

S. No.	RFP Volume	Page No.	Equipment	Clause & Section	Required Clause	Justification	Response
1	Vol - I	223	Router	Flash min 128 MB RAM	The router shall have adequate Memory and Flash for proper functioning of all features with no performance degradation".	Each OEM has different file-systems and OS structure and hence require different amount of space to store software images & configuration file etc.	Please Refer Corrigendum II Annexure XII, Indicative Technical Specifications
2	Vol - I	223	Router	Packet Forwarding speed- Minimum 60 Kpps	Packet Forwarding speed- Minimum 160 Kpps	The features such as ACLs, Firewall, Natting enable will Consume router processing cycle which degrade the performace available for routing functionality . Therefore for proper functioning of router the packet forwarding rate should be increase than the existing requirement. Packet Forwarding speed should be 160 Kpps for proper functioning of all implemented features and for future scalability.	Please Refer Corrigendum II Annexure XII.
3	Vol - I	224	Switch	L3 features: Static routes & RIP	L3 features: Static Routes	The description of the switch says Layer 2 switch , however the feature set asked layer 3 services i.e Static route & RIP . If these services especially RIP are required it means the switch should be layer 3 which will be of considerable higher cost than layer 2 switch.	Please Refer Corrigendum II Annexure XII.
4	Vol - I	121, 232	Core Layer 3 Switch	Core switch L3 Gigabit 48 port	Core Switch L3 specification is Missing	In the Tender the requirement of Core L3 switch is mentioned but the required specification is not there , so please mention the specification of L3 switch.	Specifications mentioned in the Corrigendum II Annexure XII.
5	Vol - I	29, 229	Switch	16 port Switch	16 port switch specification is missing	16 port switch requirement is mention in the Bill of Material but the specification of 24 port switch has been provided. Please clarify whether the requirement is of 16 port layer 2 switch or 24 port layer 2 switch.	Please Refer Corrigendum II Annexure XII.
6	Vol - I	227	Finger Print Reader	Platen Area: 0.83 in x 0.83 in (21mm x 21mm)	Platen Area: Minimum 45 mm x 48 mm, forensic grade	This is absolutely necessary as Police/FPB captures rolled fingerprint images of the subject. The asked 21mm x 21mm platen area would only capture plain prints, which would not be fit for forensic requisites.	Please Refer Corrigendum II Annexure XII.
7	Vol - 1	70		PKI Security and Encryption		As we understand that security should be an integral part of the infrastructure and therefore to ensure integrity and confidentiality, the data collected (both online and offline) at the police location should be digitally signed and encrypted before it is sent from one location to other / central data center. Appliance based FIPS certified Hardware Security module shall help in security of the signing key, key management and multifactor authentication to access the key and most significantly it will enhance the performance of the complete system by offloading the complete cryptography. All data interchanged among various police offices and between the users of an application interface, Core application, Police agencies and CCTNS databases should be digitally signed and encrypted using the PKI infrastructure. Hardware Security Module should be used to provide a higher level of security. The PKI public and private keys will be stored inside the hardware module thus making it inaccessible, tamper proof and highly secure.	Please Refer Corrigendum II Annexure XII.

8	Vol - 1	228	Digital Camera	Sensor Type 1/2.3 Super HAD CCD	To be made or equivalent- Pls drop proprietary word like Super HAD as this is being used by only one particular company & they have this as propriety term/technology.		Please Refer Corrigendum II Annexure XII.
9	Vol - 1	228	Digital Camera	Presecision Digital Zoom: 8X	Should be completely removed- This term is causing the confusion as there is no relevance of this . This is again used by a particular company as the proprietary term. All other OEM 's too have different USP term to market the product .		Please Refer Corrigendum II Annexure XII.
10	Vol - 1	228	Digital Camera	F Number 2.7 – 6.5	Should be made in the range so that all other qualify, ie F Number we have ranges from 3.1-6.5. The asked F no is very specific to a specific company . Pls give scope to other also by asking 3.1 to 6.5 in this range 5 other vendors are there.		Please Refer Corrigendum II Annexure XII.
11	Vol - 1	216	Blade Chassis Specifications	Two hot-plug, redundat 1Gbps Ethernet module with minimum 10 ports (cumulative), which enable connectivity to Ethernet via switch. Switch should be (Internal/external) having Layer 3 functionality - routing, filtering, traffic queuing etc	Two redundant Ethernet modules with minimum 8 x 1Gbps Ethernet ports (cumulative) having L2/L3 functionality.	a Specific OEM comes with 10 cummlative port, hot plug module. HP redundant interconnect modules comes with 8 port count only. Remarks: We understand cummlative implies sum of internal + external ports across two switches. Pl confirm. We strongly recommend 10gb passthru option for future bandwidth needs. Kindly leverage this technology innovation at the chassi as well as server levels.	Please Refer Corrigendum II Annexure XII.
12	Vol - 1	216	Blade Chassis Specifications	Hot Swap redundant power supplies to be provided	Hot plug / Swap redundant power supplies to be provided	HP Offers hot plug technology.	Please Refer Corrigendum II Annexure XII.
13	Vol - 1	216	Blade Chassis Specifications	Hot Swappable and redundant Cooling Unit	Hot plug / Swap redundant Cooling Unit	HP Offers hot plug technology.	Please Refer Corrigendum II Annexure XII.
14	Vol - 1	Page 217	Blade Server (Web, Portal, Application, Directory, etc...) Clarifications	2 x 146GB HDD or more hot swappable system disk with mirroring using integrated Raid 0,1 on internal disks, or min.16 GB compact flash card to be provided. It should be possible to hot swap the drives without shutting down the server.	2 x 146GB HDD or more hot plug/hot swap system disk with mirroring using integrated Raid 0,1 on internal disks, or min.16 GB compact flash card to be provided.	Please change hotswappable to Hotplug/Hotswap and also remove "It should be possible to hot swap the drives without shutting down the server." as this is vender specific.	Please Refer Corrigendum II Annexure XII.
15	Vol - 1	218	Blade Server for infrastructure services	2 x 146GB HDD or more hot swappable system disk with mirroring using integrated Raid 0,1 on internal disks, or min.16 GB compact flash card to be provided. It should be possible to hot swap the drives without shutting down the server.	2 x 146GB HDD or more hot plug/hot swap system disk with mirroring using integrated Raid 0,1 on internal disks, or min.16 GB compact flash card to be provided.	Please change hotswappable to Hotplug/Hotswap and please Remove "It should be possible to hot swap the drives without shutting down the server." as this is vender specific.	Please Refer Corrigendum II Annexure XII.
16	Vol - 1	231	Database Server	Database Server (Blade Server)	Please change to "Database Server (Rack Server)	Database Server specs are of Rack Server and is asked as Rack Mountable Server on Page 218	Please Refer Corrigendum II Annexure XII.

17	Vol - 1	218	Database Server	Minimum 4x Quad core processor with 2.1GHz or above with 1066Mhz FSB / 2000 MT /s expandable to 4 physical processor with min 4 MB L3 cache per processor and scalable up to 8 processors.	Minimum 4x Quad core processor with 2.1GHz or above with 1066Mhz FSB / 2000 MT /s scalable up to 8 processors 8 physical processor with min 4 MB L3 cache per processor and	You can define the Processor Name and series to ensure equivalent quote.	Please Refer Corrigendum II Annexure XII.
18	Vol - 1	218	Database Server	Disk bays: Support for min 8 small form factor hot plug SAS / SCSI hard drives in disk drive carriers that slides out from front	Please remove the clause "that slides out from front"	This is OEM specific clause kindly remove it	Please Refer Corrigendum II Annexure XII.
19	Vol - 1	216	Blade Chassis Specifications	Minimum 2 external USB connections functionality	should be changed to "external USB connections functionality "	Majority of the vendor's blade chassis come with one USB Port	Please Refer Corrigendum II Annexure XII.
20	Vol - 1	217	Blade Servers	Processor should be latest series/generation for the server model being quoted	Please mention the Processor Name and series to ensure equivalent quote.	Please mention the Processor Name and series to ensure equivalent quote.	Please Refer Corrigendum II Annexure XII.
21	Vol - 1	217	Blade Servers	Min 32 GB FBD RAM with min 8 Nos. free slots for future expandability.	Min 32 GB FBD/DDR3 RAM.	Please allow the latest DDR3 RDIMM memory technology to be quoted. Also define the DIMM size desired for equivalence of quote.	Please Refer Corrigendum II Annexure XII.
22	Vol - 1	217	Blade Servers	2 X (1000BASE-T) Tx Gigabit LAN ports with TCP / IP offload engine support / dedicated chipset for network I/O on blade server	Minimum 2 X (1000BASE-T) Tx Gigabit/equivalent or better LAN ports with TCP / IP offload engine support /dedicated chipset for network I/O on blade server. 10Gbps embedded ports will be preferred.	Modern servers deliver built-in 10 Gbps LAN ports. RFP should allow such innovations.	Please Refer Corrigendum II Annexure XII.
23	Vol - 1	217	Blade Server for infrastructure services	Min 16 GB FBD RAM with min 8 Nos. free slots for future expandability.	Min 16 GB FBD/DDR3 RAM.	Please allow the latest DDR3 RDIMM memory technology to be quoted. Also define the DIMM size desired for equivalence of quote.	Please Refer Corrigendum II Annexure XII.
24	Vol - 1	218	Blade Server for infrastructure services	2 X (1000BASE-T) Tx Gigabit LAN ports with TCP / IP offload engine support / dedicated chipset for network I/O on blade server	Minimum 2 X (1000BASE-T) Tx Gigabit/equivalent or better LAN ports with TCP / IP offload engine support /dedicated chipset for network I/O on blade server. 10Gbps embedded ports will be preferred.	Modern servers deliver built-in 10 Gbps LAN ports. RFP should allow such innovations.	Please Refer Corrigendum II Annexure XII.
25	Vol - 1	218	Database Server	Security: Power-on password / admin password / unattended boot / selectable boot / boot without keyboard	Please delete this clause	some of the features asked are OS dependent and not hardware dependent.	Please Refer Corrigendum II Annexure XII.
26	Vol - 1	219	SAN Switches	Minimum 16 Active ports (each with minimum port speed 4 GB) within same switch upgradeable to 32 ports with minimum 2 Nos. of additional 10 GBBS FC ports	Kindly Remove 2 Nos of additional 10 GBPS FC ports or change to "Minimum 16 Active ports (each with minimum port speed 4 GB) upgradeable to 24 ports with minimum 2 Nos. of additional 10/8 GBBS FC ports"	This clause is OEM Specific kindly remove the same.	Please Refer Corrigendum II Annexure XII.

