintain Issue Tracker and keep on updating the status of all risks and issues from time to time
- xii. Defining the escalation mechanism for timely resolution of issues & risks
- xiii. Assist the State Police Department in resolution of technical operations and maintenance issues
- xiv. Creation of Knowledge base of documents during the design and development phase
- xv. Define the Change Control procedure for the project
- xvi. Review the change control requests and recommendations on incorporating the same in the system.
- xvii. Work with the Software Development Agency appointed by NCRB at the centre for

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- a. Configuration of the CAS as per State's requirements (identified as part of PIM),
- b. Customization & Integration of the CAS-State as per State's requirements (identified as part of PIM report),
- c. Facilitation of the availability of all necessary data/information required as master data/customization of CAS-State,
- d. Co-ordination with SDA and State Police Department for the approval of CAS-State,
- e. Conduct functional testing of the application
- f. Identify the MIS reports required within the State/UT across various levels and identify gaps (to be bridged by SDA).

**2. Monitoring the procurement, deployment & commissioning of necessary hardware**

- i. Monitoring the installation and commissioning of requisite hardware and system software at various locations i.e. Police stations, higher offices, CB institutions etc. as per the BOM
- ii. Monitoring installation & commissioning of IT infrastructure at Data Center and Disaster Recovery Center
- iii. Conduct/Facilitate Final Acceptance Testing of the Hardware as per the specifications & quantities mentioned in the SI RFP
- iv. Create Asset registers and capture all necessary details of monitoring the movement of hardware for the project
- v. Ensure the Facility Management Services of the SI, to ensure system uptime
- vi. Provide fortnightly reports to NCRB, Nodal officer of state and SCRB for the status of installation of the Hardware and LAN in all the locations till CAS go-live

**3. Monitoring the procurement, deployment & commissioning of necessary networking equipments and connectivity**

- i. Work with BSNL/Network service provider to conduct site survey/study to identify the networking requirements
- ii. Facilitate the signing of the SLA with BSNL/Network Service provider
- iii. Monitor the installation and commissioning of networking equipments & connectivity at various locations i.e. Police stations, higher offices, CB institutions etc. as per the scope of work of SI.
- iv. Suggest effective use of BSNL connectivity (Broadband / lease line / VSAT / CDMA) connectivity at various locations as per the guidelines of Center,
- v. Co-ordinate with State IT department and leverage use of SWAN connectivity.
- vi. Create a system for effective monitoring of network availability and escalation leading to resolutions (including use of NMS reports)

**4. Data digitization**

- i. Monitor the progress, raise concerns (if any) and provide status report on data digitization, including data transfer from existing systems through data migration tools

**5. Monitoring the O&M**

The Technical SPMU shall be responsible supporting the State Police Department for monitoring of the compliance of the contractual obligations and SLA of the System integrator. Further the Technical SPMU shall monitor the contractual obligations of the any other service provider engaged for CCTNS project implementation.

The Technical SPMU will also monitor the operations and maintenance of the overall system as per the standards and requirements defined for SI including but not limited to resolution of

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issues, availability of the system, up gradation of the hardware or system software etc. for a period of 3 years from the engagement date<sup>1</sup>.

SPMU will ensure that the SLAs and performance levels defined for SI are met as per the expectations of the State Police Department. SPMU will also review the SLA performance, capacity and effectiveness of the helpdesk set up by the SI.

### **6. Audit of the system**

The Technical SPMU will be responsible to conduct the Audit for the system for each phase before rolling it out. The Technical SPMU shall have the right to audit and inspect all the procedures and systems relating to the provisioning of the services. The audits would primarily cover:

- a. **Application audit** (only for the additional modules developed for the State / UT as specified in SI's RFP<sup>2</sup>)– which will include:
  - i. Functionality audit *vis-a-vis* the FRS agreed upon during development phase,
  - ii. Identify the nature and type of transactions being processed by the Application Systems,
  - iii. Determine systematic measures implemented to control & secure access to the application programs & data including password controls, user authentications, roles & responsibilities, audit trails & reporting, configuration & interface controls etc.
  - iv. Review of database structure including:
    - Classification of data in terms of sensitivity & levels of access,
    - Security measures over database installation, password policies & user roles & privileges,
    - Access control on database objects – tables, views, triggers, synonyms, etc.
    - Database restoration and recoverability

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<sup>1</sup> State / UT can vary the period of employment of SPMU depending on project requirements.

<sup>2</sup> Respective State / UT should detail out the additional modules which have been planned and subsequently included in the System Integrator RFP of the State while selecting the SPMU.

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- Audit trails configuration and monitoring process
- Network connections to database

**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

**c. Review & Implement Security Policies & Controls – will include:**

- i. Review of Backup process, including schedule, storage, archival and decommissioning of media
- ii. Physical Access Controls Review (over DC, DR and other critical area)
- iii. Review of Change Management Process
- iv. Incident management process – covering identification, response, escalation mechanisms.
- v. Anti-virus (malware) controls – patching, virus definition file update.
- vi. General Computer Controls Review

**d. Audit of IT Infrastructure – which will include monitoring the deployment of IT infrastructure at various locations including Data center and Disaster recovery center as per the BOM specified for the SI.**

**e. Performance / SLA Audit - whether the actual level of performance of the services is the same as specified in the contract of SI, notification of any variance SPMU will identify the key issues / bottlenecks in the system and will suggest the mitigation plans.**

**f. Overall compliance to MSA and SLA - The compliance of the Implementation Partner with any other obligation under the MSA and SLA.**

## **7. UAT and Go-Live Report**

SPMU will conduct/assist in the User Acceptance Testing (UAT) and Audit of the system on the completion of the pilot for each phase and will submit a Go-Live Report for each phase. It will be the responsibility of Technical SPMU to assess and certify the CCTNS application and associated infrastructure & services for each phase ensuring that the solution meets all the functional & security requirements and meets all the standards & specifications as set out and needed to achieve the desired outcomes. 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.) before going live. Based on the Technical SPMU's recommendation the State Apex Committee/ Empowered Committee will take the decision for rollout of the solution in remaining districts of the State / UT.

The Go-Live report shall include recommendation on:

- Hardware at various locations and data center,
- Application w.r.t. integration with CAS (center), development of new applications, enhancement of CAS (State) etc.
- Networking equipments & connectivity,
- Data Digitization & Migration,
- Security & performance standards of the overall solution,
- Training to the departmental personnel,
- Handholding Support,
- Integration with applications of other departments / agencies etc.
- Any corrective or preventive actions required from any of the Stakeholders,
- Highlight the changes required in the applications and ensure that the suggested changes are incorporated in the system by the SI,
- Recommendations for rollout of the project including the suggestions on the rollout strategy

### **3.2.2 Scope of Work – Operational PMU**

Overall Project management and Monitoring will be the key role of Operational SPMU.

Various tasks to be handled by Operational SPMU are as follows:

#### **a. Project Management and Monitoring**

SPMU will be responsible for the overall project management and will be responsible to coordinate & communicate with all the stakeholders of the project. Various activities to be taken by the SPMU are as follows:

##### **i. Coordination with various Stakeholders**

SPMU would be required to coordinate with all the stakeholders and support the State Police department while interacting with various agencies (internal and external) during the course of the project. SPMU shall build mechanisms to ensure coordination and consultation between all key stakeholders and members of the governance committees on a continued basis to facilitate the execution of the project. This would include the following stakeholders:

- MHA / NCRB/CPMU
- State Apex Committee
- State Empowered Committee
- State Mission Team
- District Mission Teams
- State Designated Agency
- Other departments of the State / UT like IT, Transport, Jails etc. for integration with common infrastructure (SWAN, SDC, CSCs) etc.

##### **ii. Program management and progress reporting**

- Review / Preparation of the monitoring templates for project progress monitoring,
- Monitoring the Site preparation to be carried out by the SI at various locations of the State Police Department,

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- Monitoring the Data digitization of legacy records and migration of existing data available through applications like CIPA, CCIS etc.
- Monitoring the Data digitization of manual records of last 10 years.
- Ensuring the quality of digitized / migrated data by establishing quality review procedures.
- Review and recommend the BPR requirements & Best practices, and support in review and implementation of process and legal reforms
- Ensuring that the process based standards, guidelines & frameworks provided by MHA / NCRB are adhered to during design of system,
- Use of project management tools to send periodic updates to all the stakeholders / committees
- Submission of Monthly progress reports to the departmental officials and other stakeholders (MHA / NCRB / CPMU) highlighting the adherence to the project plan or delays and defaults, if any and suggesting the corrective actions thereof, in a format to be prescribed by the concerned State Government/UT Administration duly countersigned by State/UT nodal officer.
- Communicating the progress and deviations to various committees / teams ensuring minimal communication gaps,
- 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.
- Define mechanisms for escalation of issues to concerned authorities and assist in resolution of issues.
- Setup and document the process for change request management and configuration management for SPMU deliverable and communication including mails, MOMs, review document and any other documents associated with CCTNS project.  
Review and recommend backup process for all deliverable of SI.

### **iii. SLA monitoring**

- Monitoring the performance of the SI against the base project plan,

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- Measuring the performance of the overall system in terms of availability & efficiency against the service levels already defined for SI.,
- Suggest changes in SLAs at periodic intervals.
- Suggest corrective and preventive measures to State Police Department and SI to enhance the performance of the system.

### **iv. Fund utilization and management**

The funds allocated by Centre/MHA would be released to State / UT based on utilization and achievement of milestones by the States. Utilization of funds is a key indicator of the implementation progress in the States / UTs. It is imperative to proactively monitor the disbursement of funds from the Center and track the disbursed funds against the actual utilization at the State Level. The activities will include:

- Projecting total fund requirements every year for preparation of Budget Estimates
- Monitoring the disbursement of funds
- Tracking utilization of funds under the project by assessing utilization certificates and utilization reports from States
- Maintaining and updating the fund tracker on a regular basis
- Assisting the State Police department in calculating the penalties and payments to SI as per the payment milestones.

### **v. Site Preparedness**

- Conduct Site readiness audit of all the locations and submit an acceptance plan
- Follow up and ensure Site preparation is completed

### **vi. Facilitating Data entry and Quality check**

- Implement the data entry verification process for data entry
- Plan out the procedure for data entry
- Facilitate Train The Trainer (TTT) for data entry

**vii. Interact with the State IT department (and its vendors) regarding :**

- Using the State Data Centre for location of the CCTNS Servers
- Using SWAN as a primary connectivity
- Integration /Alignment of CCTNS project with NeGP State MMPs

**viii. Capacity building and Change Management**

- Monitor the progress and provide status report on Capacity Building initiative of the State as per the PIM report, including :
  - Review the capacity building needs and strategy for building capacity for the State Police Department,
  - Design effective Change management strategy for the State Police Department,
  - Collaborate with State Police Department for complete Change Management, Awareness and Communication implementation,
  - Design mechanisms to monitor the change management & capacity building of the departmental personnel,
  - Monitor the effectiveness of the Capacity building and Change Management programs taken by the SI, Monitor the effectiveness of handholding support provided by SI at various departmental locations.
  - Review and audit the training infrastructure created under CCTNS as also imparting of training to the police personnel of the State/UT as also its effectiveness vis-à-vis project requirements

**ix. Administrative Support**

- Identification of risks and suggesting mitigation plans
- Assisting dept. in identifying & defining legal changes required for the successful implementation of project & BPR

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- Assistance in designing the Government orders and other communications that will be circulated across the State for the implementation of the project.

