E – GOVERNANCE

MISSION MODE PROJECT (MMP)

CRIME & CRIMINAL TRACKING NETWORK AND SYSTEMS (CCTNS)

RFP FOR SELECTION OF SYSTEM INTEGRATOR

VOLUME-II: EVALUATION AND PAYMENT TERMS

Released By:

JK Police

Government of Jammu & Kashmir

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ABBREVIATIONS/ ACRONYMS

ADGP	:	Additional Director General of Police.
AMC	:	Annual Maintenance Cost.
ATS	:	Annual Technical Support.
BG	:	Bank Guarantee.
BPR	:	Business Process Reengineering.
CAS	:	Core Application Software.
CBI	:	Central Bureau of Investigation.
CBT	:	Computer Based Training.
CCIS	:	Crime & Criminal Information System.
CCTNS	:	Crime & Criminal Tracking Network and System.
CDMA	:	Code Division Multiple Access
CFC	:	Citizen Facilitation Counter.
CI	:	Circle Inspector.
CID	:	Crime Investigation Department.
CIPA	:	Common Integrated Police Application.
CRPC	:	Criminal Procedure Code.
CSC	:	Common Service Center.
DCRB	:	District Crime Record Bureau.
DDO	:	District Development Officer.
DGP	:	Director General of Police.
DIGP	:	Deputy Inspector General of Police.
DIT	:	Department of Information Technology.
DM	:	District magistrate.
DPO	:	District Police office.
DSP	:	Deputy Superintendent of Police.
FB	:	Fingerprint Bureau.
FIR	:	First Information Report.
G2B	:	Government to Business.
G2C	:	Government to Citizen.
G2G	:	Government to Government.
GoI	:	Government of India.
HQ	:	Head Quarter.
ICT	:	Information & Communication Technology.
IGP	:	Inspector General of Police.
IIC	:	Inspector In charge.
IO	:	Investigating Officer.
IPC	:	Indian Penal Code.
IT	:	Information Technology.
LAN	:	Local Area network.
LG	:	Liquidated Damages.
MHA	:	Ministry Of Home Affairs.
MIS	:	Management of Information System.
MMP	:	Mission Mode Project.
NCRB	:	National Crime Record Bureau.
NeGP	:	National e-Governance Plan.

NIC	:	National Informatics center.
SPMU	:	State Project Management Unit.
PGB	:	Performance Bank Guarantee.
PoP	:	Point of Presence.
PS	:	Police Station.
PTS	:	Police Training School.
RFC	:	Request for Clarification.
RFP	:	Request For proposal.
RPC	:	Ranbir Penal Code.
SCRB	:	State Crime Record Bureau.
SDC	:	State Data Center.
SDPO	:	Sub Divisional Police Office.
SFSL	:	State Forensic Science Laboratory.
SLA	:	Service Level Agreement.
SMMP	:	State Mission Mode Project.
SP	:	Superintendent of Police.
UAT	:	User Acceptance Test.
UPS	:	Uninterruptible Power Supply.
VIP	:	Very Important Person.
VSAT	:	Very Small Aperture Terminal.
MPLS	:	Multiprotocol label Switching.
VPN	:	Virtual private Network.
BB	:	Broadband.
VSAT	:	Very Small Aperture terminal.
CDMA	:	Code Division Multiple Access.
SWAN	:	State Wide Area network.

REQUEST FOR PROPOSAL DATA SHEET

S.No	Information	Details
1	RFP Reference number and date	CHQ/CCTNS/2011/856
2	Non Refundable Tender Cost	10,000/-
3	Issuance of RFP Document	17th Dec, 2011
4	Earnest Money Deposit (EMD/ Bid Security)	1 Crore
5	Last date and Time for submission of written queries for clarifications	28th Dec, 2011; 05:00 PM
6	Date, Time and Venue of pre-proposal conference	29th Dec, 2011; 10:00 AM; Crime HQ, Jammu
7	Release of response to clarifications	30th Dec, 2011
8	Last date, Time (deadline) and Venue for submission of proposals in response to RFP notice	7th Jan, 2012; 05:00 PM; Crime HQ, Jammu
9	Date, Time and Venue of opening of Technical proposals received in response to the RFP notice	9th Jan, 2012; 10:00 AM; Crime HQ, Jammu
10	Place, Time and Date of Technical Presentations by the bidders	To be Intimated later
11	Place, Time and Date of opening of Financial proposals received in response to the RFP notice	To be Intimated later
12	Contact Person for queries	Deputy Inspector General of Police ,Crime
13	Addressee and Address at which proposal in response to RFP notice is to be submitted:	DIG Crime, Crime HQ, Old PHQ Complex, Panjtirthi - Jammu

Note: All pre bid queries would be accepted in written format only on below address:

Inspector General of Police, Crime J&K

Old PHQ Complex, CPO Chowk

Panjtirthi, Jammu

Jammu and Kashmir- 180001

Phone Number: 0191-2564210; 0191-2561694

Email Address: **scrbjmu-jk@nic.in; cctns_jk@ncrb.nic.in**

1. INTRODUCTION

Availability of relevant and timely information is of utmost necessity in conduct of business by Police, particularly in investigation of crime and in tracking & detection of criminals. Police organizations everywhere have been handling large amounts of information and huge volume of records pertaining to crime and criminals. Information Technology (IT) can play a very vital role in improving the outcomes in the areas of Crime Investigation and Criminal Detection and other functioning of the Police organizations, by facilitating easy recording, retrieval, analysis and sharing of the pile of information. Quick and timely information availability about different facets of Police functions to the right functionaries can bring in a sea change both in crime & criminals handling and related operations, as well as administrative processes.

Creation and maintenance of databases on Crime & Criminals in digital form for sharing by all the stakeholders in the system is therefore very essential in order to effectively meet the challenges of crime control and maintenance of public order. In order to achieve this, all the States and Union Territories should meet a common minimum threshold in the use of IT, especially for crime & criminals related functions. CCTNS will cover all the Police Stations in the States/ UTs, and also the Circle offices, Sub-Divisions, District headquarters, Range headquarters, Zonal IG Offices and State/ UT headquarters. Necessary Hardware will be provided at all these locations including data centers at State/ UT and National headquarters. All these locations will be networked by providing appropriate high-speed connectivity for data transfer and sharing of information amongst various stakeholders.

2. RFP STRUCTURE

The content of the RFP has been documented as a set of three volumes explained below:

Volume I: Technical and Functional Requirements:

Volume I of RFP intends to bring out all the details with respect to the functional and technical requirements along with details on scope of work, Implementation model, and non-functional requirements that SDA deems necessary to share with the potential bidders. The information set out in this volume has been broadly categorized as Technical and Functional covering multiple aspects of the requirements.

Volume II: Commercial and Bidding Terms:

This volume details out all that may be needed by the potential bidders to understand the evaluation criteria, commercial terms and bid process details.

Volume III: MSA (Master Services Agreement):

This volume intends to specify the Contractual and Legal Specifications to explain the Contractual terms that the Implementation Agency shall be bound to. Master Services Agreement is also included in this volume.

3. BIDDING PROCESS DETAILS

The RFP is not an offer by JK Police but an invitation to receive proposals from eligible interested parties in respect of the above mentioned project. The RFP does not commit IGP Crime, J&K to enter into a binding agreement in respect of the project with the shortlisted potential bidders.

In this document, potential bidders are referred as Bidders.

3.1 RFP Document Fee

RFP document can be purchased from Staff Office to IGP Crime, JK Police Crime Branch Old PHQ Complex Panjtirthi Jammu from 17th Dec, 2011 to 24th Dec, 2011 between10:00 am to 5:00 pm by submitting the non refundable bank demand draft of Rs.10,000 (Rupees ten thousand only) drawn in the favor of IGP Crime, J&K. The bidder can also download the RFP from JK police website: **www.jandkpolice.org** |**www.crimebranchjkpolice.nic.in** in such case the demand draft should be submitted along with the technical proposal. Tenders received without or inadequate RFP document fees shall be liable to disqualification.

The bidders are expected to examine all instructions forms, terms, project documents and other information in the RFP documents. Failure to furnish all information mentioned in the RFP leads to the rejection of the proposal and forfeiture of the bid security.

3.2 General Instructions to Bidders

3.2.1 List of Documents Comprising the RFP

The Request for Proposal (RFP) document consists of three volumes:

1) RFP Volume I: Technical and Functional Requirements
2) RFP Volume II: Commercial and Bidding Terms
3) RFP Volume III: Contractual and Legal Specifications

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every aspect will be at the bidder's risk and may result in the rejection of the proposal and forfeiture of the bid security.

The RFP can be downloaded from the Police Department website www.jandkpolice.org or can be collected in soft copy from the Office of JK Police "Crime Headquarter, Jammu" The bidders are expected to examine all instructions, forms, terms, project requirements, and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid security.

3.2.2 Acknowledgement of Receipt of RFP

It is required by the bidder to acknowledge receipt of this RFP (all 3 volumes) by handing over following information to RFP issuing authority at the address mentioned by hand, fax or email. The bidder is requested to use the format provided in Annexure "Acknowledgement Form" of this RFP for this purpose. A signed copy of the acknowledgement should be sent to the address given below:

IG Crime, Headquarters:

Address: IGP Crime, Old PHQ Complex
Panjtirthi, Jammu – 180001
(Jammu and Kashmir)
Telephone: 0191-2564210
Fax: 0191-2564210
Email: **igpcrimejk@rediffmail.com**

3.2.3 Pre-Bid Conference

IGP Crime, J&K will host a pre-bid conference, tentatively scheduled on 29th Dec, 2011. The date, time and venue of the conference will be intimated to all bidders through e-mail or fax. The representatives of the interested organizations may attend the pre-bid conference at their own cost. The purpose of the conference is to provide bidders with information regarding the RFP and the proposed solution requirements in reference to the particular RFP. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the Project.

3.2.4 Bidder Inquiries and JK Police's Response

All inquiries from the bidders relating to this RFP must be submitted in writing exclusively to the contact person notified by IGP Crime, J&K has above in the format specified in Annexure "Request for Clarification". The mode of delivering written questions would be through post, fax, or email. In no event will JK Police be responsible for ensuring that bidder's inquiries have been received by them.

After the RFP is issued to the bidder, IGP Crime, J&K shall accept written questions/ inquiries from the bidders. IGP Crime, J&K will endeavor to provide a complete, accurate, and timely response to all questions to all the bidders. However, JK Police makes no representation or warranty as to the completeness or accuracy of any response, nor does

JK Police undertake to answer all the queries that have been posed by the bidders. All responses given by IGP Crime, J&K will be distributed to all the bidders. All email communications sent by bidders to JK Police must be copied to **scrbjmu-jk@nic.in; cctns_jk@ncrb.nic.in**.

Format for Pre Bid Queries

S. NO	Section Number/ Page Number	Original Clause	Queries for the SI	Reason

3.2.5 Non- Disclosure Agreement

The bidders intending to submit the RFP documents shall submit a Non-Disclosure Agreement to IGP Crime, J&K in the format provided in Annexure "Non-Disclosure Agreement (NDA)".

3.2.6 Supplementary Information to the RFP

If JK Police deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements to this RFP. Such supplemental information will be communicated to all the bidders by email or fax and will also be made available on JK Police's website. Any such supplemental shall be demand to be incorporated by this reference into this RFP.

3.2.7 Preparation Costs

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by JK Police to facilitate the evaluation process, and in negotiating a definitive Service Agreement (Master Service Agreement provided in Volume III and all such activities related to the bid process. This RFP does not commit JK Police to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award of the contract for implementation of the project.

3.2.8 JK Police's Right to Terminate the Process

1) JK Police makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by JK Police. The bidder's participation in this process may result in JK Police selecting the bidder to engage in further discussions and negotiations towards execution of a contract.

2) The commencement of such negotiations does not, however, signify a commitment by JK Police to execute a contract or to continue negotiations.

3.2.9 Earnest Money Deposit (EMD)

1. Bidders shall submit, along with their Bids, EMD of Rs. 1 Crore only, in the form of a Bank Guarantee/ Demand Draft issued by the scheduled bank pledged in favor of 'Managing Director of PHC (SDA)' payable at Jammu for J&K State at Jammu and Kashmir Bank and will remain current till completion of the Project. Bid security in any other form will not be accepted. This shall be submitted along with the format provided in the Annexure as specified in this RFP.
2. Bank Guarantees are to be issued by Indian public banks authorized by Govt. to conduct Government transactions.
3. The bid security of all unsuccessful bidders would be refunded/ released by JK Police through the Nodal Officer CCTNS Project within three months of the bidder being notified by JK Police as being unsuccessful.
4. JK Police will not be responsible to pay any interest to either the successful or unsuccessful bidders on their EMD, in whatever form they have submitted it.
5. The bid submitted without bid security, mentioned above, will be liable for rejection without providing any further opportunity to the bidder concerned.
6. The bid security may be forfeited.
   a) If a bidder withdraws its bid during the period of bid validity.
   b) In case of a successful bidder, if the bidder fails to sign the contract in accordance with terms and conditions.

Authentication of Bids:

The original and all copies of the bid shall be typed or written in indelible ink and signed by the Bidder or a person duly authorized to bind the Bidder to the Contract. A letter of authorization shall be supported by a written power-of-attorney accompanying the bid. All pages of the bid including the duplicate copies, except for un-amended printed literature, shall be initialed and stamped by the person or persons sign the bid.