27	Vol - 1	220	Storage Area Network	The Multi-path software should not only support the supplied storage and operating system but should also support heterogeneous storage and operating system from different OEMs.	Please change to "The Multi-path software should only support the supplied storage and operating system"	Majority of the operating systems today are built with native multipathing. Storage vendors provide device specific modules for multipathing.	Please Refer Corrigendum II Annexure XII.
28	Vol - 1	221	Storage Area Network	Should provision for LUN masking, fiber zoning and SAN security (as disk based encryption).	Kindly Change LUN masking, fiber zoning and SAN security	Please remove disk based encryption, It is OEM specific.	Please Refer Corrigendum II Annexure XII.
29	Vol - 1	Page 220, Page 221	Storage Area Network	The Storage system should be scalable from 30 to ...TB of raw capacity using 40% on Fiber channel drives and 60% on SATA/equivalent drives using the same configuration		Please clarify	Please Refer Corrigendum II Annexure XII.
30	Vol - 1	219	SAN Switch	Should have dual Fans and Hot plug power supplies switching and service modules.	Kindly Change hot swappable cooling fans and power supplies	This clause is OEM Specific kindly change the same.	Please Refer Corrigendum II Annexure XII.
31	Vol - 1	Page 220	Storage Area Network	The storage array should support block level Synchronous and Asynchronous replication across heterogeneous storage arrays from different OEMs.	The proposed storage array should support block level Synchronous and Asynchronous replication, in case of heterogeneous storage arrays from different OEMs bidder must provide hardware or software based replication solution.	It is always better to have same array technology or storage from same OEM at both end to maintain DR situation seamlessly, if in case primary and DR does not have same OEM storage then suggested to have host/database level replication.	Please Refer Corrigendum II Annexure XII.
32	Vol - 1	Page 220	Storage Area Network	The storage array should support Operating System Platforms & Clustering including: Windows Server 2003 (Enterprise Edition), Sun Solaris, HP-UX, IBM-AIX, Linux / Solaris for x86.	Kindly ADD: Any software or license required to enable connectivity to all these OS should be included.	Required enablement lic for all supported OS and clustering flavours should be bundled along with Disk Storage, to remove any hidden cost.	Please Refer Corrigendum II Annexure XII.
33	Vol - 1	Page 221	Storage Area Network	Should support storage virtualization, i.e. Easy logical drive expansion.	Kindly Add : & automated loadlevelling across new drives to minimize performance bottleneck	This will minimize the performance bottleneck during drive expansion	Please Refer Corrigendum II Annexure XII.
34	Vol - 1	221	Storage Area Network	Should be configured with "snapshots and clone (local and remote)" licenses for the storage	Kindly Add : "Clone feature should support delta resync"	only changed blocks of data will be copied to minimize the time impact on ongoing basis	Please Refer Corrigendum II Annexure XII.
35	Vol - 1	Page 151	Infrastructure Availability	RPO (zero data loss in case of failure of Primary DC) should be zero minutes		Usually RPO "ZERO" or Zero Data loss required 3-way DR solution where a near side DR has to be setup apart from DR with Synchronous replication between DC and Near DR Storage, kindly clarify if CCTNS J&K is looking same kind of solution. If yes please provide the near DR site location details	Please Refer Corrigendum II Annexure X
36	Vol - 1	Page 220	Storage Area Network	The storage system must provide upgrade path to larger or future array controller and software technology while maintaining the existing investment.		We recommend to modify the point as specified so bidder take care of any situation in case same technology available then controller upgrade if better technology available then migrate to better hardware.	Please Refer Corrigendum II Annexure XII.

37	Vol - 1	Page 220	Storage Area Network	The storage array proposed should have an upgrade path from the earlier generation product to the current generation product	Its up to the bidder to provide the solution data migration from existing array to new array or upgrade the array.	Gives option to bidder if incase storage array available is older generation then migrate the data to new array or upgrade the same if required.	Please Refer Corrigendum II Annexure XII, Pt 5
38	Vol - 1	Page 220	Storage Area Network	RAID Level Supported 0,1,5/6	RAID Level Supported 0,1,5,6	Most array vendor have support all these raid type ,and this gives option to choose raid at the time of implementation so we recommend to remove "/" so that array supplied has all the options available . Both these Raid type are complementary to each other for various type of application and disk technology so both required for implementation. Most application and database environment tested and deployed with Raid-5 and Raid-1 environment so availability of both will give bidder best option to choose.	Please Refer Corrigendum II Annexure XII.
39	RFP Vol I	Page 192	Software	Annexure XII: Indicative Technical Specifications. Section a)	" EMS Components should be from same OEM for out of the box seamless integration capabilities".	As part of implementing the monitoring tool for this project, SI can choose any EMS/NMS Solution which should have seamless integration capabilities with third party EMS/NMS.	Requirement is self explanatory .All components listed under EMS section should be from same OEM only for seamless integration and interoperability to enable a complete unified comprehensive view of network, server, application, database & helpdesk via a single Interface, thus cutting on multi technology complexity and dependence on complex 3rd party integrations.
40		Page 223	Networking Equipments (SDC/DR/all other	Configurational changes should be done without rebooting the router or modules (Stateful firewall functionality and IDS)	Kindly change this clause as "Configurational changes should be done without rebooting the router or modules (Stateful firewall functionality and IDS)"	As industry practice dedicated security appliance is deployed in the network to secure the infrastructure. Also running this security process on the router consumes processor cycle and thereby degrading the capability of the router to perform core functionality. IPS degraded the router performance. Kindly remove this IDS	Please Refer Corrigendum II Annexure XII.
41			Router	The Router shall support Application recognition and its should be possible to framepolicies based on the application	kindly change this clause as " The Router shall support Application recognition and its should be possible to framepolicies based on the application " Or Equivalent functionality		Please Refer Corrigendum II Annexure XII.
42		Data Sheet		Bid Date	The 13th April Bid date for J&K-CCTNS has become a tough time-line to meet and it is a challenge to submit a refined bid and OEM co-ordination for preparing such bids requires more time. We request you to kindly extend the bid date by 12 days to 25th April 2011.		The Last Date of Submission of Proposals has been extended to 25th April, 2011

43		General		Total number of users and concurrency required	What is the total concurrent number of users for accessing the application ? What will be concurrent number of users for Internet and Intranet?		An approx no. of internal users is 1200, however it may be left to bidder to evaluate.
44	Vol 1	Annexure II Hardware at CIPA Police stations/Page 119		List of Hardware provided	Kindly confirm if the existing hardware at 23 CIPA locations will be used for CCTNS project. Also, at some locations the UPS and battery at these locations is non-functional or exhausted. Does the SI need to provide new UPS/battery at these locations. If yes, the cost of the UPS is not captured in Commercial format provided. Please clarify.		The existing hardware at 23 CIPA Police Stations will be used for CCTNS Project.
45	Vol 1	Annexure III Proposed Data Center/Page 121		Disaster Recovery Items	Please provide the BOQ required for DR Center (Disaster Recovery Site)		Please Refer Corrigendum II Annexure XIII
46	Vol 1	Annexure III Proposed Data Center/Page 121		Server at DR Site	Please specify servers details at DR site. DR to operate at 50% of DC or replica of DC?		Please Refer Corrigendum II Annexure XIII
47	Vol 1	Annexure III Proposed Data Center/Page 121		Networking & Security at DR Site	Please specify Networking & Security Components details at DR site. DR to operate at 50% of DC or replica of DC?		Please Refer Corrigendum II Annexure XIII
48	Vol 1	Annexure XII/Page 223		Networking Equipments (SDC/DR/All other police station) - Router	Does the bidder need to provide routers at all police stations also? Please clarify as the provisioning of routers at CCTNS site is under scope of BSNL as per RFP.		Please Refer RFP for the detailed Scope of SI and BSNL; Section 6.6.1
49	Vol 1	Annexure XII Page 226		DG Sets 2 KVA specifications	The specs for 2 KVA DG sets are provided but The DG sets in Commercial format asked is of 5 KVA. Please clarify.		Please Refer Corrigendum II Annexure XII.
50	Vol 1	Annexure XII/Page 225		Indicative Technical Specifications	Please provide the technical specifications for HDD/Duplex Laser printer?		Please Refer Corrigendum II Annexure XII.
51	Vol 1	Annexure XII/Page 223		Indicative Technical Specifications	16 port Network Layer 2 switch is required at police station as per BOM provided but the in technical specifications for Layer 2 switch 24 10/100 ports are mentioned. Please clarify.		Please Refer Corrigendum II Annexure XII.
52	Vol 2	Commercial format/Page 94		Operational Expenses	Please provide the scope and cost items for operational expenses?		The Operational expenses can be defined by the SI as required for the entire duration of the project.
53	Vol 1	Annexure XII/Page 223		Indicative Technical Specifications	Kindly provide the technical specifications for Antivirus requirement for desktops and servers		Symantec / Trend Micro / McAfee enterprise solution can be quoted. Please refer Corrigendum II

54	Vol 1	Technical Bill of Material for Infrastructure/Page 223		Indicative Technical BOM	Please provide the technical specifications and quantity required for FC IP router? The same is not mentioned commercial format		Please Refer Corrigendum II Annexure XIII for the specifications of FC IP Router
55	Vol 1	Annexure XII/Page 223		Indicative Technical Specifications	Kindly provide the technical specifications for Email security software requirement for DC and DR?		Please Refer Corrigendum II Annexure XIII
56	Vol 1	Annexure XII/Page 223		Indicative Technical Specifications	Kindly provide the technical specifications for VPN firewall and IPS requirement for DC and DR?		Please Refer Corrigendum II Annexure XIII
57	Vol 1	Annexure XII/Page 223		Indicative Technical Specifications	The specifications for Server load balancer and link load balancers is provided but the same is not captured in Technical BOM and commercial forms provided? Please confirm the requirement for load balancers and provide the quantity required at DC and DR site?		Please Refer Corrigendum II Annexure XIII
58	Vol 2	Commercial format/Page 96		AMC	AMC for software and hardware at police stations and other offices is required for 3 years but the operations and maintenance required is for 5 years. Please confirm		Please Refer Corrigendum II Annexure XIII
59	Vol 1	Page 77		Site Preparation at Police station and higher offices	J&K police shall provide minimum constructed rooms/space permanent construction to SI. Please confirm the minimum constructed rooms includes all the civil work including flooring, painting, ceiling, lighting, glass work,finishing etc.		Please Refer Corrigendum II
60	Vol 1	Page 79/6.6 Network connectivity for Police stations, Higher offices and district training centers		1. SI is expected to provide Network connectivity for Police stations, Higher offices and district training centers. 2. Scope of work for BSNL and JKSWAN connectivity	Please clarify if the network connectivity at locations will be provided by BSNL or SWAN integrator?		Please Refer RFP for the detailed Scope of SI and BSNL; Section 6.6.1
61	Vol 1	Page 82/ Section 6.7/Data centre services		The following common data centre services shall be provided by SI... Rack, power cooling UPS/DG Sets, VPN/Firewall/IPS/ Fire Prevention etc	Please confirm these services shall be made available to SI through Data centre operator.		SI shall provide all the services.
62	Vol 1	Page 77/6.3 Infrastructure at District Training Centres		The SI is expected to setup the district training centers at each district headquarters. The premises will be provided by J&K department and all the infrastructure such as projectors, computers, networking comp, UPS required to run the training lab shall be provided by SI	The 32 district training centres and police training colleges are already existing and equipped with infrastructure required. Please confirm if SI needs to provide new hardware equipments. Kindly share the quantity and specifications.		All the District Training Centres are equipped with necessary hardware, however any additional equipments, if required, shall be provided by SI.

