

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

**CRIME & CRIMINAL TRACKING NETWORK AND SYSTEM**

**CORRIGENDUM-1  
TO RFP  
FOR THE SELECTION OF SYSTEM INTEGRATOR FOR IMPLEMENTATION  
OF CCTNS PROJECT  
IN BIHAR  
Date: 10-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.

**SECTION 1- AMENDMENTS TO THE RFP**

S. No.	Reference	Existing provisions in RFP	Stands Amended As
1.	Digital Camera Volume-1 Page 167	Shooting Modes Auto, Portrait, Landscape, Night Snapshot, Indoor, Face self-timer, Low Light, Beach, <b>Underwater</b> , Foliage, Snow, Fireworks, <b>Long Shutter</b> , Movie, Macro	Shooting Modes Auto, Portrait, Landscape, Night Snapshot, Indoor, self-timer, Low Light, Beach, Foliage, Snow, Shutter, Movie, Macro
2.	Database Server , 9.7.17/Page 135	Minimum 4x octa-core processor with 2GHz or above with minimum 1066Mhz FSB / 2000 MT /s expandable to 8 physical processor with min 6 MB L3 cache per processor.	"Minimum 4x octa-core processor with 2GHz or above with minimum 1066Mhz FSB / 2000 MT /s expandable to 8 physical processor with min 6 MB L3 cache per processor. OR Minimum 2x 16-core processor with 2GHz or above with minimum 1066Mhz FSB / 2000 MT /s expandable to 4 physical processor with min 12 MB L3 cache per processor."
3.	SAN, Volume-1, Page 138	4 SAS ports per controller, 6 Gbps per link, or 4 or higher FC ports per controller – FC ports each of 4 Gbps to deliver backend bandwidth	4 SAS ports per controller or 2 X 12 Gbps SAS ports across dual controllers , 6 Gbps per link or 4 or higher FC ports per controller – FC ports each of 4

S. No.	Reference	Existing provisions in RFP	Stands Amended As
		of 16Gbps or higher	Gbps to deliver backend bandwidth of 16Gbps or higher
4.	SAN, Volume-1, Page 138	Storage subsystem shall support 300GB, 450GB and 600 10K or higher RPM Fiber channel / SAS drives & 1TB SATA or higher SATA / equivalent drives in the same device array.	Storage subsystem shall support 300GB/600 10K/15K or higher RPM Fiber channel / SAS drives & 1TB SATA or higher SATA / equivalent drives in the same device array.
5.	9.7.18. Hardware at Police Stations and Higher Offices. Page 162. Multi-Function printer (MFP: Print, Scan, Copy)	Sr.No. 21. Power consumption <=450 watts	Power Consumption(Ready Mode) <=450 watts
6.	9.7.18. Hardware at Police Stations and Higher Offices. Page 162. Laser Jet Network Printer	Sr. No. 13. Power consumption <=450 watts	Power Consumption(Ready Mode) <=450 watts
7.	Page No-16, Vol-II of Clause 7(iii)	The company should have the experience of facilitating communication network in more than 500 points within a specific geographical location in one single wide area network	The company should have the experience of facilitating communication network in more than 300 points within a specific geographical location in one single wide area network.
8.	Page No-16, Vol-II of Clause 7(iv)	The bidder must have experience in delivering training/ capacity building for at least 2000 client personnel in one year in any of the last 3 years. The training/ capacity building shall be delivered as part of IT project implementations.	The bidder must have experience in delivering training/ capacity building for at least 2000 client personnel in any of the last 10 years. The training/ capacity building shall be delivered as part of IT project implementations.

S. No.	Reference	Existing provisions in RFP	Stands Amended As
9.	Page 18, Vol-II of Sr. No (1) (A)	<p>Previous Software Services (design/development of solution).                      project experience and Compliance certificate on the open source stack:-                      ✓ Transaction speed                      ✓ Load test                      ✓ Application uptime                      (Bidder should submit certification of STQC or equivalent)</p>	<p>Previous Software Services (design/development of solution)-project experience and Compliance certificate on:                      ✓ Transaction speed                      ✓ Load test                      ✓ Application uptime</p>
10.	Page 18, Vol-II of Sr. No (1) (D)	<p>Previous project experience related to Setting up of Infrastructure (Server, Storage etc.) for a Data Center and Disaster Recovery Center.</p> <p>a) Data Centre                      Experience of setting up and commissioning of data center for similar project (1.5).                      (Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. clearly mentioning the scope of setting up of data center.)</p> <p>b) Disaster Recovery                      ✓ Experience of hosting Disaster Recovery Center in a different seismic Zone (1.5)                      (Bidder should submit relevant documentation such as LOI, Contract document, Client</p>	<p>Previous project experience related to Setting up of Infrastructure (Server, Storage etc.) for a Data Center and Disaster Recovery Center.</p> <p>a) Data Centre                      Experience of setting up and commissioning of data center for similar project (1.5).                      (Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. clearly mentioning the scope of setting up of data center.)</p> <p>b) Disaster Recovery                      ✓ Experience of hosting Disaster Recovery Center in a different seismic Zone (1.5)                      ✓ Experience of hosting Disaster Recovery Center in same seismic Zone (1)</p>

S. No.	Reference	Existing provisions in RFP	Stands Amended As
		certificate etc. clearly mentioning the scope of setting up of DR Centre.)	(Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. clearly mentioning the scope of setting up of DR Centre.)
11.	Page 18, Vol-II of Sr. No (1) (F)	Previous Project experience related to end to end solution for Police and security. (Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. substantiating the scope of end to end solution for police and security in the project.)	<p>Previous Project experience related to end to end solution for :</p> <ul style="list-style-type: none"> <li>• Police and Security- 5 Marks</li> <li>• Any other State/Central Government Department in India- 3 Marks</li> </ul> <p>(Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. substantiating the scope of end to end solution for police and security or State or Central Government Department in the project.)</p>
12.	Page 18, Vol-II of Sr. No (1) (F)	<p>Previous project experience in implementing Capacity Building / Change Management*</p> <p>10,000 client personnel (4) 5000 client personnel (3) 2000 client personnel (2)</p> <p>(Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. substantiating the scope of capacity building / change management for no.</p>	<p>Previous cumulative project experience in implementing Capacity Building / Change Management/Training</p> <p>10,000 client personnel (4) 5000 client personnel (3) 2000 client personnel (2)</p> <p>(Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. substantiating the scope of capacity building /</p>

S. No.	Reference	Existing provisions in RFP	Stands Amended As
		of client personnel in the project. Capacity Building/Training here does not mean teaching to children/ below 18 years. It means training to Office goers and adults which require a different pedagogy.)	change management for no. of client personnel in the project. Capacity Building/Training here does not mean teaching to children/ below 18 years. It means training to Office goers and adults which require a different pedagogy.)
13.	RFP Vol II Page no-14 Section No-3.4.3-Pre qualification Criteria Point No 6 (iii)	The Bidder, together with group company should be making an average annual profit in last 3 years and must have a positive net worth and an average annual turnover of not less than Rs 300 crore for the last three financial years as on 31-03-2016.	The Bidder should be making an average annual profit and have positive net worth in any two consecutive years of last 3 years and an average annual turnover of not less than Rs 300 crore for the last three financial years as on 31-03-2016.
14.	RFP Vol II Page no-14 Section No-3.4.3-Pre qualification Criteria Point No 6 (iv)	The Bidder must have a proven track record of providing a successful ‘Turnkey Solution’ for at least five (5) IT-projects out of which there may be five(5) IT-projects of Rs 20 Crores/3 IT-projects of Rs 35 crores/2 IT-projects of Rs 50 crores/1 IT-project of Rs 100 crores in India including setting up and configuring the hardware (Servers, Desktop, Network Clients) and implementing software solution including Operating Systems, Infrastructure Management Software, RDBMS, establishment of LAN / WAN including Firewalls, IPS, PKI,etc. and providing life cycle support.	The Bidder must have a proven track record of providing a successful ‘Turnkey Solution’ for at least five (5) IT-projects out of which there may be five(5) IT-projects of Rs 20 Crores/3 IT-projects of Rs 35 crores/2 IT-projects of Rs 50 crores/1 IT-project of Rs 100 crores in India including setting up and configuring the hardware (Servers/ Desktops, Network Clients) and implementing software solution including Operating Systems, Infrastructure Management Software, RDBMS, establishment of LAN / WAN or in SWAN including Security solution /(Firewalls ,IPS, etc.) and providing life cycle support or O&M.

