



**SELECTION OF SYSTEM INTEGRATOR FOR
DESIGN, DEVELOPMENT, IMPLEMENTATION
AND MAINTENANCE OF
ENTERPRISE CCTNS 2.0 SOLUTION ALONG WITH OPERATION &
MAINTENANCE OF CCTNS 1.0 SYSTEM FOR MAHARASHTRA POLICE**

REQUEST FOR PROPOSAL

Volume 1: Instruction to Bidders

Issued by:

Director General of Police, Government of Maharashtra.

Tender Notice No.

CCTNS 2.0 RFP-15/2010

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Table of Contents

Disclaimer	5
Abbreviations.....	7
Definitions	10
Bid Control Sheet	14
1. Structure of RFP.....	17
2. Introduction and Project Background.....	18
2.1 Project Background.....	18
2.2 Background of Police System in India	18
2.3 Crime and Criminal Tracking Network System (CCTNS).....	19
2.4 CCTNS Implementation Framework.....	19
2.5 . Brief Scope of work for the Bidder	20
3. Maharashtra Police Department.....	21
3.1 Organization Structure.....	21
3.2 Vision & Objective of Project	23
3.3 Stakeholders and Stakeholder Expectations	24
4. Maharashtra CCTNS Project Overview	27
4.1 Existing CCTNS System	27
4.2 Existing Data Center Infrastructure	28
4.3 Existing Network Infrastructure	30
4.4 Existing Client Site Infrastructure	31
4.5 Existing Capacity Building Infrastructure for (DCTCs, PTCs/MPA, DTS)	32
4.6 Technology Stack for Existing Core Legacy Applications	34
5. Instructions to Bidder.....	36
5.1 RFP Issuing Authority	36
5.2 General.....	36
5.3 Bidder Registration and Instruction.....	37
5.4 Proposal Preparation Cost.....	37
5.5 Tender Fee	37
5.6 Earnest Money Deposit.....	38
5.7 Pre-Bid Meeting & Clarifications.....	38
5.8 Bid Validity Period	39
5.9 Language of Bid.....	39
5.10 Submission of Bids	40
5.11 Bid Preparation Conditions.....	41
5.12 Bid Submission Format	42
5.13 Contacting DGP Office, Government of Maharashtra or SCRB, Pune.....	42

5.14	Compliant Proposal/ Completeness of Proposal.....	42
5.15	Deviations and Exclusions.....	43
5.16	Authentication of Bids	43
5.17	Late Bids	43
5.18	Right to Vary Scope of Contract.....	44
5.19	Right to Terminate the Process	44
5.20	Modification or Withdrawal of Bids.....	44
5.21	One Proposal & One Solution	45
5.22	Local Conditions.....	45
5.23	Taxes	45
5.24	Right to Vary the Scope of the Work at the time of Award	45
5.25	Notification of Award and Signing of Contract.....	46
5.26	Performance Bank Guarantee	46
5.27	Bid Prices.....	47
5.28	Firm Prices.....	47
5.29	Failure to Agree with the Terms and Conditions of the Tender	48
5.30	Discount.....	48
5.31	Rejection Criteria.....	48
5.32	Right to Amendment of the RFP	50
5.33	Sub- Contracting	50
5.34	Site Visit	50
6.	Pre-Qualification Criteria for System Integrator.....	52
7.	Evaluation Process.....	56
7.1	Opening of Bids	56
7.2	Selection Process of Bidders.....	56
7.3	Evaluation of Bids	57
8.	Technical Evaluation Process	61
8.1	Technical Evaluation Criteria	62
8.2	Commercial Evaluation Process	72
8.3	Total bid Evaluation.....	72
9.	Constitution of the Proposed Team.....	74
10.	Roles & Responsibilities of Stake Holders.....	76
10.1	System Integrator	76
10.2	DGP Office & SCRB, CID Pune	77
10.3	Project Management Consultant.....	78
11.	Project Implementation Timelines	80
11.1	Track 1: O&M for CCTNS 1.0 Application	80
11.2	Track 2: Design and Implementation of CCTNS 2.0 Application	80
11.3	Payment Timelines (For Track 1 and Track 2).....	81

11.4 Project Deliverables for SI (Track 2).....	83
12. Service Level Agreement.....	89
12.1 Track 1: Service Level Requirements for CCTNS 1.0 O&M Phase	91
12.2 Track 2: Service Level Requirements for CCTNS 2.0	94
12.3 Service Level Requirements during Operation and Maintenance Phase	100
13. Formats for Pre-Qualification Bid	106
13.1 PQ Form 1 - Supporting Information for Pre-Qualification Conditions	106
13.2 PQ Form 2- Certificate of Conformity/ No Deviation.....	107
13.3 PQ Form 3- Auditor's Certificate for Turnover of Bidder	108
13.4 PQ Form 4- Details of Experience of Bidder in Various Projects.....	109
13.5 PQ Form 5 - Bidder Details	112
13.6 PQ Form 6 - Non – Blacklisting Declaration	114
13.7 PQ Form 7 - Format for Power of Attorney to Authorize Signatory.....	115
13.8 PQ Form 8 - Undertaking for Full-time Professionals working with Bidder as Technical Manpower in Govt. ICT Sector	116
14. Formats for Technical Bid	117
14.1 Tech Form 1 - Bid Covering Letter	117
14.2 Tech Form 2- CVs of the Manpower Proposed.....	120
14.3 Tech Form 3 - Technical Solution	124
14.4 Tech Form 4 - Approach & Methodology	125
14.5 Tech Form 5 - Project Plan & Deployment of Personnel.....	127
14.6 Tech Form 6 - Format of Deployment of Personnel.....	128
14.7 Tech Form 7 - Unpriced Bill of Material.....	129
14.8 Tech Form 8- Format for undertaking to comply with requirement specifications.....	130
15. Formats for Financial bid	131
15.1 Financial Bid Covering Letter	131
15.2 General Instructions	133
15.3 Financial Bid Format	134
16. Sample Forms.....	146
16.1 Form 1: Format for Performance Bank Guarantee	146

Disclaimer

- The information contained in this Request for Proposal document (“**RFP**”) whether subsequently provided to the bidders, (“**Bidder/s**”) verbally or in documentary form by Director General of Police (DGP), Government of Maharashtra, or any of its employees or advisors, is provided to Bidders on the terms and conditions set out in this Tender document and any other terms and conditions subject to which such information is provided.
- This RFP is not an agreement nor an offer or invitation to any party. The purpose of this RFP is to provide the Bidders or any other person with information to assist the formulation of their technical & financial offers/proposal (“**Bid**”). This Tender document does not purport to contain all the information each Bidder may require. This Tender document may not be appropriate for all persons, and it is not possible for the DGP Office, Government of Maharashtra, and their employees or advisors to consider the objectives, technical expertise, and particular needs of each Bidder. The assumptions, assessments, statements, and information contained in the Bid documents, may not be complete, accurate, adequate or correct. Each Bidder must, therefore, conduct its own analysis of the information contained in this RFP and to seek its own professional advice from appropriate sources.
- Information provided in this Tender document to the Bidder is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. DGP Office, Government of Maharashtra, accepts no responsibility for the accuracy or otherwise for any interpretation of opinion on law expressed herein.
- DGP Office, Government of Maharashtra, and their employees and advisors make no representation or warranty and shall have no liability to any person, including the Bidder, under law, statute, rules or regulations or tort, the principles of restitution or unjust enrichment or otherwise for any loss, cost, expense or damage which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, reliability or completeness of the RFP, and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.
- DGP Office, Government of Maharashtra, also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. DGP Office, Government of Maharashtra may in its absolute discretion can amend or supplement the information in this RFP.
- DGP Office, Government of Maharashtra, or its authorized officers / representatives / advisors reserve the right, without prior notice, to change the procedure for the selection of the Successful Bidder or terminate discussions and the delivery of information at any time before the signing of any agreement for the Project, without assigning reasons thereof.
- The issue of this Tender document does not imply that DGP Office, Government, of Maharashtra, is bound to select a Bidder or to appoint the Selected Bidder (as defined hereinafter), for

implementation and DGP Office, Government of Maharashtra, reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

- The RFP does not address concerns relating to diverse investment objectives, financial situation, and particular needs of each party. The tender Document is not intended to provide the basis for any investment decision and each Bidder must make its / their own independent assessment in respect of various aspects of the techno-economic feasibilities of the Project. No person has been authorized by DGP Office, Government of Maharashtra, to give any information or to make any representation not contained in the tender Document.
- The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by DGP Office, Government of Maharashtra, or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and DGP Office, Government of Maharashtra, shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation for submission of the Bid, regardless of the conduct or outcome of the selection process.

Abbreviations

Below is the list of Abbreviations used in this RFP document:

#	Abbreviation	Definition
1.	BoM	Bill of Material
2.	BOQ	Bill of Quantity
3.	CAPEX	Capital Expenditure: The Capital expenditure is incurred when a business spends money either to buy fixed assets or to add to the value of an existing fixed asset
4.	CAS	Core Application Software (CCTNS Software provided by NCRB)
5.	CB	Capacity Building
6.	CCTNS	Crime and Criminal Tracking Network & Systems
7.	CID	Criminal Investigation Department
8.	DC	Data Center
9.	DG	Director General (of Police)
10.	DGP	Director General of Police
11.	DIT	Directorate of Information Technology, Govt. of Maharashtra
12.	DR	Disaster Recovery: Recovery and Protection of a business IT infrastructure in the event of a disaster
13.	EMS	Enterprise Management System
14.	FAT	Final Acceptance Test
15.	FIR	First Information Report: The written document prepared by police organizations when they receive information about the commission of a cognizable offence.
16.	FRS/FRD	Functional Requirement Specification/ Document
17.	GUI	Graphical User Interface: The type of interface that allows users to interact with electronic devices through graphical icons and visual indicators
18.	ICT	Information and Communication Technology
19.	IEC	Information, Education and Communication
20.	INR	Indian Rupee
21.	IP	Internet Protocol

#	Abbreviation	Definition
22.	ISDN	Integrated Services Digital network
23.	ISP	Internet Service Provider
24.	KPI	Key Performance Indicator
25.	LAN	Local Area Network
26.	MIS	Management Information System
27.	MPLS	Multi-Protocol Label Switching
28.	MTTR	Mean time to recovery
29.	NAS	Network Attached Storage
30.	NCRB	National Crime Record Bureau
31.	NMS	Network Management System
32.	NOC	Network Operations Centre
33.	NSP	Network Service Provider
34.	OEM	Original Equipment Manufacturer
35.	OPEX	Operating Expenditure: The ongoing cost for running a product, business, or system
36.	OSP	Other Service Provider
37.	PAT	Partial Acceptance Testing
38.	PB	Peta Byte
39.	PCR	Police Control Room
40.	PMU	Project Management Unit
41.	PoC	Proof of Concept / Pilot Demonstration
42.	PQ	Pre-Qualification
43.	RDBMS	Relational Database Management System
44.	RFP	Request for Proposal
45.	SAN	Storage Area Network
46.	SCRB	State Crime Record Bureau
47.	SDD	System Design Document