63	Vol 1	page 78/6.4 Site preparation at Police stations and Higher offices		Computer furniture and adequate Electric point	What shall be the design and size of the room? Please provide the specification and quantity for the table/chairs etc at each site? What will be average electric points required at each site?		Please Refer Corrigendum II.
64		General		Servers at DC	Kindly confirm if the quantity of servers to be provided shall be as per the Bill of material provided or quantity of servers can increase or decrease as per the application?		Indicative technical specifications are provided in the corrigendum II.
65	Volume I	Annexure XII - Indicative Technical Specifications - S.No. b-24 SNMP based UPS (3KVA)/Page 226		Backup period should be atleast 2 Hr with minimum 3000 VAH for 3KVA	The VAH specified may be insufficient to provide 2 hours backup, and may kindly be enhanced to atleast 7200 VAH.		Please Refer Corrigendum II Annexure XII.
66				Isolation Transformer	It is recommended to specify that an inbuilt galvanic isolation transformer at UPS input may be provided in the UPS System to provide protection from surges & spikes prevalent in input power supply especially at rural areas.		Please Refer Corrigendum II Annexure XII.
67	Volume I	Annexure XIII - Indicative Hardware Bill of Material /Page 226		UPS (2VA)	In the technical specifications for UPS, it is mentioned the UPS rating as 3KVA and as per bill of material UPS rating is 2KVA. Kindly confirm exact UPS rating - 2KVA or 3KVA.		The UPS rating is 3 kVA Refer Corrigendum II Annexure XII.
68	Volume I	Annexure XII - Indicative Technical Specifications - S.No. b-25 2KVA Generator Set/Page 226		2KVA Generator Set	We request that DG set requirement of min. 5 KVA be considered to support 2KVA / 3KVA UPS, since the current for battery charging for 2 hrs. has also to be taken into account.		Please Refer Corrigendum II Annexure XII.
69				Engine Type - Multi Cylinder	We suggest that kindly consider Single / multi Cylinder in lieu of Multi Cylinder for such small rating of DG Set.		Please Refer Corrigendum II Annexure XII.
70		b) Minimum Technical Specifications Requirement at Police Units, page 226		The proposed DG set should be able to support the Police Unit equipments along with AC, in absence of primary power source.	The desired 2 KVA genset is insufficient for the desired load requirements. Considering the load requirements of a 1.5 Tonne Airconditioner and other equipments, we shall recommend a minimum 5 KVA rated genset.		Please Refer Corrigendum II Annexure XIII
71		b) Minimum Technical Specifications Requirement at Police Units, page 226		Type Multi cylinder	In 2 KVA gensets, neither is multi cylinder available nor recommended. However, multi cylinders are possible in 5 KVA genset.		Please Refer Corrigendum II Annexure XII,.
72		b) Minimum Technical Specifications Requirement at Police Units, page 226		Type of fuel High speed diesel	Considering advantages of petrol run gensets, we request you to also add petrol in type of fuel.		Please refer to the Corrigendum II for the specifications of DG set.

73		b) Minimum Technical Specifications Requirement at Police Units, page 226		Rated speed 1500 RPM	Considering that 3000 RPM is the latest technology with other superior advantages over 1500 RPM, the specification may be considered as "Rated speed of 1500/ 3000 RPM"		Please Refer Corrigendum II Annexure XII.
74		Database Server Page 218		Security: Power-on password / admin password / unattended boot / selectable boot / boot without keyboard	Please delete this clause as some of the features asked are OS dependent and not hardware dependent.		Please Refer Corrigendum II Annexure XII.
75		Page220 - Storage Area Network		The Multi-path software should not only support the supplied storage and operating system but should also support heterogeneous storage and operating system from different OEMs.	Please change to "The Multi-path software should not only support the supplied storage and operating system"		Please Refer Corrigendum II Annexure XII.
76		Page 221 - Storage Area Network		Should provision for LUN masking, fiber zoning and SAN security (as disk based encryption).	Kindly ChangeLUN masking, fiber zoning and SAN security		Please Refer Corrigendum II Annexure XII.
77		Page220 and also on Page 221 Storage Area Network		The Storage system should be scalable from 30 toTB of raw capacity using 40%on Fiber channel drives and 60% on SATA/equivalent drives using the same configuration	Please clarify.		Please Refer Corrigendum II Annexure XII.
78		Page 219 - SAN Switch		Should have dual Fans and Hot plug power supplies switching and service modules.	Kindly Change hot swappable cooling fans and power supplies. This clause is OEM Specific kindly change the same.		Please Refer Corrigendum II Annexure XII.
79		Page 220- Storage Area Network		The storage array should support block level Synchronous and Asynchronous replication across heterogeneous storage arrays from different OEMs.	The proposed storage array should support block level Synchronous and Asynchronous replication, in case of heterogeneous storage arrays from different OEMs bidder must provide hardware or software based replication solution.		Please Refer Corrigendum II Annexure XII.
80		Page 220 Storage Area Network		The storage array should support Operating System Platforms & Clustering including: Windows Server 2003 (Enterprise Edition), Sun Solaris, HP-UX, IBM-AIX, Linux / Solaris for x86.	Kindly ADD: Any software or license required to enable connectivity to all these OS should be included.		Please Refer Corrigendum II Annexure XII.
81		Page 221 Storage Area Network		Should support storage virtualization, i.e. Easy logical drive expansion.	Kindly Add : & automated loadlevelling across new drives to minimize performance bottleneck		Please Refer Corrigendum II Annexure XII.
82		Page 221 Storage Area Network		Should be configured with "snapshots and clone (local and remote)" licenses for the storage	Kindly Add : "Clone feature should support delta resync"		Please Refer Corrigendum II Annexure XII.

83		Page 220 Storage Area Network		The storage system must provide upgrade path to larger or future array controller and software technology while maintaining the existing investment.	Modification Needed : The bidder must provide upgrade path to larger or future array controller and software technology by controller upgrade or data migration.		Please Refer Corrigendum II Annexure XII.
84		Page 220 Storage Area Network		The storage array proposed should have an upgrade path from the earlier generation product to the current generation product	Modification Needed : Its up to the bidder to provide the solution data migration from existing array to new array or upgrade the array.		Please Refer Corrigendum II Annexure XII, Pt 5
85		Page 220 Storage Area Network		RAID Level Supported 0,1,5/6	Modification Needed : RAID Level Supported 0,1,5,6		Please Refer Corrigendum II Annexure XII.
86	Vol I	Page 192		Annexure XII: Indicative Technical Specifications. Section a) " EMS Components should be from same OEM for out of the box seamless integration capabilities	As part of implementing the monitoring tool for this project, SI can choose any EMS/NMS Solution which should have seamless integration capabilities with third party EMS/NMS.		It is a conscious decision to have this clause in place to ensure a seamless integration and interoperability among various modules proposed under EMS to enable a complete unified comprehensive view of network, server, application, database & helpdesk via a single Interface, thus cutting on multi technology complexity and dependence on complex 3rd party integrations.
87	RFP Vol 1	Page 200 Application Performance Management		System should not allow end users to install/ upload software on to their desktops.	This clause is not a requirement of Application Performance Management solution .Clause should be rephrased as "System should measure real time end user experience without a need to install agents\probes on end user desktops"		Please Refer Corrigendum II
88		Enterprise Management System		SI shall procure and install EMS in the data center and recovery center for the monitoring of the network.	As per best practice EMS solutions should be set up at DC only for centralized monitoring of network devices across DC & DR. Only Identity Manager & SSO components that is mentioned as part of EMS, should be set up at DR site as IAM directly integrates with the applications. Please confirm If you still need entire EMS & IAM servers at DR site as well, which will require additional set of servers to be provisioned at DR?		EMS Servers should be set up at DC site only to provide centralized monitoring of network & server equipments across DC & DR site. Bidder should provide only appropriate IAM components setup at DR site which will directly integrate with applications rest other components should be set up at DC site.

89	RFP Vol 1	Page 193 Enterprise Management System		EMS should be from ISO 27001 certified OEM. Bidder should provide necessary OEM certificate.	Please confirm that ISO 27001 OEM certification requirement applies to all components listed under Enterprise Management System Section which includes Identity & Access Management solution as well. Please confirm IAM tools as proposed should not be based on open source or free ware?		Yes, OEM ISO27001 certification is required for both EMS & IAM components. Entire EMS & IAM should not be based on open source or freewares and should be from same OEM only for seamless integration and interoperability.
90	RFP Vol 1	Page 193 Identity & Access management		General Query	How Many users should be considered for Identity & Access Management ? Can we consider total users for solution equivalent to number of desktops proposed?		Bidder to decide based on number of application users
91	RFP Vol 1	Page 193 Identity & Access management		General Query	As per best practice, necessary server & sizing required, supported OS , DB's to run EMS & IAM solution should be recommended as per OEM guidelines for solution design which can be of better configuration considering scalability. Please confirm if the solution sizing should be proposed as per OEM guidelines ?		Bidder should obtain necessary sizing configuration required as per OEM guidelines\best practices to meet overall project requirements.
92	RFP Vol 1	Page 103,114, 139		The various pages mentioned refer to support different support periods - ranging from 36 months to 5 years.	Please clarify the exact support period required. Also please confirm if OEM would be responsible for Premium/Priority Support for providing updates , patches , security updates , bug fixes , indemnification for the entire period of contract for all the locations for the above products as required in the tender through the web downloads		Operation and Maintenance will be for 5 Years
93	RFP Vol 1	Page 139		Updates/Upgrades/New releases/New versions. The SI shall provide from time to time the Updates/Upgrades/New releases/New versions of the software and operating systems as required. The SI should provide free upgrades, updates & patches of the software and tools to state as and when released by OEM.	Updates/Upgrades/New releases/New versions. The SI shall provide from time to time the Updates/Upgrades/New releases/New versions of the application software as required . The SI should provide free updates & patches of the software and tools to state as and when released by OEM. Inclusion of the term "application" and removal of "operating system" to minimise cost implication to the customer.		No Change.