**x. Closure of activities**

SPMU will define a suitable Exit Management Plan ensuring smooth transition from SI to State/UT as well as transition of SPMU activities from SPMU to State/UT on completion of project/term of engagement. An indicative list of various activities covered during this phase is as follows:

- Handover of project assets either in softcopy or hardcopy format. The artifacts should be clearly titled, indexed and its significance indicated,
- Master document that in both softcopy and hardcopy format that lists all assets handed over to State/UT with description of each and its significance,
- Knowledge transfer to State/UT listing the learning, best practices followed, challenges faced (both managerial and technical), and improvements suggested.
- Final sign off from SCRB.

**xi. 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**

The SPMU shall also facilitate recruitment of contractual staff on temporary basis for administrative support for the State Designated Agency and CCTNS Nodal Officer's Secretariat in the State/UT as per the guidelines issued by the MHA/NCRB.

Such staff may include Senior Level Technical staff, Administrative assistants/Clerk/Data Entry operators (2-3), Accountants/Auditor (1-2) and any other staff as per NCRB/MHA guidelines. The facilitation for recruitment process shall include conducting of a recruitment process for supply of the manpower as per State/UT requirements.

The SPMU shall guide SCRB in the performance appraisal of the temporary contractual staff during their period of engagement under the guidance of the State/UT Nodal Officer. All such

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recruitments to the State shall be strictly on temporary basis and shall adhere to MHA/NCRB guidelines and approvals of the State Empowered Committee.

The contractual rates shall be based on the price discovery through a bid process conducted by SPMU or through the standard rates for such staff if State/UT has already empanelled such agencies. The payments to such staff shall be made by the State/UT directly and SPMU shall only facilitate the recruitment of such personnel.

### **3.3 Deliverables expected from SPMU**

The SPMU would be required to carry out all the project management activities and the scope of work required (mentioned above) for the successful implementation of the project as per the given time schedules / project plans and after completion of tasks by SI. The key deliverables expected from the SPMU, but not limited to<sup>3</sup>, are as follows:

#### **Technical**

- Recommendations on the Project Plan and Charter
- Comments / suggestions on the deliverables (SRS, SDD) submitted by the SI (in case of new modules being developed by SI),
- Test Plan recommendation report (in case of new modules being developed by SI),
- Recommendation on data migration strategy,
- Designing procedures to review the quality of training programs conducted by SI,
- Go-Live report (comprising of UAT and Audit report) before rolling out of each phase,
- Recommendations on the Training Manuals, System manuals.
- Audit Reports
- Interim/Other Deliverable in line with the scope of work listed before
- Audit of configuration management tool and backup.

#### **Operational**

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<sup>3</sup> Respective State / UT may add more items and review mechanisms to the aforementioned list of deliverables depending on their specific requirements.

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- Conducting Workshops, coordination with stakeholders and issuing minutes of the meeting,
- Designing procedures for quality review of digitized / migrated data,
- Assistance in preparation of GOs / Notifications to implement BPR and Change Management in State Police department,
- Timely progress reporting to all the stakeholders of the project highlighting the delays, risks & mitigation plans through the usage of scientific project management techniques etc.
- SLA monitoring reports and calculation of penalties for SI on a quarterly basis
- Interim/Other Deliverable in line with the scope of work listed before
- Preparation of Fund requirements plan and Project budget to be borne by the State Government beyond the project period.

### **3.4 Time Frames**

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.

### **3.5 Resource Requirements**

The consultant would be required to deploy an appropriate team headed by a Project Director (minimum 15 years experience) and assisted as under based on the State categorization provided in Annexure II.

*Category A: Fulltime Onsite Project Manager with atleast 4 fulltime Team members/ Consultants/subject specialists*

*Category B: Fulltime Onsite Project Manager with atleast 3 fulltime Team members/ Consultants/subject specialists*

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*Category C: Fulltime Onsite Project Manager with atleast 2 fulltime Team members/ Consultants/subject specialists*

The consultant should include the number and the level of people to be deployed in the state / UT along with timeframes as indicated in the technical evaluation criteria.

The resources proposed for SPMU may include: i) Project Director (part-time), ii) Project Manager (Full-time), iii) Solution Architect (Part-time), iv) IT infrastructure specialist (Part-time), v) Networking expert (Part-time), vi) Security Expert (part-time), vii) Quality expert , viii) Sr. Consultants/Consultants and ix) Change Management Expert. Please note that the bidder has to provide at minimum (including project manager) of 5 resources for Category A States and 4 resources for Category B States and 3 resources for Category C States/UTs. . The bidder will ensure that in the event of change of project resources during the course of the project, prior intimation to the State/UT Police Department concerned and suitable knowledge transfer takes place. Also the replacement of the resource should be of higher or similar skill-set and experience level.

The States are categorized in categories A, B and C as detailed at Annexure-II

As discussed in the sections above, the resources of SPMU are required to have wide range of skill sets. The tables below provide the details on the key tasks assigned to the members of the SPMU and the required skill sets.

The tasks assigned for various positions are as follows, consultant are required to propose two CVs for each position which would be evaluated for technical marking:

<b>Position</b>	<b>Tasks Assigned</b>
Project Director	<ul style="list-style-type: none"><li>• Overall responsibility for the project</li><li>• Review of the project deliverables</li><li>• Attending important meetings in the State/UT</li><li>• Provide inputs on best practices from other States/Countries</li><li>• Alignment of the project as per Mission Mode projects under National</li></ul>

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Position	Tasks Assigned
	e-Governance Plan
Project Manager (full time)	<ul style="list-style-type: none"> <li>• Leading the team &amp; reporting to Nodal officer</li> <li>• Complete project management, risk management and coordination between various stakeholders for smooth implementation</li> <li>• Monitor Implementation of project during all phases</li> <li>• Vendor Management</li> <li>• Prepare Risk Management Plan</li> <li>• Create progress reports &amp; submit to nodal officer</li> <li>• Create template for conducting stakeholder satisfaction feedback of the overall system</li> <li>• Monitoring and reviewing exit management plan provided by vendor, assessing impact of exit procedures suggested by vendor on key stakeholders of proposed CCTNS system</li> </ul>
<b>Technical SPMU</b>	
Solution architect (as and when required)	<ul style="list-style-type: none"> <li>• Assist in resolving software application and database management related issues</li> <li>• Validate the FRS and SRS and other design documents prepared by SI (if any)</li> <li>• Vetting quality and suitability of all deliverables submitted by SI, supporting State Police Department in sign-off on various deliverables such as SRS, SDD etc. (if any)</li> <li>• Review solution architecture including hardware solution, network plan, SRS, security features etc to ensure their conformance to guidelines on e-governance standards.</li> <li>• Resolve issues if any between central SI and State SI on interoperability and data exchange mechanism</li> </ul>
IT infrastructure expert (as and when required)	<ul style="list-style-type: none"> <li>• Assist in evaluating the plan &amp; guidelines on the deployment of IT infrastructure</li> <li>• Assist in resolving network related issues</li> </ul>

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Position	Tasks Assigned
	<ul style="list-style-type: none"> <li>• Tracking implementation and delivery progress to include hardware procurement, network services, facilities management etc. as per ITIL standards.</li> <li>• Validate IT infrastructure deployed against the BOM &amp; deployment architecture as proposed by SI</li> <li>• Ensure the ITIL standards compliance for IT Infrastructure support by IA.</li> </ul>
Security Expert (as and when required)	<ul style="list-style-type: none"> <li>• Assist in evaluation of network security guidelines &amp; resolving any issue related to network security, cyber crime etc.</li> <li>• Tracking implementation and delivery progress to include hardware procurement, network services, facilities management etc as per ITIL standards.</li> <li>• Validate IT security plan in line with BS 7799/ISO 27001 standards proposed by SI &amp; monitor its implementation.</li> </ul>
Quality expert (as and when required)	<ul style="list-style-type: none"> <li>• Ensure S/w development is as per agreed quality assurance frameworks</li> <li>• Finalization of the User Acceptance Process and Criteria</li> <li>• Assistance in UAT and review of User Acceptance results</li> <li>• Provide recommendation on rollout of the phase</li> </ul>
Network Specialist (As and When Required)	<ul style="list-style-type: none"> <li>• Study the CCTNS requirements</li> <li>• Assist in designing the basic network architecture and indicative BOM</li> <li>• Assist ministry in preparing guidelines on network SLA and operational framework</li> <li>• Assist ministry and States/UTs in resolving at network design &amp; SLA management related issues</li> <li>• Tracking implementation and delivery progress to include hardware procurement, network services, facilities management etc as per ITIL standards.</li> <li>• Validate IT infrastructure Bill of Material &amp; deployment architecture as</li> </ul>

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Position	Tasks Assigned
	proposed by IA.
Change management expert(as and when required)	<ul style="list-style-type: none"> <li>• Study the CCTNS requirement</li> <li>• Validate Capacity Building and change management plan submitted by Implementing Agency</li> <li>• Assist ministry in coordinating Capacity Building &amp; Change Management Workshops at center level</li> <li>• Validate and monitor the implementation of CB &amp; CM plan at State level</li> <li>• Coordinate with IA to develop and design CB &amp; CM training content.</li> <li>• Assist department in implementing the CB plan</li> <li>• Monitoring of effectiveness of training delivered to Department and key stakeholders</li> <li>• Prepare and submit quarterly progress reports for project management including identification of problems, causes of potential bottlenecks in project implementation, and providing specific recommendations.</li> </ul>
Sr. Consultants/ Consultants for Project Management & Co-ordination	<ul style="list-style-type: none"> <li>• The Consultants and Senior Consultants shall work for both Technical PMU and Operational PMU.</li> <li>• The Consultants and Senior Consultants shall work on all areas of the Project management Unit including, Monitoring of the implementation of Bundle of Services of System integrator, SLA monitoring, Project progress review, Stakeholder engagement, review of capacity building and change management initiatives, etc., as defined in the scope of services of SPMU.</li> <li>• Undertake project management work, including coordinating with various agencies including the Implementation agency, State DIT, other State departments, CPMU, NCRB, DIT(GoI), MHA etc.</li> <li>• Assist the State Government in sending various reports to various stakeholders</li> <li>• Monitor, evaluate and review the work of the Implementation agency</li> </ul>