#	Abbreviation	Definition
48.	SI	System Integrator: Successful Bidder who will undertake the work as mentioned in the scope of this tender
49.	SLA	Service Level Agreement
50.	SNMP	Simple Network Management Protocol
51.	SOP	Standard Operating Procedures
52.	SRS	System Requirements Specifications
53.	TPA	Third Party Auditor
54.	TQ	Technical Qualification
55.	UAT	User Acceptance Testing
56.	UID	Unique Identification Number
57.	UPS	Uninterrupted Power Supply
58.	VHF	Very High Frequency
59.	VLAN	Virtual Local Area Network
60.	VoIP	Voice over IP
61.	VPN	Virtual Private Network
62.	VSAT	Very Small Aperture Terminal
63.	Wi-Fi	Wireless Fidelity
64.	WiMAX	Worldwide Interoperability for Microwave Access: WiMAX (Worldwide Interoperability for Microwave Access) is a wireless communications standard designed to provide 30 to 40 megabit-per-second data rates, with the 2011 update providing up to 1 Gbit/s for fixed stations
65.	WS	Workstation

Definitions

#	Terms	Meaning
1.	Agreement/ Contract	The Agreement entered between “Authority” (DGP Office, Government of Maharashtra) (Also referred as “The Purchaser”) and the Systems Integrator (SI) (“Service Provider”) including all the attachments, schedules, annexure thereto and all documents incorporated by reference therein and all amendments, corrigendum /corrigenda, changes thereto.
2.	Solution	The entire solution which will be implemented by SI which covers Enterprise CCTNS 2.0, web portal and mobile application
3.	Authority	Director General of Police, Government of Maharashtra
4.	System Integrator (SI)	A firm / entity who will be selected as a part of this RFP and will be responsible to implement and support of the entire solution during complete contract period. References to “Vendor” in this RFP document shall be construed to refer to the System Integrator.
5.	Project	Design, Development, Implementation and Maintenance of Enterprise CCTNS 2.0 for the entire contract period along with Operations and Maintenance of CCTNS 1.0 system for 1 year or up to CCTNS 2.0 Go-live whichever is earlier
6.	Bidder	The use of the term “Bidder” in the Tender means the Single Service Provider.
7.	Successful Bidder	A firm/entity who will be selected as a part of bidding and evaluation process of this RFP
8.	CCTNS	The Crime and Criminal Tracking Networks and Systems, abbreviated to CCTNS, is a project under Indian government for creating a comprehensive and integrated system for effective policing through e-Governance CCTNS 1.0 refers to the existing system that is currently CCTNS 2.0 refers to the ‘to-be system’ planned to be developed by the SI onboarded via this RFP
9.	RFP / Tender	A Request for Proposal (RFP) / Tender is a document that solicits proposal, often made through a bidding process, by an agency (herein DGP Office, Government of Maharashtra) or company interested in procurement of a commodity, service, or valuable

#	Terms	Meaning
		asset, to potential suppliers (herein potential System Integrators for Enterprise CCTNS 2.0 project along with O&M for 1.0 system) to submit business proposals
10.	Bid / Proposal	Offer by the Bidder to fulfil the requirement of the Client/Authority under the RFP/Contract for an agreed price. It shall be a comprehensive technical and commercial response to the Tender
11.	Go-Live	Day on which the 'Enterprise CCTNS 2.0' solution is made operational on the production environment and becomes available for use to all the identified stakeholders of the project, post successful completion of acceptance testing to the satisfaction of DGP Office, Government of Maharashtra
12.	Warranty	Warranty is for a period of seventy-two months from the date of 'Go-Live' (Warranty Period) of the 2.0 project, for all the components, equipment, software developed or supplied by it or any third party for the purpose of providing Services under "Service Level Agreement" as per the Agreement.
13.	Letter of Intent	A letter of intent (LOI or LoI) is a document issued by the Purchaser showing intent to assign the work to the successful bidder, upon submission of documents or acceptances outlined therein.
14.	Purchase Order/ Work Order	Purchase Order or Work Order refers to a commercial document and first official offer issued by Purchaser to Successful bidder indicating types, quantities and agreed prices for products and services as envisaged in the Scope of work
15.	Go-Live/Completion Certificate	This phrase used in this RFP would mean projects, which have completed the implementation phase (Go-live completion of at least 90% of the components in the scope of the said project) from the contract scope perspective.
16.	Breach	A violation by Bidder of any of its obligations under this Agreement
17.	Completed Projects	The projects for which the bidders have 90% completion certificate issued by the client/customer & can be shared with the Authority
18.	Confidential Information	All information including Police Dept. Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design

#	Terms	Meaning
		rights, know-how, plans, budgets and personnel of each department and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with this Agreement (including without limitation such information received during negotiations, location visits and meetings in connection with this Agreement);
19.	Deliverables	Products, infrastructure, and services agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in the RFP during the Implementation and the Maintenance phases. This could include all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies, and guidelines (such as security related, data migration related), inter alia payment and/or process related etc., source code and all its modifications;
20.	Intellectual Property Rights	All rights in written designs and copyrights, moral rights, rights in databases and Bespoke Software / Pre-existing work including its up-gradation systems and compilation rights (whether or not any of these are registered and including application for registration);
21.	Last financial Year	Last financial year refers to FY 20-21
22.	Last three financial years	Last three financial years refer to FY 18-19, 19-20 20-21
23.	Last five financial years	Last five financial years refer to FY 16-17, 17-18,18-19, 19-20, 20-21
24.	Operating Cost	Operating Cost is the cost incurred by Authority for Operations and Maintenance phase.
25.	Parties	Authority and the selected Bidder for the purposes of the Agreement interpreted accordingly
26.	Performance Security	Unconditional guarantee provided by the Bidder from a Nationalized Bank in favour of the Authority for 3% of the Contract value (Total Project value)
27.	Police Department	Refers to Maharashtra Police Department
28.	Service Level	The level of service and other performance criteria which will apply to the Services delivered by the Bidder;

#	Terms	Meaning
29.	Software	Software designed, developed / customized, tested and deployed by the Bidder for the purposes of the Project and includes the source code (in case of Bespoke development) along with associated documentation, which is the work product of the development efforts involved in the Project and the improvements and enhancements effected during the term of the Project, but does not include the third-party software products, proprietary software components and tools deployed by the Bidder;
30.	Similar Project	<p>Project covering software system development and implementation (including application development/ customization/configuration/ and O&M of software) in the last five years</p> <ul style="list-style-type: none"> IT application implementation shall include Application development / customization / configuration and Operations & maintenance of Software. <p>Documentary Evidence (Completed Project):</p> <ul style="list-style-type: none"> Work order/ Contract , project 'Go-Live/Completion certificate (>90%) Client appreciation letter (if available) <p>For every completed project cited, the project should be successfully operational as on date of Submission</p> <p>Documentary Evidence (Partially Completed Project):</p> <ul style="list-style-type: none"> Work order/ Contract , Partial Completion certificate mentioning the % of work completed Client appreciation letter (if available)

Bid Control Sheet

This RFP Document is being published by the DGP Office, Government of Maharashtra for **"Selection of System Integrator (SI) for Design, Development, Implementation & Maintenance of CCTNS 2.0 along with O&M for CCTNS 1.0 system"**.

Bidder agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions, and implications. This RFP document is not transferable.

#	Information	Details
1.	Project Name/ Name of Work	Selection of System Integrator (SI) for Design, Development, Implementation & Maintenance of CCTNS 2.0 along with O&M for CCTNS 1.0 System.
2.	Tender Inviting Agency	Director General of Police, Maharashtra, Government of Maharashtra
3.	RFP Reference No.	CCTNS 2.0 RFP-15/2010
4.	Availability of RFP Documents	RFP document can be downloaded from the website of https://mahatenders.gov.in/
5.	Period of Contract	1+ 6 years (Max. 1-year Implementation (O&M of 1.0 system to be handled till Go-Live of 2.0) + 6 years of Support phase from Date of Go-Live of 2.0 system) Possible extension of another 3 years based on performance review.
6.	Tender Type	Open
7.	Tender Fee (Non-Refundable)	Rs. 20,000/- (Twenty Thousand Only) ONLINE MODE Only
8.	Bid Security (Earnest Money Deposit)	Rs. 50,00,000/- (Fifty Lakh Only) ONLINE MODE Only
9.	Date of Issuance of RFP	19 th July 2022
10.	Last Date for Submission of Pre-Bid Queries	26 th July 2022, 5pm
11.	Pre-Bid Meeting Time, Date and Venue	3pm, 2nd August 2022, State CID Headquarters, Near University Circle, Pashan Road, Beside Modern Law College, Pune

#	Information	Details
12.	Last date and time (deadline) for Submission of Proposal	22 nd August 2022
13.	Period of Final confirmation of Tender	As mentioned on GeM portal
14.	Date, time, and venue Technical Presentations of Qualified Bidders	To be informed later
15.	Place of Tender Opening	To be informed later
16.	Place, time, and period of opening of Technical & Financial Proposals received in response to the tender notice	Place and Time to be informed later
17.	Bid validity period	180 days from the last date of bid submission
18.	Bid Security/ Earnest Money Deposit Validity Period	180 days from the last date of bid submission
19.	Currency	Currency in which the Bidders may quote the price and will receive payment is INR only.
20.	Language of Bid Submission	Proposals should be submitted in English only.
21.	Contact email ID	computer.cid@mahapolice.gov.in
22.	Communication Address	State Crime Record Bureau (SCRB), CID HQ, Pashan Road, Pune 411008 Email id: computer.cid@mahapolice.gov.in
23.	Contact Person for submission of Proposals Ranjan Kumar Sharma	Spl. IGP, State Crime Record Bureau (SCRB), CID HQ, Pashan Road, Pune 411008 Email id: computer.cid@mahapolice.gov.in
24.	Contact Person for queries on scope of work & other technical queries Sambhaji Kadam	SP-TS, CID and Addl. SP (Computer) State Crime Record Bureau (SCRB), CID HQ, Pashan Road, Pune 411008 Email id: computer.cid@mahapolice.gov.in

#	Information	Details
		Phone No.: 020-25631116

Note:

- The above dates, time and venue may be altered by the Purchaser at its sole discretion after giving prior notice to the Bidders. The information provided in the above control Sheet is further elaborated in the subsequent sections of this RFP. Information provided in the control Sheet, and subsequent sections of this RFP are to be read in conjunction and are to be interpreted harmoniously.
- The Bidding process shall be conducted in an online (e-tendering) manner. Please visit <https://mahatenders.gov.in/nicgep/app> for further details regarding the eTendering process.
- All the notification & detailed terms and conditions regarding this tender notice hereafter will be published online on web site <https://mahatenders.gov.in/nicgep/app>

1. Structure of RFP

The RFP document includes Three Volumes. Broad topics covered in these three volumes is given below:

Volume 1 – Instructions to Bidders

- a. Introduction and Background of the project
- b. General Terms and Conditions of the Bid
- c. Qualification Criteria(s) for the Bidders
- d. Technical and Commercial Evaluation Criteria for the bidders
- e. Payment Terms
- f. Implementation Timelines and Terms of Operation
- g. Service Level Agreements (SLA)
- h. Bid Submission Formats

Volume 2- Scope of work

- a. Summary of scope of work for CCTNS 1.0
- b. Summary of Scope of Work for CCTNS 2.0
- c. Functional Requirement Specifications
- d. Technical Requirements Specifications
- e. Manpower Requirement Details
- f. Bill of Material and Bill of Quantity

Volume 3- Standard Form of Contract

- a. This contains the contractual, legal terms & conditions applicable for the proposed engagement.

The bidders are expected to respond to the requirements as completely and in as much relevant detail as possible and focus on demonstrating bidders suitability to be selected. The bidders are expected to examine all instructions, forms, terms, Project requirements and other information in the tender documents. Failure to furnish all information required as mentioned in the tender documents or submission of a proposal not responsive to the tender documents in every respect will be at the Bidders risk and may result in rejection of the proposal.