94	RFP Vol 1	Page 100		Learning Management System	Please confirm if the LMS required is for CCTNS training only or also for other purposes. LMS for managing of the CCTNS training content would be of a much smaller functional scope and capabilities as compared to a enterprise wide LMS		LMS is required for CCTNS training.
95	RFP Vol 1	Page 218		Minimum 4x Quad core processor with 2.1GHz or above with 1066Mhz FSB / 2000 MT /s expandable to 4 physical processor with min 4 MB L3 cache per processor	Please confirm if minimum 2x Quad core processor are required which should be expandable to 4 physical processors.		Please Refer Corrigendum II Annexure XII.
96					Which modules of CAS(State) need to be customized? What is the scope of customization?		SI has to customize the CAS (State) as per the State's requirement.
97					Does Learning Management System need to be implemented as an extension module, which can be used for training purpose?		LMS is included in the Program
98					Integration with legacy systems needs to be done at data level or application level?		Please refer RFP for the detailed Scope of SI with respect to the Integration ; Section 6.2.4
99					What is the breakup of 42441 training participants? How many police officials needed to be given IT Training, Role Based Training, System Admin Training, Train the Trainer Training and CAS Simulation Training?		Refer RFP ; Section 6.11 for the Capacity Building details.
100					Does data migration needs to be done from CCIS and CIPA applications only for Case Records? No other data migration from any existing application is in the scope?		Yes, Data Migration needs to be done for all existing applications and it is the ultimate responsibility of SI to ensure that all the data sets which are required for Operationalization of the agreed user requirements are digitized or migrated.
101					Average no of IIF forms per Case Record and average no of words to be entered per Case Record?		Bidders can visit the offices and decide based on the requirement.
102					5 Domain Experts with 10 yrs experience are needed for CCTNS Implementation Period or O&M period or both?		SI shall put together a team of at least five (5) domain experts with a minimum of 10 years of experience in the State Police Department who will work on this project on a full time basis during the entire duration of the project.

103					Who will be responsible for making changes to the legacy applications for Integration with CCTNS application? Does SI O&M scope includes supporting the legacy applications also?		Integration of legacy Applications with CCTNS application is the responsibility of SI. Refer RFP Section 6.2.4
104		Annexure XII		EMS components should be from same OEM for out of the box seamless integration capabilities	this statement is enforcing bidders to bid using single OEM, RFP shall ask for a open competitive solution.		It is a conscious decision to have this clause in place to ensure a seamless integration and interoperability among various modules proposed under EMS to enable a complete unified comprehensive view of network, server, application, database & helpdesk via a single Interface, thus cutting on multi technology complexity and dependence on complex 3rd party integrations.
105		Annexure XII		The tool should provide sufficient reports pertaining to asset inventory, alarm & availability reports as well as a detailed asset report. When a report is run, the administrator should have an option of specifying the number of consecutive days the port maybe unused in order for it to be considered available.	here RFP is describing the method for preparing the report which makes it vendor specific, this should be open & optional as per tool.		It can be considered open but definitely not optional. Bidder to provide the desired solution. Refer Corrigendum II, for details.
106		Annexure XII		The proposed system should use intelligent alarm de-duplication algorithms like Deviation from Normal and Time Over threshold to learn the behavior of the network infrastructure components over a period of time	The two algorithms are specific to a single vendor & hence must be removed or replaced with common language.		Bidder to propose an equivalent solution without degrading the requirements asked in clause. Refer Corrigendum for details.
107		Annexure XII		Traffic analysis system should be deployable as appliance based system for optimum performance.	This is strictly vendor specific, RFP shall only ask for functionality be it appliance based or not.		Bidder is free to propose a solution which can be either appliance based or deployable on server

108		Annexure XII		The solution must provide following flow based metrics: Rate,Utilization,Byte Count,Flow Count,IP hosts with automatic DNS resolution,IP conversation pairs with automatic DNS resolution,Router/interface with automatic SNMP name resolution,Protocol breakdown by host, link, ToS or conversation,Utilization by bit pattern matching of the TCP ToS field,AS number,BGP next hop address,IPv6 addresses	CCTNS intends to establish a Datacentre management system & hence a network intensive research is not required & thus should be removed from the specifications. More importantly why are we trying to collect traffic flow & do a analysis, this could lead to abuse of sensitive data, for application performance we anyways have tools.		The functionality is required to measure the traffic statistics, not the application performance.
109		Annexure XII		The proposed system must be capable of automatically detecting anomalous behavior such as virus attacks or unauthorized application behavior.	This must be part of antivirus requirement.		Should be a part of traffic monitoring system to detect anomalous traffic behaviour. AntiVirus solutions are not designed to detect such behaviour at the network.
110		Annexure XII		The proposed helpdesk solution must support all 14 ITILv3 processes like request management, problem management, configuration management and change order management with out-of-the box templates for various ITIL service support processes. Bidder should provide ITILv3 certification letter on all 14 processes.	this again is a vendor specific statement, and we don't even know whos this certifying authority. http://www.itil-officialsite.com/home/home.asp The official ITIL website do not certify any ITSM tool for 14 processes ; FYR: http://www.itil-officialsite.com/SoftwareScheme/EndorsedSoftwareTools/EndorsedSoftwareTools.asp		The proposed helpdesk solution should be ITILv3 compliant. Bidders should provide ITILv3 certification.
111		Annexure XII		It should support remote management for end-user & allow analysts to do the desktop sharing for any system located anywhere, just connected to the internet.	Are we trying to use the windows inbuilt remote desktop connection? Ethically these methods should not be used to ensure secure desktop usage.		Web based remote desktop management feature should be supported as part of helpdesk troubleshooting
112		Annexure XII		Remote desktop sharing in servicedesk tool should be agentless & all activity should be automatically logged into the servicedesk ticket			Web based remote desktop management feature should be supported as part of helpdesk troubleshooting
113	RFP Vol 1	Page 193, Identity & Access Management		General Query	How Many users should be considered for Identity & Access Management ? Can we consider total users for solution equivalent to number of desktops proposed?		Bidder to decide based on number of application users
114		RFP Page 63	6 Scope of service	GIS data	Please provide the detail list of existing and envisaged GIS features to be used in the proposed solution.		As of now, there is no existing GIS in J&K

115		General		Number of users	Please specify total no. of GIS module users at peak hrs?		The exact details for the implementation of GIS would emerge out of the detailed system Study by the SI under the Scope of the Work.
116		General		Number of concurrent users	Please specify total no. of GIS Module concurrent users?		The exact details for the implementation of GIS would emerge out of the detailed system Study by the SI under the Scope of the Work.
117		General		Web Editing	Is web based Editing of GIS features envisaged in the scope of this RFP?		The exact details for the implementation of GIS would emerge out of the detailed system Study by the SI under the Scope of the Work.
118		General		Desktop editing	Is Desktop based editing of GIS features envisaged in the scope of this RFP? IF "YES" then please specify no. of users?		Yes, desktop based editing of GIS features would be preferred over Web based. Minimum 30% of staff at PCR.
119		General		Location of Disaster recovery center	What is the location of Disaster recovery center?		NCRB, Delhi
120		General		Training	Please specify the no. of trainees in each category/group for each district? And refreshment training schedule?		Please Refer RFP; Section 6.11 for detailed activities
121				GIS Maps	Our assumption is that all the Maps will be procured and provided to the SI. Please Confirm. What will be the scale of the maps?		No, SI has to procure the Maps
122				Data Mapping	Our assumption is that all the data / survey information will be provided to SI for mappings to be done. Please confirm		No, SI will have to do a survey and gather the required data.
123		Page 84 Sec 6.8		The SI shall perform the data digitization & migration from manual and/ or the existing systems to new system	What are the activities expected from Bidder under data digitization scope?		It is the ultimate responsibility of SI to ensure that all the data sets which are required for Operationalization of the agreed user requirements are digitized or migrated. Refer RFP Section 6.8
124					Please share the total volume with break up for Digitization (Data Entry & Scanning, Total Fields Per record, Page Size, Language, Sample Copies, etc...)		Interested Bidders can visit the Site offices to estimate the no.

125				<p>If there is Scope of Data Entry and Scanning - Who will provide all required Infrastructure, like, Computer, Software, Scanner, Power supply, Space etc?</p> <p>Will the SI have 24x7 access to required Infrastructure and Records to execute the work also with un-interrupted power supply</p> <p>Please specify if the data will be available at Central Location? If No then at how many locations?</p> <p>Can we assume un-readable and un-scan able records will be excluded from</p>		<p>All the required infrastructure needs to be provided by SI. Power Supply and Space shall be provided to SI.</p> <p>P/S operate 24x7 where as Higher offices operate from 9:00 AM - 6:00 PM</p> <p>The Data is available at SCRB and all Police Stations. Data in whichever form needs to be included, irrespective of the format.</p>
126		Page 103 Sec 6.12	Handholding support	<p>What is the expected support window from Handholding resources?</p> <p>Is Urdu Reading, Writing mandatory for Handholding resources?</p> <p>Is Handholding is required at all 363 Locations which is inclusive of Forensic Labs, SCRB, Fingerprint Bureau etc...?</p>		<p>For Handholding details, Refer RFP 6.12 ;</p> <p>Urdu Reading/ Writing is not mandatory but preferred, as it will facilitate.</p>
127		Page 100	Handholding support	<p>Price asked for only 190 Locations. Is Higher office count and price is not to be submitted?</p>		<p>Handholding is required at P/S level.</p>
128		Page 100	Data Digitization	<p>Commercial Format is not clear as it asks to submit 6 Months Unit rate, do we have to quote Manpower cost only or also provide Manpower numbers?</p>		<p>It has to be time bound and bidder has to quote for Manpower cost as well as Manpower Number</p>
129		Page 100	Capacity building (Training)	<p>Total Police to be trained is 42441. Provide break-up in terms of</p> <p>(a) No. of trainees at each location</p> <p>(b) Which group they belong to?</p> <p>(c) how many days of training</p> <p>(d) batch size</p> <p>Whether lunch/coffee/tea during training days to be factored in our cost or will it be provided by Police department</p>		<p>Refer RFP 6.11 for Capacity Building details. The SI holds the responsibility for creation of training material, designing the training programs and their delivery to the target group. No lunch/ Coffee/ tea will be provided by the Police Department</p>
130		Page 77 Sec 6.3	Infrastructure at District Training centers	<p>Some parts of RFP mentions, training infra like PC, projector will be provided by Police department and in some parts it says SI need to provision. Please clarify.</p>		<p>DTC are equipped with necessary hardware, however any additional equipments, if required, shall be provided by the SI.</p>