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Position	Tasks Assigned
	<ul style="list-style-type: none"> <li>• Identify and implement appropriate tools/use the tools prescribed by NCRB for project monitoring and M&amp;E.</li> <li>• Develop framework for project Monitoring &amp; Evaluation (M&amp;E).</li> <li>• Provide information in templates for monitoring IT infrastructure, service delivery and expected performance requirements.</li> <li>• Assist State Police Department on all matters relating to and incidental to the monitoring of system implementation and operations.</li> <li>• Generation and analysis of MIS, SLA deviation reports on a regular basis and management of data on monitoring and reporting thereof.</li> <li>• Prepare and submit quarterly progress reports for project management including identification of problems, causes of potential bottlenecks in project implementation, and providing specific recommendations.</li> <li>• Analysis and monitoring of service levels.</li> </ul>

**Qualifications and Description of Resource Profiles:**

Position	Profile description
Project Director	<ul style="list-style-type: none"> <li>• B.E. /B.Tech with MBA/M.Tech/M.E.</li> <li>• Overall experience of 15 years in IT consulting and advisory services</li> <li>• Experience in leading and driving large e-Governance and IT consulting and project management initiatives for a period of 8 years</li> <li>• Experience in engagement of diverse stakeholders and client coordination and delivering projects in Government sector</li> <li>• Experience of handling teams with more than 20 members for large project management units.</li> <li>• Certified in Project Management certifications like PMP, Prince 2, ITIL etc. preferred</li> <li>• Experience in program management involving extensive communication with stakeholders in a coordinated fashion for the implementation of a project/program</li> </ul>

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Position	Profile description
	<ul style="list-style-type: none"> <li>• Experience in working on or managing DPR preparation, RFP preparation and Bid Process Management / Vendor selection</li> <li>• Experience in interpreting and monitoring of SLAs at various levels</li> </ul>
Project Manager (full time)	<ul style="list-style-type: none"> <li>• B.E. /B.Tech with MBA Certified in Project Management certifications like PMP , ITIL etc. preferred</li> <li>• Minimum experience of 10 years in IT consulting and advisory services</li> <li>• Should have experience in monitoring large IT projects (to the tune of Rs.15 Crores)</li> <li>• Should have 4-6 years of experience of working on e-Government Projects</li> <li>• Should have relevant technical and managerial experience in design and monitoring of large scale IT projects</li> <li>• Should have Experience in Bid Process Management</li> <li>• Should have relevant experience in Problem Identification, Cause Analysis, Reporting and Escalation</li> <li>• Should have experience in interpreting and monitoring of SLAs at various levels and calculation of payments based on SLA performance of the bidder</li> <li>• Should have ability to lead, motivate and direct the team to achieve the business objectives.</li> <li>• Should have ability to anticipate and address the project risks.</li> <li>• Should have excellent oral &amp; written communication skills.</li> </ul>
Solution architect (as and when required)	<ul style="list-style-type: none"> <li>• B.E. /B.Tech (Preferably in CS/Electronics and Communications)/MCA</li> <li>• Minimum experience of 8 years in technical architecture design and development</li> <li>• Ability to define functional / technical architecture with good understanding of non-functional requirements &amp; technology risks</li> </ul>

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Position	Profile description
	<ul style="list-style-type: none"> <li>• Hands on experience in Open Standard Platforms and Technologies</li> <li>• Strong experience in application of UML, Design Patterns in design and architecting of solutions</li> <li>• Conversant with Technology Platforms such as J2EE, Dot Net, XML etc.</li> <li>• Strong Database skills including Oracle, SQL Server etc.</li> <li>• Conversant with the latest technological developments including SOA and Agile Methodologies</li> <li>• Conversant with BPM &amp; Portal suite of products.</li> <li>• Conversant with platforms, tools and frameworks used in application development</li> <li>• Ability to interface with customers on the architecture and design aspects of the project</li> <li>• Experience on the use of software development best practices, tools and technologies.</li> <li>• Experience in Conducting Architectural &amp; Design Reviews</li> <li>• Ability to identify the Co-existence and Interoperability Requirements</li> <li>• Experience in Bid Process Management</li> <li>• Ability to do Code and Documentation Review</li> <li>• Experience to Identify performance, reliability, security &amp; integration bottlenecks and suggest recommendations</li> <li>• Should have excellent oral &amp; written communication skills</li> </ul>
IT infrastructure expert (as and when required)	<ul style="list-style-type: none"> <li>• B.E. /B.Tech (Preferably in CS/Electronics and Communications)/MCA</li> <li>• Minimum experience of 5 years in IT infrastructure implementation and design</li> <li>• Preferably should have ITIL certification / BS7799 auditing certification.</li> <li>• Preferably should have Certification like CCNP/PIX/CCSA.</li> </ul>

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Position	Profile description
	<ul style="list-style-type: none"> <li>• Review the current network &amp; Security architecture, with a strong focus on LAN &amp; WAN</li> <li>• Understanding of the current IT initiatives and assess the related infrastructure</li> <li>• Recommend the suitability of IT initiatives like VOIP, Unified communications, Virtualization &amp; Video conferencing</li> <li>• Ability to assess the DC/DR and BCP needs and provide the recommendations as per the best practices</li> <li>• Propose options and cost analysis for the network architecture. Carry out a skill gap analysis based on the proposed architecture</li> <li>• Ability to interface with customers on the architecture and design aspects of the project &amp; Experience in Conduct Architectural &amp; Design Reviews</li> <li>• Should have Experience in Bid Process Management</li> <li>• Identify performance, reliability, security &amp; integration bottlenecks and suggest recommendations</li> <li>• Performance engineering and performance tuning</li> <li>• Should have excellent oral &amp; written communication skills</li> </ul>
Security Expert (as and when required)	<ul style="list-style-type: none"> <li>• B.E. /B.Tech (Preferably in CS/Electronics and Communications)/MCA</li> <li>• Minimum experience of 5 years in IT security</li> <li>• He should have exposure to BS15000 process /ISO 27001/ BS 7799/ ISO 20000/ ITIL or ITIL certified.</li> <li>• Preferably should have CISA/CEH certification.</li> <li>• Should have experience in identifying network threats and suggesting solution.</li> <li>• Should have experience in handling and preventing cyber crime.</li> <li>• Should have excellent oral &amp; written communication skills</li> </ul>
Quality expert (as	<ul style="list-style-type: none"> <li>• Graduate/Post Graduate</li> </ul>

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Position	Profile description
and when required)	<ul style="list-style-type: none"> <li>• Preferably should have worked on laying down guidelines for getting ISO Certification</li> <li>• Should have worked on ensuring s/w development is as per agreed quality assurance frameworks</li> <li>• Should have worked on finalization of the User Acceptance Process and Criteria</li> </ul>
Change management Expert (as and when required)	<ul style="list-style-type: none"> <li>• Masters/MBA from a premier institute with specialization in HR</li> <li>• Minimum experience of 5 years in Change Management and capacity building</li> <li>• Should have experience of handling large scale projects in e-governance area</li> <li>• Should have an understanding of project risks, likely resistances to the project and proposed strategies for overcoming them</li> <li>• Should have experience in understanding training requirements and develop training plans</li> <li>• Should be able to monitor training effectiveness.</li> <li>• Should have exposure to government projects and change issues</li> <li>• Should have experience in identification of communication needs and preparation of communication plan</li> <li>• Should have an understanding of government orders, notifications, letters and other communication medium in government</li> <li>• Should have excellent oral &amp; written communication skills</li> <li>• Willing to travel to project sites.</li> </ul>
Network specialist	<ul style="list-style-type: none"> <li>• Should be a B.E. (Computer/E&amp;C)/MCA.</li> <li>• Minimum experience of 5 years in design and implementation of connectivity and networking solutions</li> <li>• Preferably should have CCNA /PIX Certification.</li> <li>• Should have experience in designing and configuring the network components like routers, switches etc.</li> </ul>

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Position	Profile description
	<ul style="list-style-type: none"> <li>• Should have experience in troubleshooting the network.</li> <li>• Should have technical evaluation capabilities.</li> <li>• Ability to interface with customers on the architecture and design aspects of the project &amp; Experience in Conduct Architectural &amp; Design Reviews</li> <li>• Performance engineering and performance tuning</li> <li>• Should have excellent oral &amp; written communication skills</li> <li>• Willing to travel to project sites</li> </ul>
<p>Sr. Consultants/ Consultants for Project Management &amp; Co-ordination</p>	<p>Senior Consultants</p> <ul style="list-style-type: none"> <li>• B.E. /B.Tech with MBA</li> <li>• 5+ years of total work experience</li> <li>• Experience in monitoring of large scale IT/e-Governance projects</li> <li>• Experience in programs involving extensive communication and coordination with stakeholders</li> <li>• Experience in working on DPR preparation, RFP preparation and Bid Process Management / Vendor selection</li> <li>• Experience in Project Planning and Implementation, evaluation and assessment of Project plans including ability to anticipate and address the project risks</li> </ul> <p>Consultants</p> <ul style="list-style-type: none"> <li>• BE./B.Tech</li> <li>• 3-5+ years of total work experience</li> <li>• Experience in monitoring of large scale IT/e-Governance projects</li> <li>• Experience in programs involving extensive communication and coordination with stakeholders</li> <li>• Experience in working on DPR preparation,</li> <li>• RFP preparation and Bid Process Management / Vendor selection</li> <li>• Experience in Project Planning and Implementation, evaluation and assessment of Project plans including ability to anticipate</li> </ul>

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Position	Profile description
	and address the project risks

### **3.6 Project location**

The SPMU team will be required to work in the respective State /UT throughout the duration of the project. Any travel, apart from the State capital and the district in which the State Capital falls (if required) would be arranged by the State Police Department or it would be reimbursed as per actuals based on the amount agreed upon in the contract.

### **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.

### **3.8 Process of Selection of SPMU by the State/UT**

The process of selection of SPMU by the State/UTs from the list of Centralized empanelled agencies is as follows.

- i. NCRB shall communicate the list of empanelled agencies to all the States/UTs.
- ii. The broad guidelines for evaluation and selection of the SPMU from the empanelled agencies shall be circulated to all the States/UTs by NCRB.
- 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.
- iv. Interested empanelled agencies may approach the State/UTs after their empanelment detailing the resources proposed as per the category of the State/UT.

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- v. 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.
- 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.

## **4 Instructions to the bidders**

### **4.1 General Guidelines**

The instructions for submitting proposals in response to the RFP are mentioned below:

1. The proposals submitted in response to this RFP, and all associated correspondence shall be written in English and shall conform to the forms 1 to 8 for the technical proposals and forms FIN-1 and FIN-2 for the financial proposals as prescribed in Annexure. Any interlineations, erasures or over writings shall be valid only if they are initialed by the authorized person signing the proposal.
2. Proposals received by facsimile shall be treated as invalid and rejected. Only detailed complete proposals received prior to the closing time and date for receipt of proposals shall be taken as valid.