1. Successful bidder will have to provide a BG of 10% of the total Project cost approved in his favor.
2. The Management will include a certificate authenticating the designation and signatory of the person so authorized by it to sign the tenders and also the agreements.
3. Further a certificate to acknowledge the understanding the terms and terminology so used in the RFP.

3.2.10 Venue and Deadline for Submission of Proposals

1) Proposals, in its complete form in all respects as specified in the RFP, must be submitted to JK Police at the address specified below:

Name and Address:

a) IGP Crime, Old PHQ Complex *(Winter Capital Nov-Apr)*
CPO Chowk, Panjtirthi, Jammu – 180001, Jammu and Kashmir
Telephone: 0191-2564210, Fax: 0191-2564210
Email: **scrbjmu-jk@nic.in; cctns_jk@ncrb.nic.in**

b) IGP Crime, Royal Apartments (*Summer Capital May-Oct*)
Near Rajbagh Police Station
Srinagar– 190008, Jammu and Kashmir
Telephone: 0194-2310912, Fax: 0194-2310912
Email: **scrbjmu-jk@nic.in; cctns_jk@ncrb.nic.in**

3.2.11 Late Bids

Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.

3.3 Bid Submission Instructions

Proposals must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. JK Police will evaluate bidder's proposal based on its clarity and the directness of its response to the requirements of the project as outlined in this RFP. To assist in the preparation of proposal, JK Police would be making available a soft copy of this RFP.

Bidders shall furnish the required information on their technical and commercial proposals in the enclosed formats only. Any deviations in format or if the envelopes are not sealed properly, the tender will be liable for rejection.

3.3.1 Mode of Submission

1) Submission of bids shall be in accordance with the instructions given in the table below:

Envelope 1: **Bid Security**	The envelope containing the Bid Security shall be sealed and super scribed "Bid Security – CCTNS". This envelope should not contain any Commercials, in either explicit or implicit form, in which case the bid will be rejected. A board resolution authorizing the Bidder to sign/ execute the proposal as a binding document and also to execute all relevant agreements forming part of RFP shall be included in this envelope.
Envelope 2: **Response to Pre-Qualification Requirements**	The Response to the Pre-Qualification Requirements shall be prepared in accordance with the requirements specified in this RFP and in the format prescribed in this Volume. The envelope containing the Response to Pre-Qualification Requirements shall be sealed and super scribed "Pre-Qualification Requirements – CCTNS" on the top right hand corner and addressed to JK Police at the address specified in this volume. This envelope ***should not*** contain any Commercials, in either explicit or implicit form, in which case the bid will be rejected. The pre-qualification proposal should be submitted with **two printed copies of the entire proposal and a soft copy on non-rewriteable compact discs (CDs)** with all the contents of the technical proposal. The words "**Response to Pre-Qualification Requirements – CCTNS"** shall be written in indelible ink on the CD. The Hard Copy shall be signed by the authorized signatory on all the pages before being put along with the CD in the envelope and sealed. In case of discrepancies between the information in the printed version and the contents of the CDs, the printed version of the technical

	proposal will prevail and will be considered as the proposal for the purpose of evaluation.
Envelope 3: **Technical Proposal**	The Technical Proposal shall be prepared in accordance with the Requirements specified in this RFP and in the formats prescribed in this volume. The envelope shall be sealed and super scribed "**Technical Proposal – CCTNS"** on the top right hand corner and addressed to JK Police at the address specified in this volume. This envelope ***should not*** contain any Commercials, in either explicit or implicit form, in which case the bid will be rejected. The technical proposal should be submitted with **two printed copies of the entire proposal and a soft copy on non-rewriteable compact discs (CDs)** with all the contents of the technical proposal. The words "**Technical Proposal – CCTNS"** shall be written in indelible ink on the CD. The Hard Copy shall be signed by the authorized signatory on all the pages before being put along with the CD in the envelope and sealed. In case of discrepancies between the information in the printed version and the contents of the CDs, the printed version of the technical proposal will prevail and will be considered as the proposal for the purpose of evaluation.
Envelope 4: **Commercial Proposal**	**The Commercial Proposal will be submitted only in the printed format and the bidder is expected to submit only one copy of the Commercial Proposal as per the forms in this volume.** All the pages in the commercial response should be on the letterhead of the Bidder with a seal and signature of the authorized signatory of the Bidder. The hard copy shall be signed by the authorized signatory on althea pages before being put in the envelope and sealed. The envelope should also be super scribed **"Commercial Proposal – CCTNS". (Not to be opened with the Technical Proposal)** at the top right hand corner and addressed to JK Police the address specified in this volume.
Envelope 5:	All the above 4 envelopes along with the cover letter, as specified in Annexure 6.5 Bid Cover Letter should be put in envelope 5 which shall be properly sealed. The outside of the envelope must clearly indicate the name of the project **"CCTNS: Response to the RFP for Selection of System Integrator for the State of J&K.**
Note:	*The outer and inner envelopes mentioned above shall indicate the name and address of the bidder agency.* *Failure to mention the address on the outside of the envelope could cause a proposal to be misdirected or to be received at the required destination after the deadline.*

2) JK Police will not accept delivery of proposal in any manner other than that specified in this volume. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.

3) Both the envelopes for commercial and technical proposals shall have the name and address of the bidder to enable the proposal to be returned unopened in case it is declared "late" or the technical proposal does not qualify.

4) The bidders are requested to sign across the envelopes along the line of sealing to ensure that any tampering with the proposal cover could be detected.

5) The envelope with technical and commercial proposals should be submitted along with a certified true copy of the corporate sanctions/ approvals authorizing its authorized representative to sign/ act/ execute documents forming part of this proposal including various RFP documents and binding contract, at the address and time as specified in this RFP.

6) If any bidder does not qualify in technical evaluation, the Commercial Proposal shall be returned unopened to the bidder.

7) JK Police will not accept delivery of proposal by fax or e-mail. Such proposals shall be rejected.

8) 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.

9) In exceptional circumstances, at its discretion, JK Police may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing or by fax or email.

3.3.2 Commercial Proposal

1) The Bidder is expected to price all the items and services proposed in the Technical Proposal. JK Police may seek clarifications from the Bidder on the Technical Proposal. Any of the clarifications by the Bidder on the technical proposal should not have any commercial implications. The Commercial Proposal submitted by the Bidder should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical offer.

2) Unless expressly indicated in this RFP, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information may be submitted to accompany the proposal. In submitting additional information, please mark it as supplemental to the required response. Prices shall be quoted entirely in Indian Rupees.

3) The Commercial Proposal must be detailed and must cover each year of the contract term. The bidder must provide the Commercial Proposal in hardcopy only

4) Correction of Error

   a) Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the commercial proposals are received by JK Police. All corrections, if any, should be initialed by the person signing the proposal form before submission, failing which the figures for such items may not be considered.

   b) Arithmetic errors in proposals will be corrected as follows: In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern. The amount stated in the proposal form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the proposal price shall govern.

5) Prices and Price Information

a) The Bidder shall quote a price for all the components, the services of the solution to meet the requirements of JK Police as listed in the Volume I of this RFP. All the prices will be in Indian Rupees

b) No adjustment of the price quoted in the Commercial Proposal shall be made on account of any variations in costs of labor and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract

c) The price quoted in the Commercial Proposal shall be the only payment, payable by JK Police to the successful Bidder for completion of the contractual obligations by the successful Bidder under the Contract, subject to the terms of payment specified as in the proposed commercial bid or the one agreed between JK Police and the Bidder after negotiations. The price would be inclusive of all taxes, duties, charges and levies as applicable.

d) The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as nonresponsive.

e) Bidder should provide all prices, quantities as per the prescribed format given in Annexure 6.8 Formats for the Commercial Bid. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate “0” (zero) in all such fields.

f) It is mandatory to provide the break-up of all components in the format specified for detailed Bill of Material. The commercial bid should include the unit price and proposed number of units for each component provided in the Bill of Material in the commercial bid. In case of a discrepancy between the Bill of Material and the commercial bid, the technical Bill of Material remains valid. In no circumstances shall the commercial bid be allowed to be changed/ modified.

g) 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 borne by the Bidder.

h) The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go Live, delivery charges and any other charges as applicable.

i) All costs incurred due to delay of any sort shall be borne by the Bidder.

j) JK Police reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.

3.3.3 Language of proposals

The proposal and all correspondence and documents shall be written in English. All proposals and accompanying documentation will become the property of JK Police and will not be returned.

3.3.4 Conditions under which this RFP is issued

1) This RFP is not an offer and is issued with no commitment. JK Police reserves the right to withdraw the RFP and change or vary any part thereof at any stage. JK Police also reserves the right to disqualify any bidder should it be so necessary at any stage.
2) Timing and sequence of events resulting from this RFP shall ultimately be determined by JK Police.
3) No oral conversations or agreements with any official, agent, or employee of Police shall affect or modify any terms of this RFP and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of JK Police shall be superseded by the definitive agreement that results from this RFP process. Oral communications by JK Police to bidders shall not be considered binding on JK Police, nor shall any written materials provided by any person other than JK Police.
4) Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against JK Police or any of their respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising

under a definitive service agreement with the bidder in accordance with the terms thereof).

5) Until the contract is awarded and during the currency of the contract, bidders shall not, directly or indirectly, solicit any employee of JK Police to leave JK Police or any other officials involved in this RFP process in order to accept employment with the bidder, or any person acting in concert with the bidder, without prior written approval of IGP Crime, J&K.

3.3.5 Rights to the content of the proposal

All proposals and accompanying documentation of the Technical proposal will become the property of JK Police and will not be returned after opening of the technical proposals. The commercial proposals that are not opened will be returned to the bidders. JK Police is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. JK Police shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

3.3.6 Modification and Withdrawal of proposals

No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the validity period specified by the bidder on the proposal form. Entire bid security may be forfeited if any of the bidders withdraw their bid during the validity period.

3.3.7 Non- Conforming proposals

A proposal may be construed as a non-conforming proposal and ineligible for consideration:

1) If it does not comply with the requirements of this RFP. Failure to comply with the technical requirements, and acknowledgment of receipt of amendments, are common causes for holding proposals non-conforming.
2) If a proposal appears to be “canned” presentations of promotional materials that do not follow the format requested in this RFP or do not appear to address the particular requirements of the proposed solution and any such bidders may also be disqualified.

3.3.8 Disqualification

The proposal is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:

1) Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal
2) During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices
3) The bidder qualifies the proposal with his own conditions
4) Proposal is received in incomplete form
5) Proposal is received after due date and time
6) Proposal is not accompanied by all the requisite documents
7) If bidder provides quotation only for a part of the project
8) Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any
9) Commercial proposal is enclosed with the same envelope as technical proposal
10) If Bidder tries to influence the proposal evaluation process by unlawful/ corrupt/ fraudulent means at any point of time during the bid process
11) In case any one bidder submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals/ bidders are withdrawn upon notice immediately
12) Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within 30 working days of the date of notice of award of contractor within such extended period, as may be specified by IGP, Crime.
13) Bidders may specifically note that while evaluating the proposals, if it comes to JK Police's knowledge expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the bidders so involved are liable to be disqualified for this contract as well as for a further period of three years from participation in any of the tenders floated by JK Police.

14) The bid security envelope, response to the pre-qualification criteria, technical proposal and the entire documentation (including the hard and soft/ electronic copies of the same) submitted along with that should not contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid.

3.3.9 Acknowledgement of Understanding of terms

By submitting a proposal, each bidder shall be deemed to have acknowledged that it has carefully read all sections of this RFP, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

3.4 Bid Opening and Evaluation Process

3.4.1 Bid Opening Sessions

1) Total transparency will be observed while opening the proposals/ bids.
2) IGP Crime J&K reserves the rights at all times to postpone or cancel scheduled bid opening.
3) The bids will be opened, in two sessions, one for Technical and one for Commercial of those bidders who so desire can attend the bid opening sessions on the specified date, time and address.
4) The bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for JK Police, the Bids shall be opened at the same time and location on the next working day. However if there is no representative of the bidder, IGP Crime, J&K shall go ahead and open the bid of the bidders.
5) During bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
6) The bid security will get opened by IGP Crime, J&K for bid evaluation, in the presence of bidder's representatives (only one) who may choose to attend the session on the specified date, time and address. The Bid Security envelope of the bidders will be opened on the same day and time, on which the Technical Bid is opened, and bids not accompanied with the requisite Bid Security or whose Bid Security is not in order shall be rejected.

3.4.2 Overall Evaluation Process

1) A tiered evaluation procedure will be adopted for evaluation of proposals, with the technical evaluation being completed before the commercial proposals are opened and compared.
2) JK Police will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified. JK Police may seek inputs from their professional, external experts in the technical and commercial evaluation process.
3) The IGP Crime, J&K shall assign technical score to the bidders based on the technical evaluation criteria. The bidders with a technical score equal/ above the threshold as specified in the technical evaluation criteria shall technically qualify for the commercial evaluation stage.
4) The commercial bids for the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive.

3.4.3 Evaluation of Technical proposals

The evaluation of the Technical bids will be carried out in the following manner:

1) The bidder's technical solution proposed in the bid document is evaluated as per the requirements specified in the RFP and adopting the evaluation criteria spelt out in this RFP. The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for technical evaluation.
2) Proposal Presentations: The committee may invite each bidder to make a presentation to IGP Crime at a date, time and venue decided by IGP Crime, J&K. The purpose of such presentations would be to allow the bidders to present their proposed solutions to the committee and orchestrate the key points in their proposals.
3) The committee may seek oral clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Oral clarifications provide the opportunity for the committee to state its requirements clearly and for the bidder to

more clearly state its proposal. The committee may seek inputs from their professional and technical experts in the evaluation process.