131	Vol I	Page 102, sec 6.11		Delivering training to trainers	Specify the number locationwise and batch size. And also number of days of training		The SI holds the responsibility for creation of training material, designing the training programs and their delivery to the target group.
132				System Administration training	Specify the number locationwise and batch size. And also number of days of training		Answered above
133	Vol 1	page 40, Sec 4.7		Helpdesk Support: SDA shall provide Helpdesk support to the State SIs during customization, deployment and stabilization phases with 8 contact hours (during normal business hours of 10 AM to 6 PM), 6 days (Monday through Saturday, both included). The SDA shall deploy a team of at least 5 qualified and certified resources in NCRB to address the questions from the SIs.	Please clarify whether the Helpdesk support during implementation period is the responsibility of SI? Where will be the location of HelpDesk? Should the Helpdesk tool be provided by SI?		During Implementation period, it is SDA's responsibility. The location will be NCRB, Delhi.
134	Vol 1	page 43, Sec 5.1		Geographical Scope	Please share the indicative map and location details with address of all the J&K police offices (police stations and all the higher offices) under the CCTNS project. Please share the locations split based on phases of CCTNS deployment. (eg. Details of location in Phase 1, Phase 2 & phase 3)		Maps will be provided to the selected SI
135				CCTNS Phase 1	When should the O&M support starts at DC , DR and Locations? Is it after go live at each phase location or after state wide go live?		After GO-Live of each phase
136	Vol 1	page 77, Sec 6.3		Infrastructure at the district Training Center - Training labs for CCTNS is set up at all districts and including 1 lab at SCRB.	Can vendor use the training labs for the capacity building purpose. If yes, pls provide the infrastructure available at these labs (location wise).		Yes, details pertaining to labs is provided in RFP.
137	Vol 1	page 141, 144, Annexure IX / Annexure X		Business Hours	In annexure IX Business Hours is given as 8.30 to 20.30 (Mon - Sun), where in in Annexure X the business hours is given as 8.30 Am to 4.30 PM (Mon - Sat). Please clarify interpretation for Business Hours.		Business hours for Higher offices in 9:00 AM to 6:00 PM (Mon- Sat) and Police Stations work 24/7
138	Vol 1	page 139, Annexure IX		Post Implementation Support Services - Central Service Desk	Should SI provide the service desk tool and telecom infrastructure for the central service desk? Please share the total number of users for the application and the no. of concurrent users.		You can refer to RFP for the Scope of SI and BSNL. The approximate no. of Internal users is roughly estimated as 1200.

139	Vol 1	page 150, Annexure X Sec 4. & Annexure X Sec 9 (iii & iv)		Violation & Associated Penalties	In Sec 4 it is mentioned that "Penalty applicable for each high category violation is 0.1 % of respective payment period payment to SI and for each medium severity violation is 0.05% of respective payment period payment to SI". And in Sec 9 it is mentioned that "Penalty applicable for each high category violation is 2 % of respective half yearly payment to SI and for each medium severity violation is 1% of half yearly payment to SI" Please clarify which penalty term is applicable.		Penalty term mentioned in Sec 4 is applicable, as it is prescribed by NCRB.
140		Annexure I, Page 88, 6.8.2 Form 1 Pricing Summary		Blended person month cost for 300 person months	The price asked for is for which skill set? What will be the scope of work of these resources.		Please Refer RFP.
141		Page 232, Hardware distribution at DC and DRC		Out Sources manpower for datacenters 2 nos. × 3 shifts for 4 Years	As per RFP O&M is required for 5 Years. Please clarify, why 4 year manpower deployment sizing is asked here.		O&M is for 5 years after Go-Live of each Phase.
142		Page 233, Handholding Support		Handholding support for 190 Police stations	Is handholding support required only for 190 police stations? Is it not required for higher offices? Please share the number of higher offices where handholding support has to be provided.		Please refer RFP for the Handholding requirement. It is required for the 190 P/S.
143	Vol I	5.1 Geographical Scope - CCTNS Phase 1		CCTNS Phase 1	Please share the no. of higher offices in the CCTNS phase 1 ?		Please refer RFP for the list of the Higher Offices, and CCTNS Phase 1 includes 4 Districts.
144	Vol I	Section 7 PG 107		Scope of service during post implementation phase "SI shall provide the Operations and Maintenance Services for period of five years following the deployment and —Go-Live of the solution in the State. In case each District is declared as —Go-Live at different instances during the project roll-out, the Operations and Maintenance Services for the District will start following the deployment and —Go-Live of the solution in the District and SI shall continue to provide the Operations and Maintenance Support for a period of five years following the deployment and —Go-Live of the solution in the last office".	Does this mean that for the locations going live in the phase 1 (T+6) , the O&M support should be provided for a period of 18 Months before the state Go Live (C+6) and continue the support for another 60 months post state wide go live?		O&M is for 5 years after Go-Live of each Phase.

145				Scope of service during post implementation phase	What is the minimum no. of resources expected to be deployed at DC & DR?		2 person x 3 shifts x 5 years
146	Vol- I	Page no -229 Annex - XIII Hardware BOM		UPS 2 KV, DG Set - 2KV	Pls confirm whether the rating is in KVA because the UPS don't comes in KV.		UPS rating is in KVA, Refer Corrigendum.
147	Vol- I	Page no -229 Annex - XIII Hardware BOM		UPS 2 KV, DG Set - 2KV	Please confirm the load details on DG set.		4 PC, 1 MFP, 1 Laser printer, 1 UPS 2000W, 1 Digital Camera, electronic pen, 1 16 port Switch and 5 energy lamps
148	Vol-I	Page -77, 6.4 site preparation at police station and higher offices		Civil Interiors & Electrical works	Please confirm the area in sq feet and nos of person seating plan in each police station with Layout design plan. Also provide us a tentative BOQ for site preparation for interiors etc.		Please Refer Corrigendum II
149	Vol-I	Page -77, 6.4 site preparation at police station and higher offices		Site preparation	The fire fighting equipment not considered please confirm.		The fire fighting equipment is required. Refer Corrigendum II
150	Vol-I	Page -77, 6.4 site preparation at police station and higher offices		Site preparation	Please clarify Flooring and ceiling is required or not if yeas than pls provide the room height also.		Please refer Corrigendum II.
151	Vol-I	Page -77, 6.4 site preparation at police station and higher offices		Site preparation	Please clarify the input supply scope for the police station.		Please refer Corrigendum II.
152	Vol-I	Page -78, 6.5 site preparation at police station and higher offices		Site preparation at client location	Please clarify the UPS and DG set rating for police station.		Please refer Corrigendum II.
153	Vol-I	Page -78, 6.5 site preparation at police station and higher offices		Site preparation at client location	Please confirm the area in sq feet and nos of person seating plan in each client location.		Please refer Corrigendum II.
154	Vol-I	Page -78, 6.5 site preparation at police station and higher offices		Site preparation at client location	Please clarify Flooring and ceiling is required or not if yeas than pls provide the room height also.		Details are provided in Corrigendum II.
155	Vol-I	Page -78, 6.5 site preparation at police station and higher offices		Site preparation at client location Local Area Network Cabling	For Local area Network Cabling , Please define number nodes in each police station and No. of police station the LAN Cabling required.		Details are provided in Corrigendum II.

156	Vol 1	Page 227		Technical specification of Digital pen :- Average Usage life:- 150000 Hr	150000 Hr is equal to more than 17 years for 24 hr usage which is too much for any electronic device, It should be 3-4 years max		Please refer Corrigendum II Annexure XII
157	Vol 1	Page 227		Technical specification of Digital pen :- Storage life:- 5 Years	Storage Life should also be 3-4 year		Please refer Corrigendum II Annexure XII
158	Vol I	Page no 42 Section 5.1		Geographical Scope	We need to know all site address and contact details for doing feasibility check of primary link		Selected SI will be provided all the necessary details
159	Vol I	Page no 42Section 5.1		Geographical Scope	Will Internet bandwidth will be required at DC for internet users, if yes what will be the size, Please confirm		SI needs to coordinate with BSNL for the necessary details. You can refer to the Scope of SI and BSNL in the RFP.
160	Vol I	Page no 42 Section 5.1		Page no 42 Section 5.1	The leaseline bandwidth required for sites will be calculated based on the number of users in each location and set of application needed at site for access, Please confirm these bandwidth details to arrive on link size		It is left to SI to decide.
161	Vol I	Page no 28 Section 3.4		Existing JK SWAN infrastructure	Seconday link is from SWAN, moreover pls confirm for Primary link details, is CCTNS open for wireless last miles (e.g. ISDN, CDMA or Wimax or any other technology) at locations wherever Leaseline/MPLS is not available , If yes then SP can easily connect wireless connectivity to his nearest MPLS POP for providing access		Please refer to the RFP, Section 6.5
162	Vol I	Page no 28 Section 3.5		Existing JK SWAN infrastructure	Seconday link is from SWAN, please confirm whether bidder will drive I&C of these links with SWAN provider		SI has work in coordination with SWAN provider
163	Vol I	Page no 28 Section 3.6		Existing JK SWAN infrastructure	Does CCTNS requires active and backup links for all the sites?		Yes, it is required.
164	Vol 1	Page 193		Enterprise Management System: EMS should be from ISO 27001 certified OEM. Bidder should provide necessary OEM certificate.	Please confirm that ISO 27001 OEM certification requirement applies to all components listed under Enterprise Management System Section which includes Identity & Access Management solution as well. Please confirm IAM tools as proposed should not be based on open source or free ware?		It is expected that the proposed solution should help in complying to the ISO 27001 standard. It is left on the SI to decide on the frequency of the audit however as per the best practices it should be ideally carried out atleast once a year.
165	Vol 1	Page 193		Identity & Access management	How Many users should be considered for Identity & Access Management ? Can we consider total users for solution equivalent to number of desktops proposed?		Answered above