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3. Two hard copies and one soft copy (on a non-rewriteable CD) of the technical proposal in a separate sealed envelope and one hard copy of the financial proposal in a separate sealed envelope, prepared in accordance with the procedures enumerated in the RFP document should be submitted in a sealed envelope to NCRB/MHA no later than the date and time laid down, at the address given in the Section 1.
4. The envelopes should be super scribed with "TECHNICAL PROPOSAL-RFP for Empanelment of Consulting Companies as State Project Management Unit for Implementation of Crime & Criminal Tracking Network System (CCTNS)" and "FINANCIAL PROPOSAL--RFP for Empanelment of Consulting Companies as State Project Management Unit for Implementation of Crime & Criminal Tracking Network System (CCTNS)" as the case may be. The sealed envelopes containing the TECHNICAL PROPOSALS and the FINANCIAL PROPOSAL should be placed in a larger single envelope, properly sealed, and super scribed with "RFP for Empanelment of Consulting Companies as State Project Management Unit for Implementation of Crime & Criminal Tracking Network System (CCTNS) – DO NOT OPEN BEFORE **5 PM ON 20-01-2012**". All envelopes should be addressed to the Addressee specified at SI No 14 of section 1 and bear the name and address of the Company/agency submitting the proposal. CD media must be duly signed using a "Permanent Pen/Marker" and should bear the name of the Company/agency, submitting the proposal.
5. The Proposals submitted should be concise and contain only relevant information as required under this RFP document.
6. The Companies / agencies submitting their proposals would be responsible for all of its expenses, costs and risks incurred towards preparation and submission of their proposals, attending any pre-proposal meeting and visiting the site or any other location in connection therewith. NCRB/MHA shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the process.

### **4.1.1 Validity of Proposals submitted**

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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.

### **4.1.2 Clarifications on proposals submitted**

During evaluation, NCRB/MHA may, at its discretion, ask the respondents for clarifications on their proposals. The Companies/agencies are required to respond within the time frame prescribed by NCRB/MHA.

### **4.1.3 Amendments to RFP Document**

At any time prior to deadline for submission of proposals, NCRB/MHA may for any reason, modify the RFP document. The prospective respondents having received the RFP document shall be notified of the amendments through website and such amendments shall be binding on them.

### **4.1.4 Disqualification**

NCRB/MHA may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the Company:

- a. Submitted the proposal after the response deadline;
- b. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- c. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- d. Submitted a proposal that is not accompanied by required documentation or is non-responsive;
- e. Failed to provide clarifications related thereto, when sought;
- f. Submitted more than one proposal;

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- g. Has been blacklisted by any Central / State Government (incl. its department/agency) or was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices;
- h. Has applied for selection as System Integrator under the CCTNS project in any of the State/UTs in India.

**4.1.5 Performance Bank Guarantee**

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. For others it would be returned after the completion of the empanelment process.

**4.1.6 Period of Empanelment**

The empanelment would be for an initial period of three (3) years, which may be extended by another year on the same terms and conditions after mutual agreement of the parties

**4.1.7 Confidentiality**

Information relating to the examination, clarification, comparison and evaluation of the proposals submitted shall not be disclosed to any of the responding Companies or their representatives or to any other persons not officially concerned with such process until the selection process is over. The undue use by any responding Company of confidential information related to the process may result in rejection of its proposal.

**4.1.8 Disclaimer**

Proposals received late will not be considered and will be returned unopened to the respondents. NCRB/MHA reserves the right to (a) reject any / all proposals without assigning any reasons thereof, b) relax or waive any of the conditions stipulated in this RFP document as

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deemed necessary in the best interest of the Ministry and the objective of the scheme without assigning any reasons thereof and c) include any other item in the Scope of work at any time after consultation in the pre-proposal meeting or otherwise.

### **4.2 Other Terms and Conditions**

- i. The selected Consultant will be fully and completely responsible to the State Police Department headed by the designated Nodal Officer for all the deliverables.
- ii. The interested bidders shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with the State/UT Police Department. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the RFP.
- iii. State/UT Police Department requires that the Consultants should provide professional, objective, and impartial advice and at all times hold the interests of the State/UT Government paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work.
- iv. State/UT Police Department reserves the right to accept or reject any bid, to annul the entire bid process or reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder (s) or any obligation to inform the affected bidder(s) the grounds for such decision. State/UT Police Department also reserves the right to negotiate with the successful bidder if necessary.
- v. The State/UT Police Department will manage the project and the proposed resources shall report to the designated State/UT Nodal Officer. Other teams / committees / stakeholders will work in close proximity with the selected consultants to oversee the deliverables of the project.
- vi. In case any of the proposed resources are found to be not performing or not meeting the expectations of the State/UT Police Department, the consultant shall find a replacement

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for the resource. The State/UT Police Department will evaluate the replacement profile and indicate the acceptance / rejection of the profile.

- 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 fulfill 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
- viii. The Consultant to be selected through this bid process will provide deliverables as indicated in this document and support State/UT Police Department in planning for implementation of CCTNS. The consultant should note that as a part of requirement for this assignment the consultant will share with State/UT Police Department all intermediate documents, drafts, reports and any other item related to this assignment. No work products, methodology or any other methods used by the consultant should be deemed as proprietary and non-shareable with State/UT Police Department by the consultant.
- ix. No part of this document including the Annexure can be reproduced in any form or by any means, disclosed or distributed to any person without the prior consent of State/UT Police Department except to the extent required for submitting bid. The information contained in this document is only disclosed for the purposes of enabling you to submit a proposal for CCTNS - SPMU assignment. This document should not therefore be used for any other purpose. This document contains proprietary information furnished for evaluation purposes only; except with the written permission of the State Police Department, such information may not be published, disclosed, or used for any other purpose. You acknowledge and agree that this document and all portions thereof, including, but not limited to, any copyright, trade secret and other intellectual property rights relating thereto, are and at all times shall remain the sole property of State Police Department. The title and full ownership rights in the information contained herein and all portions thereof are reserved to and at all times shall remain with State/UT Police

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Department. Bidders must agree to take utmost care in protecting the proprietary and confidential nature of the information contained herein.

- x. If at any stage of the tendering process or during the currency of the agreement, any suppression / misrepresentation of such information is brought to the knowledge of State/UT Police Department, then the Department will have right to reject the bid or terminate the agreement, as the case may be, without any compensation to the bidder.
- xi. The bidder shall be deemed to have complied with all clauses in this RFP. Evaluation shall be carried out on the information available in the bid.

### **4.3 Conditions of empanelment contract**

The operating clauses would emerge from the technical and financial processes finalized with the EMPANELLED CONSULTANTS selected for the project. In addition, the empanelment contract will inter-alia includes the following terms:

#### **a) Definitions**

In the Empanelment Contract, the following terms shall be interpreted as indicated:

“NCRB/MHA” means the National Crime Records Bureau, Ministry of Home Affairs, Government of India, or any other authorized representative of the NCRB/MHA.

The “Contract” means the empanelment agreement entered into between the NCRB/MHA and the EMPANELLED CONSULTING COMPANY as recorded in the Contract Form signed by the NCRB/MHA and the EMPANELLED CONSULTING COMPANY, including all attachments and annexure thereto and all documents incorporated by reference therein.

#### **b) Deliverables**

The Deliverables of the project would be as per details given in the Deliverables subsection of the Section 3.3 of this document. The final list of Deliverables would be finalized during contract negotiation with the selected Consultant.

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**c) Time Schedule**

This would be as per the Section 3, clause 3.4.

**d) Payment Terms and Schedule**

The payment terms are explained in the Payment Terms sub-section of section 3.7. A pre-receipted bill in triplicate (for the audit and independent monitoring) shall be submitted as per the schedule mentioned in the RFP.

Note – All the payments, except the advance, will be made within 30 days of acceptance of deliverables for the corresponding phase

**4.4 Commercial Terms**

NCRB/MHA/States/UTs will release the payment within 30 days of submission of invoice subject to invoice and all supporting documents being in order. The supporting documents should also mandatorily entail acceptance of the stipulated deliverable within the accepted timelines.

**A) Indemnification:**

The Consulting Company shall indemnify NCRB/MHA/States/UTs against all third party claims arising out of a court order or arbitration award for infringement of patent, trademark/ copy right arising from the use of the supplied services or any part thereof. Either party will accept liability without limit (1) for death or personal injury caused to the order party by its negligence or the negligence of its employees acting in the course of their employment; (2) any other liability which by law either party cannot exclude. This does not in any way confer greater rights than what either party would otherwise have at law.

- a) The Work Order does not contemplate any consequential, indirect, lost profit, claim for tort or similar damages of any form to be paid by the Consulting Company to NCRB/MHA/State government or any other organizations

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- 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
- c) No action regardless of form, arising out of this Contract, may be brought by either party; more than one year after the cause of action has accrued.

**B) Progress of the Project**

Monthly submission of progress reports to NCRB/MHA/States/UTs by 10<sup>th</sup> of every month.

**C) Confidentiality**

- A) Neither party will disclose to any third party without the prior written consent of the other party any confidential information which is received from the other party for the purposes of providing or receiving Services which if disclosed in tangible form is market confidential or if disclosed otherwise is confirmed in writing as being confidential or if disclosed in tangible form or otherwise, is manifestly confidential. Each party will take measures to protect the confidential information of the other party that, in the aggregate are no less protective than those measures it uses to protect the confidentiality of its own comparable confidential information, and in any event, not less than a reasonable degree of protection. Both parties agree that any confidential information received from the other party shall only be used for the purposes of providing or receiving Services under this Contract or any other contract between the parties

These restrictions will not apply to any information which:

- (i) is or becomes generally available to the public other than as a result of a breach of an obligation under this Clause; or
- (ii) is acquired from a third party who owes no obligation of confidential in respect of the information ; or
- (iii) is or has been independently developed by this recipient or was known to it prior to receipt

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- B) Notwithstanding Clause (a) mentioned above, either party will be entitled to disclose confidential information of the other (1) to its respective insurers or legal advisors, or (2) to a third party to the extent that this is required by any or where there is a legal right. Duty or requirement to disclose, provided that in the case of sub- Clause(ii) (and without branching any legal or regulatory requirement ) where reasonably practicable not less than 2 business days notice in writing is first given to the other party.
- C) Without prejudice to the foregoing provision of this Clause above Consulting Company may cite the performance of the services to clients and projective clients as an indication of its experience
- D) The Consulting Company shall not, without NCRB/MHA/States/UTs prior written consent, disclose the commercial terms of this work order to any person other than a person employed by the Consulting Company in the performance of the work order
- E) The clause on Confidentiality shall be valid for a further period of one year from the date of expiry or termination of the assignment, whichever is earlier.

**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.

**E) Limitation of Liability**

The entire and collective liability of the selected consultant in a State, arising out of or relating to this empanelment, including without limitation on account of performance or nonperformance of obligations, regardless of the form of the cause of action, whether in contract, tort (including

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negligence), statute, or otherwise, shall in no event exceed the total professional fees paid to the selected consultant.

**F) Denial Clause :**

The consultant will not be entitled to any benefit due to increase of any statutory taxes, levies etc and resultant change in price element whatsoever ,which come after the expiry of the original deliverables timelines as per the RFP terms. However any benefit of any statutory reduction in the taxes, levies etc shall be passed on to the concerned State/UT.