S. No.	Reference	Existing provisions in RFP	Stands Amended As
15.	RFP Vol II Page no-64 Point No G (ii)	Experience of Implementation of IT Projects in Police Domain (CIPA/ CCIS, etc)	Experience of Implementation of IT Projects in Police Domain
16.	RFP Vol II Page no-64 Point No G (iii)	Experience of Implementation of IT Projects in Police Domain (CIPA/ CCIS, etc)	Experience of Implementation of IT Projects in Police Domain
17.	3.4.3 Pre-Qualification Criteria ( Point 6 (v) and Page 14)	The Bidder must have a proven track record of implementing at least two (2) e-Governance projects for Government(Centre/State) summing up to a value of Rs 10 Crores. Ongoing projects certificate, Purchase Order for ongoing projects from any State Govt./ Central govt. is allowed to be furnished for fulfillment of this clause	The Bidder must have a proven track record of implementing at least two (2) e-Governance projects for Government(Centre/State) summing up to a value of Rs 10 Crores or at least One (1) e-Governance projects for Government(Centre/State) of minimum value of more than 20 Crores . Ongoing projects certificate, Purchase Order for ongoing projects from any State Govt./ Central govt. is allowed to be furnished for fulfillment of this clause
18.	3.4.3 Pre-Qualification Criteria ( Point 7(i) and Page 14)	The bidder must have been assessed and certified for CMMi Level 3 or higher and must possess a valid certificate for CMMi Level 3 or higher at the time of bid opening. Copy of SEI CMMi Level 3 or higher certificate or reassessment self-certification (in case if reassessment is applied for).In case of reassessment the Bidder need to submit the certificate before contract signing.	The bidder must have been assessed and certified for CMMi Level 3 or Higher and must possess a valid certificate for CMMi Level 3 or higher at the time of bid opening. Copy of CMMi Level 3(or higher) or reassessment self-certification (in case if reassessment is applied for).In case of reassessment the Bidder need to submit the certificate before contract signing.
19.	Vol I Sec 4.7 Pg 18	The CCTNS Core Application Software	The bidder can propose an alternative software

S. No.	Reference	Existing provisions in RFP	Stands Amended As
		(henceforth referred to as CAS or equivalent Software, if approved by Bihar Police)	which is equivalent to CAS and working in some other state meeting the requirements of the CCTNS project.
20.	Vol I, Section9.2.2 (4), Pg66	Updates/Upgrades/New releases/New versions. The SI shall provide from time to time the Updates, Upgrades, New releases, New versions of the software and operating systems as required. The SI should provide free upgrades, updates & patches of the software and tools as and when released by OEM	The SI should provide free upgrades, updates & patches of the software and tools as and when released by OEM.
21.	Vol I, Section9.2.2 (8), Pg67	The manufacturer’s technical support shall at a minimum include online technical support and telephone support during the business hours (Business hours here will be from 0830 hours to 2030 hours on all days (Mon-Sun)) with access for Bihar Police and SI to the manufacturer’s technical support staff to provide a maximum of 4 hour response turnaround time. There should not be any limits on the number of incidents reported to the manufacturer. Bihar Police shall have access to the online support and tools provided by the manufacturer. Bihar Police shall also have 24x7 access to a variety of technical resources including the manufacturer’s	The manufacturer’s /SI’s technical support shall at a minimum include online technical support and telephone support during the business hours (Business hours here will be from 0830 hours to 2030 hours on all days (Mon-Sun)) with access for Bihar Police and SI to the technical support staff to provide a maximum of 4 hour response turnaround time. There should not be any limits on the number of incidents reported to the SI/manufacturer. Bihar Police shall have access to the online support and tools provided by the SI/manufacturer. Bihar Police shall also have 24x7 access to a variety of technical resources including the manufacturer’s knowledge base with complete collections of technical articles.



S. No.	Reference	Existing provisions in RFP	Stands Amended As
		knowledge base with complete collections of technical articles.	
22.	Volume II, Section 5.4.2, Page 30	Payment Schedule for O&M Phase	<p>The price quoted by the SI for the Operations and Maintenance phase will be paid during the O&amp;M phase. It will be divided into 20 equated installments and made as <b>20 equal payments</b> upon satisfactorily adhering to the SLAs as defined in the Volume 3 of this RFP. The payments during the Operations and Maintenance Phase will be made at the end of every three (3) months.</p> <p><b>Note:</b> Any impact on SLA due to change to quarterly payment will be considered.</p>
23.	Vol II, Section 3.4.3,Pg.16	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 3 years.	Kindly allow us to submit previous experience in data digitization projects which involved digitization of at least 5 lakh records of single order in the last 10 years.
24.	Vol2 ;6.6.2 Form 1: Pricing Summary ; Page 82	Sub-total for Services Provided During Post Implementation Phase (Sum of items 11- 15):	Sub-total for Services Provided During Post Implementation Phase (Sum of items 9- 13):
25.	Vol III Section 2.22.12	Limitation of Liability	<p>(1)SI will be excused from any liabilities in the event of any delay or failure that is not attributable to acts or omissions of SI and securing additional time/ effort and cost consideration.</p> <p>(2) Liability of either party shall be limited to the amount paid by the customer during the preceding</p>

S. No.	Reference	Existing provisions in RFP	Stands Amended As
			<p>twelve (12) months in a given statement of work (that gives rise to such liability as of the date the liability arose).</p> <p>(3)Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages.</p>
26.	Vol II, Section 3.2.9, Pg 8	The bid security of all unsuccessful bidders would be refunded by Bihar Police within three months of the bidder being notified by Bihar Police as being unsuccessful	The bid security of all unsuccessful bidders would be refunded by Bihar Police within one month of the bidder being notified by Bihar Police as being unsuccessful
27.	Vol-I , 9.7.17, Server Load Balancer, page 141	Should have minimum 6 x 10/100/1000 BaseT Ports plus 2 x 1000Base -Lx Port.	Should have minimum 4 x 1G copper Ports, 2 x 1G SFP Ports and 2x 10G SFP+ ports
28.	Vol-I , 9.7.17, Server Load Balancer, page 141	Should provide minimum 2 Gbps Layer-7 throughput and can be scalable to 4-Gbps throughput.	Should provide minimum 20 Gbps throughput from day
29.	Vol-I , 9.7.17, Server Load Balancer, page 141	Should have non-blocking 50 Gbps backplane	Should be appliance based solution with high performance purpose built hardware
30.	Vol-I , 9.7.17, Server Load Balancer, page 141	Should provide minimum SSL throughput equal to the compression throughput i.e. 1Gbps	Should provide minimum SSL throughput of 5 Gbps

**SECTION 2: CLARIFICATIONS TO THE RFP**

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
1.	RFP Vol-1, 4.6. EXISTING CLIENT SITE INFRASTRUCTURE Page #17 Volume-1	The above listed Desktops, UPS and MFP will have to be commissioned and integrated with the CCTNS project by the System Integrator. These hardware items already have 5 years onsite warranty. However, the O&M of these items for 5 years will have to be provided by the SI and the bidders are requested to consider this point while preparing their bid.	Supporting existing hardware for 5 years O & M phase will be required additional AMC. We understand AMC Prices for existing hardware will be borne by Department.	The bidder should factor in AMC prices for 1 additional year in their Financial bid.
2.	9.2. ANNEXURE II: POST IMPLEMENTATION SUPPORT SERVICES Page # 65 Volume 1	Note: Paper and Toner Cartridge required in Police Locations are to be provided by SI. Bidder is expected to consider following details for estimating costs for consumables: 1. Toner/cartridge:	Toner Cartridges for existing printer to be procure by department separately? or Bidder to quote for Cartridges for existing and new printers for O & M in commercial bid.	The bidder should factor in price of cartridges for existing and new printers for O&M in their Financial bid.