166	Vol 1	Page 193		Enterprise Management System	As per best practice, necessary server & sizing required, supported OS , DB's to run EMS & IAM solution should be recommended as per OEM guidelines for solution design which can be of better configuration considering scalability. Please confirm if the solution sizing should be proposed as per OEM guidelines ?		Answered above
167	Vol 1	Section 3.3 Existing data center infrastructure page 28		SDC will not be ready till the timelines of CCTNS implementation, SCRB may be temporarily utilized for installation of the DC equipments, after the completion of SDC all the data center equipments shall be moved to SDC.	Do we need to factor for the DC migration from SCRB to SDC		Yes, any activity required is to be supported by the bidder.
168	Vol 1	Section 4.7 role of software development agency (SDA) in supporting CAS page 40		Data Migration Utility - the SDA shall develop a data migration utility / application with all formats and tools to load the data into the state database.... In case data migration tool developed by the SDA does not incorporate support for any state specific formats etc, the data migration tool developed by the SI will have to support these	Please clarify SI scope for the data migration tool development, since the prime responsibility for data migration tool development lies with SDA		The requirement is self explanatory, SDA shall provide the Data Migration tool, In case data migration tool developed by the SDA does not incorporate support for any state specific formats etc, the data migration tool developed by the SI will have to support these
169	Vol 1	Section 6.13 Requirement on Adherence of standards page 103		CCTNS system should be ISO 27001 certified	Will the exercise encompass on getting the CCTNS systems ISO 27001 certified also How often should the surveillance audit be carried out for the Data Centre i.e. the frequency of surveillance audit?		It is expected that the proposed solution should help in complying to the ISO 27001 standard. It is left on the SI to decide on the frequency of the audit however as per the best practices it should be ideally carried out atleast once a year.
170	Vol 1	Page 192		Enterprise Management System Network Device Discovery – Identify & model router redundancy using vendor specific protocols	Please provide the Model / Vendor to be support for this		It should support heterogeneous environment
171	Vol 1	Page 193		Enterprise Management System Topology, alarm, interface, root cause tab in single GUI	Please provide more details on the business needs. Is this in reference to single login or all the information on a single page?		Requirement is self explanatory. bidder to provide the desired solution

172	Vol 1	Page 193		Enterprise Management System Workflow between Fault & Performance	Requirement is in reference to Single login or same application or portal login?		Requirement is integration of fault & performance management system to provide unified navigation workflow & context sensitive reporting & navigation.
173	Vol 1	Page 202		Enterprise Management System Integration with Help Desk	Integration of Helpdesk – Change – Confi Management is auto or manual ? Fist case it's taking about breach / changes done other it's want to automate the change process		Requirement is self explanatory.bidder to provide the desired solution
174	Vol 1	Page 202		EMS Integration with Help Desk	For Helpdesk – Network Monitoring two ways integration, what is the Data maintenance timeframe? Since event in Network Management are overwritten and Helpdesk data is kept for many months.		Bidder to estimate data retention policies or best practices required for project operation
175	Vol 1	Page 202		EMS Integration with Help Desk	In case asset is not found in the helpdesk Asset to be created in DB. Does this means without any change management? Please validate on how a CI has to be in existence without being part of Asset DB?		requirement is self explanatory.NMS integration with helpdesk should automatically populate NMS monitored CI information in helpdesk database
176		5.1 / Page 44 / Operate & Maintain		None	Is GIS software upgrade and AMC required during the operate & maintain phase?		Yes, AMC would be required
177		5.2.1 / Page 46 / GIS Module		It is extremely essential for the state police dept in each of the police stations, DPO's, and PHQ to be able to view the Crime Records, Traffic Records, Jail Records, Terrorism/Militancy details in Spatial as well as non-spatial format.	Is there any current GIS infrastructure available with the department (GPS, GIS SW etc)? Please provide the details.		No, there is no GIS Infrastructure available with the department.
178		5.2.1 / Page 46 / GIS Module		It is extremely essential for the state police dept in each of the police stations, DPO's, and PHQ to be able to view the Crime Records, Traffic Records, Jail Records, Terrorism/Militancy details in Spatial as well as non-spatial format.	Is the system integrator expected to procure required maps or will J&K Police provide necessary maps, traffic records etc?		No, SI has to procure maps where as traffic records will be provided by JK Police
179		5.2.1 / Page 47 / GIS Module		The mapping for a particular state can be done on different scales for rural	What scale maps are required for rural and urban areas respectively? Please classify rural and urban areas in J&K		SI will have to classify the areas repectively.
180		5.2.1 / Page 47 / GIS Module		None	Is supply of GPS and integration with GIS to track and manage patrol cars etc., in the scope?		Yes.the supply of GPS and integration with GIS to track and manage patrol cars etc is in scope of the project

181		PG 144 - 162		<p>Infrastructure Availability and Application Availability</p>	<p>There are SLAs on Infrastructure Availability and Application Availability which overlap. For exp consider the following 2 SLAs.</p> <p>1. Availability of productions CAS systems shall be atleast at 99%.</p> <p>2. Availability of CAS solution components measured within the Data Center shall be atleast 99.9%.</p> <p>Our assumption is that the impact of Infrastructure Availability SLA does not have any impact on the Application Availability SLA i.e. if the availability of production CAS server is < 99%, the SI is not penalized for this SLA as well as the SLA on availability of CAS solution components.</p>		<p>These SLA's are prescribed by NCRB, No change/suggestion accepted. Refer rfp for more details</p>
182				<p>It is extremely difficult to measure this SLA as after the CPU utilization crosses 70%, then we need to keep a timer to measure if it stays above 70% for 30 minutes or more for each occurrence. Each such occurrence is treated as one instance and based on the no of instances over a six month period, the total violations are calculated and penalty imposed. If the number of instances over a six month period is anywhere</p>	<p>Suggest that we monitor the CPU usage and if the average daily utilization goes up beyond 70%, then we should take that as a violation.</p>		<p>These SLA's are prescribed by NCRB, No change/suggestion accepted. Refer rfp for more details</p>
183				<p>Same as above for I/O utilization.</p>	<p>Suggest that we monitor the I/O utilization and if the average daily utilization goes up beyond 70%, then we should take that as a violation.</p>		<p>These SLA's are prescribed by NCRB, No change/suggestion accepted. Refer rfp for more details</p>
184				<p>Same as above for memory utilization.</p>	<p>Suggest that we monitor the memory utilization and if the average daily utilization goes up beyond 70%, then we should take that as a violation.</p>		<p>These SLA's are prescribed by NCRB, No change/suggestion accepted. Refer rfp for more details</p>

185			<p>Availability of at least 99% of all critical site infrastructure (anything that is shared by multiple users at the site) such as routers, switches, printer/scanner, digital pen, finger print readers etc., will be very difficult as most of these are one in number at the PS/HOs.</p> <p>The severity of violation is High and if a site falls below the minimum service level, it will be treated as 1 violation leading to penalty of 2% of the respective half yearly payment. We will end up paying this penalty if one or more equipment goes down at any site leading to less than 99% availability.</p>	<p>Suggest that the availability of the critical client site infrastructure components at all the implementation sites on an average shall be atleast 99%.</p>		<p>These SLA's are prescribed by NCRB, No change/suggestion accepted. Refer rfp for more details</p>
186			<p>The handholding support is for a period of 6 Months / 1 Year (Pg. 103 - Handholding Support).</p>	<p>Please specify if these SLA's are applicable only during the handholding support period and not for the entire duration of the Operations & Maintenance phase of 3 Years</p>		<p>These SLA's are prescribed by NCRB, No change/suggestion accepted. Refer rfp for more details</p>
187			<p>1. We might not get an opportunity to resolve 80% of the Level 1 calls at each site in 2 hours as the number of Level 1(read P1) calls will be less at each site and our compliance will be either 0%, 50% or 100%.</p> <p>2.Resolving a P1 call in 2 hours at a remote site is a challenge if it is a break-fix call.</p> <p>3. And over a period of six months across 400+ sites, the average number of instances could be anywhere between 1 and 12 leading to penalties ranging from 1% to 4% of the half yearly payment.</p>	<p>1. By definition, Level 1 incident is applicable only to the CAS Production components (Pg. 150, Pg. 154 Vol I). Defects arising out of CAS Components may need to be resolved by NCRB / SDA. Hence, please define the roles, responsibilities and the scenarios where this SLA will be applicable to the SI</p> <p>1. Suggest 80% of the Level 1 incidents at all sites on an average should be resolved within 6 business hours from the time call is received/logged whichever is earlier.</p> <p>2. Suggest the impact of non-compliance of this SLA not have any bearing on the availability SLA and the SI not penalized twice.</p>		<p>These SLA's are prescribed by NCRB, No change/suggestion accepted. Refer rfp for more details</p>

188				<p>Same as above, but for Level 2 calls where the impact could 1-2% of the six monthly payment.</p>	<p>1. Suggest 80% of the Level 2 incidents at all sites on an average should be resolved within 12 business hours from the time call is received/logged whichever is earlier.</p> <p>2.Suggest the impact of non-compliance of this SLA not have any bearing on the availability SLA and the SI not penalized twice.</p>		<p>These SLA's are prescribed by NCRB, No change/suggestion accepted. Refer rfp for more details</p>
189				<p>1. Resolving 95% of Level 1(read P1) application defects within 4 business hours is extremely difficult as the % bugs to be fixed is very high and the resolution time is very low.</p> <p>2. The penalty points is based on % compliance and not on instances.</p> <p>3.Based on how we perform, the penalty could be anywhere between 0 - 6% of half yearly payment.</p>	<p>1. Suggest that we could provide a work around in 6 hours and a resolution in 24 hours.</p> <p>2.Based on the penalty on no of instances and not on % compliance.</p>		<p>These SLA's are prescribed by NCRB, No change/suggestion accepted. Refer rfp for more details</p>
190				<p>Same as above, but for Level 2 calls where the impact could be less because we get more time to fix the bugs, but the severity level remains high and penalty impact is similar.</p>	<p>1. Suggest that we could provide a work around in 12 hours and a resolution in 72 hours.</p> <p>2.Based on the penalty on no of instances and not on % compliance.</p>		<p>These SLA's are prescribed by NCRB, No change/suggestion accepted. Refer rfp for more details</p>
191				<p>Same as above, but for Level 3 calls where the impact could be less because we get more time to fix the bugs, but the severity level remains high and penalty impact is similar.</p>	<p>1. Suggest that we could provide a resolution in 7 days.</p> <p>2.Based on the penalty on no of instances and not on % compliance.</p>		<p>These SLA's are prescribed by NCRB, No change/suggestion accepted. Refer rfp for more details</p>
192				<p>Difficult SLA to meet as:</p> <p>1.Uptime of 99% at each site. 2.Covers network equipment and bandwidth. 3.In the current form of the SLA, if a network equipment is down and is not resolved within 2 hours, we could be paying penalty at 3 places - client site uptime of less than 99%, P1 issue not resolved in 2 hours and NW uptime less than 99%.</p>	<p>1. Suggest the impact of non-compliance of this SLA be restricted to this SLA only and not have impact on the availability SLA and resolution of Level 1 calls SLA and the SI not penalized three times.</p>		<p>These SLA's are prescribed by NCRB, No change/suggestion accepted. Refer rfp for more details</p>