**G) Variation /tolerance Clause:**

Both parties would agree, that in addition to the scope of work defined in this RFP, the same may be extended, based on assessment made by NCRB/MHA/Concerned State Government/UT Administration , before the completion of the validity of the Contract.

**H) Extension of Project:**

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. All the other terms and conditions made explicit in the RFP shall also apply during the extended period.

**I) Intellectual Property Rights:**

Title to all written material, originated and prepared for, and delivered to NCRB/MHA/Concerned State Government/UT Administration, under this project for which payment in full has been paid by NCRB/MHA/States/UTs to the consultant, shall belong to NCRB/MHA/States/UTs. However, Consultant will own all rights, title and interest in any works, materials, tools, databases, skills, know- how, processes, methodology, templates or formats created or owned by the Consultant , or licensed to Consultant (in which case the licensors shall own applicable rights in accordance with the underlying license agreement with Consultant ), prior to this project or developed or acquired by the Consultant , or licensed to the Consultant , other than in, or ancillary to, the performance of this project

#### **4.5 Miscellaneous terms & Conditions**

- a) 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.
- b) The Consulting Company shall not outsource the work to any other associate / franchisee / third party under any circumstances without the prior approval of NCRB/MHA/State/UT.
- c) The Consulting Company shall perform the services and carry out its obligations under the contract with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and training / consulting standard recognized by national / international professional bodies and shall observe sound management practice. It shall employ appropriate advanced technology and safe and effective methods. The CONSULTING Company shall always act, in respect of any matter relating to this Contract, as faithful advisors to NCRB/MHA/States/UTs and shall at all times , support and safeguard NCRB/MHA/State's legitimate interests.
- d) The CONSULTING COMPANY automatically agrees with NCRB/MHA/States/UTs for honoring all aspects of fair trade practices in executing the work orders placed by NCRB/MHA/States/UTs.
- e) In the event the Consulting COMPANY or the concerned Division of the company is taken over / bought over by another company, all the obligations under the agreement with NCRB/MHA/States/UTs, should be passed on the compliance by the new company new Division in the negotiation for their transfer .

#### **A) Force Majeure**

- a) Force majeure clause shall mean and be limited to the following in the execution of the contract placed by NCRB/MHA/States/UTs :
  - War / hostilities
  - Riot or Civil commotion

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- Earth quake , flood , tempest , lightning or other natural physical disaster
  - Restriction imposed by the Government or other statutory bodies, which is beyond the control of the CONSULTING COMPANY, which prevent or delay the executive of the order by the CONSULTING COMPANY
- b) The CONSULTING COMPANY shall advice NCRB/MHA/States/UTs in writing, duly certified by the local Chamber of Commerce, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, NCRB/MHA/States/UTs reserve the right to cancel the contract without any obligation to compensate the CONSULTING COMPANY in any manner for what so ever reason, subject to the provision of clause mentioned.

**B) Arbitration**

- a) In the event of any dispute or differences arising under these conditions or any special conditions of the contract in connection with this contract, the same shall be referred to Secretary, Ministry of Home Affairs for final decision and the same shall be binding on all parties.
- b) Any other terms and conditions, mutually agreed prior to finalization of the order / agreement shall be binding on the CONSULTING Companies.
- c) NCRB/MHA/States/UTs and the agency shall make every effort to resolve amicably by direct negotiation any disagreement or dispute arising between them under or in connection with the purchase order. If any dispute shall arise between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for by the general or the special conditions, such dispute shall be referred to two arbitrators, one to be appointed by each party and the said arbitrators shall appoint an umpire in writing before entering on the reference and the award of the arbitration or umpire, as the case may be, shall be final and binding on both the parties. The arbitrators or the umpire as the case may

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be, with the consent of parties, may modify the timeframe for making and publishing the award. Such arbitration shall be governed in all respects by the provision of the Indian Arbitration and Conciliation Act, 1996 or later and the rules there under and any statutory modification or reenactment, thereof. The arbitration proceedings shall be held in New Delhi, India.

- d) If the consultants undertake projects beyond the maximum stipulated States/UTs in each category ( A and B as detailed in Section 3.8 -Process of Selection of SPMU by the State), then their empanelment contract will be cancelled immediately

**C) Applicable Law**

The contract shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.

**D) Refund of EMD and Submission of BG**

- 1) The Earnest Money Deposit (EMD) will be refunded as follows.
- (i) In the case of those bidders who fail to pre-qualify, the Earnest Money Deposit (EMD) will be refunded without any interest accrued immediately thereafter.
  - (ii) In the case of those bidders whose technical bids do not qualify, the EMD will be refunded without any interest accrued within one month of the acceptance of TEC (Technical Evaluation Committee)'s recommendations.
  - (iii) For the Consultant selected for empanelment, the EMD will be refunded subsequent to submission of Performance BG and subject to acceptance of the terms and conditions mentioned in the RFP, without any interest accrued within one month of the acceptance of FEC (Financial Evaluation Committee)'s recommendations.
- 2) The bidders selected for empanelment shall be required to submit a Performance Bank Guarantee for Rs. 25,00,000.00 (rupees Twenty Five lakhs only) for the empanelment period.

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- 3) On signing the CONSULTING Company Contract with the assigned State/UT, the CONSULTING FIRM shall submit a **Performance BG of 5%** (Five percent) of the contract value to the respective State/UT.

**E) Forfeiture of Earnest Money Deposit / Bank Guarantee**

The EMD/BG submitted for empanelment can be forfeited if a Bidder

- If the Respondent withdraws its proposal during the period of validity of the proposal as specified by the respondent on the Notice of Intent to submit proposal in response to RFP Notice; and/or
- If the Respondent, having been notified of their empanelment fails or refuses to submit the required Performance Bank Guarantee and/or refuses to take up the job in the assigned State/UT; and/or
- Does not accept the correction of errors made in the tender document; and/or
- In case of the successful Bidder, if the Bidder fails to sign the Contract within the time stipulated by NCRB/MHA.

All bidders are required to commit to maintain the number and the professional level of resources deployed as indicated in response to S. No. 4 of technical evaluation (SI no.5) of the technical evaluation criteria. The consultant should also supply the names of the resources to be deployed for each State.

## 5 Evaluation of the bids

Overall evaluation of the bids will be done in three stages namely Pre-qualification, Technical and Final evaluation. At the end of every stage short listed bidders may be informed of the result to have a fair and healthy competition. The final awarding of the contract will be done based on the procedure mentioned below.

### 5.1 Pre-qualification evaluation

Before opening and evaluation of the technical proposals, Consultants Pre-qualification bid would be evaluated to assess their compliance to the following pre-qualification criteria. Bidders failing to meet these criteria or not submitting requisite proof for supporting pre-qualification criteria are liable to be rejected at the Pre-Qualification proposal level.

S. No.	Criterion	Whether Met	Supporting Documents to be submitted
1	The responding Company/ agency (a) Should have made a payment of Rs. – 5000 (Rupees Five Thousand only) for the RFP document (b) should have submitted a Earnest Money Deposit of Rs. 5,00,000 (Rs. Five Lakhs only) in the format prescribed	Yes / No	(a) Proof of payment of Rs. 5000 / DD for Rs. 5000 (if RFP Document is downloaded) must be furnished. (b) The original bank guarantee (in Form 7) must be furnished.
2	The bidder should be a Company registered under the Companies Act, 1956 since last 3 years as of 1st September 2011 or Partnership firm registered under the Partnership Act of 1932 since last 3 years as of 1st September 2011 or registered (Converted to ) under the Indian Limited Liability Partnership Act, 2008 since last 3 years as of 1st September 2011 . No consortium will	Yes / No	Certificate of incorporation and Service Tax Registration Certificate

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S. No.	Criterion	Whether Met	Supporting Documents to be submitted
	be allowed.		
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.	Yes / No	A self certified letter by the designated official of the responding Company/ Form1
4	The Company should have been in the Consulting business in the Government domain to at least 3 Government Agencies (Central/ State /PSUs in India) in the last 3 years. The responding company should have undertaken at least one project involving program / project management for IT projects in Government domain(Central/State Government and Public Sector in India) in the last three years	Yes / No	Memorandum & Articles of Association should be attached, and Work orders confirming year and Area of activity
5	The responding Company must have on its rolls consulting staff of at least 100 technically qualified personnel in the area of consulting services for IT related projects including eGovernance, Program / Project Management, IT infrastructure, IT security and IT procurement and who possess relevant degrees/credentials with prior experience in providing the above consultancy services. as on September 30, 2011. In case consultants on its rolls are in between 100 and 175, the company may be engaged as a SPMU for a maximum of 4 States/UTs in total (Subject to	Yes / No	Certificate from Head (HR) or company secretary for number of technically qualified professionals employed by the company and appropriate supporting undertakings.

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S. No.	Criterion	Whether Met	Supporting Documents to be submitted
	<p>maximum of one category A States/UTs and two Category B States/UTs. and one category C States/UTs).</p> <p>In case consultants on its rolls are above 175, the company may be engaged as a SPMU for a maximum of 7 States/UTs in total ( Subject to maximum of three category A States/UTs and two Category B States/UTs. and two category C States/UTs.).</p>		
6	The responding Company should have made net profit in minimum 2 years out of three financial Years ( FY 08-09, FY 09-10, FY 10-11) as revealed by audited balance sheet	Yes / No	Copy of the audited profit and loss account/ balance sheet/ annual report of the last three financial years. In the absence of audited statements for the last year, provisional statements may be considered.
7	The responding Company should have a turnover of at least Rs 25 Crores from consulting operations in India and average annual turnover of <b>Rs 15 crores</b> 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	Yes / No	Copy of the audited profit and loss account/ balance sheet/ annual report of the last three financial years. In the absence of audited statements for the last year, provisional statements may be considered.

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<b>S. No.</b>	<b>Criterion</b>	<b>Whether Met</b>	<b>Supporting Documents to be submitted</b>
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	Yes/No	Attach self certification /undertaking

Agencies / Companies should clearly indicate, giving explicit supporting documentary evidence, with respect to the above, in absence of which their proposals will be rejected summarily at the qualification stage itself.

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**5.2 Technical Evaluation**

The technical bids will be opened for those bidders who are able to qualify in the pre-qualification round. The NCRB or its designated agencies/committees will evaluate the technical proposals on the basis of their responsiveness to this RFP and applying the evaluation criteria as specified below.