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
		a) 1 Toner cartridge for Multi-Function printer for every 2 months for each of the PS and higher offices b) 1 Toner cartridge for Laser Jet Network Printer for every 2 months for each of the PS and higher offices		
3.	9.2. ANNEXURE II: POST IMPLEMENTATION SUPPORT SERVICES Page # 65 Volume 1	1. Toner/cartridge: a) 1 Toner cartridge for Multi-Function printer for every 2 months for each of the PS and higher offices b) 1 Toner cartridge for Laser Jet Network Printer for every 2 months for each of the PS and higher offices	Please specify minimum number of pages per toner cartridge to be proposed. If bidder propose 2 x minimum number of pages per toner specify by department then can bidder supply toner cartridge for every 4 months Note: kindly mention minimum no of yield 1000	The minimum yield per toner cartridge should be 1000 pages for both MFP and Laser Jet Network Printer. Bidder may take this under consideration for proposing the frequency of supply of toner cartridges.
4.	Digital Camera Volume-1 Page 167	Shooting Modes Auto, Portrait, Landscape, Night Snapshot, Indoor, Face self-timer, Low Light, Beach, <b>Underwater</b> , Foliage, Snow, Fireworks, <b>Long Shutter</b> , Movie, Macro	Please amend specs as Shooting mode: Auto, Portrait, Landscape, Night Snapshot, Indoor, self-timer, Low Light, Beach, Foliage, Snow, Shutter, Movie, Macro	Please refer Sr.No.1, Section 1 of this Corrigendum.

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
5.	Database Server , 9.7.17/Page 135	Minimum 4x octa-core processor with 2GHz or above with minimum 1066Mhz FSB / 2000 MT /s expandable to 8 physical processor with min 6 MB L3 cache per processor.	Please Amend Specification as "Minimum 4x octa-core processor with 2GHz or above with minimum 1066Mhz FSB / 2000 MT /s expandable to 8 physical processor with min 6 MB L3 cache per processor. OR Minimum 2x 16-core processor with 2GHz or above with minimum 1066Mhz FSB / 2000 MT /s expandable to 4 physical processor with min 12 MB L3 cache per processor."	Please refer Sr.No.2, Section 1 of this Corrigendum.
6.	SAN, Volume-1, Page 138	4 SAS ports per controller, 6 Gbps per link, or 4 or higher FC ports per controller – FC ports each of 4 Gbps to deliver backend bandwidth of 16Gbps or higher	4 SAS ports per controller or 2 X 12 Gbps SAS ports across dual controllers , 6 Gbps per link or 4 or higher FC ports per controller – FC ports each of 4 Gbps to deliver backend bandwidth of 16Gbps or higher	Please refer Sr.No.3, Section 1 of this Corrigendum.
7.	SAN, Volume-1, Page 138	Storage subsystem shall support 300GB, 450GB and 600 10K or higher RPM Fiber channel / SAS drives & 1TB SATA or higher	Storage subsystem shall support 300GB/600 10K/15K or higher RPM Fiber channel / SAS drives & 1TB SATA or higher SATA / equivalent drives in the same	Please refer Sr.No.4, Section 1 of this Corrigendum.

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
		SATA / equivalent drives in the same device array.	device array.	
8.	9.7.18. Hardware at Police Stations and Higher Offices. Page 162. Multi-Function printer (MFP: Print, Scan, Copy)	Sr.No.12. Scan resolution, optical Minimum - 1200 dpi	Request Pls Change Scan resolution to 600 X 600 dpi	No Change
9.	9.7.18. Hardware at Police Stations and Higher Offices. Page 162. Multi-Function printer (MFP: Print, Scan, Copy)	Sr.No. 21. Power consumption <=450 watts	Request Pls Change to Power Consumption(Ready Mode) <=450 watts	Please refer Sr.No.5, Section 1 of this Corrigendum.
10.	9.7.18. Hardware at Police Stations and Higher Offices. Page 162. Multi-Function printer (MFP: Print, Scan, Copy)	Sr.No.23. Operating temperature range 50 to 90F	Request Pls Change operating temperature range -55 to 100F	No Change
11.	9.7.18. Hardware at Police Stations and Higher Offices. Page 162. Multi-Function printer (MFP: Print, Scan, Copy)	Sr.No. 2 Print resolution, black Minimum - 1200 x 1200 dpi	Request Pls Change Print resolution to 1200 X 600 dpi	No Change
12.	9.7.18. Hardware at Police Stations and Higher Offices. Page 162. Laser Jet Network Printer	Sr.No. 13. Power consumption <=450 watts	Request Pls Change to Power Consumption(Ready Mode) <=450 watts	Please refer Sr.No.6, Section 1 of this Corrigendum.

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
13.	<p>The Site Preparation at police stations, higher offices and training centres will be done by Bihar Police.</p> <p>The site locations include police stations, circle offices, Zones, Range offices, SCRB, SDPOs, District HQ and State HQ and Training Centers</p>	<p>Kindly suggest as how we can handle the dependency with Site preparation vendor. We suggest following:</p> <ol style="list-style-type: none"> <li>1. Make the payment for installation supply and commissioning of the material delivered at site.</li> <li>2. No penalty should be levied due to delay of site by the department</li> <li>3. Kindly provide the complete design and time line of the site.</li> </ol>	<p>Dependency om site preparation vendor should be addressed in the clarification.</p>	<p>Currently, the site preparation activity is full-fledged in progress. Bihar Police will complete the Site Preparation and handover the site to the SI after making it ready as per the implementation plan finalized at the commencement of the contract.</p>
14.	<p>Request for Proposal for Selection of System Integrator Vol. II</p> <p>v) Prices and Price Information</p>	<p>The price would be inclusive of all taxes, duties, charges and levies as applicable</p>	<p>It is requested to kindly add: that in case of change in law and/or rate of any statutory duties, cesses, levies, taxes, sales/ service considerations shall be adjusted so that effect of changes in statutory laws/duties be charged at the time of delivery/ provision of goods/services.</p>	<p>Please refer RFP Vol-III Clause 2.15.3(c) Tax, Page 15; which mentions that “In the event of any increase or decrease of the rate of taxes due to any statutory notification/s during the Term of the Agreement the consequential effect shall be to the account of the CLIENT.”</p>
15.	<p>Page No-16,Vol-II of Clause 7(iii)</p>	<p>The company should have the experience of facilitating</p>	<p>Kindly amend the clause as:- The company should have the</p>	<p>Please refer Sr.No.7, Section 1 of this Corrigendum.</p>