193				<p>1. Continuously measuring this over a period of time will have impact on the system resources and performance.</p> <p>2. What is the tool to be used to measure this?</p> <p>3. What type of query to be used to measure the response time?</p>	<p>The 4 second response time should be measured as a test and when required and not on a continuous basis.</p>		<p>These SLA's are prescribed by NCRB, No change/suggestion accepted. Refer rfp for more details</p>
194				<p>1. Appear that they are a repeat here. If not we will be paying penalty for the same again.</p> <p>2. They should be related to DC and not Help Desk.</p>	<p>Our assumption is that these SLAs are a repeat of Client Site Performance SLAs.</p> <p>Suggest appropriate clarification and correction.</p>		<p>These SLA's are prescribed by NCRB, No change/suggestion accepted. Refer rfp for more details</p>
195				<p>The same SLA is repeated twice in this section with varying methods of penalty calculation. Our assumption is that only one of them is valid and not sure which one is applicable.</p>	<p>Request clarification on the same.</p>		<p>These SLA's are prescribed by NCRB, No change/suggestion accepted. Refer rfp for more details</p>
196				<p>The same SLA is repeated twice in this section with varying methods of penalty calculation. Our assumption is that only one of them is valid and not sure which one is applicable.</p>	<p>Request clarification on the same.</p>		<p>These SLA's are prescribed by NCRB, No change/suggestion accepted. Refer rfp for more details</p>
197	Vol -1	Functional and Technical Specification – Section 8 Page : 107		<p>SI shall put together a team of 5 domain expert with minimum 10 years experience with State Police Department who will work on this project on full time basis for entire duration of the project</p>	<p>We understand that the requirement is very high and would have cost implication on the project. Based on other states RFP requirement of Domain Expert, we suggest 1 domain expert requirement for specific project period eg. finalization of FRS, CRP, Change Management, expert, etc.</p>		<p>The bidder can provide the required Expert's Profiles based on the requirement and an approval should be taken before deploying the team.</p>
198	Vol -1	Functional and Technical Specification – Section 6.10 Page : 97		<p>SI shall conduct 3 change management workshop (min 1 day) at state HQ and 1 change management workshop in all district HQ (min 1 day)</p>	<p>Is this a one time requirement. Please confirm our understanding that the total workshop requirement is 3 workshop at State HQ + 25 workshop at District in total during entire duration of projects.</p> <p>Also, what is tentative no. of participants in these 28 workshops that need to be covered? Please confirm.</p>		<p>It is a one time requirement. The SI needs to prepare the detailed Training Plan as well as the Batch size.</p>
199	Vol -1	Functional and Technical Specification – Section 6.11 Page : 98		<p>Training Duration</p>	<p>Training duration for the groups are not mentioned. We would request to provide the duration of training for each of the group against the training modules mentioned.</p>		<p>It comes under the Scope of SI under Capacity Building.</p>

200	Vol -2	Evaluation and Payment terms – Section 3.4.7 Page : 33		RFP mentions 30% technical and 70% financial QCBS	Is this correct? Please confirm		RFP mentions 70% Technical and 30% Commercial.
201	Vol -2	Section 6.8.3: Detailed Location wise pricing format –Page : 100		Table showing Strengthening of institution / Capacity Building (Training) i	This table does not provide any effort for change management workshop Also for training, the total number of participants is indicated as 42,441 which is very high. Based on other state CCTNS experience, we would request to please review the numbers for training. Also, no. of participant in RTC /PTC / Academy is mentioned as 6. Is this the total no. of participant or the number of these institutions?		Answered above
202	Vol -1	Functional and Technical Specification – Section 6.11 Page : 98			Will the venue for training provided by the department?		Yes
203	Vol -1	Functional and Technical Specification – Section 6.10 Page : 97			Will the venue for workshop provided by the department?		Yes
204	Vol -1	Functional and Technical Specification – Section 6.11 Page : 98			Will other requirements - infrastructure, IT, lunch, snacks and tea provided by department for Workshops?		No Lunch, snacks and tea will be provided
205	Vol -1	Functional and Technical Specification – Section 6.10 Page : 97			Will other requirements - infrastructure, IT, lunch, snacks and tea provided by department for trainings?		No Lunch, snacks and tea will be provided
206	Vol -1	Functional and Technical Specification Annexure 10 Service Level – Implementation phase Table 1		Capacity Building	The SLA does not seem to be appropriate for training activity. We request to convert this SLA into KPIs for the SI.		These SLA's are prescribed by NCRB, No change/suggestion accepted. Refer RFP for more details
207	Vol -2	Evaluation and Payment terms – Annexure 9		Resource Profile	Please confirm that all the mentioned profile is required for full duration of the project on a full time basis. In case for each of the profile, if the requirement is different, please elaborate.		Answered above
208	Vol I			Helpdesk Management:	Please let us know the required 14 processes to be supported by the solution.		Answered above

209		Page No:201		Proposed helpdesk solution must support 14 processes.			The proposed helpdesk solution should be ITILv3 compliant. Bidders should provide ITILv3 certification.
210					We assume those processes are to be defined and implemented as well, please confirm.		Answered above
211		Page :103 Section 6.13 - Requirement on adherence to standards		Service management -> ISO20000 compliance	Is J&K CCTNS expecting the services offered to be ISO-20000 compliant only or is specifically looking for ISO20000 certification? If ISO-20000 certification is required, we assume it is for DC & DR sites from where the services are offered, please confirm. What is the duration that J&K CCTNS is envisaging for the ISO-20000 certification to be completed? What is the expected certification validity for ISO-20000?		The proposed solution should help in achieving compliance with ISO 20000 for IT Service Management
212	Vol-1	Page -216 blade Chassis		Single blade chassis should accommodate minimum 6 (Quad core Processor) / 8 (Dual core Processor) or higher hot pluggable blades.	Single blade chassis should accommodate minimum 9 (Quad core Processor) / 18 (Dual core Processor) or higher hot pluggable blades. Reasoning (Since there are 18 blade server, it is desired to have a minimal chassis count. With 9 Quad-Socket blades in each chassis J&K CCTNS DC shall require only 2 chassis, which shall optimize their power consumption & management)		Please refer Corrigendum II Annexure XII.
213	Vol-1	Page -216 -17 blade Chassis		Should accommodate Intel / AMD / RISC / EPIC Processor based Blade Servers for future applications	All OEMS does not support all x86 & RISC/EPIC architecture in the same blade chassis. Request you to kindly amend the same for all OEMs to participate		Please refer Corrigendum II Annexure XII.
214	Vol-1	Page -216-17 blade Chassis		Should have the capability for installing industry standard flavors of Windows, Linux, Solaris for x86 Operating Environments	Solaris is based on UNIX and hence the clause needs to be amended.		Changed. Refer Corrigendum II.
215	Vol-1	Page 218 Database server		• Rack Mountable	Will this Server be part of Blade Chassis , or it is different rack server		Please Refer Corrigendum II.

216	Vol -1	Page 219-222 Storage and Back Up		<ul style="list-style-type: none"> Storage subsystem shall support 146GB, 300GB 15K RPM disks and 400GB or higher 10 K RPM Fiber channel drives & 750GB, 1TB SATA or higher SATA / equivalent drives in the same device array 	Storage subsystem shall support 300 GB/450/600 or higher FC/SAS 10 K RPM disks. 750 GB / 1TB or higher SATA/FATA /equivalent 7200 RPM drives in the same storage array.		Please Refer Corrigendum II. Annexure XII.
217	Vol -1	Page 219-222 Storage and Back Up		<ul style="list-style-type: none"> Should support storage virtualization, i.e. Easy logical drive expansion. 	if Storage Virtualization is limited to Easy Logical Drive Expansion.		Please Refer Corrigendum II. Annexure XII.
218	Vol -1	Page 219-222 Storage and Back Up		<ul style="list-style-type: none"> The proposed backup Solution supports the capability to write multiple data The proposed backup Solution supports the capability to write multiple data clients to leverage the throughput of the Drives using Multiplexing technology. 	"It should be changed to backup software should have the capability to write multiple streams to multiple drives		Please Refer Corrigendum II. Annexure XII.
219	Vol-1	Page 225 Desktops		Intel Graphics Media Accelerator 4500 integrated graphics	GMA 4500 is the graphical feature of 4 series processors, in the case of 5 series graphics is integrated part of processors so need to be in line with CPU		Changed. Refer Corrigendum II.
220	Vol-1	Page 225 Desktops		External I/O Port	Optional serial port to be removed as industry is moving towards USB		Changed. Refer Corrigendum II.
221	Vol-1	Page 225 Desktops		Expansion Slot	Request to please change the Expansion slots as 1 PCI, 2 PCIE X1 AND 1 PCIE X16 to suit all the OEM's		Changed. Refer Corrigendum II.
222	Vol-1	Page 225 Desktops		Security management:	PLEASE Share MORE CLARITY ON STRINGENT SECURITY (VIA BIOS).		Changed. Refer Corrigendum II.
223	Vol-1	Page 225 Desktops		Security management:	PLEASE REMOVE SMARTCARD-PREBOOT AUTHENTICATION (VIA BIOS) to allow other OEM to quote .		Changed. Refer Corrigendum II.
224	Vol-1	Page 225 Desktops		Security management	SATA PORT ENABLEMENT AND DISABLEMENT CAN BE DONE ONLY FOR THE DEVICES WHICH IS GETTING CONNECTED TO THESE PORTS: CLARIFICATION FOR THIS POINT IS REQUIRED.		Changed. Refer Corrigendum II.
225	Vol-1	Page 225 Desktops		Security management	HP PROTECT TOOLS EMBEDDED SECURITY SOFTWARE TO BE REMOVED favoring one particular OEM Only		Changed. Refer Corrigendum II.
226	Vol-1	Page 225 Desktops		Security management	REMOVABLE MEDIA WRITE/BOOT CONTROL WILL BE DONE THROUGH O/S		Changed. Refer Corrigendum II.
227	Vol II	3.2.9, EMD		As per RFP	Bidder request Change in form of EMD as BG instead of DD for Rs 2 Cr		EMD should be submitted in form of DD only.

