

**E-GOVERNANCE  
MISSION MODE PROJECT (MMP)**

**CRIME & CRIMINAL TRACKING NETWORK AND SYSTEM**

**CORRIGENDUM-2  
TO RFP  
FOR THE SELECTION OF SYSTEM INTEGRATOR FOR IMPLEMENTATION  
OF CCTNS PROJECT  
IN BIHAR  
Date: 24-March-2017**



Ministry Of Home Affairs, Government of India



Department Of Home, Government of Bihar

Amendments/Clarifications to the CCTNS RFP (F. No. CCTNS Re-Tendering/2017) Published on 15.02.2017

- All Prospective bidders are advised to go through the details of Corrigendum along with RFP carefully for preparation of bid document
- Bid documents submitted along with any variation, condition, assumption, suggestion with respect to terms and conditions of RFP and subsequent corrigendum will be liable for rejection.

**CLARIFICATIONS/AMENDMENTS**

Sr.No	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Points of clarification required	Clarifications/ Stands Amended As
1.	RFP Vol-1, Clause 1, Sr.No.8 RFP Vol-II, Clause 3.1, Sr.No.4	Last date for submission of proposals 27th March 2017 15:00 hrs	Request for extension of last date of submission of bid.	Last date for submission of proposals 19th April 2017 15:00 hrs
2.	Vol1 /Page #69	Helpdesk working hours is indicated as 16 * 6	Please indicate the start time and end time of the 16 hours in a day.	The start time will be 06.00 AM and end time will be 10.00 PM.
3.	Vol 1/Section 6.15 / Page #50	Handholding staff is required for 9*6	Please indicate the start time and end time of the 9 hours in a day.	The start time will be 08.30 AM and end time will be 5.30PM.
4.	Vol 1/Section 6.15 / Page #50	Helpdesk coordinator at PHQ indicated as 12 *6	Please indicate the start time and end time of the 12 hours in a day.	The start time will be 08.30 AM and end time will be 8.30PM.
5.	Vol 1/Section 6.15 / Page #50	Technical Field Staff at Data Center indicated as 12*6	Please indicate the start time and end time of the 12 hours in a day.	The start time will be 08.30 AM and end time will be 8.30PM.
6.	Vol 3 / page 59	SLA on infrastructure availability -RPO (zero data loss in case of failure of Primary DC) should be	CCTNS kind of application does not require zero data loss; Kindly remove the text within brackets given as - (zero data loss in case	SLA on infrastructure availability-RPO should be less than 60 minutes.

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		Less than 60 minutes	<p>of failure of Primary DC).</p> <p>Setting up zero data loss requires proprietary expensive DB, establishment and management of a third storage site.</p> <p>We can maintain RPO of 1 hour comfortably without any technical difficulties.</p> <p>Kindly keep the statement as follows: SLA on infrastructure availability -RPO should be Less than 60 minutes</p>	
7.	General	Scope of integration	Isn't there any scope of integration with any other applications? Please confirm.	The CCTNS software will have to be integrated with other applications.
8.	Vol1 /Page #132	9.7.12. Summary of Bill of Material / Hardware Requirements at Client Locations	The client side infra summary does not tally for desktops, NW switches and UPS-1 KVA. Please refer the table given. Kindly provide the right figures in the summary table	Please refer RFP Vol-1, Clause 9.7.12.