4) Following will be the technical evaluation methodology:
   a) Each Technical Bid will be assigned a technical score out of a maximum of 100 points.
   b) Only the bidders, who score equal/ above the minimum cut-off score in all of the sections AND score a total Technical score of 70 (seventy) or more, will qualify for the evaluation of their commercial bids. In addition, the bidders are also required to score the minimum cut-off mark defined for each section, as explained below.
   c) The commercial bids of bidders who do not qualify technically shall be returned unopened to the bidder's representatives after the completion of the evaluation process.
   d) The committee shall indicate to all the bidders the results of the technical evaluation through a written communication. The technical scores of the bidders will be announced prior to the opening of the financial bids.
   e) The technically shortlisted bidders will be informed of the date and venue of the opening of the commercial bids through a written communication.

3.4.4 Pre-Qualification Criteria

The invitation for bids is open to all entities registered in India who fulfill Pre-qualification criteria as specified below:

1. All the prequalification criteria have to be met by the bidder on its own
2. The Consortium will also be accepted provided all the participants nominate and authorize the principle bidder as a single point of contact and will be responsible with JK police for all the commitments through an undertaking/ authorized document.
3. Bidders declared by JK Police to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.
4. Bidders blacklisted by the State of Jammu & Kashmir or Central Government during last 5 years will not be eligible to participate.
5. Breach of general or specific instructions for bidding, general and special conditions of contract with JK Police or any other Department/ Agency/ Undertaking or Company under the control of Government of JK, during the past 5 years may make a firm ineligible to participate in the bidding process.
6. JK Police reserves its right to subject the bidders to security clearances as it deems necessary
7. The Bidder shall satisfy all of the criteria below:
   a) The Bidder should be an Information Technology System Integrator with a registered office and operations in India. The company should be operational in India for at least the last five financial years as on 31st March 2010. The Bidder has to be a single legal entity.
   b) The Bidder must have an Office in the J&K State or should furnish an undertaking that the same would be established within two months of signing the contract.
   c) The Bidder, a single legal entity registered in India, should be a profitable vendor for the last three years as on 31st March 2010, from IT services (IT Infrastructure procurement and commissioning, IT Application Customization, Integration with legacy systems, Deployment and Maintenance).
   d) The Bidder must have a proven track record of providing a successful 'Turnkey Solution' for at least five (5) IT-projects in last 5 years as on 31st March 2010. At least one of the 5 quoted projects should be an integrated turnkey project of a value of not less than Rs. 10 Crore or above 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. Bidder must provide as a supporting documentary proof in form of work orders confirming year and area of activity, value of services to be delivered for each of the five projects, Completion/ Partial Completion Certificate from Client confirming year and value of Bidder's scope of work, scope

of work completed by the Bidder and its value along with Reference details of the Client.

e) The Bidder must have a proven track record of implementing at least two (2) e-Governance projects to summing up to a value of Rs. 10 Crore or above in last 2 years as on 31st March 2010. Bidder must provide as a supporting documentary proof in form of work orders confirming year and Area of activity, value of services to be delivered for each of the two projects, Completion/ Partial Completion Certificate from Client confirming year and value of Bidder's scope of work, scope of work completed by the Bidder and its value along with reference details of the Client.

f) The bidder must have prior experience of working on at least 1 Software Services Project for Government of India, any of the State/ UT governments or Public Sector Units. The project must be worth at least Rs. 1 Crore. Bidder must provide as a supporting documentary proof in form of work order confirming year and Area of activity, value of services to be delivered for the project, Completion/ Partial Completion Certificate from Client confirming year and value of Bidder's scope of work, scope of work completed by the Bidder and its value along with reference details of the Client.

g) The bidder must have been assessed and must possess a valid certification for CMMi Level 3 as on the date of contract signing and the certificate should be valid for at least a period of one year from the date of submission of the bid. It is clarified that if the CMMi Level 3 certification of a company is under renewal, the bidder may submit the following with his Bid:

   I. The last valid CMMi Level 3 certificate of the company
   II. A proof from the certifying agency stating that the renewal of the certification is under progress and the date when such renewal was applied for by the company. Such a Bidder will however be required to produce the renewed and active CMMi Level 3 certification of the company before the opening of Commercial Bid. If the Bidder fails to do so, his Bid will be declared technically disqualified and not considered for further evaluation.

h) The bidder must have been assessed and must possess a valid ISO 9001 or above certificate as on the date of contract signing and the certificate should be valid for at least a period of one year from the date of submission of the bid.

Notes:

1. IT-projects relates to projects involving IT Infrastructure procurement and commissioning, IT Application Customization, Integration with legacy systems, Deployment and Maintenance
2. 'E-Governance projects' is defined as 'deployment of IT systems for Central/ State Government Departments or Government Undertakings.
3. 'Software Services Project' relates to projects involving development or deployment of an IT application and Maintenance of the same.
4. In respect of both 1 and 2 above, the respondent should have been directly responsible for the implementation of the projects and not just a member of a consortium.
5. For items such as Site Preparation, Data digitization/ migration, Capacity Building (Training Personnel) and Handholding the bidder may sub-contract the work; however JK Police would be required to provide written approval of such agency. The bidder strictly cannot sub-contract the core activities such as application development and roll-out of application. It is clarified that the System Integrator shall be the Principal employer for all the claims arising from the liabilities statutory or otherwise, concerning the sub-contractors. The System Integrator undertakes to indemnify the JK Police or its nominated agencies from any claims on the grounds stated hereinabove.

3.4.5 Technical Evaluation Criteria

The bidders shall meet all the mandatory compliance criteria mentioned below. Failure in meeting the mandatory compliance criteria will result in disqualification of the bidder.

Mandatory Compliance	
The technical response must meet all the following mandatory compliance requirements. Failure to meet any of the following criteria will result in the disqualification of the technical bid response.	
1.	Submission of *Undertaking on Patent Rights* in the format prescribed in this RFP
2.	Submission of *Undertaking on Conflict of Interest* in the format prescribed in this RFP
3.	Submission of *Undertaking on Non-malicious Code Certificate* in the format prescribed in this RFP
4.	Submission of *Undertaking on Pricing of Items of Technical Response* in the format prescribed in this RFP
5.	Submission of undertaking on Offline Functionality in the format prescribed in this RFP
6.	Submission of undertaking on Provision of Required Storage Capacity in the format prescribed in this RFP
7.	Submission of undertaking on Compliance and Sizing of Infrastructure in the format prescribed in this RFP
8.	Submission of undertaking on Provision for Support for Software in the format prescribed in this RFP
9.	Submission of undertaking on Service Level Compliance in the format prescribed in this RFP
10.	Submission of undertaking on Deliverables in the format prescribed in this RFP
11.	Submission of undertaking on Training for Users in the format prescribed in this RFP
12.	Submission of undertaking on Support to Certification in the format prescribed in this RFP
13.	Submission of undertaking on Exit Management and Transition in the format prescribed in this RFP
14.	Submission of undertaking on Continuous Improvement in the format prescribed in this RFP
15.	Submission of undertaking on Personnel in the format prescribed in this RFP
16.	Submission of undertaking on Provision of Work Environment in the format prescribed in this RFP
17.	Submission of undertaking on Changes to the Contract Clauses in the format prescribed in this RFP
18.	The client side, server side, and network infrastructure proposed shall meet all the specifications mentioned in this RFP. The bidder shall provide compliance matrix for each of the proposed components indicating compliance.
19.	Detailed logic of arriving at the Storage Capacity provided by the bidder and the details of the storage configuration (usage space, number of FC and SATA disks with RAID levels, storage expandability/capability in terms of maximum number of disks).
20.	Submission of undertaking on OEM Authorization

Technical Evaluation Scoring Matrix:

No.	Evaluation Criterion	Max Score	Cut Off Score
1	**Previous Project Experience**	**35**	**25**
A	Previous Software Services (design/ development of solution) project experience in the chosen technology stack • Profile (scope, duration, …) of the projects • Recency of the Projects • Whether the project is completed	5	
B	Previous project experience related to Site Preparation and Installation and Commissioning of Client Side. Infrastructure for multi-site, geographically spread project locations • Profile (scope, duration, …) of the projects • Recency of the Projects • Whether the project is completed	5	
C	Previous project experience related to Networking for multi-site, geographically spread project locations • Profile (scope, duration, …) of the projects • Recency of the Projects • Whether the project is completed	5	
D	Previous project experience related to Setting up of Infrastructure (Server, Storage,…) for a Data Center and Disaster Recovery Center • Profile (scope, duration, …) of the projects • Recency of the Projects • Whether the project is completed	5	
E	Previous project experience in Data Migration / Data Digitization • Profile (scope, duration, …) of the projects • Recency of the Projects • Whether the project is completed	5	
F	Previous project experience in implementing Capacity Building/ Change Management • Profile (scope, duration, …) of the project • Recency of the Projects • Whether the project is completed	5	
G	Previous project experience in Operations and Maintenance of the Project	5	
2.	**Detailed Methodology**	**15**	**10**
A	Methodology for Data Migration	5	
B	Methodology for Change Management and Capacity Building	5	

C	Methodology for Exit Management	5	
3.	**Proposed Team and Governance Structure**	**35**	**25**
A	Proposed Governance Structure and Escalation Mechanism	5	
B	Proposed team and profiles for Application development and Configuration	3	
C	Proposed team and profiles for Capacity Building	5	
D	Proposed team and profiles for Change Management	5	
E	Proposed team and profiles for Data Migration/ Data Digitization	5	
F	Proposed team and profiles for Infrastructure setup	3	
G	Proposed team and profiles for Networking and related components	3	
H	Proposed team and profiles for Domain Experts	3	
I	Proposed team for Operations and Maintenance	3	
4	**Project Plan**	**15**	**10**
A	Comprehensiveness of the project plan	3	
B	Activities, sequencing, dependencies among activities	3	
C	Resource planning, allocation and Loading	3	
D	Proposed Status Reporting mechanism	3	
E	Risk Management & Mitigation plan	3	
	Total	100	70

3.4.6 Technical proposal

1) All the mandatory undertakings
2) The technical proposal should address all the areas/ sections as specified by the RFP and should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP Volume I. The technical proposal must not contain any pricing information. In submitting additional information, please mark it as "supplementary" to the required response. If the bidder wishes to propose additional services (or enhanced levels of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate and distinct attachment to the proposal.
3) Previous Project Experience for all the criterion in the technical evaluation matrix in the format provided in the RFP
4) Proposed Methodology for Data Migration, Change Management/ Capacity Building, and Exit Management
5) The Technical Proposal should address the following:
    a) Overview of the proposed solution that meets the requirements specified in the RFP
    b) Overall proposed Solution, technology, and deployment architecture
    c) Details of the Solution as per the format provided in the RFP
    d) Bill of material of all the components (i.e. software, hardware, etc.) as per the formats provided in the RFP
    e) Approach & methodology for project development and implementation including the project plan
    f) Overall Governance Structure and Escalation Mechanism
    g) Project team structure, size, capability and deployment plan (Total Staffing plan including numbers)
    h) Training and Communication Strategy for key stakeholders of the project
    i) Key Deliverables (along with example deliverables, where possible)

6) Bidder must provide the team structure and the resumes of key profiles within each team such as manager(s), technical experts, domain experts, etc responsible for the management of this project in the format provided in the RFP.

7) Comprehensive Project Plan along with Manpower deployment plan and resources to be dedicated to the project.

3.4.7 Evaluation of Commercial Bids

The Commercial Bids of only the technically qualified bidders will be opened for evaluation. Since the payments to the SI will be made over a period of over four years (a minimum of 12 months for the Implementation Phase followed by three years for Operations and Maintenance Services), the DCF (Discounted Cash Flow) method will be used to compare different payment terms, including advance payments and progressive stage payments to the SI so as to bring them to a common denomination for determining lowest bidder. The State will evaluate the offers received by adopting DCF method with a discounting rate in consonance with the existing government borrowing rate. The DCF is defined in the Glossary of Management and Accounting Terms, published by the Institute of Cost and Works Accountants of India. DCF method would be used for evaluation of bids. The bid with the lowest Net Present Value (NPV) determined using the DCF method will be selected.

Detailed modalities for applying DCF technique are as below:

1) Net Present Value (NPV) method will be used for evaluation of the Commercial Offer. The Net Present Value of a contract is equal to the sum of the present values of all the cash flows associated with it. The formula for calculating NPV of a Commercial Offer is illustrated in Para (6) below.

2) Discounting rate to be used under the method is to be the Government of India's lending rate on loans given to State Governments. These rates are notified by Budget Division of Ministry of Finance annually. The latest one is Ministry of Finance OM No F5 (3) PD/2008 dated 30 October 2008 (as per which the borrowing rate is 9%). The State will evaluate the offers received by adopting Discounted Cash Flow (NPV) method with a discounting rate of 9%.

3) NPV will be calculated on the annual cash outflows.

4) Standard software for example 'Excel', 'Lotus 1-2-3' or any other spreadsheet, which comes preloaded as part of a personal computer will be used for NPV analysis.