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
		communication network in more than 500 points within a specific geographical location in one single wide area network	experience of facilitating communication network in more than 300 points within a specific geographical location in one single wide area network.	
16.	Page No-16, Vol-II of Clause 7(iv)	The bidder must have experience in delivering training/ capacity building for at least 2000 client personnel in one year in any of the last 3 years. The training/ capacity building shall be delivered as part of IT project implementations.	Kindly amend the clause as:- The bidder must have experience in delivering training/ capacity building for at least 2000 client personnel in any of the last 7 years. The training/ capacity building shall be delivered as part of IT project implementations.	Please refer Sr.No.8, Section 1 of this Corrigendum.
17.	Page 18,Vol-II of Sr. No (1) (A)	Previous Software Services (design/development of solution). project experience and Compliance certificate on the open source stack:- √ Transaction speed √ Load test √ Application uptime (Bidder should submit certification of STQC or equivalent)	Kindly amend the clause as:- Previous Software Services (design/development of solution). 1 Project worth of Rs.3 Crores Or 2 Projects cumulatively worth of Rs.4 Crores Or 3 Projects cumulatively worth of Rs.5 Crores	Please refer Sr.No.9, Section 1 of this Corrigendum.



S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
18.	Page 18, Vol-II of Sr. No (1) (B)	<p>(2) Previous project experience related to Installation and Commissioning of Client Side Infrastructure for multi-site, geographically spread Project locations. If location are:-</p> <p>√ More than 2000 (5 marks)                      √ 1401-2000 (4 marks)                      √ 901-1400 (3 marks)                      √ 401-900 (2 marks)                      √ 400 or less (1 mark)                      (Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. substantiating the scope of site preparation for no. of project locations covered in the project.)</p>	<p>Kindly amend the clause as:-</p> <p>(2) Previous project cumulative experience related to Installation and Commissioning of Client Side Infrastructure for multi-site, geographically spread Project locations. If location are:-</p> <p>√ More than 400 (5 marks)                      √ 301-400 (4 marks)                      √ 201-300 (3 marks)                      √ 101-200 (2 marks)                      √ 100 or less (1 mark)                      (Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. substantiating the scope of site preparation for no. of project locations covered in the project.)</p>	No Changes
19.	Page 18, Vol-II of Sr. No (1) (D)	Previous project experience related to Setting up of Infrastructure (Server, Storage etc.) for a Data	Kindly amend the clause as :- Previous project experience related to Setting up of Infrastructure (Server, Storage	Please refer Sr.No.10, Section 1 of this Corrigendum.

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
		<p>Center and Disaster Recovery Center.</p> <p>a) Data Centre Experience of setting up and commissioning of data center for similar project (1.5). (Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. clearly mentioning the scope of setting up of data center.)</p> <p>b) Disaster Recovery √ Experience of hosting Disaster Recovery Center in a different seismic Zone (1.5) (Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. clearly mentioning the scope of setting up of DR Centre.)</p>	<p>etc.) for a Data Center and Disaster Recovery Center.</p> <p>a) Data Centre Experience of setting up and commissioning of data center for similar project (1.5). (Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. clearly mentioning the scope of setting up of data center.)</p> <p>b) Disaster Recovery √ Experience of hosting Disaster Recovery Center (1.5) (Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. clearly mentioning the scope of setting up of DR centre.)</p>	

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
20.	Page 18, Vol-II of Sr. No (1) (F)	<p>Previous Project experience related to end to end solution for Police and security. (Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. substantiating the scope of end to end solution for police and security in the project.)</p>	<p>Kindly amend the clause as:- Previous Project experience related to end to end solution for Police / Security/ Government Department in India / Abroad.</p> <p>(Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. substantiating the scope of end to end solution for police and security in the project.)</p>	<p>Please refer Sr.No.11, Section 1 of this Corrigendum.</p>
21.	Page 18, Vol-II of Sr. No (1) (F)	<p>Previous project experience in implementing Capacity Building / Change Management*</p> <p>10,000 client personnel (4) 5000 client personnel (3) 2000 client personnel (2)</p> <p>(Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. substantiating the scope of</p>	<p>Kindly amend the clause as:- Previous cumulative project experience in implementing Capacity Building / Change Management/Training</p> <p>10,000 client personnel (4) 5000 client personnel (3) 2000 client personnel (2)</p> <p>(Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. substantiating the</p>	<p>Please refer Sr.No.12, Section 1 of this Corrigendum.</p>

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
		<p>capacity building / change management for no. of client personnel in the project. Capacity Building/Training here does not mean teaching to children/ below 18 years. It means training to Office goers and adults which require a different pedagogy.)</p>	<p>scope of capacity building / change management for no. of client personnel in the project. Capacity Building/Training here does not mean teaching to children/ below 18 years. It means training to Office goers and adults which require a different pedagogy.)</p>	
22.	Prices and Price Information	The price would be inclusive of all taxes, duties, charges and levies as applicable	<p>It is requested to kindly add: Since GST is applicable on both Goods and Services. Therefore we request you to consider following amended clause:</p> <p>In case of any new incidence of tax or increase in existing tax rates taking place during the Agreement Period, that shall be borne and payable by the Department over and above the agreed price for each item as may be applicable as per the Invoice raised by either Party/Member of the Consortium</p>	Please refer RFP Vol-III Clause 2.15.3(c) Tax, Page 15; which mentions that “In the event of any increase or decrease of the rate of taxes due to any statutory notification/s during the Term of the Agreement the consequential effect shall be to the account of the CLIENT.”

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
			on the Department. Similarly, any reduction in taxes shall be to the benefit of Department.	
23.	RFP Vol II Page no-14 Section No-3.4.3-Pre qualification Criteria Point No 6 (iii)	The Bidder, together with group company should be making an average annual profit in last 3 years and must have a positive net worth and an average annual turnover of not less than Rs 300 crore for the last three financial years as on 31-03-2016.	The Bidder should be making an average annual profit and have positive net worth in any two consecutive years of last 3 years and an average annual turnover of not less than Rs 300 crore for the last three financial years as on 31-03-2016.	Please refer Sr.No.13, Section 1 of this Corrigendum.
24.	RFP Vol II Page no-14 Section No-3.4.3-Pre qualification Criteria Point No 6 (iv)	The Bidder must have a proven track record of providing a successful 'Turnkey Solution' for at least five (5) IT-projects out of which there may be five(5) IT-projects of Rs 20 Crores/3 IT-projects of Rs 35 crores/2 IT-projects of Rs 50 crores/1 IT-project of Rs 100 crores in India including setting up and configuring the hardware (Servers,	The Bidder must have a proven track record of providing a successful 'Turnkey Solution' for at least five (5) IT-projects out of which there may be five(5) IT-projects of Rs 20 Crores/3 IT-projects of Rs 35 crores/2 IT-projects of Rs 50 crores/1 IT-project of Rs 100 crores in India including setting up and configuring the hardware (Servers, Desktop, Network Clients) and implementing	Please refer Sr.No.14, Section 1 of this Corrigendum.