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9.	Vol1 /Page #133	9.7.14. Higher Offices Hardware :	Here UPS required is of which type? 1/5/10 KVA?	Here UPS required is of 1 KVA as per the specifications mentioned in the RFP Vol-1.
10.	Volume I. Section 9.2.1, PG# 66 (10) Warranty Services	Warranty should not become void, if Bihar Police buys, any other supplemental hardware from a third party and installs it within these machines under intimation to the SI. However, the warranty will not apply to such supplemental hardware items installed.	Kindly Remove this clause or amend the clause any external devices can be connected without opening the chassis of the component.  . Possible dispute between the OEM's of the components arises and no OEM / SI will be able to bind or undertake for the SLA's as per Original RFP terms, as performance might have a negative bearing owing to uncontrolled Third Party components.	Warranty should not become void, if Bihar Police buys any external device and connects without opening the chassis of the component .However, the warranty will not apply to such hardware/external device items installed.
11.	Vol1 /Page 65	SI shall have to stock and provide adequate onsite and offsite spare parts and spare component to ensure that the uptime commitment as per SLA is met.	Please confirm that the department would only want us to meet the SLAs and are not particular on how we manage it.	SI shall adhere to the SLAs and make adequate arrangements to that the uptime SLA is met.
12.	Vol1/Page 33	Maintaining the network including hardware supplied for minimum	Since the project tenure is more than 3 years, beyond this 3 years who will manage the N/W,	Beyond 3 years Bihar Police will make arrangements to manage the N/W, hardware given by BSNL.

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		period of 3 years	hardware given by BSNL?	
13.	General	Data to be digitized	Are these hand written? What languages are they in?	The records are hand written in Hindi language.
14.	General	Helpdesk	When should helpdesk start functioning? Should nt it start right from Pilot phase go-live? Rather than from end of 55 weeks?	Please refer RFP Vol-1, Clause 8.1, Sr.7.3 and Sr.11.3 wherein it is mentioned that Helpdesk for Pilot Phase shall be setup before Pilot Go-Live and at State level before State Go-Live.
15.	Corr/Pg #8	Response to point #23	The response is not proper. We assume the dept is agreeing to change as follows: The bidder must have the previous experience in data digitization projects which involved digitization of at least 5 lakh records of single order in the last 10 years.	The bidder must have the previous experience in data digitization projects which involved digitization of at least 5 lakh records of single order in the last 10 years.
16.	Corr/Pg #11	Response to point #2 The bidder should factor in price of cartridges for existing and new printers for O&M in their Financial bid.	We strongly request department to keep all consumables out of scope since it is not possible for an IT company to manage the procurement and logistics of supply chain for consumables. .	All the consumables like Paper and Toner are out of the scope of SI.
17.	General	Data Digitization	What will be the size of pages that	The Case Diary will be scanned.

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			<p>need to be scanned. Kindly help us with % bifurcation of size of pages. What is the extent of data entry required? Will the case diary have to be scanned or will it have to be typed into the system? Please arrange a session for explaining the scope of scanning and data entry with sample Police files and forms.</p>	<p>However, some of the fields of case diaries will be entered like- District, Police Station, Date, Section, Complainants name, Accused name, etc. These are only illustrative list. The records will be inclusive of A4 and legal size.</p>
18.	Corr/Pg #36	Response to point #75	<p>We humbly request dept to allow us submit indicative CVs now. We cannot keep resources on bench until the project starts as that incurs cost with no productivity. We have rich resource pool, hence we agree to place the right resources at the contract signing.</p>	<p>Indicative CVs may be provided by the bidder. However, in case if the selected bidder(SI) propose changes in CVs/personnel at the time of signing of the Contract, the qualification and experience of the personnel should be equivalent or better than the previous resource.</p>
19.	General	Site readiness	<p>Site readiness should also include network readiness as well along with all the civil work. At this time, District Go-live criteria includes a statement as follows: Networking and connectivity at all the PS/HO in the district.</p>	<p>Bihar Police will hand over the site to the SI after making the site ready for commissioning of the IT hardware including network connectivity.</p>

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			<p>We will conduct this project in participatory mode as it requires good planning and concurrence between the department and TCS.</p> <p>Kindly handover only those sites which are ready - civil + network/bandwidth ready.</p>	
20.	Vol3 / Section 2.22.3 Sub-contractors	Sub-contracting : System Integrator shall not subcontract any work related to the Data Recovery Centre, Data Centre, security, etc. other Core activities to be performed under this Agreement without CLIENT's prior written consent.	<p>We request the department to allow us to take resources from outsourcing agencies for handholding, facility management etc. Such resources will be trained in our own facilities before deploying them on field.</p> <p>Please accept.</p>	SI can take resources from outsourcing agencies for handholding and facility management upon approval from the CLIENT.
21.	General	Generators	<p>We understand that diesel/oil supply for the generators are not in our scope. Department should make arrangements for it.</p> <p>We cannot provide diesel/oil.</p>	Department will make arrangements for diesel/oil required for Generators.
22.	General	Training	Training activity cannot be assessed on pass percentage. This	Training activity will be assessed based on the training attendance.