5) The blended person month cost for 300 person months will be considered in the cash flows in the first year

6) The NPV will be calculated using the formula below:

$$NPV = C_0 + C_1/(1+r)^1 + C_2/(1+r)^2 + C_3/(1+r)^3 + C_4/(1+r)^4 + C_5/(1+r)^5 + \ldots + C_n/(1+r)^n$$

Where,

$C_0 \ldots C^n$ are the yearly cash outflows as illustrated below

a) C_0 is the Sum of the below components
   i. Sub-total for Services Provided During Implementation Phase(Sum of items 1 – 8, refer to Pricing Summary Sheet)
   ii. Blended Person Month Cost for 300 Person Months (refer to Pricing Summary Sheet)

b) C_1 is Cost of Operations and Maintenance Services for the 1st year after "Go-Live"

c) C_2 is Cost of Operations and Maintenance Services for the 2nd year after "Go-Live"

d) C_3 is Cost of Operations and Maintenance Services for the 3rd year after "Go-Live"

e) C_4 is Cost of Operations and Maintenance Services for the 4th year after "Go-Live"

f) C_5 is Cost of Operations and Maintenance Services for the 5th year after "Go-Live"

g) r is the annual discounting rate as specified in Para (2) above

For Quality and Cost based Evaluation (QCBS), the following formula will be used for the evaluation of the bids.

The scores will be calculated as:

$$Bn = 0.3*Tn + (0.7)*(Cmin/ Cb * 100)$$

Where

Bn = overall score of bidder under consideration (calculated up to two decimal points)

Tn = Technical score for the bidder under consideration

Cb = NPV (as calculated above) for the bidder under consideration

Cmin = Lowest NPV (as calculated above) among the financial proposals under consideration.

The bidder achieving the highest overall score will be invited for negotiations for awarding the contract. In case of a tie where two or more bidders achieve the same highest overall score, the bidder with the higher technical score will be invited first for negotiations for awarding the contract.

4. Award of the contract

4.1 Award Criteria

JK Police will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the best value proposal.

4.2 JK Police right to accept any Proposal and to reject any or all proposals

JK Police reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for JK Police action.

4.3 Notification of Award

Prior to the expiration of the validity period, JK Police will notify the successful bidder in writing or by fax or email, to be confirmed in writing by letter, that its proposal has been accepted. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of performance bank guarantee, JK Police promptly notify each unsuccessful bidder and return their Bid Security.

4.4 Contract finalization and Award

The JK Police shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Technical and Commercial Evaluation to the proposed Project. If it is unable to finalize the contract with the bidder ranked first due to any reason, the JK Police may proceed to and negotiate with the next ranked bidder, and so on as per General Financial Rules (GFR) until a contract is awarded. JK Police reserves the right to present a contract to the bidder selected for negotiations. A contract will be awarded to the responsible, responsive bidder whose proposal conforms to the RFP and is, in the opinion of the JK Police, the most advantageous and represents the best value to the proposed project, price and other factors considered. Evaluations will be based on the proposals, and any additional information requested by the JK Police Proposed project will involve the payment for the contract based on not only successful delivery of the solution but also on the success of the project after “Go-live”.

4.5 Signing of Contract

At the same time as JK Police notifies the successful bidder that its proposal has been accepted, JK Police shall enter into a separate contract, incorporating all agreements (to be discussed and agreed upon separately) between JK Police and the successful bidder. The Model agreement (Draft MSA) is provided in RFP Volume III. JK Police shall have the right to annul the award in case there is a delay of more than 30 days in signing of contract, for reasons attributable to the successful bidder.

4.6 Suggestions on the Draft Contract

1) A draft contract including the standard terms and all the other terms specific to the implementation of the solution is circulated as Volume III of this RFP. It is expected that the bidder will be able to execute this contract without any modifications, in case they are selected for doing so.
2) However the bidder is requested to indicate as per the form specified in the Annexure, the changes the bidder desires to have and the reason for the same. This is only a solicitation of suggestions for change.
3) However, it is neither guaranteed that these requests for changes will be accepted in the final contract nor this process should be construed as any commitment from JK Police to consider those suggestions.
4) The bidder should not suggest any change that has financial or commercial implications during the execution of the contract and is against the basic spirit of procuring the services for the implementation of the project
5) The bidder is also requested not to base the commercial quote during the e-auction on the assumptions that the suggestions for changes to the draft contract will be accepted by JK Police.

4.7 Failure to agree with the Terms and conditions of the RFP

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 which event JK Police may award the contract to the next best value bidder as per the J&K State Policy or call for new proposals from the interested bidders or invoke the PBG of the most responsive bidders.

5. PAYMENT TERMS AND SCHEDULE

5.1 Advance Bank Guarantee

Advance banks guarantee equaling to the sum of "₹ 1 crore" (Advance payment by the bidder) would be furnished by the bidder in the form of a Bank Guarantee as per the format provided in this RFP from Indian Public Sector Banks or Private Sector Banks (if authorized by the Government) to conduct Government transaction. Details of the bank are to be furnished in the commercial offer. The Advance Bank Guarantee should be furnished at the time of signing of the contract and should be valid for entire term of the contract.

5.2 Performance Bank Guarantee

- A PBG of 10% of value of the contract would be furnished by the bidder in the form of a Bank Guarantee as per the format provided in this RFP. Details of the bank are to be furnished in the commercial offer.
- The PBG should be furnished within 15 days from the signing of the contract and should be valid for entire term of the contract.
- The Performance Guarantee shall be returned to the bidder within 30 days of the date of the successful discharge of all contractual obligations at the end of period of the agreement by the Nodal agency.

5.3 5.3 Liquidated Damages

In the event of the Bidder's failure to submit the Bonds, Guarantees and Documents and supply the solution/ equipment as per schedule specified in this RFP, JK police may at its discretion withhold any payment until the completion of the contract. JK Police may also deduct from the Bidder as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/ undelivered services (as detailed in Volume I of this RFP) for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not more than 10% of the value of delayed services. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to JK Police under the contract and law.

5.4 Payment Schedules an Milestones

The successful bidder will sign a Service Level Agreement (SLA) with JK Police covering all the required services.

The payment schedule and milestones are divided into two phases:

- Implementation Phase
- Operations and Maintenance Phase

5.4.1 Milestones and Payment Schedules for Implementation Phase

S.No	Payment Milestones for the implementation phase	% Payment
1	M1: Advance	10%
2	M2: Pre – Go Live – Readiness Phase I –4Districts)	10%
3	M3: Go-Live in the Phase I – 4Districts	10%
4	M4: Pre – Go Live – Readiness Phase II Districts	10%
5	M5: Go-Live in the Phase II – 21 Districts	20%
6	M6: Pre – Go Live Readiness for remaining Higher offices/ Police Stations	10%
7	M7: Go-Live for remaining Higher offices/ Police Stations	10%
8	M8: Integration with Existing Legacy Applications	10%
10	M9: Successful integration with CAS (Center) and successful transfer of the data for three months in succession	10%

1. Pre – Go Live Readiness of Districts under Phase requires Completion and Acceptance of the following activities in at least 50% of the Police Stations/ Higher Offices in each of the Districts targeted under the Phase
   - Data Migration/ Digitization
   - Capacity Building Program covering the targeted personnel
   - Change Management Initiatives covering the targeted personnel
   - Site Preparation
   - Delivery and Commissioning of Client Side Infrastructure
   - Networking
2. Go-Live in the Phase requires Completion and Acceptance of the following activities in at least 85% of the Police Stations/ Higher Offices in each of the Districts targeted under the Phase

- Data Migration/ Digitization
- Capacity Building Program covering the targeted personnel
- Change Management Initiatives covering the targeted personnel
- Site Preparation
- Delivery and Commissioning of Client Side Infrastructure
- Networking
- Commission of the Configured, Customized, and Extended CAS (State)
- The PS/ HO have completely migrated to the new application and the police station and the higher offices' personnel are successfully conducting the intended functions through the application.

5.4.2 Milestones and Payment Schedules for Operations and Maintenance Phase

The operations and maintenance phase is for a period of three years post Go-Live in the last district. The lump-sum cost quoted for the Operations and Maintenance Phase will be divided into 6 equated installments and made as 6 equal payments upon satisfactorily adhering to the SLAs. The payments during the Operations and Maintenance Phase will be made at the end of every six months after the delivery of the services upon satisfactorily adhering to the SLAs defined in the volume 1 of this RFP

6. ANNEXURE

6.1 RFP Acknowledgement Form

(Company Letterhead)

[Date]

To,

<<Address to be added>>

Sub: Acknowledgement of Request for Proposal (RFP)

Dear Sir,

1. This is to notify you that we have received the complete set of RFP documents Circulated by your organization for JK Police
2. The following persons will be the authorized representatives of the company for all the future correspondence till the completion of the bidding process, between JK Police and our organization.

	Primary Contact	Secondary Contact
Name		
Title		
Company Name		
Address		
Phone		
Mobile		
Fax		
E-mail		

3. We understand that it will be the responsibility of our organization to keep JK Police informed of any changes in this list of authorized persons and we fully understand that JK Police shall not be responsible for no receipt or non delivery of any communication and/or any missing communication in the event reasonable prior notice of any change in the authorized person(s) of the company is not provided to JK Police.

4. Information relating to the examination, clarification and any other processes concerning the RFP and selection shall not be disclosed to any person(s) not officially concerned with such process until the process is over. Undue use of confidential information related to the process by us may result in rejection of our proposal.

Dated this Day of 2012

(Signature) (In the capacity of)

(Name)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

6.2 Non- Disclosure Agreement (NDA)

[Company Letterhead]

This AGREEMENT (hereinafter called the "Agreement") is made on the [day] day of the month of [month], [year], between, JK Police, _____, on the one hand, (hereinafter called the "Purchaser") and, on the other hand, [Name of the bidder] (hereinafter called the "Bidder") having its registered office at [Address]

WHEREAS

1. The "Purchaser" has issued a public notice inviting various organizations to propose for hiring services of an organization for provision of services under the CCTNS Project (hereinafter called the "Project") of the Purchaser;

2. The Bidder, having represented to the "Purchaser" that it is interested to bid for the proposed Project, in connection with the "Project", the Purchaser agrees to provide to the Bidder

   a. Detailed Document on the Project vide the Request for Proposal contained in three volumes. The Request for Proposal contains details and information of the Purchaser operations that are considered confidential.
   b. The Bidder to whom this Information (Request for Proposal) is disclosed shall hold such Information in confidence with the same degree of care with which the Bidder protects its own confidential and proprietary information;
   c. Restrict disclosure of the Information solely to its employees, agents and contractors with a need to know such Information and advise those persons of their obligations hereunder with respect to such Information;
   d. Use the Information only as needed for the purpose of bidding for the Project; except for the purpose of bidding for the Project, not copy or otherwise duplicate such Information or knowingly allow anyone else to copy or otherwise duplicate such Information
   e. Undertake to document the number of copies it makes

f. On completion of the bidding process and in case unsuccessful, promptly return to the Purchaser, all Information in a tangible form or certify to the Purchaser that it has destroyed such Information.

3. The Bidder shall have no obligation to preserve the confidential or proprietary nature of any Information which:
   a) Was previously known to the Bidder free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Bidder's written records prepared prior to such disclosure; or Is or becomes publicly known through no wrongful act of the Bidder; or Is independently developed by an employee, agent or contractor of the Bidder not associated with the Project and who did not have any direct or indirect access to the Information.
4. The Agreement shall apply to all Information relating to the Project disclosed by the Purchaser to the Bidder under this Agreement. The Purchaser and the Bidder agree as follows:
   a) The Purchaser will have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available at law or in equity for such a breach.
   b) Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the bidder, in any of the Information.
   c) Notwithstanding the disclosure of any Information by the Purchaser to the Bidder, the Purchaser shall retain title and all intellectual property and proprietary rights in the Information.
   d) No license under any trademark, patent or copyright, or application for same that are now or thereafter may be obtained by such party is either granted or implied by the conveying of Information.
   e) The Bidder shall not alter or obliterate any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Purchaser on any copy of the Information, and shall reproduce any such mark or notice on all copies of such Information.
5. This Agreement shall be effective from the date the last signature is affixed to this Agreement and shall continue in perpetuity.

6. Upon written demand of the Purchaser, the Bidder shall
   a) cease using the Information,
   b) Return the Information and all copies, notes or extracts thereof to the Purchaser forthwith after receipt of notice, and
   c) Upon request of the Purchaser, certify in writing that the Bidder has complied with the obligations set forth in this paragraph.

7. This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties.
8. This Agreement may be amended or modified only with the mutual written consent of the parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.
9. CONFIDENTIAL INFORMATION IS PROVIDED "AS IS" WITH ALL FAULTS. IN NO EVENT SHALL THE PURCHASER BE LIABLE FOR THE ACCURACY ORCOMPLETENESS OF THE CONFIDENTIAL INFORMATION.
10. This Agreement shall benefit and be binding upon the Purchaser and the Bidder and their respective subsidiaries, affiliate, successors and assigns.
11. This Agreement shall be governed by and construed in accordance with the Indian laws.