An Evaluation Score (ES) shall be assigned to each prospective bidder on the basis of the technical bid submitted. The technical evaluation score shall be based on the number of points that shall be awarded as per the following Evaluation Criteria table:

<b>S.No</b>	<b>Technical Evaluation Criteria</b>	<b>Maximum Score</b>
	Company Profile (Operations in India)	22
1	1.1 Average annual turnover from Indian Operations from consulting services in last 3 years ( Turnover in Rs Crores)  =>75 Cr- 8 marks  50-<75 Cr- 6 marks  35-<50 Cr- 4 marks  25-<35 Cr- 3 marks	8
	1.2 Average annual turnover from Indian Operations from IT advisory /consulting services in the last 3 years ( Turnover in Rs Crores)  =>60 Cr- 7marks  45-<60 Cr- 5marks  30-<45 Cr- 3 marks  15-<30 Cr- 2 marks	7

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	<p>1.3 Full-time professional staff engaged in IT advisory/Consulting services (Number of Staff)</p> <p>200 + - 7 marks</p> <p>175-&lt; 200 - 5 marks</p> <p>150-&lt;175- 4 marks</p> <p>100-&lt;150- 2 mark</p>	7
	Experience of Company	23
2	2.1 Experience of working in the police domain in any of State/UT/Centre in India . ( <i>Maximum of 2 Projects =3 marks each</i> )	6
	2.2 Experience of IT Consultancy in Government/Public Sector domain for projects with value greater than Rs 50 lacs. ( <i>Maximum of 2 Projects =2 marks each</i> )	4
	2.3 Experience in Project Management for IT related projects (on an end to end basis) ( <i>Maximum of 2 Projects =3 marks each</i> )	6
	2.4 Experience in software development (( <i>Maximum of 2 Projects =1.5 marks each</i> ))	3
	2.5 Experience in Networking/Hardware/Change management( <i>Maximum of 2 Projects =2 marks each</i> )	4
	Adequacy of the proposed methodology and work plan in responding to the Terms of Reference	20
3	3.1 Understanding of the objectives of the assignment: The extent to which the consultant's approach and work plan respond to the objectives indicated in the Statement of Work	10
	3.2 Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the	5

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	Terms of Reference	
	3.3 Proposed Project Plan detailing out dependencies and assumptions with action plan.	5
	Quality and competency of key professional staff proposed	35
4	<p>The bidder would be evaluated for sample profiles of personnel available on rolls of the bidding company/agency.</p> <p>These profiles, will be evaluated for:</p> <ol style="list-style-type: none"> <li>1. Qualification – Degree and College</li> <li>2. Years of total relevant work experience</li> <li>3. Experience of working in Similar type of Project <ol style="list-style-type: none"> <li>1. Project Director, Part Time – 1 profile</li> <li>2. Project Manager, Full Time – 2 profiles,</li> <li>3. Solution Architect, Part time - 2 profiles</li> <li>4. IT Infrastructure expert, Part time - 2 profiles</li> <li>5. Consultants/Sr. Consultants, Full time - 5 profiles</li> <li>6. Change Management Expert, Part time – 2 profiles</li> <li>7. Network Expert ,Part time – 2 profiles</li> <li>8. Security Expert, Part time -2 profiles</li> <li>9. SME and Quality Expert, Part time - 2 profiles</li> </ol> </li> </ol> <p>(Each profile = 1.75 mark each)</p>	
	<b>Total Points</b>	<b>100</b>

a) The responding Company has to submit the above information along with the details in the appropriate forms illustrated in “Technical Evaluation Criteria” given above. Further the responding Company is required to provide the following: The Documents and Information with regard to the qualification criteria listed at clause 5.1.

a. Notice of Intent to submit proposal in response to RFP Notice as per Form 2 of

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Annexure.

- i. Each page of each of the RFP response must be signed and stamped by the authorized signatory of the responding Company who has the Power of Attorney to commit the responding Company to contractual obligations.
  - ii. The responding Company shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the responding Company due to prior, current, or proposed contracts, engagements, or affiliations with State Govt. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the responding Company to complete the requirements as given in the RFP.
  - iii. The proposal will include a 'Power of Attorney" letter for "Authorized Signatory"
- b) Proposal Presentations - The evaluation committee may invite the eligible bidders to make a presentation to the NCRB/MHA at a date, time and location notified by the NCRB/MHA. The purpose of such presentations would be to allow the bidders to present their Approach & Methodology to the committee and the key points in their proposals.
- c) The proposal review committee may require verbal/written clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Verbal clarifications provide the opportunity for the committee to state its requirements clearly and for the bidder to more clearly state its proposal. The committee may seek inputs from their professional, technical faculties in the evaluation process.
- d) Depending on the evaluation methodology mentioned in points (a), and (b) each Technical Bid will be assigned a technical score (Tb) out of a maximum of 100 points as

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per the aforementioned Technical Evaluation Criteria Table. Based on the technical score, the bidders shall be ranked and top eight of such bidders shall qualify for the evaluation in the commercial process, provided their score is 70 or above.

The minimum absolute technical score to qualify for commercial evaluation is 70. NCRB/MHA's decision in this regard shall be final & binding and no further discussion/interface will be held with the bidders whose bids are technically disqualified/rejected.

### **5.3 Financial Evaluation**

Only the Commercial bids of those bidders who qualify the technical evaluation stage will be opened. All other Commercial bids will be returned un-opened. The Commercial Bids (as per the formats provided in Annexure – FIN1 and FIN2) of the technically qualified bidders will be evaluated as per the evaluation criteria mentioned below:

Of the financial bids opened, the bidder with the lowest financial quote in each category shall be considered as L1. All the other technically qualified bidders will have to match their financials with the lowest rate (L1) for empanelment. It shall be obligatory on the part of the empanelled bidders to match the lowest rate (L1) in each category.

### **5.4 Final Evaluation**

- i. Out of the top eight technically successful bidders, agreeing to match the lowest rates (L1) in each category shall be empanelled for that particular category. 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". Also, each selected consultant may be engaged as a SPMU:-
  - a. for a maximum of 7 States/UTs in total. *Subject to maximum of three category A States/UTs, two Category B States/UTs and two Category C States/UTs* in case consultants on its rolls are above 175.

## **RFP for empanelment of Consulting firms for providing consulting services to States / UTs as State Project Management Unit (SPMU) for CCTNS project**

- b. 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.

## **Annexure I – CCTNS project details**

### **A. Project Background**

CCTNS aims at creating a comprehensive and integrated system for enhancing the efficiency and effectiveness of policing at all levels and especially at the Police Station level through adoption of principles of e-Governance, and creation of a nationwide networked infrastructure for evolution of IT-enabled state-of-the-art tracking system around “investigation of crime and detection of criminals” in the real time, which is a critical requirement in the context of the present day internal security scenario.

The scope of CCTNS spans across all 35 States and Union Territories and covers all police stations (approximately 14,000) and all higher police offices (approximately 6,000) in the country. The Implementation Strategy for CCTNS has been devised keeping in view the NeGP frameworks of centralized planning and decentralized implementation at the State level.

To facilitate standardization across States/UTs, NCRB is developing Core Application Software (CAS) centrally through a Software Development Agency (SDA). CAS has two components viz. CAS (Centre) and CAS (State) which has to be customized and implemented at the State level by the System Integrator (SI).

Each State/UT is required to implement State/UT level Core Application Software CAS (State). CAS (State) would include selected functionalities of the Police Department at the State level, with emphasis on the Police Station functionality. CAS (State) is intended to be designed and implemented as per the unique requirements of each State. At the same time, CAS (State) is also required to integrate with CAS (Centre).

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CCTNS is being implemented in a manner where the major role lies with the State Governments in order to bring in the requisite stakes, ownership and commitment. At the Central level, one of the key activities relates to the development and standardization of the Core Application Software (CAS), which is being developed by a professional Software Development Agency (SDA) selected through a competitive bidding process. The Centre/MHA through NCRB is monitoring the overall project implementation on a continued basis while the States are expected to implement the project as per overall design.

The implementation strategy in States/UTs will involve “bundling of responsibilities”, of the project components such as CCTNS application rollout, hardware, such as computers and peripherals, network connectivity, training, digitization of historical data, installation, integration, and commissioning of infrastructure with the delivery of e-services. State/UTs are in the process of selecting a Systems Integrator (SI) who would be responsible for the rollout of the CCTNS application within the State.

### **B. Goals and Objectives of CCTNS**

The following goals and objectives have been defined for CCTNS:

- Provide Enhanced Tools for Investigation, Crime Prevention, Law & Order Maintenance and other functions like Traffic Management, Emergency Response, etc.
- Utilize IT for efficiency and effectiveness of core policing operations
- Provide information for easier and faster analysis
- Increase Operational Efficiency by:
  - Reducing the necessity to manually perform monotonous and repetitive tasks
  - Improving the communication e.g. Police messaging, email systems, etc.
  - Automating back-office functions, and thereby release police staff for greater focus on core police functions
- Create platforms at State and Central levels for sharing crime and criminal information/ databases across states and across the country. This would enable easy sharing of real-

## **RFP for empanelment of Consulting firms for providing consulting services to States / UTs as State Project Management Unit (SPMU) for CCTNS project**

time information across police stations and districts at the State level and across states at the National level, there by resulting in:

- Improved investigation and crime prevention
- Better tracking of criminals, suspects, accused, repeat offenders, etc.
- Create a platform for sharing intelligence across the states, across the country and across other state-level and GOI-level agencies
- Improved service delivery to the public/ citizen/ stakeholders
- Access to police services in a citizen-friendly manner
- Provide alternate modes of service delivery such as internet (for general requests such as NOC, for following up on status)
- Integration with ministry of external affairs, road transport etc. as indentified in the PIM report

### **C. Scope of CCTNS**

#### **Geographical Scope**

The scope of CCTNS spans all police stations and all higher police offices in the States / UTs. The CCTNS project includes vertical connectivity of all police units (linking police units at various levels within the State – police stations, district police offices, state headquarters, SCRB and other police formations) as well as horizontal connectivity (linking police functions at State and Central level to external entities). CCTNS also provides for a citizen's interface to provide basic services to citizens. State Crime Records Bureau (SCRB) is the State level nodal agency for CCTNS.

#### **Solution Scope**

The following are the suite of proposed solutions / modules for the Police Department (indicative) under CCTNS:

- i. Registration, Investigation, and Prosecution Solutions

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- ii. Crime Prevention Solutions
- iii. Reporting Solutions
- iv. Collaboration Solutions
- v. Emergency Response Management Solutions
- vi. Citizen Interfacing Solutions
- vii. External Interfacing Solutions (e.g. Integration with Prison Information System)
- viii. Traffic Solutions
- ix. Law and Order Solutions

### **Key Components**

The CCTNS scheme contains the following components at the State level as a set of “bundled services”:

- CCTNS application to address the police functionality under the scope of CCTNS
- Hardware (including PCs and peripherals) for police stations, higher offices and SCRB
- Connectivity infrastructure, using State Wide Area Network (SWAN) to the extent possible
- Equipment at Data Centres, using State Data Centres (SDCs) to the extent possible
- Site preparation and commissioning of equipment
- Capacity building for police personnel including senior officers responsible for project implementation
- Strengthening of training infrastructure at police training institutes
- Handholding
- Digitization of historical data, data migration from legacy systems (if any)
- Specialized applications and infrastructure (that are approved under the CCTNS scheme).
- Consultancy and Program Management Services to support in implementation of the project.
- Most of the above components shall be provided as a “bundle of services” and executed by Systems Integrator (SI). The role of SPMU is to monitor the implementation and maintenance of the Bundle of services.