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			<p>is a huge risk for us, as it depends on the audience though we provide the best in class training content, material and trainers.</p> <p>Hence it is important that the department :</p> <ol style="list-style-type: none"> <li>1. changes the criteria to training attendance</li> <li>2. ensures that the staff attends the training as per pre-planned schedule</li> </ol> <p>We will plan the trainings at the district training centers, chart out a training plan along with the department , We will need concurrence from the staff on acceptance of the training schedule.</p> <p>This is important else we will not be able to meet expectations and this training activity will extend beyond planned timelines. This is considered huge risk as we have had similar experiences in other projects.</p>	<p>However, Bihar Police will review the quality of training for improvement. Department will ensure that the police personnel attends the training as per the finalized schedule.</p>
23.	General	Approvals	We would request department to keep its internal approval / signoff	The internal process of approval will be limited to maximum of 2 levels of



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			<p>process for the deliverables submitted by TCS, to maximum 2 levels.</p> <p>We bring it to your notice at this time, as we have had similar bad experience in other projects and therefore this is also considered a risk at this time.</p>	<p>Project Governance Structure.</p>
24.	General	Digitization Activity	<p>We understand the records at available at each of the police stations, they are hand written, many would be illegible. Hence we request for the following:</p> <ol style="list-style-type: none"> <li>1. Participate and assist in preparing a plan for digitization activity.</li> <li>2. Kindly make records available at the centralized digitization center as per schedule at the digitization center.</li> <li>3. Help in reading out illegible text.</li> <li>4. Give acknowledgement upon receiving the physical records back after digitization activity.</li> <li>5. Give sign off on the digitized records after quality check at the Digitization Centre itself</li> </ol>	<p>Bihar Police will provide a centralized Digitization Centre and dedicate police personnel for assisting the Data Digitization activity who will help the operator in reading the text of the records to be digitized. The Data Digitization Plan will be finalized by the Bihar Police. Upon successful verification of the digitized data by Bihar Police, sign-off will be provided.</p>

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			<p>Digitization is a pain area and considered high risk activity at this time. We will take it up but we would need department to be participating by providing necessary help as indicated above. We will be sub-contracting this activity and it is important that we follow a mutually agreed plan on dot and the digitization center be closed after that definite timeline. Else this would continue indefinitely and be out of project management's control.</p>	
25.	General	Digitization Centres	<p>You have asked for Digitization Centres in each district. We suggest limiting it to fewer centres for better manageability and cost effectiveness. Ideally there should be no more than 4-5 such centres. These centres could be staffed better and provided with a larger pool of scanning equipment</p>	<p>The requirement of the number of Digitization Centres will be finalized as per the convenience of SI and Bihar Police at the time of implementation of the project.</p>
26.	General	Master data	<p>We need department's help in collecting master data on 1. Users 2. Staff hierarchy/Workflow approvers 3.access rights.</p>	<p>Department will provide all required assistance in collecting master data on 1. Users 2. Staff hierarchy/Workflow approvers 3.access rights.</p>

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			<p>We assume department will provide all required assistance and participate in making this project successful.</p>	
27.	General	Digital Signature	<p>We assume digital signatures are not required. In case it is required in future, department shall procure the same. If required, How many work flow approvers to be provided with dig signatures? Who will procure the server side component.</p>	<p>In case Digital Signatures are required, department shall procure the same and other related infrastructure.</p>
28.	General	Implementation Time-line	<p>We request you to amend the Phase I implementation time-line from 25 weeks to 32 weeks. The overall project implementation time-line may remain 55 weeks</p>	<p>The implementation timeline for Phase-I will be 32 weeks. Accordingly, all the timelines of the project activities will be adjusted. However, the total implementation timeline remains 55 weeks. Any related impact on the RFP due to this change in timeline will be applicable.</p>