For and on behalf of the Bidder

____ (Signature) _____

(Name of the Authorized Signatory)

Date

Address

Location

6.3 Request for Clarification

Bidders requiring specific points of clarification may communicate with JK Police during the specified period using the following format:

<<Name & Address>>			
BIDDER'S REQUEST FOR CLARIFICATION			
Name of Organization submitting request		Name & position of Person submitting Request	Full formal address of The organization including phone, fax and email points of contact
			Tel:
			Fax:
			Email:
S. No	Bidding Document Reference(s) (section number/page)	Content of RFP Requiring Clarification	Points of clarification Required
1			
2			

6.4 Earnest Money Deposit

1. In consideration of _____ (hereinafter called the "Government") represented by _____, on the first part and M/s _____ of _____ (hereinafter referred to as "Bidder") on the Second part, having agreed to accept the Earnest Money Deposit of Rs. _____ (Rupees _____) in the form of Bank Guarantee for the Request for Proposal for procurement of _____ we_____ (Name of the Bank), (hereinafter referred to as the "Bank"), do hereby undertake to pay to the Government forthwith on demand without any demur and without seeking any reasons whatsoever, an amount not exceeding _____ (Rupees_____) and the guarantee will remain valid up to a period of 180 days from the due date of the tender. It will, however, be open to the Government to return the Guarantee earlier than this period to the System Integrator, in case the System Integrator does not qualify for the commercial negotiations by the Commercial Negotiations Committee (CNC) as constituted by the Government after a recommendation is made by the CNC on the bid(s) after an evaluation.

2. In the event of the System Integrator withdrawing the tender before the completion of the stages prior to the Commercial negotiations or during the Commercial negotiations, as the case may be, the Guarantee deposited by the System Integrator stands forfeited to the Government. We also undertake not to revoke this guarantee during this period except with the previous consent of the Government in writing and we further agree that our liability under the Guarantee shall not be discharged by any variation in the term of the said tender and we shall be deemed to have agreed to any such variation.

3. No interest shall be payable by the Government to the System Integrator on the guarantee for the period of its currency.

Dated this_____day of _____ 2012

For the Bank of _____
(Agent/Manager)

6.5 Bid Cover Letter

[Cover Letter]

[Date]

To,

<<Address to be added>>

Ref: RFP for Implementation of CCTNS in Jammu and Kashmir

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for the CCTNS Project.

We attach hereto the technical response as required by the RFP, which constitutes our proposal.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to JK Police is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of SIXMONTHS from the date fixed for bid opening.

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed in the Annexure above of this RFP.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2012

(Signature) (In the capacity of)

(Name)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I,……, the Company Secretary of ……, certify that…… who signed the above Bid is authorized to do so and bind the company by authority of its board/ governing body.

Date:

Signature

(Company Seal) (Name)

6.6 Formats for the Pre-Qualification Response

Bidders are requested to submit their responses for the pre-qualification requirements in (5) parts mentioned in this RFP.

1. Details of the Organization
2. Financial details
3. Relevant IT- Experience
4. Relevant E-governance project experience
5. Relevant software services project experience

1. Details of the Organization.

Details of the organization	
Details of the organization	
Name of the Company	
Nature of the legal status in India	
Nature of the Business in India	
Date of incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
Other Relevant Information	
Mandatory Supporting Documents: a. Certificate of Incorporation from Registrar Of Companies(ROC) b. Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company	

2. Financial information

Financial Information			
	FY-2007-08	**FY 2008-09**	**FY 2009-10**
Revenue (in INR Crore)			
Profit before Tax(in INR Crore)			
Other relevant information			
Mandatory Supporting Documents: a. Auditor Certified financial statements for the last three financial years; 2007-08, 2008-09, and 2009-10 (Please include only the sections on P&L, revenue and the assets, not the entire balance sheet.)			

3. Relevant Project IT Experience

Relevant IT Experience (provide no more than 5 projects in last 5 years	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Technologies used	
Service levels being offered/ Quality of service (QOS)	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information Mandatory Supporting Documents: a. Letter from the client to indicate the successful completion of the projects	
Project Capability Demonstration	
Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which is part of minimum qualification criteria). These capabilities may be spread over the five projects (which are part of minimum qualification criteria) and not essentially in this project alone.	

4. Relevant E –Governance Project Experience

Relevant E-Governance Experience (provide no more than 2 projects in last 2 years)	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Technologies used	
Service levels being offered/ Quality of service (QOS)	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Relevant E-governance experience(provide no more than 2 projects in last 2 years	
Place (town, state) where the project was executed (deployment, operations and maintenance)	

Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents a. Letter from the client to indicate the successful completion of the projects b. Letter from the client to indicate the successful completion of the projects (setting up software, hardware and network infrastructure and building and deploying the application) c. Copies of the CMMi level 3 assessments.	
Project Capability Demonstration	
Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which are part of minimum qualification criteria) These capabilities may be spread over the 2 projects (which are part of minimum qualification criteria) and not essentially in this project alone.	

5. **Relevant Software Service Project Experience**

Relevant IT Project Experience (provide no more than 1 projects in last 5 years)	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Technologies used	
Service levels being offered/ Quality of service (QOS)	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents: a. Letter from the client to indicate the successful completion of the projects	
Project Capability Demonstration	
Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which are part of minimum qualification criteria)	

6.7 Formats for the Technical Bid Response

6.7.1 Undertaking on Patent Rights

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Patent Rights

Sir,

1. I/ We as System Integrator (SI) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.

2. I/ We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipments, systems or any part thereof to be supplied by us. We shall indemnify JK Police against all cost/ claims/ legal claims/ liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the SI shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/ or system or any part thereof to JK Police and persons authorized by JK Police, irrespective of the fact of claims of infringement of any or all the rights mentioned above.

   If it is found that it does infringe on patent rights, I/We absolve JK Police of any legal action.

Yours faithfully,

Authorized Signatory
Designation

6.7.2 Undertaking on Conflict of Interest

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Conflict of Interest

Sir,

1. I/We as System Integrator (SI) do hereby undertake that there is, absence of, actual or potential conflict of interest on the part of the SI or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with JK Police
2. I/We also confirm that there are no potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the SI to complete the requirements as given in the RFP.
3. We undertake and agree to indemnify and hold JK Police harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors(on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees & fees of professionals, reasonably) by JK Police and/or its representatives, if any such conflict arises later.

Yours faithfully,

Authorized Signatory
Designation

6.7.3 Non –Malicious Certificate

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Non-Malicious Code Certificate

Sir,

I/We hereby certify that the software being offered/ developed as part of the contract does not and will not contain any kind of malicious code that would activate procedures to:

- Inhibit the desired and the designed function of the equipment/ solution.
- Cause damage to the user or his equipment/ solution during the operational exploitation of the equipment/ solution.
- Tap information regarding network, network users and information stored on the network that is classified and/ or relating to National Security, thereby contravening Official Secrets Act 1923.

There are/ will be no Trojans, Viruses, Worms, Spywares or any malicious software on the system and in the software offered or software that will be developed.

Without prejudice to any other rights and remedies available to JK police, we are liable under Information Technology Act, 2000 and Indian Penal Code 1860 in case of physical damage, loss of information and those relating to copyright and Intellectual Property rights (IPRs), caused due to activation of any such malicious code in offered/ developed software.

Yours faithfully,

Authorized Signatory
Designation

6.7.4 Undertaking on Pricing of items of Technical Response

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Clarifications sent to JK Police

Sir,

I/We do hereby undertake that Commercial Proposal submitted by us is inclusive of all the items in the technical proposal and is inclusive of all the clarifications provided/maybe provided by us on the technical proposal during the evaluation of the technical offer.

We understand and agree that our Commercial Proposal is firm and final and that any Clarifications sought by you and provided by us would not have any impact on the Commercial Proposal submitted by us.

Yours faithfully,

Authorized Signatory
Designation

6.7.5 Undertaking on Offline Functionality

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Offline Functionality

Sir,

I/We as System Integrator do hereby undertake to design and develop all the offline functionality required by JK Police for the CCTNS.

We acknowledge that the offline functionality requirement stated in Volume – I of the RFP is indicative and that the complete range of required offline functionality will be identified and clarified during the systems study phase of the CCTNS project. We further confirm that we undertake to design and develop the offline functionality identified during the systems study phase as required by JK Police to be part of CCTNS Project.

Yours faithfully,

Authorized Signatory
Designation

6.7.6 Undertaking on Provision for Required Storage Capacity

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Provision for Required Storage Capacity

Sir,

I/We as System Integrator do hereby undertake that the proposed storage at the Data Center meets the minimum RFP requirements in terms of a minimum usable capacity of XXTB (with XXTB on FC and XXTB on SATA or equivalent drives with storage array (FC) configured on Raid XX configuration) on the day of commissioning the infrastructure. The same will be applicable to the Disaster Recovery Site also.

I/We as System Integrator do hereby undertake that the proposed storage at the Data Center and Disaster Recovery Site as per our sizing will be sufficient to meet the RFP requirements in terms of storing the case information for XX police stations with an average of XX cases per month per police station for the historical data of 10 years and future data of 5 years.

Any augmentation of the storage up to XX TB to meet the above said requirements (case information for XX police stations with an average of XX cases per month per police station for the historical data of 10 years and future data of 5 years, with an average case file size of XMB per case file) will be carried out at no additional cost to JK Police.

Yours faithfully,

Authorized Signatory

Designation

6.7.7 Undertaking on Compliance and Sizing of Infrastructure

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Compliance and Sizing of Infrastructure

Sir,

I/We as System Integrator do hereby undertake that we have proposed and sized the hardware and all software (including licenses) based on information provided by JK Police in its RFP document and in accordance with the Service Level requirements and minimum specifications provided for Software licenses, Servers, SAN Storage, SAN Switch, Tape Library, Enterprise Management System, Anti Virus, Backup Software and assure Police that the sizing is for all the functionality envisaged in the RFP document.

Any augmentation of the proposed solution or sizing of any of the proposed solutions (software, hardware,…) in order to meet the minimum tender requirements and/or the requisite Service Level requirements given by JK Police will be carried out at no additional cost to JK Police

Yours faithfully,

Authorized Signatory
Designation

6.7.8 Undertaking on Provision of Support for Software

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Provision of Support for Software

Sir,

I/We as System Integrator do hereby undertake the provision for ATS/Warranty support (Services as defined in Section XXX of Volume I (Scope Services) of RFP) by OEM/OSV/IV for all the primary components (Web Server, Application Server, Database and Operating System) of the Core Application Software for both State and Centre during the duration of the contract period.

We also undertake to provide the support needed for any 3rd party products proposed as part of Application Software during the duration of the contract period.

Yours faithfully,

Authorized Signatory
Designation

6.7.9 Undertaking on Service level Compliance

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Service Level Compliance

Sir,

I/We as System Integrator do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the Addendum to the RFP to provide quality service to JK Police.

However, if the proposed number of resources is found to be not sufficient in meeting the tender and/or the Service Level requirements given by JK Police, then we will augment the team without any additional cost to JK Police

Yours faithfully,

Authorized Signatory
Designation

6.7.10 Undertaking on Deliverables

(Company letterhead)

[Date]
To
<<Address to be added>>

Sub: Undertaking on Deliverables

Sir,

I/We as System Integrator do hereby undertake the adherence of <<>>Certification or above standards to the processes, deliverables/artifacts to be submitted to JK Police proposed as part of the CCTNS Software for both State and Centre.

We also recognize and undertake that the Deliverables/artifacts shall be presented and explained to JK Police and other key stakeholders (identified by JK Police), and also take the responsibility to provided clarifications as requested by JK Police.

We also understand that the acceptance, approval and sign-off of the deliverables by JK Police will be done on the advice of <<Core Group and/or the CTTand/or the SPMU>>. We understand that while all efforts shall be made to accept and convey the acceptance of each deliverable in accordance with the project schedule, no deliverable will be considered accepted until a specific written communication to that = effect is made by JK Police.

Yours faithfully,

Authorized Signatory
Designation

6.7.11 Undertaking on Training the user

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Training the Users

Sir,

I/We hereby undertake to train users (to be identified by JK Police) as per JK Police requirements stated in the Request for Proposal (RFP). We further undertake that:

a) We shall carry out a comprehensive training needs analysis and accordingly design the training program
b) Our training program would include, at the minimum, classroom training followed by supervised work sessions
c) We shall prepare all necessary training materials and deliver the training

Yours faithfully,

Authorized Signatory
Designation

6.7.12 Undertaking on Support to Certification

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Support to Certification

Sir,

I/We understand that application (including the application and the associated IT systems) have to be certified by a 3rd party agency (to be identified by JK Police) before the system is commissioned.

I/We understand that while the certification expenses will be borne by JK Police, the responsibility to ensure successful certification lies with the System Integrator.

I/We hereby undertake that we shall do all that is required of the System Integrator to ensure that system will meet all the conditions required for successful certification.

Yours faithfully,

Authorized Signatory
Designation

6.7.13 Undertaking On Exit Management and Transition

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Exit Management and Transition

Sir,

I/We hereby undertake that at the time of completion of the engagement, we shall successfully carry out the exit management and transition (to JK Police or to an agency identified by JK police) to JK Police's satisfaction.

I/We further undertake to complete the following as part of the Exit Management and Transition: Capacity Building at JK Police.

We undertake to design team/organization structure at JK Police to manage the system

We undertake to carry out an analysis of the skill set requirement at JK Police to manage system and carry out the training & knowledge transfer required at JK Police to manage system transition of project artifacts and assets

We undertake to complete the updating of all project documents and other artifacts and handover the same to JK Police before transition

We undertake to design Standard Operating Procedures to manage system (including application and IT systems), document the same and train JK Police personnel on the same.

I/We also understand that the Exit Management and Transition will be considered complete on the basis of approval from JK Police.

Yours faithfully,

Authorized Signatory
Designation

6.7.14 Undertaking on Continuous Improvement

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Continuous Improvement

Sir,

I/We understand that Continuous improvement of application is highly critical for JK police and that the System Integrator is expected to be the prime driver of continuous improvement during the application management phase.