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
		Desktop, Network Clients) and implementing software solution including Operating Systems, Infrastructure Management Software, RDBMS, establishment of LAN / WAN including Firewalls, IPS, PKI,etc. and providing life cycle support.	software solution including Operating Systems, Infrastructure Management Software, RDBMS, establishment of LAN / WAN including Security solution, etc. and providing life cycle support.	
25.	RFP Vol II Page no-18 Section No-3.4.5 Technical Evaluation Criteria Point No 1 (A)	Previous Software Services (design/development of solution) project experience and Compliance certificate on the open source stack <ul style="list-style-type: none"> <li>• Transaction Speed</li> <li>• Load test</li> <li>• Application Uptime</li> </ul> (Bidder should submit certification of STQC or equivalent)	Previous Software Services (design/development of solution) project experience and Compliance certificate <ul style="list-style-type: none"> <li>• Transaction Speed</li> <li>• Load test</li> <li>• Application Uptime</li> </ul>	Please refer Sr.No.9, Section 1 of this Corrigendum.
26.	RFP Vol II Page no-18 Section No-3.4.5 Technical Evaluation Criteria 5Point No 1 (D)	Previous project experience related to Setting up of Infrastructure (Server, Storage etc.) for a Data Center and Disaster Recovery Center	Previous project experience related to Setting up of Infrastructure (Server, Storage etc.) for a Data Center and Disaster Recovery Center or Bidder's own DC/DR used for	Please refer Sr.No.12, Section 1 of this Corrigendum.

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
		a) Data Centre Experience of setting up and commissioning of data center for similar project (1.5) (Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. clearly mentioning the scope of setting up of data center.) of hosting Disaster Recovery Center in a different seismic Zone (1.5) (Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. clearly mentioning the scope of setting up of DR center.)	commercial purpose a) Data Centre Experience of setting up and commissioning of data center for similar project (1.5) (Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. clearly mentioning the scope of setting up of data center.) hosting Disaster Recovery Center in a different seismic Zone (1.5) (Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. clearly mentioning the scope of setting up of DR center.)	
27.	RFP Vol II Page no-64 Point No G (ii)	Experience of Implementation of IT Projects in Police Domain (CIPA/ CCIS, etc)	Experience of Implementation of IT Projects in Police Domain	Please refer Sr.No.15, Section 1 of this Corrigendum.
28.	RFP Vol II Page no-64	Experience of Implementation of IT	Experience of Implementation of IT Projects in Police Domain	Please refer Sr.No.16, Section 1 of this Corrigendum.

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
	Point No G (iii)	Projects in Police Domain (CIPA/ CCIS, etc)		
29.	3.4.3 Pre-Qualification Criteria ( Point 6 (iv) and Page 14)	The Bidder must have a proven track record of providing a successful ‘Turnkey Solution’ for at least five (5) IT-projects out of which there may be five(5) IT-projects of Rs 20 Crores/3 IT-projects of Rs 35 crores/2 IT-projects of Rs 50 crores/1 IT-project of Rs 100 crores in India including setting up and configuring the hardware (Servers, Desktop, Network Clients) and implementing software solution including Operating Systems, Infrastructure Management Software, RDBMS, establishment of LAN / WAN including Firewalls, IPS, PKI, etc. and providing life cycle support.	Request you to modify the criteria as-The Bidder must have a proven track record of providing a successful ‘Turnkey Solution’ for at least five (5) IT-projects out of which there may be five(5) IT-projects of Rs 20 Crores/3 IT-projects of Rs 35 crores/2 IT-projects of Rs 50 crores/1 IT-project of Rs 100 crores in India including setting up and configuring the hardware (Servers, Network Clients) and implementing software solution including Operating Systems, Infrastructure Management Software, RDBMS, in SWAN including Firewalls e.t.c at SDC and providing O&M.	Please refer Sr.No.14, Section 1 of this Corrigendum.
30.	3.4.3 Pre-Qualification Criteria ( Point 6 (v) and	The Bidder must have a proven track record of	Request you to please modify the criteria as- The Bidder must	Please refer Sr.No.17, Section 1 of this Corrigendum.



S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
	Page 14)	implementing at least two (2) e-Governance projects for Government(Centre/State) summing up to a value of Rs 10 Crores. Ongoing projects certificate, Purchase Order for ongoing projects from any State Govt./ Central govt. is allowed to be furnished for fulfillment of this clause	have a proven track record of implementing at least One (1) e-Governance projects for Government(Centre/State) summing up to a value of Rs 100 Crores. Ongoing projects certificate, Purchase Order for ongoing projects from any State Govt./ Central govt. is allowed to be furnished for fulfillment of this clause	
31.	3.4.3 Pre-Qualification Criteria ( Point 7(i) and Page 14)	The bidder must have been assessed and certified for CMMi Level 3 or higher and must possess a valid certificate for CMMi Level 3 or higher at the time of bid opening. Copy of SEI CMMi Level 3 or higher certificate or reassessment self-certification (in case if reassessment is applied for).In case of reassessment the Bidder need to submit the certificate before contract signing.	Request you to modify the criteria as - The bidder must have been assessed and certified for CMMi Level 3 or Higher and must possess a valid certificate for CMMi Level 3 or higher at the time of bid opening. Copy of CMMi Level 3(or higher) or reassessment self-certification (in case if reassessment is applied for).In case of reassessment the Bidder need to submit the certificate before contract signing.	Please refer Sr.No.18, Section 1 of this Corrigendum.

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
32.	3.4.3 Pre-Qualification Criteria ( Point 7(iii) and Page 14)	The company should have the experience of facilitating communication network in more than 500 points within a specific geographical location in one single wide area network.	Request you to modify the criteria as -The company should have the experience of facilitating communication network in more than 300 points within a specific geographical location in one single wide area network.	Please refer Sr.No.7, Section 1 of this Corrigendum.
33.	3.4.3 Pre-Qualification Criteria ( Point 7(iv) and Page 14)	The bidder must have experience in delivering training/ capacity building for at least 2000 client personnel in one year in any of the last 3 years. The training/ capacity building shall be delivered as part of IT project implementations.	Request you to modify the criteria as - The bidder must have experience in delivering training/ capacity building for at least 500 client personnel in one project in any of the last 3 years. The training/ capacity building shall be delivered as part of IT project implementations.	Please refer Sr.No.8, Section 1 of this Corrigendum.
34.	Technical Evaluation Scoring Matrix:,Pg-No-18	Previous Software Services (design/development of solution) project experience and Compliance certificate on the open source stack-5 marks <ul style="list-style-type: none"> <li>· Transaction speed</li> <li>· Load test</li> <li>· Application uptime</li> </ul>	Request you to modify the criteria as below: Previous Software Services (design/development of solution) project experience and Compliance certificate on the open source stack/COTS-5 marks <ul style="list-style-type: none"> <li>· Transaction speed</li> </ul>	Please refer Sr.No.9, Section 1 of this Corrigendum.

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
		(Bidder should submit certification of STQC or equivalent)	<ul style="list-style-type: none"> <li>· Load test</li> <li>· Application uptime</li> </ul>	
35.	Technical Evaluation Scoring Matrix:,Pg-No-18	Previous project experience related to Setting up of Infrastructure (Server, Storage etc.) for a Data Center and Disaster Recovery Center a) Data Centre Experience of setting up and commissioning of data center for similar project (1.5) (Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. clearly mentioning the scope of setting up of data center.) b) Disaster Recovery · Experience of hosting Disaster Recovery Center in a different seismic Zone (1.5) (Bidder should submit relevant documentation such as LOI, Contract document,	Request you to please modify this criteria as below: Previous project experience related to Setting up of Infrastructure (Server, Storage etc.) for a Data Center / Disaster Recovery Center a) Data Centre Experience of setting up and commissioning of data center for similar project (1.5) (Bidder should submit relevant documentation such as LOI, Contract document, Client certificate etc. clearly mentioning the scope of setting up of data center.) OR b) Disaster Recovery · Experience of hosting Disaster Recovery Center in a different seismic Zone (1.5) (Bidder should submit relevant documentation such as LOI,	Please refer Sr.No.10, Section 1 of this Corrigendum.