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### **CCTNS - Core Application Software**

On behalf of MHA, NCRB would provide all states with a CCTNS Core Application Software (CAS), which would be configured, customized, enhanced and deployed by the States. NCRB has engaged the services of a professional software development agency (SDA) to develop CAS that would be provided to all States in near course of time. Systems Integrators (SI) would configure, customize and enhance CAS according to the unique requirements of the State before deploying it.

The SDA is currently designing and developing CAS based on the functional requirements specified by NCRB (in consultation with States), and would also manage CAS. The SDA would be required to design, develop, test, enhance and maintain CAS. The SDA would also be required to create all required documentation including operations manuals, technical manuals and user manuals. The SDA would be responsible for providing training content, user/technical support, and deployment support to the System Integrator at the State/UT Level for configuration and customization of the application The Core Application Software for the States will provide the limited but core functionality that is required at the Police Station. The remaining functionality will be developed by the State Level System Integrator(s) on top of the Core Application Software. The State/UTs are in the process of selecting a Systems Integrator (SI) through a competitive bidding process which would configure, customize, extend and deploy the State CAS per the unique requirements of State/UT.

Also, CAS (State) and CAS (Centre) are expected to interface with several external agencies. More details on CAS are provided in Annexure I

### **D. CCTNS Institutional Framework**

The **State Project Management Unit (S-PMU)** will interact closely with each of the key stakeholders of CCTNS for effectively conducting program management activities, coordination with States, providing project management services during the development and maintenance of the Core Application Software to be developed by the Software Development Agency.

- (i) State Police Department and Committees constituted by MHA

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- a. State Apex Committee
  - b. State Empowered Committee
  - c. State Mission Team
  - d. District Mission Team
- (ii) State Crime Records Bureau (SCRB)
- (iii) States – Nodal Officers and other representatives
- (iv) Software Development Agency (SDA)
- (v) State level Project Management Consultant (for knowledge transfer)
- (vi) MHA/NCRB / CPMU
- (vii) Other external agencies required to be integrated into CCTNS (for e.g. Prisons, Hospitals, Telecom companies, Forensic Labs, Medical Labs etc.)

### **E. Need for SPMU**

Each State / UT will select a System Integrator for the implementation of CCTNS (State) across the State / UT. The selection of the System Integrator will be the responsibility of SPMC. The SI will be responsible to carry out the design, development, and maintenance activities for CCTNS for a period of 3-5 years. The selected vendor shall also be responsible for implementation of all Bundle of Services as required by the State / UT.

In order to ensure successful implementation of the CCTNS Project there is a need to ensure the continued monitoring of the work performed by SI while providing “the Bundle of services” to the State. At the same time there is a need to ensure smooth coordination between all the stakeholders of the project on a continuous basis including MHA for relevant guidelines issued from time-to-time and for timely release of funds as well. In order to coordinate all aspects of the CCTNS scheme, SCRBS will need to be suitably strengthened with a State Program Management Unit (SPMU) to professionally manage the implementation phase of the CCTNS project.

### **F. Coordination between Centre and SPMU**

The SPMU shall work closely with the State/UT Police Department and hence it is critical to formalize the working relationship between SPMU and stakeholders of the State/UT Police

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Department. The SPMU shall coordinate with the Governance Structure at the State/UT level as mentioned in 6.4 above for successful implementation of CCTNS project. The SPMU shall also coordinate with MHA and NCRB and other Stakeholders for enabling all activities relating to overall CCTNS project implementation in the State/UT.

## **Annexure 2: Categorization of States/UTs**

### **Category A: Large States/UTs having more than 350 Police Stations**

1. Madhya Pradesh
2. Kerala
3. Jharkhand
4. UP
5. Gujarat
6. Bihar
7. Orissa
8. Rajasthan
9. Maharashtra
10. West Bengal
11. Karnataka
12. Andhra Pradesh
13. Tamil Nadu
14. Chhattisgarh
15. Punjab

### **Category B: States having more than 50 and less than 350 Police Stations**

16. Jammu & Kashmir
17. Haryana
18. Uttarakhand
19. Manipur
20. HP
21. Assam

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22. Delhi
23. Nagaland
24. Arunachal Pradesh
25. Tripura

**Category C: States having less than 50 Police Stations**

26. Andaman & Nicobar Islands
27. Mizoram
28. Meghalaya
29. Chandigarh
30. Lakshwadweep
31. Goa
32. Sikkim
33. Pudducherry
34. Daman & Diu
35. Dadar & Nagar Haveli

## Form 1 - Notice of Intent to submit proposal in response to RFP Notice

*(To be submitted on letter head of the responding Company)*

Date:

To

<Name of the concerned authority>

**Subject:** Submission of Proposal in response to RFP for Empanelment of consulting Companies for providing consultancy services to States / UTs as SPMU for CCTNS project

Dear Sir,

- i. Having examined the RFP, we, the undersigned, herewith submit our proposal to provide our professional services as required and outlined in the RFP for **Empanelment of consulting Companies for providing consultancy services to States / UTs as SPMU for CCTNS project**. We undertake to meet such requirements and provide such services as required and are set out in the RFP document.
- ii. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
- iii. We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 90 days from the closing date fixed for submission of proposals as stipulated in the RFP document.
- iv. The Earnest Money Deposit of Rs 5 lakhs submitted by us in the form of a BG may be en-cashed if we do not submit the requisite Performance Bank Guarantee for "Empanelment of consulting Companies for providing consultancy services to States / UTs as SPMU for CCTNS project", on our Company being selected for empanelment.

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- 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.
- vi. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
- vii. We understand you are not bound to shortlist / accept any proposal you receive.

Our correspondence details with regards to this proposal are:

Sr. No	Information	Details
1.	Name of responding Company:	
2.	Address of responding Company:	
3.	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP:	
4.	Telephone no. of contact person:	
5.	Mobile no. of contact person:	
6.	Fax no. of contact person:	
7.	E-mail address of contact person:	

**RFP for empanelment of Consulting firms for providing consulting services to States / UTs as State Project Management Unit (SPMU) for CCTNS project**

We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[COMPANY'S NAME]

Name

Title

Signature

Date

## Form 2 - Details of Responding Company

S.No.	Particulars	Details to be furnished	
1.	<b>Details of responding Company</b>		
<b>Name</b>			
<b>Address</b>			
<b>Telephone</b>			<b>Fax</b>
<b>E-mail</b>	-	<b>Website</b>	
2.	<b>Information about responding Company</b>		
<b>Status of Company</b> ( <i>Public Ltd. / Pvt. Ltd/LLP/Partnership etc.</i> )			
<b>Details of Registration</b> ( <i>Ref e.g. ROC Ref #</i> )			Date
			Ref #
<b>Details of Service Tax Registration</b>			Date
			Ref #
2.1	Number of professionals / technically qualified personnel (on the rolls of the Company as on September 30, 2011) providing consulting services (excluding temporary staff)	(in reference to pre-qualification criteria)	Provide details of number of staff in area of consulting services for IT related projects including IT infrastructure, IT security, IT procurement, eGovernance, Program / Project Management with relevant degree and prior experience in providing the above consultancy services as on September 30, 2011.

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2.2	Profit in last three(3) financial Years (FY 08-09, FY 09-10, FY 10-11) as revealed by Audited Accounts/ certified balance sheet	(in reference to pre-qualification criteria )	
2.3	Turnover ( Rs Crores) from consulting operations in India; and  average annual turnover (Rs crores) from IT consulting in the last 3 financial years, as revealed in Annual Financial Statements reported	(in reference to pre-qualification criteria )	
<b>3.</b>	<b>Company Profile (Operations in India)</b>		
3.1	Average turnover from Indian Operations from consulting services in last 3 years (FY 08-09, FY 09-10, FY 10-11)	(Turnover in Rs Crores)	
3.2	Average turnover from Indian Operations from IT consulting services in last 3 years	(Turnover in Rs Crores)	
3.3	Full-time professional staff engaged in consulting services	( Number of Staff)	
3.4	Extent of operations in India (national spread) i.e. number of offices in India (client specific / project specific offices should not be taken into account)	( Number of Offices in different cities/towns and their address)	

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4.	<b>Company Experience</b>		
4.1	Details of project involving program / project management and implementation support for IT projects in Government domain(Central/State Government and Public Sector) in the last three years	(in reference to pre-qualification criteria )  (Value and description of Consulting Assignments)	(Number of Projects and their brief description*)  * Detailed project description to be provided in form 3 for the projects listed above. The corresponding page number where the project is described as per Form-3 may be indicated besides the brief description of the project.
4.2	Experience Details of international / domestic consulting projects in Police domain	(in reference to technical evaluation criteria )  (Value and description of Consulting Assignments)	(Number of Projects and their brief description*)  * Detailed project description to be provided in form 3 for the projects listed above. The corresponding page number where the project is described as per Form-3 may be indicated besides the brief description of the project.
4.3	Experience Details of international / domestic consulting projects in Information Technology	(in reference to technical evaluation criteria )  (Value and description of Consulting Assignments)	(Number of Projects and their brief description*)  * Detailed project description to be provided in form 3 for the projects listed above. The corresponding page number where the project is described as per Form-3 may be indicated besides the brief description of the project.
	* Detailed project description and the role to be provided in form 3 for the projects listed above. The corresponding page number where the project is described as per Form-3 may be indicated besides the brief description of the project.		

### Form 3 - Details of Experience of responding Company

[Using the format below, the responding Company should provide information on the similar assignments as required for qualification criteria/technical evaluation]

CATEGORY OF CONSULTING EXPERIENCE: \_\_\_\_\_.