I/We also understand that the improvements proposed as part of this Continuous Improvement initiative will not be the usual run-of-the-mill enhancements, but will be significant changes that result in a quantum leap in meeting user needs and improving the outcomes in policing.

I/We further understand that whether a proposed change forms part of Continuous Improvement or is a minor change that will have to be incorporated into the application as part of the Application Management Services will be determined by the<<Empowered Committee>>.

Yours faithfully,

Authorized Signatory
Designation

6.7.15 Undertaking on Personnel

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Personnel

Sir,

I/We as System Integrator do hereby undertake that those persons whose profiles were part of the basis for evaluation of the bids and have been identified as "Key Personnel" of the proposed team, including Project Manager, Lead Technical Architects, Modeling/Database Expert, Lead Business Analyst, Technical Writer, and Domain Expert for the design and development of software for the CCTNS project, shall be deployed during the Project as per our bid submitted in response to the RFP.

We undertake that any of the identified "Key Personnel" shall not be removed or replaced without the prior written consent of JK Police.

Under exceptional circumstances, if the Key Personnel are to be replaced or removed, we shall put forward the profiles of personnel being proposed as replacements, which will be either equivalent or better than the ones being replaced. However, whether these profiles are better or equivalent to the ones being replaced will be decided by JK Police. JK Police will have the right to accept or reject these substitute profiles.

We also undertake to staff the Project with competent team members in case any of the proposed team members leave the Project either due to voluntary severance or disciplinary actions against them.

We acknowledge that JK Police has the right to seek the replacement of any member of the Project team being deployed by us, based on the assessment of JK Police that the person in question is incompetent to carry out the tasks expected of him/her or found that person does not really possess the skills /experience/qualifications as projected in his/her profile or on the ground of security concerns or breach of ethics.

In case we assign or reassign any of the team members, we shall be responsible, at our expense, for transferring all appropriate knowledge from personnel being replaced to their replacements within a reasonable time.

Yours faithfully,

Authorized Signatory
Designation

6.7.16 Undertaking On Provision of Work Environment at NCRB

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Provision of Work Environment at NCRB

Sir

I/We as System Integrator do hereby understand that the onsite team of Software Development Agency operating out of JK Police premises will be provided only with seating space. Any other requirements such as desktops, software will be System Integrator's responsibility.

Yours faithfully,

Authorized Signatory
Designation

6.7.17 Undertaking on Changes to the Contract Clauses

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Undertaking on Changes to Contract Clauses

Sir,

I/We as System Integrator do hereby acknowledge that we understand that the request for changes to contract clauses and any other terms and conditions in the RFP, submitted in our proposal as per the RFP are just suggestions for change.

We understand that it is neither guaranteed that these requests for changes will be accepted in the final contract nor this process will be construed as any commitment from JK Police to consider those suggestions.

Yours faithfully,

Authorized Signatory
Designation

6.7.18 Undertaking from OEM on Authorization of use of their OEM Products

(Company letterhead)

[Date]

To

<<Address to be added>>

Sub: Authorization of <company name of SI> to Provide Services Based on Our Product(s)

Sir,

This is to certify that I/We am/are the Original Equipment Manufacturer in respect of the products listed below. I/We confirm that <name of SI> ("SI") have due authorization from us to provide services, to JK Police, that are based on our product(s) listed below as per Request for Proposal (RFP) document relating to providing of the solution, Implementation, training &maintenance services, Information Technology Infrastructure and System Integration services to JK Police. We further endorse the warranty, contracting and licensing terms provided by SI to JK Police.

Sr. No.	Product Name	Remarks
1.		
2.		
3.		

Yours faithfully,

Authorized Signatory
Designation

OEM's company name
CC: SI's corporate name

6.7.19 Profiles of the Pervious Project Experience

Relevant IT Experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Technologies used	
Service levels being offered/ Quality of service (QOS)	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents: a) Letter from the client to indicate the successful completion of the projects	
Project Capability Demonstration	
Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which is part of minimum qualification criteria).	

6.7.20 Solution Information

	Solution Information					
The below list is indicative only	**Proposed Solution (Provide the Product Name or fill Custom Built in case of a new development)**	**Version and year of release**	**OEM**	**Features and functionalities**	**O&M support(warranty, AMC etc)**	**Reference in Submitted proposal(please specify the page number/section)**
CAS(State Solution)						
Web server						
Application server						
Operating system						
Database						
Others						
Reporting Engine						
Email/messaging						
Search Engine						
Portal server						
Workflow Engine						
Rules Engine						
Directory Services						
DMS/CMS						
Security						
Identity Management						
Audit						
ETL						
Other proposed solution						
CAS (state offline Solution)						
Synchronization solution						
Application container						
Database						
Others						
Operating solution(In case the suggested solution needs a particular kind of o/s on the						

client machine)						
Any other proposed						
Technical Environment						
Project management information system(PMIS)				Provide list of services as a part of PMIS		
Configuration management						
Issue tracker						
Any other proposed						
Infrastructure at Data Center and Data Recovery Center						
EMS						
Backup software						
Load Balancers						
Helpdesk						
Anti virus						
SAN management Software						
Any other proposed						

6.7.21 Technical Bill of Materials for Software

Technical Bill for Materials(Software Solutions)							
The below list is indicative only	**Proposed Solution (Provide the Product Name or fill Custom Built in case of a new development)**	**Unit of measurement**	**No of Licenses (Development Environment)**	**No of Licenses (UAT)**	**No of Licenses (trainings)**	**No of Licenses (DC)**	**No of Licenses (DR site)**
CAS(State Solution)							
Web server							
Application server							
Operating system							
Database							
Others							
Reporting Engine							
Email/messaging							
Search Engine							
Portal server							
Workflow Engine							
Rules Engine							
Directory Services							
DMS/CMS							
Security							
Identity Management							
Audit							
ETL							
Other proposed solution							
CAS (state offline Solution)							
Synchronization solution							
Application container							
Database							
Others							
Operating solution(In case the suggested solution needs a particular kind of o/s on the client							

machine)							
Any other proposed							
Technical Architecture at SCRB							
Project management information system(PMIS)							
Configuration management							
Issue tracker							
Any other proposed							
Infrastructure at Data Center and Data Recovery Center							
EMS							
Backup software							
Load Balancers							
Helpdesk							
Anti virus							
SAN management Software							
Any other proposed							

6.7.22 Technical Bill of materials for Infrastructure

Reference of server/ storage information submitted in the proposal (provide the page number/ section/ volume)	Services proposed to be hosted on the server	Qty	Make and model	Year of Introduction	o/s along with the version	No of processors and core offered	Architecture (RISC, CISC/ EPIC)	RAM	HDD	LAN	HBA	Additional information as required to the compliance to the requirements in the RFP	Compliance matrix provided as the format given in RFP(yes/No)	Data sheets provided in the proposal (yes/No)
Data center														
Production CAS(state) application services related servers(Web, portal, Application directory etc)														
Insert each item in a separate row as required														
Infrastructure services related services (EMS, Antivirus, Backup, DNS…)														
Insert each item in a separate row as required														
SAN storage														
SAN switch														
FC-IP router														
Technical Environment at NCRB(project management, configuration management ,issue tracker)														
Insert each item in a separate row as required														
UAT Environment														
Insert each item in a separate row as required														
Training Environment														
Insert each item in a separate row as required														
Disaster recovery														
Production CAS(state) application services related servers(Web, portal,														

Application directory etc)														
Insert each item in a separate row as required														
Infrastructure services related services (EMS, Antivirus, Backup, DNS…)														
Insert each item in a separate row as required														
SAN storage														
SAN switch														
FC-IP router														
Tape Library														

6.7.23 Personal Profiles

Format for the profiles	
Name of the person	
Current designation/ job title	
Current job responsibilities	
Proposed role in the project	
Proposed responsibilities in the project	
Academic qualifications • Degree • Academic institute graduated from • Year of graduation • Specialization (If any) • Key achievements and other relevant information (If any)	
Professional Certifications (If any)	
Total number of years of Experience	
Number of years in the Current company	
Summary of professional and domain experience	
Number of complete life cycles implementations carried out	
The names of the clients worked for	
Past assignments details (for each assignment please provide the name of the organization worked for designation, tenure etc.) Prior professional Experiences covering: Organization worked for in the past: • Organization name • Duration of date and exit • Designation • Location • Key responsibilities Prior Project Experience • Project name • Client • Key project features in brief • Location • Designation • Role • Responsibilities and Activities • Duration of the project Please provide the relevant projects only	
Proficient in languages(against each language listed, Indicate if read/write/both)	

Each profile must be accompanied by the following undertaking from the staff member:

(Alternatively, a separate undertaking with the same format as below with all the names of the proposed profiles should be provided)

Certification:

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

Signature:

Dated:

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

Full name of the authorized representative

6.7.24 Suggestions on Changes to Contract Clauses

(Company letterhead)

[Date]

To

Inspector General of Police (CCTNS)

National Crime Records Bureau

East Block – 7, R. K. Puram

New Delhi – 110066

Sub: Changes to the Contract Clauses

Sir,

We request you to consider the following changes to the Contract Clauses:

Sl. No.	Page Number	Section / Para No.	Original Text	Suggested Change	Reason for change
1.					
2.					
3.					
4.					

Yours faithfully,

Authorized Signatory
Designation

6.8 Formats for the Commercial Bid Reponses

6.8.1 Commercial Project Cover Letter

(Company letterhead)

[Date]

To

<<Address to be added>>

Ref: RFP for Implementation of CCTNS in Jammu & Kashmir

Dear Sir,

Having examined the RFP Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services, as required and outlined in the RFP. In order to meet such requirements and to provide services as set out in the RFP document, following is our quotation summarizing our Commercial Proposal.

We attach hereto the Commercial Proposal as required by the Bid document, which constitutes our proposal.

We undertake, if our proposal is accepted, to the services as put forward in the RFP or such modified requirements as may subsequently be agreed mutually by us and the State of Jammu and Kashmir or its appointed representatives.

We will obtain necessary bank guarantees in the formats given in the bid document issued by a bank in India, acceptable to the State of Jammu and Kashmir and furnish them within the time frames set out in the RFP.

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. Until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between State of Jammu and Kashmir and us.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the State of Jammu and Kashmir is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the State of Jammu & Kashmir as to any material fact.

We agree that you are not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any if the products/ service specified in the bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/ company/ agency/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2010

(Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of SI

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am ……. of the ……., and that …… who signed the above proposal is authorized to bind the company, pursuant to the resolution passed in the meeting of Board of Directors of the company on _____(date).

Date

(Seal here)

6.8.2 Form 1: Pricing Summary

S.No	Description	Total price (in INR)	Taxes and other duties(in INR)	Total Amount (in INR)	Total amount in words
Services Provided During Implementation Phase					
1	Systems Study and Configuration Customization and Extension (New Modules) of CAS (State) and Integration with CAS (Center) and External Agencies and Support to 3rd party acceptance testing, audit and certification				
2	Infrastructure at the District Training Centers including computers, networking, components, projectors & UPS.				
3	Site preparation at the Client site locations (police stations, circle offices, Range offices, Zones, SCRB, SDPOs, District HQ and State HQ), Training Centers and Data Center.				
4	Network connectivity for Police Stations/ Higher Offices				
5	IT infrastructure at the Data Center and Disaster Recovery Center including the Necessary hardware, software and other networking components.				
6	IT Infrastructure at the Client site locations (police stations, circle offices, Range offices, Zones, SCRB, SDPOs, District HQ and State HQ).				
7	Data migration and Digitization of Historical Data				
8	Change Management , Capacity Building, and Handholding Support				
A	Sub-total for Services Provided During Implementation Phase (Sum of items 1 – 8):				
Services Provided During Post Implementation Phase					
9	Operations and Maintenance Services for the 1st year “Go				

	live”				
10	Operations and Maintenance Services for the 2nd year “Go live”				
11	Operations and Maintenance Services for the 3rd year “Go live”				
B	Sub-total for Services Provided During Post Implementation Phase (Sum of items 9 – 11):				
C	Blended Person Month Cost for 300 Person Months				
	Grand Total for Consideration of L1 (A + B + C)				

6.8.3 Form 2 Detailed Location Wise – Pricing Formats:

Hardware & Site Preparation Cost – Police Stations (Non-CIPA)			
Office Location	**Qty**	**Cost Per Location (In Rs)**	**Total Cost (In Rs)**
Non-CIPA Police Stations			
Hardware	**167**		
Site Preparation	**167**		
Operational Expenses	**167**		
Non-CIPA Police Stations (Software & ATS)			
Software and ATS should be included in the above mentioned cost.	***Note:*** ***Quoted price should include Licensed OS, MS-Office Suite and Antivirus*** ***Quoted price should include 3 Years ATS i.e. 3 Years Part, 3 Years Labour, 3 Years On-Site warranty***		
		Total	

Hardware & Site Preparation Cost – Police Stations (CIPA)			
Office Location	**Qty.**	**Cost Per Location (In Rs)**	**Total Cost (In Rs)**
CIPA Police Stations			
Hardware	**23**		
Site Preparation	**23**		
Operational Expenses	**23**		
CIPA Police Stations (Software & ATS)			
Software	**Licensed OS, MS-Office Suite and Antivirus**		
ATS	***Note:*** ***Quoted price should include 3 Years ATS i.e. 3 Years Part, 3 Years Labour, 3 Years On-Site warranty***		
		Total	