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
		Client certificate etc. clearly mentioning the scope of setting up of DR center.)	Contract document, Client certificate etc. clearly mentioning the scope of setting up of DR center.)	
36.	Vol I Sec 4.7 Pg 18	The CCTNS Core Application Software (henceforth referred to as CAS or equivalent Software, if approved by Bihar Police)	<b>Application Software:</b> The Bidders should have the option of proposing an alternative to CAS provided the alternative application is working in some other state and is a proven platform. State specific requirements can be customized. SI has a tried and tested, robust software which meets all the functional requirements	Please refer Sr.No.19, Section 1 of this Corrigendum.
37.	Vol I, Section 9.2 , Pg 65	Annexure-II POST IMPLEMENTATION SUPPORT SERVICES <i>"Paper and Toner Cartridge required in Police Locations are to be provided by SI. "</i>	Paper and Toner needs to be excluded from scope of SI as we neither have the experience nor the capability of handling the logistics of this operation. The department would do well to have its own procurement process for consumables based on Rate Contracts with OEMs.	No Changes

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
38.	Vol I, Section9.2.2 (4), Pg66	Updates/Upgrades/New releases/New versions. The SI shall provide from time to time the Updates, Upgrades, New releases, New versions of the software and operating systems as required. The SI should provide free upgrades, updates & patches of the software and tools as and when released by OEM	Upgrades should be completely out of scope as this entails recurrent regression testing, system testing and integration testing cycles and no SI/OEM can correctly determine frequency of upgrade possibility and thereby cost estimation is not possible. But SI ensures that Updates/Patches which are covered/bundled in the OEM support would be applied accordingly. Request you to change as Entitled patches/ugrades needs to be provided by OEM/SI	Please refer Sr.No.20, Section 1 of this Corrigendum.
39.	Vol I, Section9.2.2 (8), Pg67	The manufacturer’s technical support shall at a minimum include online technical support and telephone support during the business hours (Business hours here will be from 0830 hours to 2030 hours on all days (Mon-Sun)) with access for	For making available technical resources from each OEM, each OEM will need to provide separate licensing arrangement and for that OEM will have to work separately with their Digital Knowledge Asset vendors, which they might have	Please refer Sr.No.21, Section 1 of this Corrigendum.

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
		<p>Bihar Police and SI to the manufacturer’s technical support staff to provide a maximum of 4 hour response turnaround time. There should not be any limits on the number of incidents reported to the manufacturer. Bihar Police shall have access to the online support and tools provided by the manufacturer. Bihar Police shall also have 24x7 access to a variety of technical resources including the manufacturer’s knowledge base with complete collections of technical articles.</p>	<p>or might not have. So this is not at all possible.</p>	
40.	<p>Volume II, Section 5.4.2, Page 30</p>	<p>Payment Schedule for O&amp;M Phase</p>	<p>Payment for Operations and Maintenance Phase should be Monthly in arrears or Quarterly in Advance. Six Monthly payment is not sustainable for any bidder as there is high risk exposure and stuck cash</p>	<p>Please refer Sr.No.22, Section 1 of this Corrigendum.</p>

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
			flow/Liquidity is a problem. Six Monthly payment creates additional risk burden for SI.	
41.	Volume II, Section 5.4.1, Page 28	Payment Terms for Data Digitization and Migration	Instead of Quarterly Payment for Data Digitization, it should be Monthly to remove the additional cost burden/contingency on interest from any possible third party as partner. Monthly payment also helps improving cash flow parameters as against quarterly payment structure.	No Changes
42.	Vol II, 6.6.1 Commercial Proposal Cover Letter / Page 80	We agree for unconditional acceptance of all the terms and conditions in the bid document and we also agree to abide by this bid response for a period of SIX (6) MONTHS from the date fixed for commercial bid opening and it shall be valid proposal till such period with full force and virtue.	Kindly modify to be read as - "We agree for unconditional acceptance of all the terms and conditions in the bid document and we also agree to abide by this bid response for a period of SIX (6) MONTHS from the date fixed for commercial bid <del>opening</del> <i>submission</i> and it shall be valid proposal till such period with full force and virtue.	No changes
43.		Bihar Police has identified that high availability of	As per extant TRAI guidelines bandwidth can only be provided	SI is expected to coordinate and facilitate for network connectivity

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
		<p>network and connectivity at the client site locations is a critical factor for the success of the project. As per the arrangement with Ministry of Home Affairs (MHA), BSNL shall be providing network &amp; connectivity services for the CCTNS project across the country (refer section 6.9). However, SI should act as the responsible party for coordinating with BSNL and facilitating high availability of the Network and Connectivity infrastructure for the project. The SI shall provide the required coordination and follow-up with BSNL in this regard throughout the project period. Bihar Police shall only act as a facilitator in this regard. Accordingly, for any disruption in network</p>	<p>by the Bandwidth Service Provider. The RFP rightfully states that the Sis responsibility shall be limited to coordinating with BSNL to ensure maximum network uptime. However it also says "for any disruption in connectivity during the project period, SI shall be held responsible. This is not justifiable as SLA for failure of links should apply to BSNL and not the SI. However SI would cor-ordinate with service provider for quicker resolution</p>	<p>and BSNL will be the responsible party for providing connectivity.</p>



S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
		connectivity during the project period, SI shall be held responsible.		
44.	Vol III, Section 4, Pg 54	Post Implementation Phase SLAS- Network Uptime- Availability of the network and all related components at all the implementation sites shall be at least 99%	Bandwidth is not in the scope of SI and it cannot ensure network uptime. SI can only ensure Application uptime in the DC.	SI needs to coordinate and facilitate BSNL for network uptime.
45.	General	Penalty	The RFP is silent on total penalty that can be levied on the SI on various counts	Please refer RFP Vol-III, Page 44 as “The cumulative penalty on all accounts over the entire project duration should not exceed 5% of the total project cost.”
46.	Vol II, Section 3.4.3,Pg.15	The declaration should be given by Head, HR and countersigned by Company Secretary of Organization /company.	Kindly allow us to submit the declaration for IT professional employees by an authorized person (HR manager) in the Human Resources Department.	Agreed
47.	Vol II, Section 3.4.3,Pg.16	The bidder must have experience in delivering training/ capacity building for at least 2000 client personnel in one year in any of the last 3 years. The	Kindly allow us to submit documentary proof for delivering trainings for atleast 2000 client personnel in one year in any of the last 10 years.	Please refer Sr.No.10, Section 1 of this Corrigendum.

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
		training/ capacity building shall be delivered as part of IT project implementations.		
48.	Vol II, Section 3.4.3,Pg.16	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 3 years.	Kindly allow us to submit previous experience in data digitization projects which involved digitization of at least 5 lakh records of single order in the last 10 years.	Please refer Sr.No.23, Section 1 of this Corrigendum.
49.	Vol2 ;6.6.2 Form 1: Pricing Summary ; Page 82	Sub-total for Services Provided During Post Implementation Phase (Sum of items 11- 15):	Please correct as 9 to 13	Please refer Sr.No.24, Section 1 of this Corrigendum.
50.	Vol II, Section 3.4.7,Pg.24	$B_n = 0.3 * T_n + (0.7) * (C_{min} / C_b * 100)$	Kindly change from 30:70 to 80:20 giving more importance to technical aspect rather than focusing on cost alone.	No Changes
51.	Vol II, Section 3.4.3,Pg.16	The bidder must have been assessed and certified for CMMi Level 3 or higher and must possess a valid certificate for CMMi Level 3 or higher at the time of bid opening.	Kindly change to CMMi Level 5 certification so that the department is ensured for best services and processes available for satisfactory execution of the project and ensuring best commitment and highest grade of delivery.	No Changes