The whole project is required to be completed and maintained by the bidder (including the O&M for CCTNS 1.0 application). User side hardware will be procured separately, basic specifications for the same have been mentioned in Volume 2 of this RFP. The bidder needs to ensure that the application developed (CCTNS 2.0) should be able to run on this systems/hardware without any glitches. Any additional requirement in form of licenses etc. should be avoided.

Accordingly, bidder is understood to have assessed and quoted for all the items required for successful completion of the Project. It will be the responsibility of the bidder to provide such items on free of cost basis, which are not quoted in the bid but otherwise required at the time of successful commissioning and completion of the project.

2. Introduction and Project Background

This section contains information about the project background and the details of the initiatives:

2.1 Project Background

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

Creation and maintenance of databases on Crime & Criminals in digital form for all stakeholders in the system is, therefore, very essential in order to effectively meet the challenges of Crime Control and maintenance of public order. In order to achieve this all the States should meet a common minimum threshold in the use of IT, especially for crime & criminals related functions.

2.2 Background of Police System in India

Several initiatives have been introduced in the past to leverage IT in police functioning. Some of these initiatives include centrally initiated programs such as the NCRB-led CCIS (Crime and Criminals Information System), CIPA (Common Integrated Police Application) and CCTNS CAS (Core Application Software), and State-led initiatives such as e-COPS (in Andhra Pradesh), Police IT (in Karnataka), Thana Tracking System (in West Bengal), CAARUS (in Tamil Nadu) and HD IITS (in Gujarat).

Crime & Criminal Information System (CCIS) was an NCRB-driven program and was launched in 1990. Since then, it was implemented in 35 states and union territories and spanned over 700 locations. Most of the State/UT police headquarters and district headquarters were covered by CCIS, covering 14,000+ Police Stations in the country. CCIS was primarily an initiative to create crime and criminals related database that was used for crime monitoring by agencies such as National Crime Records Bureau (NCRB), State Crime Records Bureaus (SCRB) and District Crime Records Bureaus (DCRB) and to facilitate statistical analysis of crime and criminals related information with the States and monitoring agencies.

In 2004 MHA had conceptualized the Common Integrated Police Application (CIPA). It was initiated as part of the “Modernization of State Police Forces (MPF)” scheme of the Ministry of Home Affairs. The aim of CIPA was to bring about computerization and automation in the functioning at the Police Station with a view to bringing in efficiency and transparency in various processes and functions at the Police Station level and improve service delivery to the citizens.

It was felt in 2008 that a standalone application could not provide the enhanced outcomes in the areas of Crime Investigation and Criminals Detection which is necessary. And for this reason, MHA has decided to launch the Crime and Criminal Tracking Network System (CCTNS) program.

2.3 Crime and Criminal Tracking Network System (CCTNS)

The Crime and Criminal Tracking Network Systems (CCTNS) was conceptualized by the Ministry of Home Affairs in detailed consultation with all stakeholders and was implemented as a “Mission Mode Project (MMP)” and adopted the guidelines of the National e-Governance Plan (NeGP). CCTNS aimed at creating a comprehensive and integrated system for enhancing the efficiency and effectiveness of policing at all levels and especially at the Police Station level through adoption of principles of e-Governance. CCTNS operates through the creation of a nationwide networked infrastructure for evolution of IT-enabled state-of-the-art tracking system around “investigation of crime and detection of criminals” in real time, which is a critical requirement in the context of the present-day internal security scenario.

The scope of CCTNS spans all 35 States and Union Territories and covers all Police Stations (15,000+ in number) and all Higher Police Offices (7,000+ in number) in the country. The CCTNS project includes vertical connectivity of police units (linking police units at various levels within the States – Police Stations, District Police offices, state headquarters, SCRB and other police formations – and States, through state headquarters and SCRB, to NCRB at GOI level) as well as horizontal connectivity, linking police functions at State and Central level to external entities. CCTNS also provides for a citizen’s interface to provide basic necessary services to the citizens.

2.4 CCTNS Implementation Framework

CCTNS is implemented in a way where the States and UTs play a major role and is in alignment with the NeGP principle of “Centralized Planning and De-centralized Implementation”. MHA and NCRB played a key role in planning the program in collaboration with the Police leadership within States, in the development of a few core components and in monitoring and reviewing the program.

The role of the Centre (MHA and NCRB) primarily focuses on planning, providing the Core Application Software (CAS) to be configured, customized, enhanced and deployed in States. States would drive the implementation at the state level and would continue to own the system after deployment.

Although implementation of this project was planned in such a way that MHA had provided Core Application Software (CAS) to the states/UTs which was customized by System Integrator selected by that States/UTs through a competitive bidding process. Maharashtra was one of the CAS states which has used NCRB developed CAS, and CCTNS application went live on 15th Sep 2015. Apart from NCRB developed CAS, Maharashtra police has customized CAS as per the Maharashtra police requirement like customization in Marathi, state specific 247 report and 13 register, certain work flows as per the requirement, Special Local Law crime implementation, certain external integration like CCTNS- CCTV (Pune & Mumbai), CCTNS- IGR, CCTNS- AMBIS (Automated Multi-Modal Biometric Identification System), CCTNS- PRISM and CCTNS- ICJS.

Maharashtra Police have been using these applications effectively to analyse crime records and get clues to apprehend the suspects. These applications are required to be integrated to provide better services to the citizens and Police Department. Technology and functionalities of these applications need to be revised in order to meet the objectives, functionalities and other requirements as defined under CCTNS project. Maharashtra Police has decided to migrate current CAS into “Enterprise CCTNS 2.0” built on latest technology and advanced functionalities to enhance the capabilities of the applications having workflow-based environment.

2.5. Brief Scope of work for the Bidder

The overall scope of work for the bidder will include the following

A. O&M for CCTNS 1.0

The successful bidder is expected to take over the operations and maintenance for the current CCTNS 1.0 application till the successful Go-live of 2.0 application is achieved. This includes operations and maintenance of

1. Support for CAS application software, including OS upgradation as required.
2. Cloud infra managed services
3. Application managed services
4. Helpdesk

Manpower required to conduct the above-mentioned activities should be deployed onsite at CID office, Pune.

B. Design, Implementation and Maintenance of CCTNS 2.0 application

The successful bidder is expected to list the best practices regarding the technical approach with respect to implementation of the new application, to ensure that the department takes an informed decision regarding the proposed system design. Further the SI is expected to implement the 2.0 system in the stipulated time period, operate and maintain the system for next 6 years. The contract is further extendable for a span of 3 more years based on the decision of DG office with terms and conditions.

The bidder is expected to study the detailed Scope of Work mentioned in Volume 2 of this RFP.

3. Maharashtra Police Department

3.1 Organization Structure

The Headquarters of the Police Department (also known as DGP Headquarters) is located at Mumbai. The police department also includes functional units like Administration, Law & Order, Intelligence, CID, Prison and Police Wireless spread across the state and report to DGP Headquarters in Mumbai.

More than 1700 police station and higher offices are present in Maharashtra, which uses CCTNS for their regular policing activities like Crime Registration, Crime Investigation, Crime Tracking Crime Detection and Crime prevention.

The ranks in the Maharashtra Police Department are list as below:

Police Ranks

- Director General of Police
- Addl. Director General of Police
- Special Inspector General of Police / Inspector General of Police
- Deputy Inspector General of Police (DIG)
- Superintendent of Police (SP)/Deputy Commissioner of Police (DCP)
- Addl. Superintendent of Police
- Deputy Superintendent of Police/Assistant Commissioner of police
- Police Inspector (P.I.)
- Assistant Police Inspector (API)
- Police Sub Inspector (PSI)
- Assistant Sub Inspector of Police (ASI)
- Head Constable
- Police Naik
- Police Constable

The organizational hierarchy is divided across distinct units as described below:

State Police Units

- CID
- ATS
- SID
- HSP (Highway Traffic)
- Intelligence
- Admin & Welfare
- Legal & Technical
- Planning & Co-ordination
- Training
- Railways
- Training Directorate
- Wireless & Transport

- Police Control Room (PCR)
- Force 1
- State Reserve Police Force (SRPF)
- Special Ops.
- Anti-Corruption Bureau (ACB)
- State Disaster Response Force (SDRF)
- Associate NCC Officer (ANO)
- Prevention of Atrocities on Women (PAW)
- Economic Offences Wing (EoW)
- Cyber
- Maharashtra Intelligence Academy (MIA)
- Maharashtra Police Academy (MPA)
- State Security Corporation
- Legal and Technical
- Home Guards and Civil Defense

Regional Units

- Police Range Offices
- Police Training Centres
- Regional Intelligence Units

District Police Units

- District Police Unit
- District Crime Record Bureau (DCRB)
- District Special Branch (DSB)
- Sub-Divisional Police Office (SDPO)
- District Local Crime Branch
- Police Station (PS)
- Control Room
- Police HQ
- Reader Branch
- EoW and Cyber
- FPB
- Dog Squad and BDDS
- Police Wireless
- Motor Transport
- Passport office
- Other special cells
- District Traffic Branch
- Women Redressal Cell

City Police Units (Police Commissionerate)

- Crime Branch
- Special Branch
- EoW and Cyber
- Police HQ
- Control Room
- Motor Transport
- Wireless
- FRO (Foreign Registration Office)
- City Crime Record Bureau (CCRB)
- Central Crime Station (CCS)
- Police Station (PS)
- Reader Branch
- BDDS (Bomb Detection & Disposal Squad)
- Traffic Branch
- Women Redressal cell

For detailed organizational structure of Maharashtra Police Department, please refer <http://www.mahapolice.gov.in/>

3.2 Vision & Objective of Project

Vision: An information-centric Police Department that is well connected with the civil, leveraging ICT to provide efficient service delivery to the citizen of the State in order to minimize crime, support for crime investigation & detection and provide an environment for well-being and confident action.

Mission: Strengthen Maharashtra Police with newer and advance technology to meet the needs of the Police and citizen with state-of the- art technology.

Core Values:

Facilitation of all aspects of policing including Crime Prevention, Investigation and Law & Order maintenance etc. through ICT enabled solutions.

The broad objectives of the project are as follows:

a) Create a platform for sharing crime & Criminal information across the country

There is a critical need to create a platform for sharing crime and criminal information across Police Stations within and between different states in order to increase the effectiveness in dealing with criminals across the state borders.

b) Empowerment of Police Officers at all levels

Police Officers having the right type of information at the right time with the right tools to perform out his duty is what is envisioned through this project. It is imperative that the project should implement the aforementioned concept and shall provide Officers with a greater control, tools, technologies, and information to facilitate prevention of crime, faster & more accurate investigation of crime and detection of criminals. In this regard Dashboard or MIS reports must be available.

c) Improve Service Delivery to the Public

Citizens should be able to access police services through multiple, transparent, and easily accessible channels (Web-Portal, Mobile, Call Centre etc.) in a citizen-friendly manner. The focus is not only to improve the current modes of the service delivery but also provide alternate modes such as internet for the public to communicate with the Police.

d) Provide Enhanced Tools for Law & Order Maintenance, Investigation, Crime Prevention,

Law & Order Maintenance, Investigation and Crime Prevention, are core components of policing work. Information technology can both enable and improve the effectiveness and efficiency of the core activities of the Police. Police should be provided with data amenable for easier and faster analysis in order to enable them to make better and informed decisions. Advanced analytics, on demand data, mobile & web applications, integrated approach, advanced security - are some of the few from the expectations.

e) Increase Operational Efficiency

Police should spend more time on the public facing functions. Information technology solutions should help in reducing the repetitive paperwork/records and making the back-office to function more efficiently

f) Eliminating Drudgery (Hard Work) from Police System

Institutionalization of a platform to share information seamlessly with other States and other Departments would rely on the central repository of information regarding crime & criminals. This central repository would be a step-stone towards efficient policing by reducing drudgery from the system and allowing police to spend more time in activities related to Crime Prevention and Crime Investigation.