Hardware & Site Preparation Cost – Higher Offices			
Office Location	**Qty.**	**Cost Per Location (In Rs)**	**Total Cost (In Rs)**
Higher Offices Hardware			
PHQ	**2**		
Range	**7**		
Zones	**2**		
SCRB	**1**		
District	**25**		
Sub Division (SDPO)/ ASP	**67**		
		Total	
Higher Offices Site Preparation			
PHQ	**2**		
Range	**7**		
Zones	**2**		
SCRB	**1**		
District	**25**		
Sub Division (SDPO)/ ASP	**67**		

		Total	
Higher Offices Operational Expenses			
PHQ	**2**		
Range	**7**		
Zones	**2**		
SCRB	**1**		
District	**25**		
Sub Division (SDPO)/ ASP	**67**		
		Total	
Higher Offices (Software & ATS)			
Software and ATS should be included in the above mentioned cost.	***Note:*** ***Quoted price should include Licensed OS, MS-Office Suite and Antivirus*** ***Quoted price should include 3 Years ATS i.e. 3 Years Part, 3 Years Labour, 3 Years On-Site warranty***		
		Total	

6.8.4 Form 3 – Detailed Component Wise – Pricing Formats:

Hardware & Site Preparation Gap for Non – CIPA Police Stations 167 Locations			
Item Description	**Qty.**	**Unit Rate (In Rs)**	**Amount (In Rs)**
Detailed Hardware List for Each PS			
Desktop System	**4**		
HDD 160 GB	**1**		
Duplex Laser Printer	**1**		
Multi Function Laser (Print/ Scan/ Copy)	**1**		
UPS for 120 min back (2KVA)	**1**		
DG Set (2.5 KVA)	**1**		
Network Switch 16 Port	**1**		
Digital Camera	**1**		
Electronic Pen	**1**		
		Total	
Site Preparation at Each PS			
Adequate Furniture	**-**		
Electric Cabling with suitable Earthing & Earth Pit	**-**		
Information Outlet CAT 6	**6**		
Cat 6 cable with cabling (In meters)	**-**		
Patch Cords 2 Mtr. CAT 6	**6**		
		Total	
Operational Expenses At Each PS (In years)	**3**		
Software & ATS at Each PS			
MS Windows -7 Professional **MS Office 2010 Std. Suite** **Antivirus** **ATS**	***Note:*** ***Quoted price should include Licensed OS, MS-Office Suite and Antivirus*** ***Quoted price should include 3 Years ATS i.e. 3 Years Part, 3 Years Labour, 3 Years On-Site warranty***		
Grand Total			

Hardware & Site Preparation Gap for Police Stations Covered under CIPA 23 Locations			
Item Description	**Qty.**	**Unit Rate (In Rs)**	**Amount (In Rs)**
Detailed Hardware List for Each PS			
HDD 160 GB	**1**		
DG Set (2.5 KVA)	**1**		
Network Switch 16 Port	**1**		
Finger Print Reader	**1**		
Digital Camera	**1**		
Electronic Pen	**1**		
		Total	
Site Preparation at Each PS			
Information Outlet CAT 6	**6**		
Cat 6 cable with cabling (In meters)	**-**		
Patch Cords 2 Mtr. CAT 6	**6**		
		Total	
Operational Expenses At Each PS (In years)	**3**		
Software & ATS at Each PS			
MS Windows -7 Professional			
MS Office 2010 Std. Suite			
Client Antivirus			
ATS	***Note:*** ***Quoted price should include 3 Years ATS i.e. 3 Years Part, 3 Years Labour, 3 Years On-Site warranty***		
Grand Total			

Hardware & Site Preparation Gap at SDPO/ ASP 67 Locations			
Item Description	**Qty.**	**Unit Rate (In Rs)**	**Amount (In Rs)**
Detailed Hardware List at Each SDPO			
Desktop System	**3**		
Multi Function Laser (Print/ Scan/ Copy)	**1**		
UPS for 120 min back (2KVA)	**1**		
Network Switch 16 Port	**1**		
Site Preparation at Each SDPO			
Adequate Furniture	**-**		
Electric Cabling with suitable Earthing & Earth Pit	**-**		
Information Outlet CAT 6	**6**		
Cat 6 cable with cabling (In meters)	**-**		
Patch Cords 2 Mtr. CAT 6	**6**		
Operational Expenses at Each SDPO (In years)	**3**		
Software & ATS at Each SDPO/ ASP			
MS Windows -7 Professional **MS Office 2010 Std. Suite** **Client Antivirus** **ATS**	***Note:*** ***Quoted price should include Licensed OS, MS-Office Suite and Antivirus*** ***Quoted price should include 3 Years ATS i.e. 3 Years Part, 3 Years Labour, 3 Years On-Site warranty***		
Grand Total			

Hardware & Site Preparation Gap at DPO 25 Locations			
Item Description	**Qty.**	**Unit Rate (In Rs)**	**Amount (In Rs)**
Detailed Hardware List at Each DPO			
Desktop System	**10**		
Multi Function Laser (Print/ Scan/ Copy)	**1**		
UPS for 120 min back (2KVA)	**3**		
Network Switch 16 Port	**1**		
Site Preparation at Each DPO			
Adequate Furniture	**-**		
Electric Cabling with suitable Earthing & Earth Pit	**-**		
Information Outlet CAT 6	**12**		
Cat 6 cable with cabling (In meters)	**-**		
Patch Cords 2 Mtr. CAT 6	**12**		
Operational Expenses at Each DPO (In years)	**3**		
Software & ATS at Each DPO			
MS Windows -7 Professional **MS Office 2010 Std. Suite** **Client Antivirus** **ATS**	***Note:*** ***Quoted price should include Licensed OS, MS-Office Suite and Antivirus*** ***Quoted price should include 3 Years ATS i.e. 3 Years Part, 3 Years Labour, 3 Years On-Site warranty***		
Grand Total			

Hardware & Site Preparation Gap at Range Office (RPHQ) 7 Locations			
Item Description	**Qty.**	**Unit Rate (In Rs)**	**Amount (In Rs)**
Detailed Hardware List at Each Range Office			
Desktop System	**4**		
Multi Function Laser (Print/ Scan/ Copy)	**1**		
UPS for 120 min back (2KVA)	**1**		
Network Switch 16 Port	**1**		
Site Preparation at Each Range Office			
Adequate Furniture	**-**		
Electric Cabling with suitable Earthing & Earth Pit	**-**		
Information Outlet CAT 6	**6**		
Cat 6 cable with cabling (In meters)	**-**		
Patch Cords 2 Mtr. CAT 6	**6**		
Operational Expenses at Each Range Office (In years)	**3**		

Software & ATS at Each Range Office	
MS Windows -7 Professional MS Office 2010 Std. Suite Client Antivirus ATS	*Note:* *Quoted price should include Licensed OS, MS-Office Suite and Antivirus* *Quoted price should include 3 Years ATS i.e. 3 Years Part, 3 Years Labour, 3 Years On-Site warranty*
Grand Total	

Hardware & Site Preparation Gap at Zone Office (ZPHQ) 2 Locations			
Item Description	Qty.	Unit Rate (In Rs)	Amount (In Rs)
Detailed Hardware List at Each Zone Office			
Desktop System	4		
Multi Function Laser (Print/ Scan/ Copy)	1		
UPS for 120 min back (2KVA)	1		
Network Switch 16 Port	1		
Site Preparation at Each Zone Office			
Adequate Furniture	-		
Electric Cabling with suitable Earthing & Earth Pit	-		
Information Outlet CAT 6	6		
Cat 6 cable with cabling (In meters)	-		
Patch Cords 2 Mtr. CAT 6	6		
Operational Expenses at Each Zone Office (In years)	3		
Software & ATS at Each Zone Office			
MS Windows -7 Professional MS Office 2010 Std. Suite Client Antivirus ATS	*Note:* *Quoted price should include Licensed OS, MS-Office Suite and Antivirus* *Quoted price should include 3 Years ATS i.e. 3 Years Part, 3 Years Labour, 3 Years On-Site warranty*		
Grand Total			

Hardware & Site Preparation Gap at SCRB			
Item Description	Qty.	Unit Rate (In Rs)	Amount (In Rs)
Detailed Hardware List at SCRB			
Desktop System	10		
Multi Function Laser (Print/ Scan/ Copy)	1		
UPS for 120 min back (2KVA)	3		
Network Switch 16 Port	1		
Site Preparation at SCRB			
Adequate Furniture	-		
Electric Cabling with suitable Earthing & Earth Pit	-		

Information Outlet CAT 6	**12**		
Cat 6 cable with cabling (In meters)	**-**		
Patch Cords 2 Mtr. CAT 6	**12**		
Operational Expenses at SCRB (In years)	**3**		
Software & ATS at SCRB			
MS Windows -7 Professional **MS Office 2010 Std. Suite** **Client Antivirus** **ATS**	***Note:*** ***Quoted price should include Licensed OS, MS-Office Suite and Antivirus*** ***Quoted price should include 3 Years ATS i.e. 3 Years Part, 3 Years Labour, 3 Years On-Site warranty***		
Grand Total			

Hardware & Site Preparation Gap at PHQ 2 Locations			
Item Description	**Qty.**	**Unit Rate (In Rs)**	**Amount (In Rs)**
Detailed Hardware List at PHQ			
Desktop System	**30**		
Multi Function Laser (Print/ Scan/ Copy)	**1**		
UPS for 120 min back (2KVA)	**8**		
Network Switch 16 Port	**1**		
Site Preparation at PHQ			
Adequate Furniture	**-**		
Electric Cabling with suitable Earthing & Earth Pit	**-**		
Information Outlet CAT 6	**36**		
Cat 6 cable with cabling (In meters)	**-**		
Patch Cords 2 Mtr. CAT 6	**36**		
Operational Expenses at PHQ (In years)	**3**		
Software & ATS at Each PHQ			
MS Windows -7 Professional **MS Office 2010 Std. Suite** **Client Antivirus (3 Years)** **ATS**	***Note:*** ***Quoted price should include Licensed OS, MS-Office Suite and Antivirus*** ***Quoted price should include 3 Years ATS i.e. 3 Years Part, 3 Years Labour, 3 Years On-Site warranty***		
Grand Total			

CAS Customization & Integration Cost			
Items	**Estimated Man Months**	**Unit Rate (In Rs)**	**Amount (In Rs)**
Integration/ Migration of Legacy Application			
CAS Customization			
Including Maintenance of Software for 3 Years			
Total			

Items	Qty	Make	Model
Network Server Racks 42 U	2		
Application Server (Rack Server)	2		
Test & Development Server (Rack Server)	1		
Database Server (Rack Server)	2		
Web Server (Blade Server)	2		
Portal Server (Blade Server)	2		
Backup Server (Blade Server)	1		
Directory & Access Server	2		
Communication & Mail Server	2		
Blade Chassis	2		
Storage Box (SAN)	2		
Storage Area Switch	2		
SAN Storage Management Software	1		
Automated Tape Library	2		
DR Recovery Storage	1		
Back-up Software	1		
HSM for PKI Security and Encryption (2No at DC and 1 at DR)	3		
Router	2		
FC – IP Router	2		
Load Balancer	2		
Link load Balancer	2		
Core Switch L3 Gigabit 48 Port	2		
KVM Switch	2		
Patch Panel 24 Ports CAT 6	2		
CAT 6 Cable (305 Mtr. Box)	3		
Information Outlet CAT 6	36		
Patch Cord 2 Mtr CAT 6	36		
UTM Firewall with VPN and IPS	2		
Data Center Software (Server OS with CAL, Server Management, Intranet Portal, MIS & Reporting Dashboard etc.)	18		

Database Software (Processor Based for unlimited users)	6		
Antivirus Software for Servers	18		
Email Security Software **Required features;** **Anti-spam** **Anti-virus** **Anti-spoofing** **Anti-phishing** **Anti-spyware (Attachments)** **Denial of Service** **Data Leak Prevention**	2		
Enterprise Management System (EMS)	1		
Out Sourced manpower for datacenter 2 nos. × 3 shifts for 5 Years	-		
ATS for three (3) years	-		

Handholding Support for (6) Months				
S. No.	**Items**	**No. of Police Station**	**Unit Rate for 6 Months (In Rs.)**	**Amount (In Rs.)**
1.	Handholding Support at Police Station	190		

Data Digitization			**Unit Rate for 6 Months (In Rs.)**	**Amount (In Rs.)**
S. No.	Items	No. Of Case Files to be Digitized (For last 10 Years)		
1.	Digitization	102857		

Strengthening of Institutions/ Capacity Building (Training)			
Expenditure Head	**No. Of Units**	**Unit Rate for 6Months (In Rs.)**	**Amount (In Rs.)**
RTC/ PTC/Academy	**6**		
Training for Police Personal	**42441**		

6.9 Advance Bank Guarantee

From:

Bank _____

To,

<<Address of the Nodal Agency>>

Dear Sir,

With reference to contract no. _____ dated _____concluded between the _____, hereinafter referred to as 'the Buyer' and M/s_____ _____ hereinafter referred to as the "the SI" for the development and supply of _____ as detailed in the above contract which is hereinafter referred to as "the Said Contract" and inconsideration of the Buyer having agreed to make an advance payment in accordance with the terms of the Said Contract to the said SI, we the_____ bank, hereinafter called 'the Bank' hereby irrevocably undertake and guarantee to you that if the Said SI would fail to develop and supply the deliverables in accordance with the terms of the Said Contract for any reason whatsoever or fail to perform the Said Contract in any respect or should whole or part of the said on account payments at any time become repayable to you for any reason whatsoever, we shall, on demand and without demur pay to you all and any sum up to a maximum of Rs. _____ (Rupees _____only) paid as advance to the Said SI in accordance with the provisions contained in Clause _____ _____ of the Said Contract.