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
52.	Vol II, Section 3.2.2, Pg 6	Non – Disclosure Agreement	Please remove this.	No Changes
53.	Vol II, Section 4.7, Pg 26	Failure to agree with the Terms and Conditions of the RFP	Bidder will suggest the required modifications to be made in the RFP Terms and Conditions, in its Response. Hence kindly change the existing clause.	Bidder may suggest the required modifications but, it is at the discretion of Bihar Police to accept/reject the same.
54.	Volume II, Section 5.4.1, Table Sr No 1, Page 27	Payment Terms for Advance Payment	Advance Payment should be clear from any requirement of payment of Advance Bank Guarantee as otherwise if the SI has to pay an equal amount of security which nullifies any benefit of advance. Hence request to remove the need of Advance Bank guarantee for payment of Advance to SI. Advance payment should be against the PBG which is anyways required to be submitted.	No Changes
55.	Vol II, Section 3.4.5, Pg 18	Previous project experience related to Networking for multi-site, geographically spread project locations. Certificate of compliance of	Please relax this experience criteria as bidder do not provide any bandwidth services due to TRAI regulations.	The experience indicates only involvement of bidder in facilitating the networking done by any agency.

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
		availability of network for any month of a particular project: 98% and above (3 Marks), 90-<98% (2 Marks), 80-<90% (1 Mark), <80% (0 Mark)		
56.	Vol II, Section 5.2, 27	A revolving PBG for an amount equal to 10% of the arithmetic sum of entire term of the Contract shall be furnished by the bidder. The PBG shall be valid initially for a period of three years. The PBG shall be renewed at least 30 days before its expiry date for the balance period of the Agreement. The Guarantee amount of the renewed PBG shall be calculated on the basis of Guaranteed Revenue for the remaining years of operation	Performance Bank Guarantee should be based on remaining Contract value and should be evaluated at the end of each milestone/phase and at every 6 months. Request this change.	No Changes
57.	Volume 1 , 6.11 DATA MIGRATION & DATA DIGITIZATION	Data digitization & Migration	Volume of data to be digitized should be specified in number of pages and not number of records/cases.	The bidder should quote for 1 crore pages in the financial bid and also mention unit rate of digitization per page. The list of all locations are

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
			Please provide details of types of records to be digitized. Paper Type (A4, A3 and so on) Number of Fields in Record / Per Page Number of Rows in Record / Per Page Total Number of Fields in Record / Per Page Physical Conditions of the Pages Language of the Records (English / Hindi / Other) Number of Records / Pages which are illegible owing to handwriting or other issues Also, how to collect the data to be digitized? Should it be from different locations or centralized location? IF from different locations, we will need the details of the locations.	provided in the RFP.
58.	Volume II, Section 5.4.1	Payment Terms for Data Centre/DR Site/Generators/End-user location HW	The payment for all hardware, system software and other third party items should be 80% on delivery, 10% on installation, commissioning and	No Changes

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
			<p>configuration with initial level of testing for hardware functioning properly. Remaining 10% can be linked to overall Go Live. Request to change the clause accordingly.</p> <p>Anything beyond this renders the opportunity untenable owing to higher levels of risks coupled with high capital exposure.</p>	
59.	Vol III Section 2.22.12	Limitation of Liability	<p>(1)We request a provision excusing SI from any liabilities in the event of any delay or failure that is not attributable to acts or omissions of SI and securing additional time/ effort and cost consideration. Without this it is impossible to bid for any bidder as Risk becomes unmanageable. (2) Liability of either party shall be limited to the amount paid by the customer during the preceding twelve (12) months in a given statement of work (that gives</p>	Please refer Sr.No.25, Section 1 of this Corrigendum.

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
			<p>rise to such liability as of the date the liability arose).</p> <p>(3)Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages.</p>	
60.	General	Project Governance during Implementation & Roll-out phase	<p>The RFP at various points mentions about the State Project Management Unit (M/s Deloitte), the State Mission Team and the District Mission Team. But it does not adequately clarify the structure and composition of such teams, their respective roles and responsibilities, frequency of meetings etc. Our suggestion is that in addition to this there should be an Apex Committee, headed by the Chief Secretary</p>	Refer RFP Vol-I, Page 15, Section 4.2

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
			<p>and comprising the DGP, the CCTNS Nodal officer, the Principal Secretary Home, the Finance Commissioner, a senior representative of the SPMU, the project Director of the SI and either an independent IT expert or a representative from the State IT department to regularly review and monitor the implementation of the project. This committee should meet once a month. Any unforeseen issue or circumstance which is hampering the implementation should be brought before this committee for urgent resolution</p>	
61.	Vol I, Section6.9, Pg 33	<p>It may be noted that the SI shall be the responsible party for the smooth operation of all the IT Infrastructure deployed for the project, including Network Connectivity at all locations. In order to ensure that there is provision of redundant</p>	<p>SI can facilitate the same but can not have sole responsibility of the same</p>	<p>BSNL will provide the network connectivity but the SI shall facilitate the same.</p>



S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
		connectivity, Bihar Police may procure the services of an alternate Internet Service Provider to mitigate the risk of BSNL connectivity as envisioned not being available at the time of project roll-out.		
62.	Vol I, Section 6 , Pg 26	In implementing the above, the SI shall strictly adhere to the standards (SOPs/Advisories/others) issued and amended time to time by the MHA/ NCRB/State	In implementing the above, the SI shall strictly adhere to the standards SOPs/ Advisories/others) issued and amended time to time by the MHA/ NCRB/State within the scope of the SI and with no additional cost. Any additional cost would be reimbursed by the state	The SOP included in this RFP will be followed.
63.	Vol I, Section 2.6, Pg 11	Act as the sole responsible party for ensuring high availability of the Network and Connectivity infrastructure for the project	SI can facilitate the same but cannot have sole responsibility of the same	There is no such line in RFP. It has been clarified that SI will facilitate the availability of networking and connectivity infrastructure.
64.	Volume II, Section 5.4.1, Table Sr No 7, Page 28	Payment Terms for Data Digitization and Migration	Request provision for 100% payment for Data Digitization as and when completed against	No Changes

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
			<p>sufficient testing for accuracy.</p> <p>Since this becomes bottleneck at later stages of the project, request to appoint dedicated personnel with superior understanding of computing know-how and computer literacy to cross check the data digitized on an ongoing basis and also come up with script level checking mechanism, so that waiting till Go Live stage is not required for corrections. SI will help in all these processes. Otherwise, the Go Live will be pending for eternity and SIs and Department both will suffer for wat to completion.</p> <p>10% cost of Data Migration can be kept open till Go Live.</p> <p>Request to amend your clauses accordingly.</p>	

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
65.	Vol III, Section 3.6, Pg 43	All payments will be made after deduction of SLA penalties as applicable	Penalty should be capped to 5% of total Contract value	Please refer RFP Vol-III, Page 44(B). It is clarified that the total project cost and contract value means the same.
66.	Volume I . Section 9.2.1 (10) , Pg#66 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. 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.	No Changes
67.	Vol 1 , Section 9.7.12 , PG# 132	UPS 1 KVA at end locations	Request to change to 1 number of 2 KVA UPS . It is anticipated that space in end location to accommodate 2 UPS will be very difficult . And manageability of 1 UPS is more efficient .	No Changes
68.	Vol1 . 4.14. TECHNOLOGY STACK FOR CAS (STATE) & Vol 1 . 9.1.2 CAS Off-line	TECHNOLOGY STACK FOR CAS (STATE) & CAS Off-line solution	Can Bidder propose their own solution and technology stack to cater the state needs	No Changes