3.3 Stakeholders and Stakeholder Expectations

The impact of the Police subject being sensitive, a consultative and a bottom-up approach has to be adopted in designing the MMP impacting the following stakeholders:

- Citizens/ Citizens groups
- State Police department
- MHA/NCRB/Others

- External Departments of the State such as Courts, Passport Office, IGR, FSL, Prosecution, Transport Department, Hospitals etc.
- Other Law enforcement agencies like CBI, IB, etc.
- Non-Government/Private sector organizations

Benefits to Stakeholders of the Project

The following are the expected benefits envisaged from successful implementation of the CCTNS 2.0:

Benefits to Citizen

- Multiple channels to access services from Police
- Simplified process for registering and tracking incidents and FIRs
- Simplified process for accessing general services such as requests for certificates, verifications, and permissions
- Simplified process for registering grievances against Police
- Simplified process for tracking the progress of the case during trials
- Simplified access to view/report unclaimed/recovered vehicles and property
- Faster and assured response from Police to any emergency
- Transparency of processes for audit & citizens

Benefits to Police Department

- Enhanced tools for investigation
- Centralized Crime and Criminal Information Repository along with the criminal images and biometric data with advanced search capabilities
- Enhanced ability to analyse crime patterns, modus operandi
- Enhanced ability to analyse accidents and other road incidents
- Collaboration tools for better operation management with other officials (on demand)
- Faster turnaround time for the crime analysis
- Reduced workload of the Police Station back-office activities such as preparation of regular and adhoc reports and station records management
- Enhanced tools to optimize resource allocation for patrols, emergency response, petition enquiries, and other general duties
- A collaborative knowledge-oriented environment where knowledge is shared across the different regions and units
- Better coordination and communication with external stakeholders through implementation of electronic information exchange systems
- Including of all existing applications with features & develop the updated version above & beyond of version 1

Benefits to Ministry of Home Affairs & NCRB

- Standardized means of capturing the Crime and Criminal data across the Police Stations in the country
- Faster and easier access to Crime and Criminal information across the country in a manner amenable for trend and pattern analysis
- Enhanced ability to detect crime patterns and modus operandi across the states and communicate to the state police departments for aiding in crime prevention
- The ability to respond faster and with greater accuracy to inquiries from the parliament, citizens, and citizens groups; and to RTI queries.
- Seamless integration with police systems for better citizen service delivery and improved law enforcement

4. Maharashtra CCTNS Project Overview

4.1 Existing CCTNS System

The existing legacy application/system that are currently under operation in the Maharashtra Police Department is as follows:

A. CCTNS CAS 4.5

CAS is implemented in the centralized architecture on Cloud DC and supports the remote managed client environment (at police stations) to work in online/offline mode. The CCTNS CAS (Central) implemented at NCRB.

CCTNS CAS System is built using following industry standards / guidelines that facilitates the coexistence and inter-changeability of multiple hardware and software technologies, tools, protocols, and interfaces. These standards compliance gives more flexibility to react to changing business and technology conditions without unnecessarily restricting the architecture direction to proprietary environments.

CAS application includes modules covering business processes in police stations and higher offices:

- Registration
- Investigation
- Prosecution
- Search & Query, Register and Basic Reporting

B. Citizen Portal

The Citizen Portal module improves the Service Delivery to the Public. Citizens would be able to access the police services through transparent, multiple, and easily accessible channels in a citizen-friendly manner. This will not only improve current methods of accessing these services but would also provide an alternative access for the public to communicate with the Police.

The services available to the citizen are:

List of Services Available on Portal without Registration:

- Citizens can search and view Published FIR
- Citizens can search and view Arrested Persons
- Citizens can search and view Absconders
- Citizens can search and view Missing persons
- Citizens can search and view Unidentified dead bodies
- Citizens can intimate lost mobile information and will get acknowledgment
- Citizens can download various application forms
- Crime Statistics
- Links to various police unit websites

List of Services Available on Portal with Registration:

- E-Complaint registration
- Status search of E-Complaint
- Submission of Tip by Citizen
- Submission of Feedback by Citizen

Online Submission For:

- Tenant / PG information submission
- Request for character certificate
- Request for verification of employee
- Request for verification domestic help
- Request for event/performance
- Request for Protest/ Strike
- Request for procession
- C-form
- Enquiry for vehicle

Citizen Portal Services Available on Mobile App (Android & iOS) with bilingual versions (English & Marathi)

List of Services Available on Mobile App:

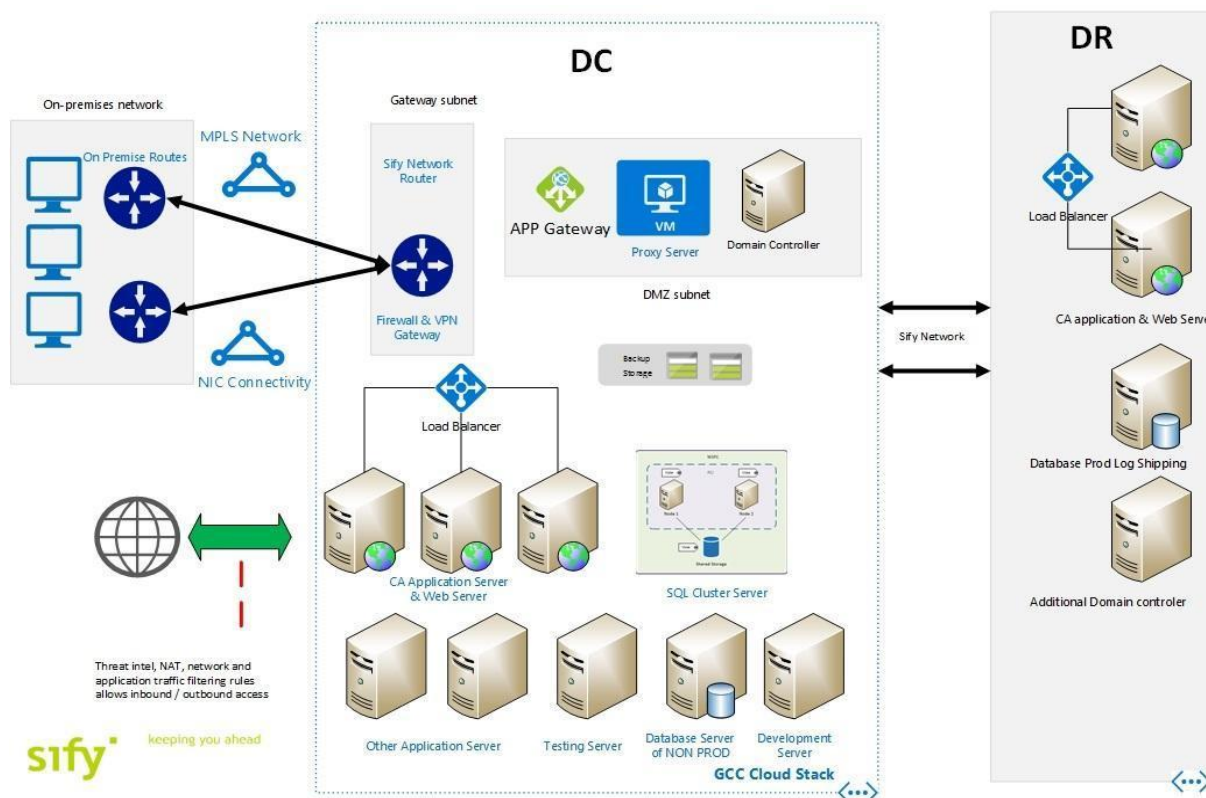
- e-Complaint
- Search Status
- Citizen Tip
- Lost Mobile Information
- Missing Person Details
- Unidentified Dead Body
- Arrested Person
- Search Published FIR
- Vehicle Enquiry
- Citizen Feedback

4.2 Existing Data Center Infrastructure

Presently, as per Maharashtra Government – Cloud Policy, CCTNS Maharashtra has migrated CAS4.5 on Cloud Platform. All Police Stations, Sub-Divisional Police Offices, all Police Districts / Commissionerate and other Unit Headquarters in the Department are connected to the Sify Data Centre (MSP).

Microsoft and Sify Limited is the CSP and MSP for the existing legacy application/system that is currently deployed on cloud platform as per the DIT, Government of Maharashtra guidelines. CCTNS, project currently has the Azure Virtual Network service, which securely connects Azure resources to one another by using virtual networks. A virtual network is a representation of your own

network in the cloud. A virtual network is a logical isolation of the Azure cloud dedicated to subscription.



4.2.1 Existing Cloud Infrastructure Details

Following cloud infrastructure is in use for CCTNS, project:

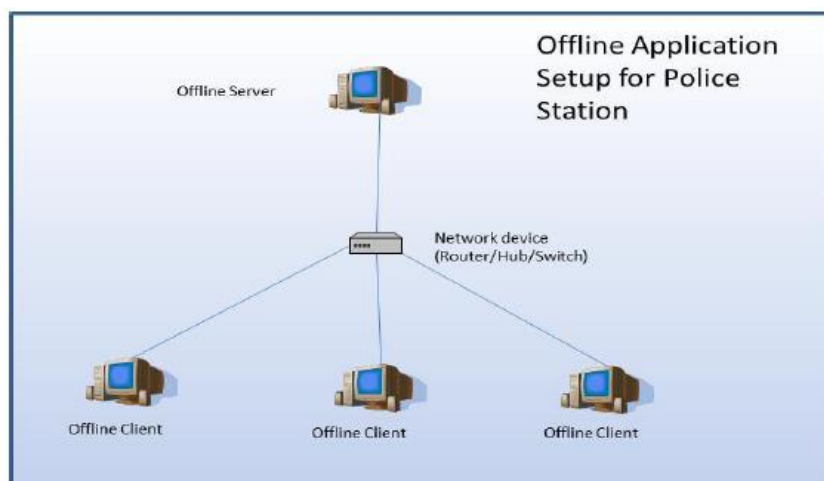
#	Application Name/ Service	Type of Server	No. of VM	No. of Virtual Processor	RAM per VM	OS with Version	Required Storage
1.	CCTNS Jump Server	Application	1	8	64	WS-2016	600GB
2.	CCTNS-CAS-Web-A	CAS Web	1	4	28	WS-2016	250GB
3.	CCTNS-CAS-Web-B	CAS Web	1	4	28	WS-2016	250GB
4.	CCTNS-CAS-Web-C	CAS Web	1	4	28	WS-2016	250GB
5.	CCTNS-Citizen Portal	Citizen Web	1	4	28	WS-2016	250GB
6.	CCTNS-DB-A	CAS Database	1	16	112	MS-SQL 2012	600GB
7.	CCTNS-DB-A	CAS Database	1	16	112	MS-SQL 2012	600GB
8.	CCTNS-AD-A	Controller	1	4	28	WS-2016	950GB
9.	CCTNS-AD-B	Controller	1	4	28	WS-2016	950GB
10.	CCTNS-TRNG-Web	Staging	1	4	28	WS-2016	250GB

#	Application Name/ Service	Type of Server	No. of VM	No. of Virtual Processor	RAM per VM	OS with Version	Required Storage
11.	CCTNS-DEV-Web	Staging	1	4	28	WS-2016	250GB
12.	CCTNS-STG-Web	Staging	1	4	28	WS-2016	250GB
13.	CCTNS-STG-DB	Staging	1	4	28	MS-SQL 2012	250GB
14.	CCTNS-DEV-DB	Staging	1	4	28	MS-SQL 2012	250GB
15.	CCTNS-DR-Web	Web	1	4	16	WS-2016	250GB
16.	CCTNS-DR-Portal	Web	1	4	16	WS-2016	250GB
17.	CCTNS-DR-DB	Database	1	8	16	MS-SQL 2012	250GB
18.	CCTNS-DR-AD	Database	1	6	16	WS-2016	250GB
19.	Storage						24TB SSD

Since usage of all applications by end-users will increase day-by-day, there is an imperative need to implement a comprehensive Security System for Maharashtra Police Network which can provide secure and reliable access to all the users, with features viz., Hardware based Firewall with appliances, Intrusion Prevention System, Network Monitoring Controls, Authorization, Authentication & Accounting Server (AAA). It is also essential to have endpoint protection to augment tradition Anti-Virus and Anti-Spyware solutions with Network threat protection that combines State-of-the-Art Intrusion prevention and Sophisticated Network Communications Control.

4.3 Existing Network Infrastructure

A. Offline Mode Structure



B. Online Mode Structure

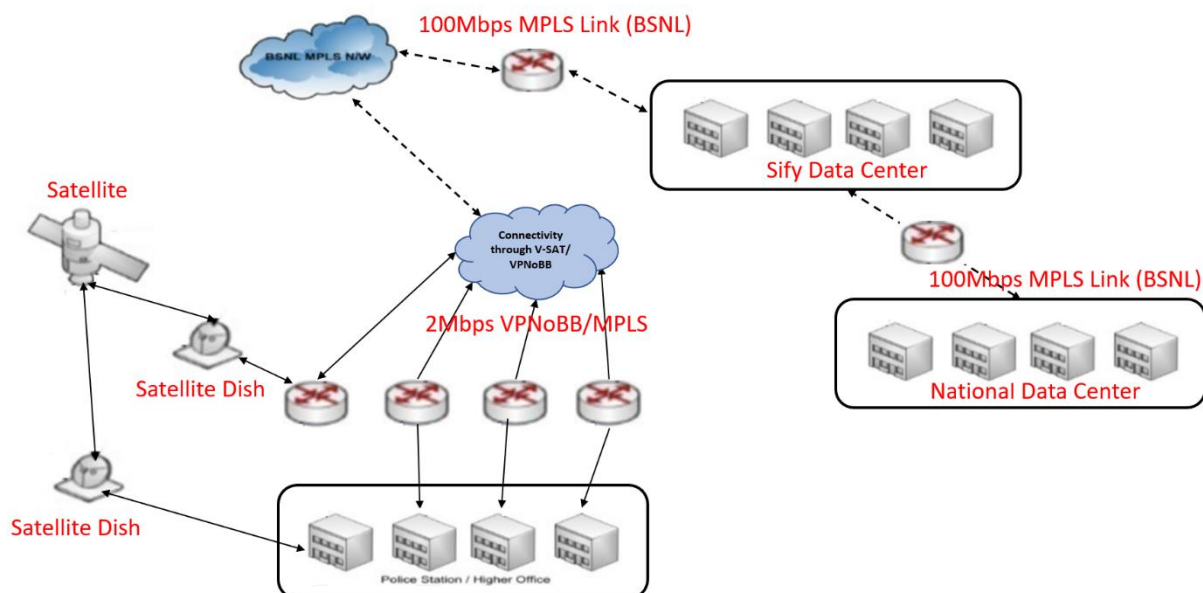


Figure 2 Current Network Structure- Online

The Dept. is currently in process of upgrading from 2 Mbps VPNoBB to 2 Mbps MPLS connectivity for all police stations & higher offices. Currently, 1200+ sites are converted to MPLS connection and rest are in progress. Also dept. is working on alternate connectivity option using VPN over the internet.

4.4 Existing Client Site Infrastructure

Maharashtra police has IT infrastructure at all Police Stations/ Higher Offices under the implementation of e-Governance initiatives taken up by the central and state government.

Under CCTNS project a standard infrastructure was supplied to all client location (Police Station and Higher Office) over a period of time (2013-2018) under CCTNS Project.

The details of infrastructure presently available at various location/ offices are detailed below:

- 4 Desktops (PS)/ 3 Desktops (HO)
- Multifunctional Printer
- Laser printer
- 1KVA UPS
- 1 DG Set
- 1TB External Hard disk
- Switch
- Digital Camera
- Electronic Pen

Note: Bidder to propose desired end user side basic IT infrastructure as a part of technical proposal.

District Police Head Office/ Unit HQs

- All unit headquarters are provided with desktop, printer. UPS and other peripherals.
- A LAN is established connecting all these computers which in turn connected to the Data centre at state headquarters through a router.
- Furniture: Computer Table, Chair and Printer table

4.5 Existing Capacity Building Infrastructure for (DCTCs, PTCs/MPA, DTS)

The current capacity-building infrastructure available in the Maharashtra State is as below. DCTCs can be used for training purpose.

District Training Centres (DCTC)

At present, there are 52 number of Training Centres at respective District Headquarters with physical infrastructure to cater the training needs of the employees. Four (4) urban districts which have been newly created and three (3) Government Railway Police Units.

Currently, each DTC/CTC has around 20 computers, one projector, one electronic pen, one digital camera in a classroom environment that is being used to impart necessary IT trainings to the Police personnel of the concerned District/Commissionerate.

#	Name Location	Batch Size Capacity
1.	Ahmednagar	7
2.	Akola	6
3.	Amravati City	6
4.	Amravati Rural	8
5.	Aurangabad City	6
6.	Aurangabad Rural	8
7.	Beed	6
8.	Bhandara	5
9.	Buldhana	10
10.	Chandrapur	4
11.	Dhule	3
12.	Gadhachiroli	8
13.	Gondia	11
14.	Hingoli	8
15.	Jalgaon	16

#	Name Location	Batch Size Capacity
16.	Jalna	6
17.	Kolhapur	10
18.	Latur	8
19.	Mumbai East	10
20.	Mumbai West	1
21.	Mumbai North	8
22.	Mumbai South	9
23.	Mumbai Central	11
24.	Nagpur City (DCTC - 1)	7
25.	Nagpur City (DCTC - 2)	7
26.	Nagpur Rural	6
27.	Nanded	3
28.	Nandurbar	8
29.	Nashik City	10
30.	Nashik Rural	3
31.	New Mumbai	6
32.	Osmanabad	4
33.	Parbhani	1
34.	Pune City	2
35.	Pune Rural	11
36.	Raigad	5
37.	Railway Mumbai	7
38.	Railway Nagpur	9
39.	Railway Pune	11
40.	Ratnagiri	4
41.	Sangli	6
42.	Satara	9
43.	Sindhudurga	5
44.	Solapur City	5
45.	Solapur Rural	9

#	Name Location	Batch Size Capacity
46.	Thane City (North and South)	4
47.	Palghar	3
48.	Thane Rural	4
49.	Wardha	4
50.	Washim	6
51.	Yavatmal	3
52.	Aurangabad Railway	2
53.	SCRB	20
54.	Aheri	

Table 1 DCTC Details

Police Training Centres

There are 12 Police Training Centres (PTCs) located across the State. These PTCs are equipped with physical & training infrastructure including a computer lab consisting of 20 computers for organizing Basic IT training courses for Recruit Police Constables as a part of the induction-training course.

#	Name Location	Batch Size Capacity
1.	Akola	25
2.	Nagpur	25
3.	Khandala	23
4.	Jalna	25
5.	Nanveej, Dound	25
6.	Solapur	21
7.	Dhule	16
8.	Marol	16
9.	Tasgaon, Sangali	16
10.	Babulgaon, Latur	21
11.	DTS Nashik	20
12.	MPA Nashik	30

Table 2 Police Training Institutes/ Centres

4.6 Technology Stack for Existing Core Legacy Applications

Currently Maharashtra police is using NCRB developed CAS, current version of CAS which is

deployed across police station and higher offices of Maharashtra is CAS4.5. The technology details of the same are given below:

#	Application Name	Technology Used	Database
1.	CAS Offline	Java 1.8	MySQL 5.5.29
2.	CAS Online	.NET4.0	MS-SQL2016
3.	Citizen Portal	.NET4.0	MS-SQL2016
4.	Mobile App (not in use currently)	Android & iOS	SQL Lite

Table 3 Existing Application Details

The Successful bidder has to go through the details of the technology used in the respect of the existing applications. All these applications are presently running.

Note: It may be noted that the above information is only indicative, the successful bidder is expected to conduct and As-Is analysis and re-confirm this information as per scope of the RFP

5. Instructions to Bidder

This section specifies the procedures to be followed by Bidders in the preparation and submission of their Bids. Information is also provided on the submission, opening and evaluation of bids and on the award of contract. It is important that the Bidder carefully reads and examines the tender document.

5.1 RFP Issuing Authority

This Request for Proposal (RFP) is issued by the DGP Office, Government of Maharashtra.

The DGP Office shall be the final authority with respect to qualifying a bidder through this RFP. Their decision about the selection of the SI who qualifies through this RFP shall remain final. The DGP Office reserves the right to reject any or all the bids without assigning any reason. The DGP Office further reserves the right to negotiate with the selected agency to enhance the value through this project and to create a more amicable environment for the smooth execution of the project.

5.2 General

1. The tenure of the contract of the successful bidders shall be for a term of Implementation Period of 1 year (the existing 1.0 application will be maintained and operated by the successful bidder during development and implementation of 2.0 system) plus 6 years of Operations & Maintenance phase of CCTNS 2.0(“the Term”). DGP Office, Government of Maharashtra reserves the rights to extend the contract by 3 more years on the same terms & conditions and on the contract, prices decided pursuant to this tender.
2. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this tender may wish to consult their own legal advisers in relation to this tender.
3. All information supplied by the successful bidder may be treated as contractually binding on the bidder after successful award of the assignment is made on the basis of this tender.
4. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of DGP Office, Government of Maharashtra.
5. DGP Office, Government of Maharashtra may cancel this public procurement for reasons to be recorded in writing, cancel the process of procurement initiated by it at any time prior to the acceptance of the successful tender or even after the successful tender is accepted.
6. Proposals shall be submitted online only on the Mahatenders website
7. No oral conversations or agreements with any official, agent, or employee of DGP Office, Government of Maharashtra shall affect or modify any terms of this tender and any alleged oral agreement or arrangement made by a bidder with any port, agency, official or employee of DGP Office, Government of Maharashtra shall be superseded by the definitive agreement that results from this tender process.

8. Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against DGP Office, Government of Maharashtra or any of their respective officials, agents, or employees arising out of or relating to this tender or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
9. All proposals and accompanying documentation of the Technical proposal will become the property of DGP Office, Government of Maharashtra and will not be returned after opening of the technical proposals.
10. The Bidder commits himself to take all measures necessary to prevent corrupt practices, unfair means, and illegal activities during any stage of his bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it.

5.3 Bidder Registration and Instruction

1. Bidders must register into the e-tendering portal- <https://mahatenders.gov.in/nicgep/app>
2. For any further assistance regarding the process of Electronic Tendering System, the Bidders may please contact the Helpdesk Support Team of Mahatenders portal
3. Bidders are advised to study all instructions, forms, terms, requirements, and any other information in the Bid Documents carefully.
4. Submission of bid shall be deemed to have been done after careful study and examination of the Bid Document with full understanding of its implications.
5. The response to this Bid Document should be full and complete in all respects. Failure to furnish all information required by the Bid Documents or submission of a proposal not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of its Proposal.
6. Additionally, proposals of only those Bidders who satisfy the Conditions of Eligibility, stated herein, will be considered for evaluation by DGP Office, Government of Maharashtra.

5.4 Proposal Preparation Cost

1. The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by DGP Office, Government of Maharashtra to facilitate the evaluation process, or all such activities related to the bid process. DGP Office, Government of Maharashtra will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

5.5 Tender Fee

1. The RFP document to participate in the e-tender shall be available for downloading as per the timeline mentioned in the control sheet and can be downloaded from the website URL

mentioned in the control Sheet. The RFP document shall not be available for download on or after its submission/closing date.

2. An amount as specified in the Bid Control Sheet is to be paid by bidder on the e-tendering portal through an online payment mode only towards Tender Fee.

5.6 Earnest Money Deposit

1. Bidder shall furnish, as part of its bid, an Earnest Money Deposit (EMD), as mentioned above through ONLINE mode only in favour of “Director General of Police, (DGP), Maharashtra”, valid for 120 (One hundred and twenty days) from the date of submission.
2. Unsuccessful Bidder’s EMD will be discharged/ returned as promptly as possible, but not later than 120 days after Signing of the Contract with the Selected SI. No interest shall be paid by DGP Office, Government of Maharashtra on the EMD.
3. The EMD may be forfeited:
 - If a Bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any.
 - In the case of a successful bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time.
 - During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
 - Deliberate attempts by the bidder to share wrong information / manipulate information / hide the facts
4. The EMD of the successful bidder shall be returned upon the execution of the contract, upon furnishing the Bank Guarantee/Security Deposit. No interest shall be paid by the purchaser on the EMD.

5.7 Pre-Bid Meeting & Clarifications

1. DGP Office, Maharashtra will host a Pre-Bid Meeting for queries (if any) by the prospective bidders. The date, time and place of the meeting are given in bid control sheet. The representatives of the bidders may attend the pre-bid meeting at their own cost. The purpose of the pre-bid meeting is to provide a forum to the prospective bidders to clarify their doubts / seek clarification / seek additional information necessary for them to submit their bid.
2. All enquiries from the bidders relating to this Bid Document must be submitted to the designated contact person as mentioned in control sheet via email. The queries of only those bidders would be considered who shall send the same across e-mail ID as indicated in the proposal Data sheet. The bidder shall only submit excel format for raising pre-bid queries. No scanned copies of the same shall be accepted.
3. It is necessary that the pre-bid queries must be submitted in **excel format only**, along with name and details of the organization submitting the queries as mentioned below.

Sr. No.	RFP Document Reference			Content of the RFP requiring clarification	Clarification Sought
	Volume	Section No.	Page No.		
1					
2					
...					

4. Any clarification regarding the tender document and any other item related to this project can be submitted to DGP Office, Maharashtra as per the submission mode and timelines mentioned in the Bid control sheet.
5. Queries submitted post the above-mentioned deadline (mentioned in control sheet) or which do not adhere to the above-mentioned format may not be responded to. All the responses to the queries (clarifications / corrigendum) shall be made available on the e-tendering website <https://mahatenders.gov.in/nicgep/app>
6. DGP Office, Government of Maharashtra will endeavour to provide timely response to all the queries. However, DGP Office, Maharashtra makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does it undertake to answer all the queries that have been posed by the Bidders.
7. Any modifications of this RFP, which may be necessary as a result of the pre-Bid Meeting or for any other reason, shall be made available by DGP Office, Maharashtra on the e-tendering website, exclusively through a corrigendum.
8. Any such corrigendum shall be deemed to be incorporated into this RFP.
9. However, in case of any such amendment of the RFP, the Bid submission date may be extended by the DGP Office, Maharashtra in its sole discretion.
10. Notifications regarding extensions, corrigendum, will be published on the website mentioned in the tender schedule and there shall be no paper advertisement.

5.8 Bid Validity Period

1. Bid shall remain valid for the time mentioned in the Control Sheet.
2. In exceptional conditions, DGP Office, Government of Maharashtra may request the Bidder(s) for an extension of the period of validity of the bid. Bidders will be required to extend the validity of the bids for such 120 days period.

5.9 Language of Bid

1. The bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and DGP Office, Government of Maharashtra, shall be written in English language, provided that any printed literature furnished by the Bidder in another language shall be accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.
2. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the bidder.

5.10 Submission of Bids

1. Complete bidding process will be online (e-tendering) and under cover system. All the notification & detailed terms and conditions regarding, this tender notice hereafter will be published online on web site: <https://mahatenders.gov.in/>
2. The bid can be submitted in electronic format on the website within the deadline as specified in Control Sheet of this RFP.
3. The bidders are required to submit EMD before the bid opening timeline.
4. Pre-qualification bids and Technical bids will be opened online on the e-tendering website.
5. Time and date of opening of financial bids will be informed by email to only technically qualified bidders.
6. Bidders should have valid class II Digital Signature Certificate (DSC) obtained from any certifying Authority.
7. The DGP Office, Government of Maharashtra, reserves the right to accept or reject any or all the tenders without assigning any reason.
8. The Bidder should consider any Corrigendum to this RFP document that may have been published before submitting their Bids.
9. The proposal should contain the following submission for on the e-Tendering Portal. However, this is not an exhaustive list, bidder is expected to go through the tender and provide documents as necessary.

Section #	Category	Response
1.	Response to Pre-Qualification Criteria	<ul style="list-style-type: none"> • Scanned Copy of Receipt of Online EMD Payment • Scanned copy of Receipt of Tender Fee payment • PQ Form 1 - Supporting Information for Pre-Qualification Conditions • PQ Form 2 - Certificate of Conformity/ No Deviation • PQ Form 3 – Auditor’s Certificate for Turnover of Bidder, Networth • PQ Form 4 - Details of Experience of Bidder in Various projects • PQ Form 5 - Bidder Details • PQ Form 6 – Non-Blacklisting • PQ Form 7 – Format for Power of Attorney to Authorize Signatory • PQ Form 8 – Undertaking for Staff Strength of Minimum 200 IT professional on the company’s payroll • PQ Form 10 – Proof of Address in Maharashtra • PQ Form 11 – Valid copy of CMMI and ISO certificates • Copy of Certificate of Incorporation

Section #	Category	Response
		<ul style="list-style-type: none"> • Proof of PAN, TAN and Valid GST Registration • Extracts from the audited Balance sheet and Profit & Loss statements for last three audited years • Documentary evidence for each of Bidder's experience <p>Bidder is expected to Submit a detailed checklist for each of the criteria along with the details of documents submitted, Page reference and compliance (Met/Not met) with the said PQ Criteria</p>
2.	Technical Proposal	<ul style="list-style-type: none"> • Tech Form 1 – Bid Covering letter • Tech Form 2 – CVs of Manpower Proposed • Tech Form 3 - Technical Solution • Tech Form 4 - Approach & Methodology • Tech Form 5 - Project Plan • Tech Form 6 - Format of Deployment of Personnel • Tech Form 7 - Unpriced Bill of Material • Tech Form 8- Format for providing undertaking to comply with functional and operational requirements <p>Bidder is expected to Submit a detailed checklist for each of the criteria along with the details of documents submitted, Page reference and compliance (Met/Not met) with the said Technical Evaluation Criteria</p>
3.	Commercial Proposal	<ul style="list-style-type: none"> • Financial Bid Covering Letter • Financial Bid

10. During Online Bid Preparation stage, bidders are allowed to make any changes or modifications in the bid data uploaded by them in Technical as well as Commercial envelope. Once a bidder successfully completes the Bid Preparation stage, system will not allow him/her to make any further changes or modifications in the bid data.

5.11 Bid Preparation Conditions

1. The bidder must propose a solution best suited to meet the requirements of the Police Department and its functionality.
2. The bidder shall carry out the estimation of the solution based on internal assessment and analysis, which may include the use of modelling techniques wherever necessary. If, during the estimation of the solution, any upward revisions of the specifications and/or quantity as given in this tender document, are required to be made to meet the conceptual

design and/or requirements of tender, all such changes shall be included in the technical proposal and their commercial impact, thereof, included in the commercial bid.

3. If, during the estimation of the solution at proposal stage, any additional product that is not listed in the tender document is required to be included to meet the conceptual design, performance requirements and other requirements of tender, all such product(s) should be included by the bidder in the technical proposal and their commercial impact, thereof, included in the commercial bid.
4. DGP Office, Government of Maharashtra will in no case be responsible or liable for any costs associated with the design/sizing of the proposed solution, regardless of the conduct or outcome of the Tendering process.
5. If at any stage during the currency of the contract, the solution proposed does not meet the functional requirements, conceptual design, performance requirements/SLA, and other requirements of tender, the bidder shall revise the required specifications and/or quantities as proposed by the bidder in his bid in order to meet the said objectives/targets. All such provisions shall be made by the bidder within the lump sum contract price, at no extra cost to DGP Office, Government of Maharashtra and without any impact to DGP Office, Government of Maharashtra, SCRB, Pune and Police Department whatsoever.

5.12 Bid Submission Format

1. Bidder should adhere to various formats given in Volume 1. Bids not in the prescribed formats will be liable for rejection. If a format for specific document is not provided for in this RFP, the document shall be submitted in a format that makes it legally valid / binding on the Bidder and that is acceptable to the Purchaser. In any event, DGP Office, Government of Maharashtra shall have the right to seek clarifications, modifications etc. on the document submitted by the Bidder and the Bidder shall be obliged to provide such clarifications and modifications within the timelines specified by DGP Office, Government of Maharashtra.

5.13 Contacting DGP Office, Government of Maharashtra or SCRB, Pune

1. No Bidders shall contact DGP Office or SCRB, Pune on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded.
2. If a Bidder tries to directly influence the Purchaser or otherwise interfere in the bid submission and evaluation process and the Contract award decision, its bid may be rejected.

5.14 Compliant Proposal/ Completeness of Proposal

1. Bidders are advised to study all instructions, forms, terms, requirements, and other information in the tender documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

2. Failure to comply with the requirements of this paragraph may render the proposal non-compliant and the proposal may be rejected. Bidders must:
 - Include all documentation specified in this tender.
 - Follow the format of this tender and respond to each element in the order as set out in this tender
 - Comply with all requirements as set out within this tender.
3. Bidder should not propose multiple options for any system software or other infrastructure proposed as part of the bid.
4. For all the components, wherever applicable, bidder needs to provide the data sheets of the product.

5.15 Deviations and Exclusions

1. Bids shall be submitted strictly in accordance with the requirements and terms & conditions mentioned in this tender. No Deviations and Exclusions to the tender are allowed. In the absence of any specific provision in the agreement on any issue, decision by DGP Office, Government of Maharashtra shall be final.

5.16 Authentication of Bids

1. The 'Bidder' as used in the RFP shall mean the one who has signed the Tender Form. The Bidder may be either the Principal Officer or his duly Authorized Representative, in either case he/she shall submit a Certificate of Authority.
2. All certificates and documents (including any clarifications sought and any subsequent correspondences) received herein, shall be signed by the authorized representative or principal officer.
3. It is further clarified that the individual signing the RFP or other documents in connection with the RFP must certify whether he/she signs as the Constituted attorney of the firm, or company.
4. The authorization shall be indicated clearly by written power-of-attorney accompanying the bid.
5. Any change in the authorized signatory shall be intimated to DGP Office, Government of Maharashtra in advance
6. The response to the bid should be submitted along with legible, appropriately indexed, duly filled Information sheets and sufficient documentary evidence as per Checklist. Responses with illegible, incomplete Information sheets or insufficient documentary evidence shall be rejected.

5.17 Late Bids

1. The Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained. The Bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter. DGP Office, Government of Maharashtra shall not be

responsible for any delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained. DGP Office, Government of Maharashtra reserves the right to modify and amend any of the above-stipulated condition/criteria depending upon project priorities vis-à-vis urgent commitments.

2. Given that the bid submission has to be made online, it is advised that the Bidder takes all necessary precaution for the same, including submitting the Bid well in advance to avoid any last-minute hassles, ensuring that the names/ formats of the files to be uploaded are as per the e-tendering portal requirements, using the prescribed browser for upload etc. DGP Office, Government of Maharashtra shall not entertain any bids which could not be uploaded or uploaded properly in the portal for whatsoever reasons.

5.18 Right to Vary Scope of Contract

1. DGP Office, Government of Maharashtra may at any time, by a written order given to the bidder, make changes within the quantities, specifications, services, or scope of the Contract as specified.
2. If any such change causes an increase or decrease in the cost of, or the time required for the bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment on mutually agreed terms shall be made in the Contract Price or time schedule, or both, and the Contract shall accordingly be amended. Any claims by the bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the bidder's receipt of the DGP Office, Government of Maharashtra's changed order.
3. Any change request, which causes a change in cost of the project cost will need due approval from the department. Overall, cost of change requests (post go-live) **should not exceed 25% of the total project cost.**

5.19 Right to Terminate the Process

1. DGP Office, Government of Maharashtra may terminate the tender process at any time and without assigning any reason. DGP Office, Government of Maharashtra makes no commitments, express or implied, that this process will result in a business transaction with anyone.
2. This tender does not constitute an offer by DGP Office, Government of Maharashtra. The bidder's participation in this process may result in DGP Office, Government of Maharashtra selecting the bidders to engage towards execution of the contract.

5.20 Modification or Withdrawal of Bids

1. No bid shall be altered/modified subsequent to the closing date and time for receipt of bids. Unsolicited correspondence from Bidders shall not be considered.
2. No bid shall be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidder in the bid. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its EMD.

5.21 One Proposal & One Solution

1. If a Bidder submits or participates in more than one Proposal, such bids shall be liable for disqualification.
2. If a Bidder submits more than one Solution/Product as part of their Technical Proposal, Bidder shall be liable for disqualification. Bidders are advised to propose firm solution to meet the requirements and provide due justification for the selection of the same within Technical Proposal.

5.22 Local Conditions

1. It will be incumbent upon each Bidder to fully acquaint itself with the local conditions and other relevant factors such as legal conditions which would have any effect on the preparation of the bid and performance of the contract and / or the cost. DGP Office, Government of Maharashtra shall not entertain any request for clarification from the Bidders regarding such conditions.
2. Failure to obtain the information necessary for preparing the bid and/or failure to perform activities that may be necessary for the providing services before entering into contract will in no way relieve the successful Bidders from performing any work in accordance with the Tender documents.
3. Neither any change in the time schedule of the contract nor any financial adjustments to the contract awarded under the bidding documents shall be permitted by the DGP Office, Government of Maharashtra on account of failure of the Bidders to apprise themselves of local laws and site conditions.

5.23 Taxes

1. The Bidders shall fully familiarize themselves about the applicable domestic taxes (such as Goods and Services Tax, value added or sales tax, service tax, income taxes, duties, fees, levies, etc.) on amounts payable by the DGP Office under the Agreement. Bidder to include all the taxes / duties / levies, except GST. **GST shall be paid on actuals.** Please include only non-GST taxes/duties/levies in the commercial bid/unit prices.

5.24 Right to Vary the Scope of the Work at the time of Award

1. DGP Office, Government of Maharashtra may at any time, by a written order given to the bidder, make changes within the quantities, specifications, services, or scope of the Contract as specified.
2. If any such change causes an increase or decrease in the cost of, or the time required for the bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment on mutually agreed terms shall be made in the Contract Price or time schedule, or both, and the Contract shall accordingly be amended. Any claims by the bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the bidder's receipt of the DGP Office's changed order.

5.25 Notification of Award and Signing of Contract

1. Prior to the expiration of the period of proposal validity, the successful bidder will be notified in writing or email that its proposal has been accepted.
2. DGP Office, Government of Maharashtra, shall facilitate signing of the contract within the period of 30 days of the notification of award. However, it is to be noted that the date of commencement of the project and all contractual obligations shall commence from the date of issuance of Purchase Order/Letter of Intent, whichever is earlier. All reference timelines as regards the execution of the project and the payments to the Implementation Agency shall be considered as beginning from the date of issuance of the Purchase Order/Letter of Intent, whichever is earlier.
3. The notification of award (Letter of Intent/Purchase Order) will constitute the formation of the Contract. Upon the Bidder's executing the contract with DGP Office, Government of Maharashtra, it will promptly notify each unsuccessful bidder and return their EMDs.
4. The Agreement between DGP Office, Government of Maharashtra, and the Successful Bidder would need to be registered as per the Stamp Duty Act of Govt. of Maharashtra. It would be responsibility of the bidder to pay the Registration Charges and Stamp Duty towards the same.
5. For companies registered under Special Category and wants to claim the benefit(s) should include the proof(s) while submitting the bid.
6. At the time DGP Office, Government of Maharashtra, notifies the successful Bidder that its bid has been accepted, DGP Office, Government of Maharashtra, will send the Bidders the Pro forma for Contract, incorporating all clauses/agreements between the parties. Within 15 days of receipt of the Contract document, the successful Bidder shall sign and date the Contract and return it to DGP Office. Draft Format of the contract is given in Volume III.

5.26 Performance Bank Guarantee

1. The successful bidder shall at his own expense, deposit with DGP Office, within 30 days of the notification of award (done through issuance of the Purchase Order/Letter of Intent), an unconditional and irrevocable Performance Bank Guarantee (PBG) from a list of approved banks as per the format given in this Bid Document, payable on demand, for the due performance and fulfilment of the contract by the bidder.
2. The successful bidder shall have to bear the required duties and charges for registration of Contract.
3. This Performance Bank Guarantee will be for an amount equivalent to **3%** of contract value. All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
4. The Performance Bank Guarantee shall be valid for the 60 days beyond the term of the resultant Agreement (in this case 7 years + 60 days) and shall be renewed and maintained as necessary by the SI for the term of the resultant Agreement, and extensions if any.

5. The Performance Bank Guarantee may be discharged/ returned by DGP Office, Government of Maharashtra upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
6. In the event of the Bidder being unable to service the contract for whatever reason, DGP Office, Government of Maharashtra would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of DGP Office, Government of Maharashtra under the Contract in the matter, the proceeds of the PBG shall be payable to DGP Office, Government of Maharashtra as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. DGP Office, Government of Maharashtra shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.
7. DGP Office, Government of Maharashtra shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction, or misstatement.

5.27 Bid Prices

1. The Bidder shall indicate in the prescribed Proforma, the unit rates and total Bid Prices of the equipment / services, it proposes to provide under the Contract.
2. If bid is not submitted in the required Commercial Bid Format, the bid shall be liable for rejection.
3. The Bidder shall prepare the bid based on the details provided in the RFP. It must be clearly understood that the Scope of Work is intended to give the Bidder an idea about the order and magnitude of the work and is not in any way exhaustive and guaranteed by the Purchaser. The Bidder shall carry out all the tasks in accordance with the requirement of the RFP and it shall be the responsibility of the Bidder to fully meet all the requirements of the RFP.

5.28 Firm Prices

1. Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. However, DGP Office, Government of Maharashtra reserves the right to negotiate the prices quoted in the bid to effect downward modification. The Bid Prices shall be indicated in Indian Rupees (INR) only.
2. The Financial bid should clearly indicate the price to be charged and the taxes shall be applicable as per actual (excluding GST). It is mandatory that such charges wherever applicable/payable should be indicated separately in Section 15 - Financial Bid. In case there is a change in the applicable taxes, the same shall apply provided the contract is completed within the stipulated period. In case of delayed completion (solely attributable

to bidder), any upward revision in taxes will not be paid by DGP Office, Government of Maharashtra.

5.29 Failure to Agree with the Terms and Conditions of the Tender

1. Failure of the successful bidders to agree with the Legal Agreement and Terms & Conditions of the tender shall constitute sufficient grounds for the annulment of the award, in which event DGP Office, Government of Maharashtra may award the contract to the next best evaluated bidder or call for new proposals from the interested bidders.
2. In such a case, the DGP Office, Government of Maharashtra shall invoke the PBG of the successful bidder, if any.

5.30 Discount

1. The Bidders are advised not to indicate any separate discount in the Financial Bid. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, shall not be taken into account for evaluation purpose. However, in the event of such an offer is found to be the lowest without taking into account the discount, the Purchaser shall avail such discount at the time of award of contract.

5.31 Rejection Criteria

1. Notwithstanding anything contained in this RFP, DGP Office, Government of Maharashtra, reserves the right to accept or reject any Proposal and to annul the Selection Process and reject all Proposals, at any time without any liability or any obligation for such acceptance, rejection, or annulment, and without assigning any reasons, therefore.
2. Besides other conditions and terms highlighted in the Tender Document, bids may be rejected under following circumstances:

a. General rejection criteria

- Conditional Bids;
- If the information provided by the Bidder is found to be incorrect / misleading / fraudulent at any stage / time during the Tendering Process;
- Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decision;
- Revelation of prices in any form or by any reason before opening the Commercial Bid;
- Failure to furnish all information required by the Tender Document or submission of a Bid not substantially responsive to the Tender Document in every respect;
- Bids received after the prescribed time & date for receipt of bids.
- If it is found that multiple bidders have uploaded separate tenders/ quotations under different names of firms/ establishments but with common address for such establishments/ firms, are managed or governed by the same person/ persons jointly

or severally, such tenders shall be liable for penal and legal action including blacklisting.

- If it is found that firms have tendered separately under different names for the same contract, all such tender(s) shall stand rejected and tender deposit of each such firm/ establishment shall be forfeited. In addition, such firms/ establishments shall be liable at the discretion of the DGP Office, Government of Maharashtra for further penal action including blacklisting

b. Pre-Qualification Bid rejection criteria

- Bidders not complying with the Eligibility Criteria given in this Tender
- Bids not furnishing documentation to confirm their eligibility to the tender requirements
- Blacklisted by any Government Department / Agencies
- Bids without power of attorney/ board resolution
- Bids without the requisite EMD submission.

c. Technical Bid rejection criteria

- Bidders not quoting for the complete scope of work as indicated in the Tender Documents, addendum / corrigendum (if any) and any subsequent information given to the Bidder;
- Bidders not complying with the Technical and General Terms and conditions as stated in the Tender Documents;
- The Bidder not confirming unconditional acceptance of full responsibility of providing services in accordance with the scope of work and Service Level Agreements of this Tender;
- In case of conditional bid or any deviations from the RFP requirements, DGP Office, Government of Maharashtra may at its discretion reject the respective bid and will not be considered for further evaluation process;
- Bidders not scoring the requisite technical marks.

d. Commercial Bid Rejection Criteria

- Incomplete price Bid;
- Price Bids that do not conform to the Tender's price bid format;
- Total price quoted by the Bidder does not include all statutory taxes and levies applicable;
- If there is an arithmetic discrepancy in the commercial Bid calculations the Technical Committee shall rectify the same. If the Bidder does not accept the correction of the errors, its Bid may be rejected.
- If after awarding the contract, it is found that the accepted bid violated any of the directions pertaining to the participation, the contract shall be liable for cancellation at any time during its validity in addition to penal action including blacklisting against the bidders.