We further agree that the Buyer shall be the sole judge as to whether the SI has failed to develop and deliver the deliverables in accordance with the terms of the Said Contract or has failed to perform the said contract in any respect or the whole or part of the advance payment made to SI has become repayable to the Buyer and to the extent and monetary consequences thereof by the Buyer.

We further hereby undertake to pay the amount due and payable under this Guarantee without any demur merely on a demand from the Buyer stating the amount claimed. Any such demand made on the Bank shall be conclusive and binding upon us as regards the amounts due and payable by us under this Guarantee and without demur. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs _____ (Rupees _____ ____ only).

We further agree that the Guarantee herein contained shall remain in full force and effect for a period of 30 days from the date of 'Go Live' unless the Buyer in his sole discretion discharges the Guarantee earlier.

We further agree that any change in the constitution of the Bank or the constitution of the SI shall not discharge our liability hereunder.

We further agree that the Buyer shall have the fullest liberty without affecting in any way our obligations hereunder with or without our consent or knowledge to vary any of the terms and conditions of the Said Contract or to extend the time of development/delivery from time to time or to postpone for any time or from time to time any of the powers exercisable by the Buyer against the SI and either to forbear or enforce any of the terms and conditions relating to the Said Contract and we shall not be relieved from our liability by reason of any such variation or any indulgence or forbearance shown or any act or omission on the Buyer or by any such matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of so relieving us.

We lastly undertake not to revoke the Guarantee during the currency of the above said contract except with the prior consent of the Buyer in writing.

Yours faithfully,

for _____ Bank

(Authorized Attorney)

Place: _____

Date: _____

Seal of the Bank

6.10 Performance Bank Guarantee

[Date]

To,

<<Address to be added>>

Ref: Request for Proposal (RFP): CCTNS Project

Dear Sir,

Sub: PERFORMANCE BANK GUARANTEE for JK Police, Government of Jammu and Kashmir

WHEREAS

M/s. (name of bidder), a company registered under the Companies Act, 1956, having its registered office at (address of the bidder), (hereinafter referred to as "our constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assignees), agreed to enter into a contract dated …….. (Herein after, referred to as "Contract") with you (XXX, PMU, JK Police, Govt of Jammu and Kashmir) for 2012.

We are aware of the fact that as per the terms of the contract, M/s. (name of bidder) is required to furnish an unconditional and irrevocable bank guarantee in your favor for an amount INR XXX (Rupees XXX only), and guarantee the due performance by our constituent as per the contract and do hereby agree and undertake to pay the amount due and payable under this bank guarantee, as security against breach/default of the said contract by our constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach/default of the said contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of amount INR XXX (Rupees XXX only),without any demur.

Notwithstanding anything to the contrary, as contained in the said contract, we agree that your decision as to whether our constituent has made any such default(s) /breach(s), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This Performance Bank Guarantee shall continue and hold good till the completion of the period 'Go-Live' + 60 months, subject to the terms and conditions in the said contract.

We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until the completion of the period 'Go-Live' + 60months for the total solution as per said Contract.

We further agree that the termination of the said agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honor the same without demur.

We hereby expressly waive all our rights to pursue legal remedies against JK Police.

We the guarantor, as primary obligor and not merely surety or guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period. We specifically confirm that no proof of any amount due to you under the contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been provided to us after the expiry of 48hours from the time it is posted.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent upon intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to your benefit and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to amount INR XXX (Rupees XXX only) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee. We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favor.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

Our liability under this Performance Bank Guarantee shall not exceed amount INRXXX (Rupees XXX only);

This Performance Bank Guarantee shall be valid only up to the completion of the period of 'Go- Live' + 60 months for the Total Solution as per contract; and We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before …. (Date) i.e. completion of the period or 'Go-Live' + 60 months for the proposed Passport system in Design, Development, Implementation, Operation and Maintenance of the solution for JK Police.

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such count.

Dated …….. this …….. day …… 2010.

Yours faithfully,

For and on behalf of the ……Bank,

(Signature)

Designation

(Address of the Bank)

Note:

This guarantee will attract stamp duty as a security bond.

A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence.

7. RESOURCE PROFILES

a) Resources proposed on the project MUST actually be deployed on the assignment. No changes in the resources will be allowed during the course of the contract without explicit written permission of the JK Police, which shall be limited to 30% of the total changes of resources, unless resource leaves the SI organization. Minimum number of resources, minimum qualifications for each resource, is mentioned in this annexure, which shall be used for evaluation. However, Bidder will also be required to provide the resources to support the activities under this project and to meet the desired SLA.

b) The Bidder is required to station the key resources at State Police Headquarters for the entire duration of the contract.

c) In case of non-availability of proposed resource at point of time during the contract, the SI is required to provide an alternate resource with at least the requirements proposed in the RFP or higher.

Project Manager

1) Minimum Educational Qualification: B Tech/ B.E and MBA/ MCA (preferably in Systems/IT) from a premier institute. The proposed Project Manager should have minimum 10 years of experience in IT/ software development/ IT System projects. He/ She should have the expertise in the following areas:

2) Experience of project management of at least 3 IT projects involving delivery of citizen services from multiple locations with value at least INR 20 Crore (successfully completed or in O&M phase)

3) Experience of managing at least 6 member team for at least the last 4 years

4) Expertise in web applications, application development, Training and Change Management, Portal Development etc.

5) System level and holistic understanding of Technical concepts, Good people management, coaching and mentoring skills and Team building skills.

6) Experience in Computerization of large organizations involving Technology selection issues desirable.PMI PMP Certification

Application Development Expert

Minimum Educational Qualification: B Tech/ B.E (Computers or E&C) or MCA from a premier institute.

The proposed Solution Architect should have minimum 10 years of experience. He/ She should have expertise in the following areas:

1) Experience of solution architecting for at least 2 large IT turnkey projects involving delivery of citizen services from multiple locations (successfully deployed)
2) Hands on experience in Open Standard Platforms and Technologies
3) Strong experience in application of UML, Design Patterns in design and architecting of solutions
4) Conversant with Technology Platforms such as J2EE, Dot Net, XML etc.
5) Strong Database skills including Oracle, SQL Server etc.
6) Conversant with the latest technological developments including SOA and Agile Methodologies
7) Conversant with BPM & Portal suite of products.
8) Conversant with platforms, tools and frameworks used in application development
9) Experience on the use of software development best practices, tools and technologies.
10) Experience in Conducting Architectural & Design Reviews
11) Ability to identify the Co-existence and Interoperability Requirements
12) Experience to identify performance, reliability, security & integration bottlenecks and suggest recommendations
13) Should have excellent oral & written communication skills
14) Willing to travel to project sites
15) Ability to do Code and Documentation Review

Database Administrator

Qualifications: B.Tech / B.E (Computer Science/IT) or MCA from a premier institute

No. of years of experience: at least 7 yrs.

Certifications: Relevant MS/Oracle Database Administration certifications

Key Experience / Skill Set

1) Build and manage database schema, tables, procedures and permissions
2) Knowledge of PL/SQL programming
3) Maintain data standards
4) Control access permissions and privileges;
5) Analyze, consolidate and tune database for optimal efficiency and preventive maintenance as required.
6) Develop, manage and test backup and recovery plans and ensure they are functioning correctly
7) Implement and monitor data security and encryption
8) Perform daily backup operations, ensuring all required data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
9) Write database documentation, including database architecture, data standards, procedures and definitions for the data dictionary ('metadata');
10) Develop database utilities and automated reporting
11) Create shell scripts for task automation
12) Install and test new versions of the database management system (DBMS) as and when necessary with minimum downtime
13) Storage management including installation and configuration of the storage system, management of storage environment to maintain performance at desired optimum levels, development of storage management policy, configuration and management of disk array, SAN fabric/ switches, tape library, etc, configuration of SAN

14) Work closely with IT project managers, database programmers and web developers;

15) Communicate regularly with technical, applications and operational staff to ensure database integrity and security;

16) Support for commissioning and installing new applications.

17) Supervise, coach, and mentor support resources.

18) Good communication skill to report to top management

19) Should have experience of implementing appropriate security standards

System Administrator

Qualifications: B.Tech / B.E (Computer Science/IT)

No. of years of experience: At least 10 as a System Administrator on a Large / medium sized network of servers, desktop systems and communications devices using current technologies in high availability environment.

Certifications:

- Systems Administration/System Engineer certification in Cisco, Open Source/ Microsoft and other relevant technology
- Certification for ITIL/ ISO 27001 or other relevant quality/ process.

Key experience/ skill set:

- Effective provisioning, installation/ configuration, operation, and maintenance of systems hardware and software and related infrastructure
- Configuration of server parameters, operating systems administration and tuning.
- Operating System administration including but not limited to management of users, processes, resource contention, preventive maintenance and management of upgrades including migration to higher versions and patches to ensure that the system is properly updated.
- Security administration including:
- Monitoring of various devices/ tools such as firewall, intrusion detection, content filtering and blocking, virus protection, and vulnerability protection through implementation of proper patches and rules.
- Root domain administration by creating the root and sub-domains and setting the root level security policies such as authentication mechanisms (single/ multifactor), password policies such as password length, password complexity, password expiry, account lockout policy, certificate policies, IPSEC policies etc.
- Periodic reviews of domain level rights and privileges.
- Maintenance of an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode, including, but not limited to, operating systems, application servers, web servers, databases, security solutions, messaging solutions, etc.

- Ensuring that patches/ workarounds for identified vulnerabilities are patched/ blocked immediately.
- Responding to security breaches or other security incidents and coordinate with respective OEM in case of a new threat is observed to ensure that workaround/ patch is made available for the same.
- Undertake maintenance and management of security devices, including, but not limited to maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting email gateways, firewalls, servers, desktops from viruses.
- Implementation and periodic updating of the security policy

End-to-end management of messaging systems, including, but not limited to:

- Administration of mail servers
- Monitoring performance and management of user account, mail boxes, post office and address book.
- Backup and archival management.
- Transaction log management.
- Implementation of mail policies, including, but not limited to, user security, access control, encryption, mail box sizes, mail sizes, spam, content filtering, etc.
- Management and monitoring mail queues, mail routing of incoming and outgoing Internet mail.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups, monitoring CPU, disk space, memory utilization, I/O utilization, etc.
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- Upgrade administrative tools and utilities. Configure/ add new services as necessary.
- Adhere to and champion the ITIL based principles established for problem, change and asset management. Effectively utilize the System Management tools available to support the principles.

- Fulfill service level agreements, with respect to availability, performance, capacity, and security and suggest future requirements to maintain acceptable performance levels and accommodate traffic growth.
- Re-installation in the event of system crash/ failures.
- Periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measures. Coordinate and communicate with impacted constituencies.
- Inventory all hardware and software resources.
- Supervise, coach, and mentor support resources.
- Good communication skill to report to top management

Network Specialist

Qualifications: B.Tech/ B.E (Computer Science/ IT) or MCA

No. of years of experience: At least 7 as an Administrator on a Large/ medium sized network of Servers, desktop systems and communications devices using current technologies in high availability environment.

Certifications: CCNA/ MCSE/ CNA or any other major network OEM

Key Experience/ skill set:

1) Install, configure, and maintain secure computers networks (LAN and WAN of 500+ users) including IT infrastructure, network cabling, and other related equipment;
2) Plan and implement network security, including building firewalls, applying cryptography to network applications, managing host security, file permissions, access control, backup and disaster recovery plans, file system integrity, and adding and deleting users.
3) Monitor network performance and troubleshoot networks at the time of malfunctions such as poor performance or network crashes
4) Perform regular security monitoring to identify any possible intrusions.
5) Investigate user problems, identify their source, determine possible solutions, test and implement solutions.
6) Anticipate communication and networking problems and implement preventive measures.
7) Investigate, recommend and install enhancements and operating procedures that optimize network availability.
8) Maintain confidentiality with regard to the information being processed, stored or accessed by the network.
9) Evaluate and/or recommend purchases of network hardware, peripheral equipment, and software;
10) Document network problems and resolutions for future reference.
11) Good communication skill to report to top management

- Training and Change Management Expert

- The Training and Change Management expert should be an MBA from a premier institute with specialization in HR/ Change Management

Minimum Educational Qualifications: B.E/ B. Tech/ MCA/ MBA

1) Should have experience of handling large scale projects in e-gov area
2) Should have an understanding of project risks, likely resistances to the project and proposed strategies for overcoming them
3) Should have experience in understanding training requirements and develop training plans
4) Should be able to monitor training effectiveness.
5) Should have exposure to government projects and change issues
6) Should have experience in identification of communication needs and preparation of communication plan
7) Should have an understanding of government orders, notifications, letters and other communication medium in government
8) Should have excellent oral & written communication skills
9) Willing to travel to project sites.
10) Trainer should have at least the following level of experience:
11) Minimum 2 year of experience in delivery of User Training Programs
12) Minimum 3 years of experience in IT/ software development projects
13) Deep understanding of Business Processes as well as Technical concepts related to the proposed Project.

Domain Expert

1) Significant experience as Investigations Officers (IO) and Station House Officers (SHO) on full-time basis.

2) Excellent understanding of police station operations including Investigation, Records Room Operations, Police Station Management, Information Analysis and Reporting at Police Stations, District HQ and other Higher Offices, and other core policing functions.