228	Vol II	3.2.9(5b), EMD		As per RFP	The Bid security may be forfeited :- In case of a successful bidder fails to sign the contract in accordance with terms & conditions and Subject to Deviations /Suggestions submitted along with the bid	No Change
229	Vol II	3.3.2(5g)	Prices & Price Informations	All the Taxes of any nature whatsoever shall be borne by bidder.	Bidder request change in the clause: -Any change in tax structure or Statutory amendment subsequent to submission resulted into any change in taxes ,duties shall be borne by customer	No Change
230	Vol II	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 scctions of this RFP ,including all forms schedule and annexures hereto and has fully informed itself as to all existing conditions and limitations	By Submitting a proposal,each bidder shall be deemed to have acknowledged that it has carefully read all scctions of this RFP ,including all forms schedule and annexures hereto and has submitted a detailed suggestions/Deviations ,has fully informed itself as to all existing conditions and limitations	No Change
231	Vol II	3.4.4	Pre Q	Bidders Blacklisted by State of J&K or Central Govt during last 5 years will not be eligible to participate	Currently we are not eligible ,Account Management Team to get it changed ,Legal to comment for declaration. Wipro Legal - declaration of IGNOU needs to be made. We are not eligible to bid. Business to get central Govt removed.	To be decided.
232	Vol II	4.7	Failure to agree with T&C of agreement	As per RFP	Failure of the successful bidder to agree with the Terms & Conditions subject to suggested deviations if any of the RFP shall constitute sufficient grounds for the annulment of the award, in which event J K Police may award the contract to the next value bidder as per J&K state Policy or call for new proposals	No Change
233		6.7.17	undertaking on changes to the contract clauses		request addition: In case the suggestions submitted by us are not acceptable to JK Police, we reserve the right to not proceed with execution of Agreement.	No Change
234	VOL III	MSA/	Invoicing & Settlement	The SI shall waive any charge for the service that is not invoiced within six month after the end of the month in which the change relating to such service is authorized or incurred ,whichever is later.	Bidder request deletion of this para	It remains the same. NO Change in the clause

235	VOL III,	MSA/	Tax	Refer para © of the RFP	Bidder request change in the clause:- Any change in tax structure or Statutory amendment subsequent to submission resulted into any change in taxes ,duties shall be borne by customer	No Change
236	VOL III	MSA/	2.15/termination for Breach	As per RFP	Since seasonality and weatherconditions are also attributable for cure timelines,Bidder request cure period of atleast 60 days and Incase of Termination for breach : Payment of all Undisputed : 1. Services rendered till date of such termination 2. Hardware delivered/ordered till such termination Need to be made	No Change
237	VOL III;	MSA/	2.15/effects of terminations	On termination of this Agreement for any reason, the CLIENT will decide the appropriate course of action.	This clause is too open & Wide –Bidder request deletion of this clause,Bidder request Risk purchase should be limited to 10% of the undelivered value	No Change
238	VOL III	MSA/	2.15.1/Vol III	Terms of Payment and Service Credits and Debits-To be included	Clause 2.16 Vol III MSA: Sub-clause a) Termination for cause b) Termination for Change of control. Effect: a) Forfeiture of performance guarantee, b) compliance with exit management schedule c) compensation in accordance with Terms of payment Schedule. (the compensation should be for all the Hardware/Software Licenses delivered and services rendered along with Items ordered specially for this project and in transit.	No Change
239	VOL III	MSA/	2.18(b)/Dispute Resolution		(b)If the dispute cannot be settled by mutual discussions within the thirty (30) day period, either party may refer the matter to a panel of three arbitrators. Each party shall choose one arbitrator, both of whom shall elect the third arbitrator who shall be the presiding arbitrator. The arbitration proceedings shall be held under the provisions of the Arbitration and Conciliation Act, 1996 or any of its subsequent amendments. The arbitration proceedings shall be in English and the venue of arbitration shall be at SriNagar,J&K India	No Change

240	VOL III	MSA/		Title Transfer -To be Included	<p>We request you to consider the fact that title and risk transfer happens on dispatch of goods from the vendors factory / warehouse as the same has been billed in the name of the customer. The bidder / vendor would be liable to take transit insurance till the equipment gets delivered to customers premises. The vendor / bidder would also take necessary insurance with department as beneficiary till the site gets implemented.</p>		No Change
241	VOL III	MSA/		Limitation of Liability-To be Included	<p>Wipro shall not be liable for any indirect, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury, including, without limitation, loss of use, data, revenue, profits, business interruption, and loss of income or profits, that may arise out of or result from this Agreement, irrespective of whether it had an advance notice of the possibility of any such damages. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of Wipro for all claims under or in relation to this Agreement, shall be, regardless of the form of claim(s), the consideration actually received by Wipro under this Agreement.</p> <p>Wipro's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Wipro's non-performance is caused by Customer's omission to act, delay, wrongful action, failure to provide inputs, or failure to perform its obligations under this Agreement.</p>		No Change
242	VOL III	MSA/		Site Not Ready-To be Included	<p>Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Wipro shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Contract. Further any idle time resulted due to non available of site or infrastructure or data, Customer shall make payment to Wipro for the same.</p>		No Change

243	VOL III	MSA/	3.3.5 /Vol III	Payment to the outgoing SI shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements.	Payment to the outgoing SI shall be made to the tune of i. last set of completed services / deliverables, subject to SLA requirements. In case of work in progress, the consideration shall be paid as per the terms and conditions of the contract to the extent of work completed satisfactorily.	No Change
244	VOL III	MSA 3.3.2. (a)		CLIENT shall be entitled to serve notice in writing on the SI at any time during the exit management period as detailed hereinabove requiring the SI and/or its sub contractors to provide the CLIENT with a complete and up to date list of the Assets within 30 days of such notice. CLIENT shall then be entitled to serve notice in writing on the SI at any time prior to the date that is 30 days prior to the end of the exit management period requiring the SI to sell the Assets, if any, to be transferred to CLIENT or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.	CLIENT shall be entitled to serve notice in writing on the SI at any time during the exit management period as detailed hereinabove requiring the SI and/or its sub contractors to provide the CLIENT with a complete and up to date list of the Assets within 30 days of such notice. CLIENT shall then serve notice in writing on the SI at any time prior to the date that is 30 days prior to the end of the exit management period requiring the SI to transfer the Assets to CLIENT or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.	No Change
245	Vol1	Pg. 40		Initially if NSDG/SSDG services are not available the CCTNS application shall access services through the existing broadband networks and SDA shall develop API's for the required departments.	Which are the departments for which the API's will be developed. Will it be the SI's responsibility to do the integration?	Yes, It is SI's responsibility
246		Pg. 49 – Terrorism Module		Scope	What are the integration requirements of the Terrorism module with the CAS State Modules	SI needs to study the CAS (State) and the integration needs to be done by SI as required
247		Pg. 54 – Multilingual Support	it is essential for the JK police to have multilingual support in Urdu Language. It is proposed to develop the same at the state level as part of the CCTNS project. This feature shall make it possible for FIR's and other reports typed in Urdu to be able to read in English / Hindi	For the FIR's and other reports typed in Urdu to be made available in English will require the use of a "Translation" software. The multilingual support that shall be provided by NCRB's CAS State and the custom development by the SI shall be restricted to providing labels and provision for data entry in the local language. Translation feature shall not be provided. Please confirm.	SI will have to study the CAS (State) and Customize/ Configure as required.

248	Pg. 57 – Architecture	 All the proposed application would be able to function in an offline mode and on availability of connectivity, data would automatically replicate with the central repository.	The CAS-State modules from NCRB would some in-built with the offline functionality of the CAS-State Modules. Please clarify if the offline functionality is restricted only to the CAS-state modules and does not include the state specific modules to be developed for J&K		SI shall adhere to the Integration requirements. Please Refer RFP for the Scope of SI.
249	Pg. 61 – Integration requirements		Integration of existing applications with CAS-State	IT is assumed that the integration of the existing applications with CAS-State will be via the SSDG. Any modifications required to be done to the existing applications to integrate with the CAS-State shall be the responsibility of the existing vendor.		No, the responsibility of Integration lies with the SI.
250	Pg. 59 – Key Configuration Requirements		...Though it has been proposed that the CAS(State), to be provided by NCRB should be equipped with Dictionary of Common Names of Persons, Place for proper addressing, but in case it does not come equipped with the same, selected SI would be required to prepare such a dictionary...	What would be the approximate size of these dictionaries?		It is left to SI.
251	Pg. 59 – Case information recording		...store all case related data, such as case diaries, Photographs, scanned documents, audio / visual recordings, misc correspondences etc at one location.	All these details will be stored at the data center within the login of the specific IO. Please confirm this requirement.		Yes, the requirement is self explanatory.
252	Pg. 81 – IT Infrastructure at the DC & DRC		The SI shall ensure that the servers and storage are sized adequately...	Request you to provide the storage requirements for the CAS-State modules.		SI will have to ensure that based on the requirement.
253	Pg. 103 - Handholding support		The SI will provide one qualified and trained person per police station / higher office for a period of 6 months or one qualified person per police station / higher station per two police stations for 1 year	Please confirm which of these two options the SI will need to quote for		Refer RFP
254	Pg. 121 – Proposed Data Center		Storage Box (SAN) : Qty = 1 DR Storage : 1	To maintain an uptime of 99%, the quantity of SAN boxes should be minimum 2. IS there no server required?		Yes, and the quantity of the SAN Boxes should be changed to 2.

255		Pg. 216 – Minimum Specifications for Servers		There are 2 separate specifications for database servers 1. Pg. 216 – Production CAS (State) Application Services related servers (Web, Portal, Application, Database, Directory etc....)	Please specify which of these configurations should be supplied for the Database Server		Please Refer Corrigendum II.
256		Pg. 232 – Hardware Distribution at DC & DRC		Database Software (Processor based for unlimited users) : Qty = 6	This quantity does not match the minimum configuration given for the database servers (4 Processors). Request you to please amend this to “as required by the solution”		For Main DC - 4 Proc Lic and for DR it is 50% @ 2 Proc Licenses
257		Pg. 203 – Minimum Specifications – IDAM		The IDAM solution consisting of Identity Management, Provisioning, Password Management, Web Access Management, Web SSO and Single Sign-on for thick client applications and Server Access Control must be from a single OEM	This will restrict the choice of OEM's for EMS. Request you to delete this clause.		It is a conscious decision to have this clause in place as it will help to mitigate various integration issues that need to be dealt with while integrating the various products from different OEM's, however Bidder may choose the right fitment provided they take the complete onus / responsibility of the desired integration and interoperability.
258		Pg. 203 – Minimum Specifications – IDAM		The bidder shall provide undertaking by OEM of IDAM solution whose software products have been offered for associating Project Manager during the project execution	Request you to delete this clause since the ownership of implementation of the IDAM lies with the SI only.		The IDAM solutions are not trivial to implement and require specialized skills to design and architect the solution and hence in the interest of the project this clause stands as it is.
259	Vol 1	Page 193		Enterprise Management System Network Device Asset Inventory , alarms & availability reports as well as a detailed asset reports	Please clarify the business requirements, if all these to be covered using a single reports of multiple reports.		EMS should generate necessary set of reports pertaining to Network Device Asset Inventory , alarms & availability reports as well as a detailed network asset reports

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