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
	Solution:			
69.	Vol-I , 9.7.17, Server Load Balancer, page 141	Should have minimum 6 x 10/100/1000 BaseT Ports plus 2 x 1000Base -Lx Port.	As per RFP, there is no LX port in switches or servers specification. To avoid connected challenge between load balancer, servers and switches, we request to amend this clause as "Should have minimum 4 x 1G copper Ports, 2 x 1G SFP Ports and 2x 10G SFP+ ports".	Please refer Section 1, Sr. No. 27 of this Corrigendum.
70.	Vol-I , 9.7.17, Server Load Balancer, page 141	Should provide minimum 2 Gbps Layer-7 throughput and can be scalable to 4-Gbps throughput.	The specification is at very lower side. Referring successfully implemented other state CCTNS projects , we request to amend this clause as "Should provide minimum 20 Gbps throughput from day."	Please refer Section 1, Sr. No. 28 of this Corrigendum.
71.	Vol-I , 9.7.17, Server Load Balancer, page 141	Should have non-blocking 50 Gbps backplane	This clause belongs to ASIC based architecture where server load balancer works upto Layer 7 and CPU based architecture is having advantage on it. For better performance balancing layer 7 application , load	Please refer Section 1, Sr. No. 29 of this Corrigendum.

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			balancers are built on cpu based architecture now a days. Request to amend this clause as " Should be appliance based solution with high performance purpose built hardware"	
72.	Vol-I , 9.7.17, Server Load Balancer, page 141	Should provide minimum SSL throughput equal to the compression throughput i.e. 1Gbps	The specification is at very lower side. Referring successfully implemented other state CCTNS projects , we request to amend this clause as "Should provide minimum SSL throughput of 5 Gbps"	Please refer Section 1, Sr. No. 30 of this Corrigendum.
73.	Vol II, Section 3.2.9, Pg 8	The bid security of all unsuccessful bidders would be refunded by Bihar Police within three months of the bidder being notified by Bihar Police as being unsuccessful	If unsuccessful, the bid security should be refunded within one month of the bidder being notified as being unsuccessful	Please refer Section 1, Sr. No. 26 of this Corrigendum.
74.	Vol II, Section 3.3.2, Pg 11	It is mandatory to provide break-up of all taxes, duties and levies wherever applicable and/or payable. All the taxes of any nature whatsoever shall be	Bidder's price should be tax exclusive and Customer shall pay all taxes @ rates prevailing on the date of invoicing.	No Changes

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		borne by the Bidder		
75.	Vol II, Section 6.5.15, Pg 48	Undertaking on Personnel	We will be providing only indicative CVs for proposed resources as majority of them are billable and are allocated to projects. Original resources to be deployed will be finalized only after award of contract and signing of agreement .During Project Implementation we will deploy better or equivalent Resources	No Changes
76.	General	Credit period	Request you to kindly confirm and include the following clause - " All Payment due must be released by customer within 30 days of its invoice date"	No Changes
77.	General	Penalty of delayed Payments	Request you to kindly confirm and include the following clause - " All Payment due but not paid within the agreed credit period will attract interest @ 2% per month or part thereof of such delay"	No Changes
78.	Volume I. Section 6.12	Data Migration	Kindly ensure that the CIPA ,	There are no CIPA/CCIS data for

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			CCIS data are proper	migration.
79.	Volume I . Section 9.2.1 Warranty Services , PG 66	9. In case any hard disk drive of any server, SAN, or client machine is replaced during warranty / AMC the unserviceable HDD will be property of client and will not be returned to SI	Kindly remove this clause. OEMS require to take back the faulty components after the replacement as per the warranty policies. SI can ensure the data can be erased before the OEM takes back the faulty component.	No Changes
80.	Volume I . Section 9.2.1 Warranty Services , PG# 66	14. 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.	Request to remove this clause. OEM ensures timely rectification /replacement of the failed components.	No Changes
81.	Volume 1 , Section 9.7.12 . PG# 132	500 GB External HDD for Police stations	Can bidder propose USB drive instead of external hard drive. USB drives would be easy to manage.	No Changes
82.	6.5.16 Undertaking on Provision of Work Environment at Bihar Police premises, Page 49	1. I/We as System Integrator do hereby understand that the onsite teams of Software Development Agency including Data digitization / migration teams, Capacity building / Change	Will there be separate discussion room allocated to Onsite implementation team with Landline phone (with speaker) connection? Or this needs to be arranged by SI?	A separate seating space will be provided for the CCTNS Team.

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		<p>management teams etc. operating out of Police premises will be provided only with seating space. Any other requirements such as desktops, software etc. will be System Integrator's responsibility.</p>	<p>This is required for the regular discussion with the offshore development team.</p>	
83.	<p>Voll; 2.5.1 Terms &amp; Duration of the Project; Page #6</p>	<p>Networking and connectivity at all the PS/HO across the State.</p>	<p>Request to remove connectivity from our scope of work. TRAI regulation does not allow bidders to resell bandwidth. A feasible suggestion would be to enter into a tripartite agreement among the ISP, bidder and the department. Bidder can propose an ISP post feasibility study while final negotiations can happen as per agreement. The bidder will only monitor the services by the ISP ; all payments have to happen between the ISP &amp; department directly. Please consider this recommendation.</p>	<p>The SI shall facilitate the network and connectivity at all the PS/HO provided by BSNL.</p>



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84.	Volume 3- Schedule 4 - Clause 3.4	Audit, access and reporting	Any audit to be conducted should be at the Buyer's costs and subject to a) Bidder intimated in advance and b) auditor complying with Bidder's reasonable security guidelines.	Audit will be at the Buyer's cost.
85.	Volume 3- Clause 2.22.12	Limitation of Liability	Bidder further requests considering revising the liability cap to not exceed the total amount paid to Bidder by the Buyer in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose).	Please refer Sr.No.25, Section 1 of this Corrigendum.
86.	Volume 3- Schedule 3 - Clause 3.3.5	Employees	Bidder would request deletion of this entire section as it has invested a lot on engaging its employees and solicitation of any form would affect its interests in entirety.	No Changes
87.	Volume 2 - Annexure 6.7 / 6.8	Advance Bank Guarantee / Performance Bank Guarantee	Bidder would like to add the following clause in the forms: "This Bank Guarantee issued by _____ Bank, on behalf of MSP in favor of	No Changes

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			<p>the Buyer is in respect of a new Contract dated _____.</p> <p>As communicated by MSP on the date of execution of this Bank Guarantee an amount of Rupees _____ (Rupees _____ only) is outstanding and payable to MSP, in respect of pervious contracts between MSP and the Buyer.</p> <p>As communicated by MSP on the date of execution of this Bank Guarantee, there are no outstanding disputes related to any pervious contracts between MSP and the Buyer.</p>	
88.	Volume 3 - Clause 2.18	Force Majuere	Bidder shall be entitled to receive payments for all services rendered by it under this Assignment.	No Changes
89.	Volume 2 - Section 5.3	Liquidated Damages	Bidder requests the Buyer to consider revising the maximum penalty to be levied to 5% of	No Changes

S. No.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Suggested Change	Clarifications
			<p>Quarterly Payout and in no event the overall punitive penalty shall exceed 1% of the total contract value. Bidder would like to further submit that it shall not be liable for any penalties if the performance or delay issues is caused by actions or inactions of Buyer or attributable to the Buyer.</p>	
90.	Volume 2 - Annexure 4 / Volume 3 - 2.19	Confidentiality	Bidder requests the confidentiality obligations be made mutual.	No Changes