Sr. No	Item	Details
<b>General Information</b>		
1	Customer Name	
2	Name of the contact person and contact details for the client of the assignment	
<b>Project Details</b>		
3	Project Title	
4	Start Date/End Date	
5	Current Status (work in progress, completed)	
6	Number of staff deployed on the assignment	
<b>Size of the project</b>		

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<b>7</b>	Order Value of the project (in Rs. Lakhs)	
<b>Narrative description of project: (Highlight the components / services involved in the project which are of similar nature to the project for which this RFP is floated.)</b>		
<b>Description of actual services provided by your staff within the project and their relevance to the envisaged components / services involved in the project for which this RFP is floated.</b>		

## Form 4 – Central Team Composition and Task Assignments

Professional Staff				
Name of Staff	Company	Area of Expertise	Position Assigned	Task Assigned

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

## Form 5 - Curriculum Vitae (CV) for Proposed Professional Staff - Template

1. **Proposed Position** [only one candidate shall be nominated for each position]:
  
2. **Name of Company** [Insert name of Company proposing the staff]: \_\_\_\_\_
  
3. **Name of Staff** [Insert full name]: \_\_\_\_\_
  
4. **Date of Birth:** \_\_\_\_\_ **Nationality:** \_\_\_\_\_
  
5. **Education** [Indicate college/university and other relevant specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]: \_\_\_\_\_
  
6. **Membership of Professional Associations:** \_\_\_\_\_
  
7. **Other Training** [Indicate significant training since degrees under "5 – Education" were obtained]: \_\_\_\_\_
  
8. **Countries of Work Experience:** [List countries where staff has worked in the last ten years]: \_\_\_\_\_
  
9. **Languages** [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]: \_\_\_\_\_
  
10. **Employment Record** [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held, Project handled.]:

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From [Year]:                      To [Year]:

Employer:

Positions held: \_\_\_\_\_

11. Detailed Tasks Assigned	12. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned
<p>[List all tasks to be performed under this assignment]</p>	<p>[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the project]</p> <p>Name of assignment or project:</p> <p>Year:</p> <p>Location:</p> <p>Client:</p> <p>Main project features:</p> <p>Positions held:</p> <p>Activities performed:</p>

**13. Staff is resident / native of:**

**14. Certification:**

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

Date:

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

Full name of authorized representative:

## Form 6 – Work Schedule template

Work Plan: In this section the responding Company should propose the main activities of the assignment, their content and duration, phasing and interrelations including resource planning to be deployed and delivery dates. The proposed work plan should be consistent with the approach and methodology, showing understanding of the scope of services, deliverables as given in scope of work and ability to translate them into a feasible working plan. The work plan should be consistent with the Work Schedule.

The responding form is to describe the work schedule for different tasks which the responding Company plans to start and accomplish as part of the project, using the following format:

N°	Activity	Months												
		1	2	3	4	5	6	7	8	9	10	11	12	N
1														
2														
3														
4														
5														

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n															

The work schedule should reflect how and by when the responding Company is expected to complete the assignment for each of the component, as per the major deliverable in the scope of work of the consultant and the timelines of achieving the same as mentioned in the RFP.

## Form 7 – Format of Earnest Money Deposit (Bank Guarantee)

Whereas ----- (hereinafter called 'the Respondent') has submitted its proposal dated ----- in response to the RFP notice with file no:\_\_\_\_\_, for Empanelment of consulting Companies for Empanelment of Consulting Companies as State Project Management Unit for Implementation of Crime & Criminal Tracking Network System (CCTNS) (hereinafter called "the Proposal") to Joint Director, NCRB

KNOW ALL MEN by these presents that WE ----- of ----- having our registered office at ----- (hereinafter called "the Bank") are bound unto the \_\_\_\_\_, NCRB (hereinafter called "the Purchaser") in the sum of ----- for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this -----day of ----- ----2011.

THE CONDITIONS of this obligation are:

1. If the Respondent withdraws its proposal during the period of validity of the proposal as specified by the respondent on the Notice of Intent to submit proposal in response to RFP Notice; and/or
2. If the Respondent, having been notified of their empanelment fails or refuses to submit the required Performance Bank Guarantee and/or refuses to take up the job in the assigned State/UT; and/or
3. Does not accept the correction of errors made in the tender document; and/or
4. In case of the successful Bidder, if the Bidder fails to sign the Contract within the time stipulated by NCRB/MHA.

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We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will specify that the amount claimed by it is due to it owing to the occurrence of any of the abovementioned conditions, specifying the occurred condition or conditions.

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.

## Form 8 – Format of Performance Bank Guarantee

BANK GUARANTEE NO.

DATE

PERIOD OF BANK GUARANTEE:- VALID UPTO (36 months from the date of Empanelment)

AMOUNT OF GUARANTEE: Rs. ----- lakhs

To

Joint Director (CCTNS)

NCRB, Ministry of Home Affairs

East Block-VII

R.K.Puram

New Delhi -110066

THIS DEED OF GUARANTEE EXECUTED ON THIS \_\_\_\_ Day of \_\_\_\_\_ 2011 by {Name of the Bank issuing guarantee} a scheduled bank / corporate body, constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head office at (H.O. Address) and one of the Branch offices at (Branch address) hereinafter referred to as the 'Guarantor Bank' (which expression unless it be repugnant to the context or meaning thereof shall include its successors and assigns.) in favour of Joint Director, NCRB, Ministry of Home Affairs, East Block-VII, R.K.Puram, New Delhi -110066 (hereinafter referred to as "Beneficiary" which expression shall unless it be repugnant to the context or meaning thereof shall include its successors and assigns).

Whereas Empanelment Notification NO. ----- dated ----- (Hereinafter called the "Empanelment Notification") for empanelling M/s. ----- for providing consulting services to States/UTs for providing consulting services as State Project Management Unit for Implementation of Crime & Criminal Tracking Network System (CCTNS) issued by the Beneficiary on M/s. ----- (Hereinafter referred to as 'the Empanelled Agency ') stands accepted by the Empanelled Agency.

And whereas to ensure due performance of the obligations to the satisfaction of the beneficiary towards providing consulting services to States/UTs for providing consulting services to States / UTs as State Project Management Unit for Implementation of Crime & Criminal Tracking

**RFP for empanelment of Consulting firms for providing consulting services to States / UTs as State Project Management Unit (SPMU) for CCTNS project**

Network System (CCTNS) the said empanelment and in terms thereof by the empanelled agency as aforesaid, the Guarantor Bank at the request of the Empanelled Agency has agreed to give guarantee as hereinafter provided.

NOW THIS GUARANTEE WITNESSETH AS FOLLOWS:

In consideration of NCRB/MHA, the beneficiary, having empanelled the agency for a period of three year for providing consulting services to States/UTs for as State Project Management Unit for Implementation of Crime & Criminal Tracking Network System (CCTNS) (Name of the Guarantor Bank) do hereby undertake as under:

- a) To indemnify and keep indemnified the beneficiary to the extent of the sum of Rs. -----  
/- (Rs. ----- only) for the losses and damages that may be caused to or suffered by the beneficiary in the event of non-performance of whatever nature on the part of the Empanelled Agency in discharging their obligations under the said empanelment against the above empanelment notification order and further undertake to pay immediately on demand to the beneficiary the amount claimed under this guarantee not exceeding Rs. ----- /- (Rs. -----only) without demur and without Beneficiary needing to prove or to assign reasons for the demand so made for the sum specified therein and mere written claim or demand of the Beneficiary shall be conclusive and binding on the guarantor Bank as to the amount specified under these presents.
- b) The guarantee herein contained shall remain in full force and effect till discharged by the beneficiary or upto (mention date – i.e. 36 months from the date of order) which is earlier.
- c) This guarantee shall not in any way be affected by the change in the constitution of the Empanelled Agency or of guarantor bank nor shall be affected by the change in the constitution, amalgamation, absorption or reconstruction of the beneficiary or otherwise but shall ensure for and be available to and enforceable by the absorbing amalgamated or reconstructed Company of the beneficiary.
- d) Notwithstanding anything contained above

The liability of the guarantor Bank under this deed of guarantee is restricted to Rs. -----  
/- (Rs. ----- only). This guarantee shall remain in full force till (mention date) and the guarantor Bank is liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if the beneficiary serves upon the guarantor Bank a written claim or demand on or before (mention date) at (name of the guarantor Bank and branch).

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IN WITNESS WHEREOF the authorized signatories of the said (Guarantor Bank) have signed this deed for and on behalf of the guarantor on the date first hereinabove mentioned.

Place

For

Date

Authorized Signatories

Seal

## Form FIN- 1: Financial Proposal Submission Form

*(To be submitted on the Letterhead of the responding Company)*

[Location, Date]

To

Joint Director (CCTNS)

NCRB

New Delhi

Ref: RFP Notification no <\*\*\*\*\*> dated <\*\*\*dd/mm/yy>

Subject: Submission of proposal in response to the RFP for “**Empanelment of consulting Companies for Empanelment of Consulting Companies as State Project Management Unit for Implementation of Crime & Criminal Tracking Network System (CCTNS)**”. File No <XXX>.

Dear Sirs:

We, the undersigned, offer to provide the consulting services for [*Insert title of assignment*] in accordance with your Request for Proposal dated [*Insert Date*] and our Technical Proposal. Our attached Financial Proposal for Category A States is for the sum of [*Insert amount(s) in words and figures*], for Category B States is for the sum of [*Insert amount(s) in words and figures*] and for Category C States is for the sum of [*Insert amount(s) in words and figures*]. This amount is inclusive of taxes as listed at Form FIN-2 (Summary of Costs for each category) attached.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]:

Name and Title of Signatory:

**RFP for empanelment of Consulting firms for providing consulting services to States / UTs as State Project Management Unit (SPMU) for CCTNS project**

Name of Company:

**Form FIN- 2: Summary of Costs**

**CATEGORY - A STATES**

Item	Value in Rupees
(A) Total Fee as per the Financial Proposal	
(B) Total Taxes comprising of a) b) c)	
(C) Total (A + B) <b>This total shall be used for the purpose of financial evaluation.</b>	
Person Month Rate for any additional time / resources sought by the State Rs./man month on full time basis (not to be used for evaluation) <ul style="list-style-type: none"> <li>▪ Project Manager</li> <li>▪ Solution Architect</li> <li>▪ IT Infrastructure expert</li> <li>▪ Security Expert</li> <li>▪ Sr. Consultants</li> <li>▪ Consultants</li> <li>▪ Subject Matter Expert</li> </ul>	

**CATEGORY - B STATES/UTs**

Item	Value in Rupees
(A) Total Fee as per the Financial Proposal	
(B) Total Taxes comprising of a) b) c)	
(C) Total (A + B) <b>This total shall be used for the purpose of financial evaluation.</b>	

**RFP for empanelment of Consulting firms for providing consulting services to States / UTs as State Project Management Unit (SPMU) for CCTNS project**

Person Month Rate for any additional time / resources sought by the State Rs./man month on full time basis (not to be used for evaluation) <ul style="list-style-type: none"> <li>▪ Project Manager</li> <li>▪ Solution Architect</li> <li>▪ IT Infrastructure expert</li> <li>▪ Security Expert</li> <li>▪ Sr. Consultants</li> <li>▪ Consultants</li> <li>▪ Subject Matter Expert</li> </ul>	
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**CATEGORY - C STATES/UTs**

Item	Value in Rupees
(A) Total Fee as per the Financial Proposal	
(B) Total Taxes comprising of <ul style="list-style-type: none"> <li>a)</li> <li>b)</li> <li>c)</li> </ul>	
(C) Total (A + B) <b>This total shall be used for the purpose of financial evaluation.</b>	
Person Month Rate for any additional time / resources sought by the State Rs./man month on full time basis (not to be used for evaluation) <ul style="list-style-type: none"> <li>▪ Project Manager</li> <li>▪ Solution Architect</li> <li>▪ IT Infrastructure expert</li> <li>▪ Security Expert</li> <li>▪ Sr. Consultants</li> <li>▪ Consultants</li> <li>▪ Subject Matter Expert</li> </ul>	

Authorized Signature [*In full and initials*]:

Name and Title of Signatory:

Name of Company: