

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

CRIME & CRIMINAL TRACKING NETWORK AND SYSTEM

**PRE-BID CLARIFICATIONS TO
RFP (F. No. CCTNS Re-Tendering-2/2017)
FOR THE SELECTION OF SYSTEM INTEGRATOR FOR IMPLEMENTATION
OF CCTNS PROJECT
IN BIHAR
Date: 05-October-2017**



Ministry Of Home Affairs, Government of India



Department Of Home, Government of Bihar

Pre-Bid Clarifications to the CCTNS RFP (F. No. CCTNS Re-Tendering-2/2017) Published on 21.09.2017

- All Prospective bidders are advised to go through the details of Pre-Bid Clarifications 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 will be liable for rejection.

PRE-BID CLARIFICATIONS

Sr. No	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Points of clarification required	Clarifications by Bihar Police
1.	Vol3 / Section 4 / Page 51	SLA -Handholding support : Client Site Support for Level 1 incidents	SLA for level 2 incidents is mentioned twice for Handholding support: Client site support. Level 1 details are missing.	It is clarified that the SLA for Handholding Support: Client Site Support for both level 1 and level 2 incidents are the same.
2.	Vol3 / Section 4 / Page 51	The average availability of the critical client site infrastructure components(measured quarterly) at all the implementation sites shall be at least 95%	We assume that the measurement is done on a consolidated basis and kindly confirm if the maximum resolution time for any such incident of this nature shall not exceed 48 hours for District headquarters and 72 hours for all other locations.	As mentioned in the RFP Vol-III, Page 51 & 52, it is confirmed that for critical client site infrastructure -"The maximum resolution time for any incident of this nature shall not exceed 48 hours for District Headquarters and 72 hours for all other locations." It will be measured for the quarter period in a consolidated manner.
3.	Vol III/Section 3.3.2/Pg 34	CLIENT shall be entitled to serve notice in writing on the SI	We cannot estimate the book value at the time of bidding. The	As per RFP

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		<p>at any time during the exit management period as detailed hereinabove requiring the SI and/or its sub-contractors to provide the CLIENT with a complete and up to date list of the Assets within 30 days of such notice. CLIENT shall then be entitled to serve notice in writing on the SI at any time prior to the date that is 30 days prior to the end of the exit management period requiring the SI to sell the Assets, if any, to be transferred to CLIENT or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.</p>	<p>Transfer of Assets should be at the time of delivery only.</p>	
4.	Vol. II/Section 5.1/ Pg. 28	<p>5.1 Advance Bank Guarantee: In case the SI submits Advance Bank Guarantee, all payments except Mobilization Advance will be calculated at 90% of the total implementation cost.</p>	<p>Request to kindly remove the Advance Bank Guarantee submission from this clause as the successful bidder shall provide PBG for 10% of the total contract value for the entire period of the</p>	<p>As per RFP</p>

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		However, no Mobilization Advance will be paid to SI if no Advance Bank Guarantee is submitted and all payments will be calculated at 100% of the total Implementation cost.	contract	
5.	Vol. II/Section 5.2/Pg. 28	5.2 Performance Bank Guarantee	We will submit PBG for the value corresponding to implementation phase and then PBG for O&M value during O&M phase. Kindly amend.	As per RFP
6.	Vol. II/Section 4.7/Pg. 27	Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in such event Bihar Police may award the contract to the next best value bidder as per section 3.4.6 in this RFP or call for new proposals or invoke the PBG.	Request to modify the clause as "Failure of successful bidder to agree with mutually agreed upon Terms & Conditions...". Also request to remove the clause "invoke the PBG"	As per RFP
7.	Vol. II/Section 6.6.3(J)/Pg. 87	The above mentioned unit rates will be used for any change (increase/decrease) in quantity of supply and services during the tenure of the contract.	Kindly note that the rates quoted shall be valid for the period mentioned in the bid response. In case of any additional quantities required by the Dept. during the	As per RFP. However, during the tenure of the project,

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			<p>period of the contract, the prices quoted by the OEM shall be as per re-negotiated quote from OEMs at the time of procurement, in case the procurement window falls outside the bid validity period of 180 days from bid submission. Request to kindly make the change accordingly to the clause.</p>	
8.	Vol. III/Section 2.15.1/Pg. 14	<p>b. The System Integrator shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the change relating to such Service is authorized or incurred, whichever is later.</p>	<p>Kindly note that the rates quoted shall be valid for the period mentioned in the bid response. In case of any additional quantities required by the Dept. during the period of the contract, the prices quoted by the OEM shall be as per re-negotiated quote from OEMs at the time of procurement, in case the procurement window falls outside the bid validity period of 180 days from bid submission. Request to kindly make the change accordingly to the clause.</p>	As per RFP

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9.	Vol. III/Section 3.3.2 / Pg. 34	Transfer of Assets	Kindly include the below clause : Ownership of the newly supplied equipment shall be transferred immediately upon delivery of the same in the name of SCRB	As per RFP.
10.	Vol. III/Section 3.3.5/ Pg. 36	b. Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the System Integrator to the CLIENT or its nominated agency, or a Replacement System Integrator ("Transfer Regulation") applies to any or all of the employees of the System Integrator, then the Parties shall comply with their respective obligations under such Transfer Regulations.	Request to kindly remove these clauses	As per RFP.
11.		c. To the extent that any Transfer Regulation does not apply to any employee of the System Integrator, department, or its Replacement System Integrator may make an offer of employment or contract for		As per RFP.

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		<p>services to such employee of the System Integrator and the System Integrator shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the SPMU or any Replacement System Integrator.</p>		
12.	Vol. III/Section 3.3.7/ Pg. 36	<p>Rights of Access to Premises a. At any time during the exit management period, where Assets are located at the System Integrator's premises, the System Integrator will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the CLIENT or its nominated agency and/or any Replacement System Integrator in order to make an inventory of the Assets.</p>	Request to kindly remove these clauses	As per RFP.
13.		<p>b. The System Integrator shall also give the CLIENT or its nominated agency or its</p>		As per RFP.

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		<p>nominated agencies, or any Replacement System Integrator right of reasonable access to the System Integrator's premises and shall procure the CLIENT or its nominated agency or its nominated agencies and any Replacement System Integrator rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to the CLIENT or its nominated agency, or a Replacement System Integrator.</p>		
14.	Vol. III/ Section Pg. 44	<ul style="list-style-type: none"> • For the payment purposes, price reduction shall be applied on pro rata basis on all head, sub heads and items of the commercial bid. • Any fluctuation in prices due to inflation will be borne by the bidder and not be passed on to 	<p>The quantities variation on the lower side should not be more than 10% of the quantity mentioned in the RFP. Any major cost increase due to monetary / Inflation related reasons , the difference should be considered as CR</p>	<p>As per RFP.</p>

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		CLIENT		
15.	Vol3/Section 4 / Pg51	The average availability of the critical client site infrastructure components(measured quarterly) at all the implementation sites shall be at least 95%	We assume that the measurement is done on a consolidated basis and kindly confirm if the maximum resolution time for any such incident of this nature shall not exceed 48 hours for District headquarters and 72 hours for all other locations.	Same response as Sr.No.2 of this Pre-Bid Clarification document.
16.	Vol3/Section 4 / Pg54	SLA - Network uptime	Since network is not in the bidder's scope, we strongly request the department to remove this SLA from the bidder's scope, as otherwise ISPs will be swiftly transferring the ownership to SI and actual problem will persist.	As per RFP, the responsibility of providing network connectivity is of BSNL (ISP). However, the SI shall facilitate BSNL/ISP in ensuring that SLA -network uptime is complied with RFP.
17.	Vol1 /Section 2.6/ Pg12)	Accordingly, for any disruption in network connectivity during the project period, SI shall be held responsible.	We cannot be held responsible for an activity which we are just monitoring. We can only bring it to the notice of the ISP and the department and work pro-actively to get it solved. Request department to remove this clause.	As per RFP, the responsibility of providing network connectivity is of BSNL (ISP). However, the SI shall facilitate BSNL proactively for connectivity.
18.	Vol1 /Section 9.7.12/	Summary of Bill of Material /	The client side infra summary	As per RFP

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	Pg132	Hardware Requirements at Client Locations	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 otherwise this leads to confusion at commercial evaluation stages.	
19.	Vol1 /Section 6.5.6/Pg 31	Developing Local Language Interfaces and Support which are the local languages to be supported	Which is the other language referred here. Believe English & Hindi alone would suffice .Please confirm.	Yes
20.	Vol1/Section 9.7.16 / Pg134	9.7.16. Data Centre & Disaster Recovery Centre 6. Data Center - Server	Kindly clarify what is this server for? (Data Center Server)	As per RFP
21.	Vol1/Section 9.7.13 / Pg 133	End location devices which were purchased early by the department	We assume that the Department itself will take care of the AMC and warranty of the end location devices purchased by the department. This will not be under the scope of SI and SLA related to the same is not applicable to SI.	The Desktops, UPS and MFP procured by Bihar Police (as mentioned in table) RFP Vol-I, Page 19), 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

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				the SI and the bidders are requested to consider this point while preparing their bid. The bidder should factor in AMC prices for 1 additional year in their Financial bid.
22.	Vol3/Section 4 / Pg51	Handholding/technical staff & Helpdesk timelines	<p>We understand the service windows are as follows Handholding 8:30 - 5:30 and Technical Staff Type1 - 24 * 7 Technical Staff Type2 - 12 * 7 Where as helpdesk is from 6 am to 10 pm for 6 days.</p> <p>In that case if an issue moves from the field to Helpdesk (for eg: Sev 1 on Saturday late hours) then helpdesk will not be able to fix it in 2 hours of problem reporting.</p> <p>Request the department not to apply penalty in such cases and consider them as exceptions. Or kindly keep the SLA for helpdesk relaxed as follows...</p>	As per RFP.

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			70% of the calls of Level 1 /2/3.	
23.	Vol3 / Page 51/ SLA	Helpdesk performance SLA - Level 2 defects: 80% of the Level 2 calls shall be resolved within 6 hours from call received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 48 hours.	Since helpdesk is only 16 * 6, 48 hours will not be possible; as in the worst case they will get only 16 hours for problem resolution. Level 1 is already mentioned as business hours. Hence request to make it 48 business hours for level 2.	As per RFP.
24.	Vol3 / Page 51/ SLA	Availability of production CAS systems at 99%	Kindly note that this SLA is possible at the DC while not in the DR as the DR will be at 50% production capacity (ie without HA). Please acknowledge.	As per RFP.
25.	Vol3 / Page 51/ SLA	Credits	The mechanism to get credits is in comparison to last reporting period. Which will not help us throughout the project duration. Hence can we get credits for beating the SLAs? For eg : 80% of Level 1 calls within 2 hours -- if we do 90% of Level 1 calls within 2 hours we take credits	As per RFP

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			proportionately.	
26.		Data Digitization	Digitization centers will be given by the department at convenient locations. Bidder need not allocate any cost for rental space, furniture for the same. Bidder need to provide only resources, scanner, desktops etc as required for this activity. Please confirm our understanding.	Yes
27.	Vol III/ Section 4/Pg.47	Assessment on training activity will be based on the training attendance. 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.	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. 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	It is clarified that the Training Plan will be finalized in consultation with Bihar Police and Bihar Police will make arrangements for ensuring participation of the trainees.

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			<p>projects. SLA is based on the feedback rating of trainees. This is a huge risk for us, as it depends on the audience though we provide the best in class training content, material and trainers. Kindly reduce the cut-off to 65% or remove the SLA for capacity building.</p>	
28.	Data Digitization	Data Digitization	The back side of any page for digitization will be counted as another page and one A3 page will be considered as two (2) A4 size pages.	It is clarified that the back side of any page for digitization will be counted as another page and one A3 page will be considered as two (2) A4 size pages.
29.	RFP Vol 1/Page 65 - point -10)	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.	SI shall adhere to the SLAs and make adequate arrangements to that the uptime SLA is met.	It is clarified that SI shall adhere to the SLAs and make adequate arrangements so that the uptime SLA is met
30.	Data Digitization	Data to be digitized - nature of document/language	The records are hand written in Hindi language.	It is clarified that the fields are in English/Hindi whereas the entries are mostly in handwritten Hindi.
31.	Vol I/ Section 9.7.17/Pg. 135	Minimum Specification of the Centralized Infrastructure (Data	Request to remove the minimum configuration mentioned for	As per RFP.

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		Centre & DR)	servers . This helps to optimize the hardware requirements.	
32.	Vol 1,4.14, Page 23	CAS (State) has been developed on Open Source platform by the Software Development Agency at the Center but its stable version is yet to be released. The detail of the Technology Stacks is provided as an Annexure 9.1 to this RFP.	How the integration with CAS Solution is expected? Development needs to be done at onsite? Or latest CAS solution version will be provided to offshore development team to implement and test the solution at development site?	The mechanism for integration with CAS solution will be mutually discussed during the implementation stage and then Bihar Police will decide the way forward keeping in view the interest of the project.
33.	Vol. 1, 6.11.3. Scope of Data Migration, Page 37		Is there any data migration required for HR solution? If yes, what is the volume for that? And what is the format and media in which the same is available?	As per RFP.
34.	6.17.2. Security Review, Page 54		Is there any specific Security Standard Compliance requirements in terms of data center or solution?	As per RFP.
35.	Page 4, Volume 3	The successful bidder has been selected as the System Integrator on the basis of the Bid Details set out as Annexure D of this Agreement, to undertake the Project of the development and implementation of the solution,	Annexure D is not available in Volume 3. Can you please share Annexure D Separately?	Annexure D will primarily comprise of payment terms and rates which will be inserted in the Master Services Agreement at the time of signing of the Contract.

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		its roll out and sustained operations.		
36.	6.5.16 Undertaking on Provision of Work Environment at Bihar Police premises, Page 50, Volume 2	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 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>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?</p> <p>This is required for the regular discussion with the offshore development team.</p>	<p>As per RFP. However, based on the interest of the project, Bihar Police may take a call on this at the time of implementation of the project.</p>
37.	General	General	Is there any specific data protection constraints around data access by offshore team / offshore data administrator on LIVE environment?	Based on the need assessed by Bihar Police, the data protection constraints around data access will be reviewed and decided.
38.	General	General	Will Offshore team access be limited to Staging, UAT and Training Environments only? (This will be important from Data Migration activity and effort perspective)	Based on the need assessed by Bihar Police, the access to team of SI for different environments will be decided by Bihar Police. However, the same will be reviewed from time to time and

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				access to different environments may be revised by Bihar Police.
39.	General	General	How many resources (and of which role) will be available from customer end during implementation duration? (E.g. During stages like Requirement Gathering Stage, SIT, UAT, Training, GO LIVE Support etc.)	Based on the need assessed by Bihar Police from time to time, the required resources will be made available during the implementation stage of the project.
40.	General	General	Is there any dependency on the Third Party Organization for the knowledge of systems required integration or Customer resources will provide the required support? As TCS will need support during requirement gathering and implementation stage on this.	Bihar Police will facilitate SI during the requirement gathering stage for acquiring knowledge of Systems for integration..
41.	Section 9.8	Existing Infrastructure	Based on OEMs, if they provide warranty for five years, then only SI shall be able to factor the same.	As per RFP.
42.	Vol1 / Section 6 / Page 36	The SI shall be responsible for the sizing of necessary hardware and determining the specifications of the same in order to meet the requirements	Fire sizing, Request you to provide details of Total No of Users, YoY User growth, and Expected concurrent users on Intranet application and on	As per RFP.

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		of State.	Internet Portal.	
43.	Vol1 / Section 6 / Page 52	Technical Field Staff- Approximate Manpower requirement - Type I 3 & Type II 12	With only 3 person 24 x 7 support is not possible. - Request you to increase the count of Type I manpower from 3 to 9 for 24 x 7 support (3 Person in one shift). Also increase the count of Type II manpower (suggestion - per 15 location 1 engineer to meet the SLA)	These are the minimum number of persons /manpower required for 24X7 support. However, the bidder may propose adequate number of resources in order to meet the requirement of the RFP.
44.	Vol1 / Section 9 / Page 132	Generator 2.5 KVA	We believe that, supply of Oil/diesel for the generators are not in bidders' scope of work. Please confirm.	Please refer RFP Vol-1, Page 66, Clause 9.2 wherein it is clearly mentioned-"All the consumables like paper, toner and fuel (diesel/petrol) are out of scope of work of SI."
45.	General	Digital signature certificates	We believe that, supply of Digital signature certificates is not in bidders scope of work. Please confirm.	Digital Signature will be provided by Bihar Police.
46.	Vol I, 8.1. INDICATIVE ACTIVITY WISE PROJECT ROLL-OUT PLAN, Pg 61	The Bihar Police reserves the right to change the sequence/schedule of project implementation which SI will	But the overall duration of project implementation should remain the same.	It is clarified that the sequencing of activities may change; however, the overall duration of the project implementation shall

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		have to adhere to.		remain the same"
47.	Vol I, 9.7.12. Summary of Bill of Material / Hardware Requirements at Client Locations, Pg 132	Site Preparation at sites will be done by Bihar Police. However, wherever required, minor LAN cabling for commissioning of hardware items may have to be done by the SI.	Pls exclude these activities from SI Scope.	As per RFP.
48.	Vol II, 3.3.1 Mode of Submission, Pg 10	The proposals shall be valid for a period of Six (6) months from the date of opening of the proposals. A proposal valid for a shorter period may be rejected as non-responsive. On completion of the validity period, unless the bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his proposal.	Kindly modify the clause to be read as - "The proposals shall be valid for a period of Six (6) months from the date of <u>submission</u> of the proposals. A proposal valid for a shorter period may be rejected as non-responsive. On completion of the validity period, unless the bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his proposal.	As per RFP.
49.	Vol II, 3.3.1 Mode of Submission, Pg 10	c) The price quoted in the Commercial Proposal shall be the only payme..... The price would be inclusive of all taxes,	The Price bid shall be submitted with taxes, duties, levies, cess etc. as applicable at the time of submission. However, they shall	Please refer, RFP Vol-2,Page 15, Clause 2.15.3©-"In the event of any increase or decrease of the rate of taxes due to any statutory

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		duties, charges and levies as applicable.	be charged and paid at the rates applicable at the time of billing. Also any new taxes, cess, duties etc introduced by the Govt. after the submission of prices bid and during the tenure of the contract will be borne by the customer.	notification/s during the Term of the Agreement the consequential effect shall be to the account of the CLIENT."
50.	Vol II,5.2 Performance Bank Guarantee, Pg 28	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 .The Bihar Police may forfeit the PBG for any failure on part of bidder to complete its obligations under the Agreement.	Request customer to please accept annually renewed PBG. PBG @ 10% of TCV for succeeding 12 months from the date of issue, valid for 12months.	As per RFP

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51.	Vol II,5.2 Performance Bank Guarantee, Pg 28	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 .The Bihar Police may forfeit the PBG for any failure on part of bidder to complete its obligations under the Agreement.	Pls accept that at a time during the contract, only PBG is active and valid.	As per RFP
52.	Vol II,5.4.1 Milestones and Payment Schedules for Implementation Phase, Pg 29	Hardware for PS/HO (PC, UPS, Printers, Electronic Pen, digital Camera, HDD, other client items) 1. 65% on Delivery at end locations and submission of Proof of Delivery (POD). 2.	Kindly Modify the payment terms for Hardware for PS/HO (PC, UPS, Printers, Electronic Pen, digital Camera, HDD, other client items) 1. 65% on Delivery at end locations and submission of Proof	As per RFP

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		15% on Commissioning with CAS offline version of all line items (except Generator) to the concerned locations. 3. 10% on achieving District Go-Live 4. 10% on achieving State Go-Live The payment will be made on Quarterly pro-rata basis.	of Delivery (POD). 2. 25% on Commissioning with CAS offline version of all line items (except Generator) to the concerned locations. 3. 10% on achieving District Go-Live. Each milestone must be paid in the respective months of happening of the milestone.	
53.	Vol II,5.4.1 Milestones and Payment Schedules for Implementation Phase, Pg 29	Hardware (Generator) 1. 65% on Delivery at end locations and submission of Proof of Delivery (POD). 2. 15% on Commissioning 3. 10% on achieving District Go-Live 4. 10% on achieving State Go-Live The payment will be made on Quarterly pro-rata basis.	Kindly Modify the payment terms for Hardware (Generator) 1. 65% on Delivery at end locations and submission of Proof of Delivery (POD). 2. 25% on Commissioning 3. 10% on achieving District Go-Live Each milestone must be paid in the respective months of happening of the milestone.	As per RFP
54.	Vol II, 5.4/Page 30, 2. State Go Live	Fully functional client site infrastructure including those provided by Bihar Police of the State	SI cannot take up responsibility of client site infrastructure provided by Bihar Police. This condition needs to be lifted from the SI scope.	As per RFP

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55.	Vol III, 2.18.2	For the avoidance of doubt, it is expressly clarified that the failure on the part of the System Integrator under this Agreement or the SLA to implement any disaster contingency planning and back-up and other data safeguards in accordance with the terms of this Agreement or the SLA against natural disaster, fire, sabotage or other similar occurrence shall not be deemed to be a Force Majeure event.	SI cannot plan Disaster Contingency Planning w/o any costs attached to it. If Disaster Contingency Planning needs to be done, then it must be expressly specified as per RFP scope.	As per RFP
56.	Vol II, 5.4/Page 30, 1. District Go Live	<ul style="list-style-type: none"> • District Go-Live: The declaration of Go-Live requires Completion and Acceptance of the following activities in at least 100% of the PS/HO of a particular District 	Please remove the clause at least as otherwise the reference means more than 100% is desired.	The clause refers to all the PS/HO of a particular district (100%) for achieving District Go-Live.
57.	Vol II, 5.4/Page 30	<ul style="list-style-type: none"> • The Bihar Police reserves the right to change the sequence of project implementation in districts which SI will have to adhere to 	Kindly amend the clause to include "Mutually Agreement" as per following: "The Bihar Police reserves the right to change the sequence of project implementation in districts as per mutual agreement	As per RFP.

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			"Otherwise SI may face issues with overall logistics, payment schedules and cost/schedule overrun etc.	
58.	Vol II, 4.7/Page 27	Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in such event Bihar Police may award the contract to the next best value bidder as per section 3.4.6 in this RFP or call for new proposals or invoke the PBG.	Kindly provide scope to include Non-Material Deviations/Terms which can be discussed during contract negotiations.	As per RFP.
59.	Vol I Annexure IX, Page 132	General requirements of OEMs: Preference will be given to the System Integrator quoting the products (IT, Non-IT and Physical Infrastructure) of the OEMs which have their own office/ authorized representative office in Bihar for maintenance and spare support of their goods/ equipment. This office should have sufficient manpower to handle the issues at distant		It is clarified that it is not mandatory for OEMs to have or open an office in Bihar.

Sr. No	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Points of clarification required	Clarifications by Bihar Police
		locations and multiple issues simultaneously. In case of non-availability of any office / representative office currently, OEMs may give the undertaking to have such arrangement within 2 months of contract signing with SI.		
60.	Vol III, Section 9.7.12 Page 132	Bill of Material- Sr. No. 12: LAN Cabling*: Site Preparation at sites will be done by Bihar Police. However, wherever required, minor LAN cabling for commissioning of hardware items may have to be done by the SI.		It is clarified that minor LAN cabling will be limited to isolated instances of shifting of a particular port to an adjacent or nearby point.