- Price Bids that do not conform to the Tender's price bid format.
- Total price quoted by the Bidders does not include all statutory taxes and levies applicable.
- Misrepresentation/ improper response by the Bidder may lead to the disqualification. If such disqualification / rejection occurs after the Proposals have been opened and the highest-ranking Bidder gets disqualified / rejected, then DGP Office, Government of Maharashtra reserves the right to consider the next best Bidder or take any other measure as may be deemed fit in the sole discretion of DGP Office, Government of Maharashtra, including annulment of the Selection Process.

5.32 Right to Amendment of the RFP

1. At any time prior to the last date for receipt of bids, DGP Office, Government of Maharashtra for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Tender Document by an amendment. The amendment shall be notified on Website URL as mentioned in the Control sheet and should be taken into consideration by the prospective bidders while preparing their bids.
2. In order to provide the prospective Bidders reasonable time to take the amendment into account in preparing their bids, DGP Office, Government of Maharashtra may, at its discretion, extend the last date for the receipt of Bids.

5.33 Sub- Contracting

The bidder would not be allowed to sub-contract/ outsource work, except the following:

- Facilities at Cloud Service Provider (CSP) for DC & DR- the responsibility of uptime, SLA etc. shall be the responsibility of the selected bidder

The bidder needs to take due permission from the department before sub-contracting work to vendor.

With regard to provisioning of DC/DR on cloud, bidder need to identify suitable Cloud Service provider as per latest MeitY (Ministry of Electronics and Information Technology) guidelines. However, this shall not affect the responsibilities and liabilities of the SI towards the purchaser under the Contract and the responsibility with regards to uninterrupted operations, SLAs uptime etc shall be of the bidder.

5.34 Site Visit

1. The Bidder may visit any Police Station or Higher Office and obtain all information on the existing processes, setup and functioning of police and higher office that may be necessary for preparing the Bid document.
2. The visit may be used to seek clarification on the tender. It shall be used as a medium of understanding any specific needs and requirements for completing the technical and

commercial response of the bid. The cost of such visits to the site(s) shall be at the Bidder's own expense.

6. Pre-Qualification Criteria for System Integrator

#	Criteria Category	Eligibility Criteria	Document Proof
1.	Incorporation of Firm, Legal Entity	<p>The bidder should have its registered office with legal presence in India and should be one of the following:</p> <ul style="list-style-type: none"> • A company incorporated in India under the Companies Act, 1956 / 2013 and subsequent amendments thereto. • Partnership firms registered under the Limited Liability Partnerships (registered under LLP Act, 2008) • Partnership firms registered under the Indian partnership Act, 1932 <p>and</p> <ul style="list-style-type: none"> • Registered with GST Authorities in India • Should have been operating for the last five years in India as on the date of publishing of RFP notice (including name change / impact of mergers or acquisitions). 	<ul style="list-style-type: none"> • Certificate of Incorporation/ Registration under companies Act, 1956 or 2013/LLP Act, 2008/ Indian partnership Act, 1932 • PAN card • GST certificate • CA certification for the number of years operation in India
2.	Financial Strength	<p>Sales Turnover in Software Development:</p> <p>The bidder should have an average annual turnover of minimum INR 150 crores from IT / ITES services on account of Software Development, Implementation and Maintenance only for the last three audited financial years.</p>	<ul style="list-style-type: none"> • Audited Balance sheet & P&L statements for last 3 years • Turnover Certificate (from the Statutory Auditor / Chartered Accountant) - Refer format given under Section 13 of this RFP volume 1 (PQ form 3)
3.		<p>Total net worth in last financial year:</p> <p>The bidder should have minimum INR 15 Cr net worth as on March 31st of the last audited financial year.</p>	

#	Criteria Category	Eligibility Criteria	Document Proof
4.	Criteria related to Quality-of-Service Delivery	The bidder should have valid SEI CMMi level 5 certification	<ul style="list-style-type: none"> • Copy of the Certificate(s) signed and stamped by the authorised signatory of the Bidder • In case the certification is under renewal process, bidder shall provide the last valid certificate along with certificate from the Authorised Signatory of the bidder stating that the reassessment for the same is in process along with declaration that the renewed certificate will be made available at least by the time of opening of commercial bids. • In case the certificate is not provided by the mentioned time, the bidder will be disqualified, and its commercial bids will not be considered for evaluation. Commercial bids of such bidders will be returned unopened.
5.	Experience of Large IT Application Implementation Project*	<p>The bidder should have undertaken and completed similar projects (as defined in definitions section) where project value is as mentioned below:</p> <p>One project of Rs. 40 Cr.</p> <p>Or</p> <p>Two projects of Rs. 30 Cr. Each</p> <p>Or</p> <p>Three projects of Rs. 20 Cr. each</p>	<ul style="list-style-type: none"> • Work Order + Completion Certificates from the client along with format given in PQ Form 4 under Section 13 for all the projects <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Work Order + Go-Live Certificate (for ongoing projects) from the client along with format given in PQ Form

#	Criteria Category	Eligibility Criteria	Document Proof
		Each involving large IT Application Implementation and Post Implementation Support (including <i>include Application development / customization / configuration and Operations & maintenance of Software.) in last 5 years.</i> The project cited should be successfully operational/completed as on date of Submission	4 under Section 13 for all the projects.
6.	Experience of Large IT Application Implementation Project in Government and Public Sector	<ul style="list-style-type: none"> The Bidder must have application development and O&M experience of successful Go-Live / completed project (as mentioned in similar project definition) during last five years (as on the last date of bid submission) for Central / State Government in the domain of Homeland Security or Policing of project value of INR One project of Rs. 15 crores and above in India <p style="text-align: center;">Or</p> <ul style="list-style-type: none"> Two projects of Rs. 7.5 crores and above in India <p>*Project shall include Application development / customization / configuration and maintenance as mentioned in similar projects definition.</p>	<ul style="list-style-type: none"> Work Order + Completion Certificates from the client along with format given in PQ Form 4 under Section 13 for all the projects <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> Work Order + Go-Live Certificate (for ongoing projects) from the client along with format given in PQ Form 4 under Section 13 for all the projects
7.	Criteria related to man-power Capability of Bidder	The bidder should have a team of at least 200 full time ICT / Technical Experts (Business Analysts, Programmers, Testers) working on its payroll in the areas of software development, networking systems,	Undertaking from authorized signatory as per format PQ Form 8 under Section 13

#	Criteria Category	Eligibility Criteria	Document Proof
		cloud server experts, integration, IT infrastructure maintenance in India.	
8.	Criteria related to Blacklisting	The Bidder should not have been blacklisted currently as on the last date of submission of bids by Maharashtra State Government / Central Government in India	Self-Declaration by the bidder duly signed by the authorized signatory (Refer Format PQ Form 6 under section 13)

Notes-

1. In case of any change in eligibility criteria during bidding stage, it is bidder's responsibility to bring any change to DGP Office, Government of Maharashtra, notice if there is a change in the status of the bidder during bidding stage, with reference to any of the above-mentioned criteria for eligibility.
2. Project Experience of the parent firm (in case bidder firm is a 100% subsidiary of the parent firm) or experience of the 100% subsidiary firm (if parent firm is applying for the bid) shall be considered. However, in such case the authorized signatory of corresponding firm(s), whose experience is being considered, should submit certificate to transfer knowhow to the bidder firm. (This note shall be also applicable for technical scoring of the bids).
3. For clarity on Similar Project/Project of similar nature/ similar activities please refer to definitions section

7. Evaluation Process

7.1 Opening of Bids

1. The bids which are submitted online successfully shall be opened online as per date and time given in Proposal Data Sheet, through e-Tendering procedure on the scheduled date.
2. Bids shall be opened either in the presence of bidders or its duly authorized representatives if the bidders choose to attend the same. The bidder representatives who are present shall sign a register evidencing their attendance. Two representatives per applicant shall be permitted to be present at the time of opening the tender. In addition to that, if the representative of the Bidder remains absent, DGP Office, Government of Maharashtra will continue process and open the bids of all Bidders.
3. Total transparency will be observed and ensured while opening the Proposals/Bids.
4. DGP Office, Government of Maharashtra reserves the rights at all times to postpone or cancel a scheduled Bid opening.
5. Bid opening will be conducted in two stages
 - In the first stage, Pre-qualification Proposals and Technical proposals would be opened. The EMD payment and tender fee payment will be verified from the e-tendering Portal. Pre-Qualification and Technical Evaluation will be carried out by the Technical Evaluation Committee (TEC) constituted by DGP Office, Government of Maharashtra. Authority may choose to seek the clarifications on the pre-qualification and technical bids during the evaluation stage.
 - In the second stage, Commercial Proposal of those Bidders whose Pre-qualification and Technical Proposals qualify, would be opened.
 - In the event of the specified date of Bid opening being declared a holiday for DGP Office, Government of Maharashtra the bids shall be opened at the same time and location on the next working day.

7.2 Selection Process of Bidders

1. DGP Office, Government of Maharashtra/ SCRB, CID Pune will appoint a Technical Evaluation Committee (TEC) to scrutinize and evaluate the prequalification of bidders, technical and commercial bids received. The TEC will examine the Bids to determine whether they are complete and whether the Bid format conforms to the Bid Document requirements. DGP Office, Government of Maharashtra may waive off any informality or nonconformity in a Bid which does not constitute a material deviation according to DGP Office, Government of Maharashtra.
2. The evaluation process of the RFP proposed to be adopted by DGP Office, Government of Maharashtra is indicated under RFP section 7.3 below. The purpose of this clause is only to provide the Bidder(s) an idea of the evaluation process that the Purchaser may adopt. However, DGP Office, Government of Maharashtra reserves the right to modify the evaluation process at any time during the Tender process, without assigning any

reason, whatsoever, and without any requirement of intimating the Bidder(s) of any such change.

7.3 Evaluation of Bids

1. DGP Office shall constitute a Tender Evaluation Committee (TEC) to evaluate the proposal responses of the bidders. The Tender Evaluation Committee shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence by bidders may lead to rejection of their bids.
2. The Committee may seek inputs from their professional and technical experts in the evaluation process.
3. DGP Office, Government of Maharashtra reserves the right to do a reference check of the past experience stated by the Bidder. Any feedback received during the reference check shall be taken into account during the Technical evaluation process.
4. The decision of the Tender Evaluation Committee in the evaluation of bids shall be final. No correspondence will be entertained outside the process of evaluation with the Committee. The Tender Evaluation Committee may ask for meetings or presentation with the Bidders to seek clarifications or confirmations on their bids.
5. The Tender Evaluation Committee reserves the right to reject any or all bids. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
6. Proposal Presentations: The Tender Evaluation Committee may invite each pre-qualified Bidder to make a presentation to DGP Office, Government of Maharashtra at a date, time and venue decided by DGP Office, Government of Maharashtra. The purpose of such presentations would be to allow the Bidders to present their proposed solutions to the Committee and orchestrate the key points in their Proposals.
7. Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are considered undesirable and may be construed as an indication of the bidder's lack of cost consciousness. DGP Office's, Government of Maharashtra interest is in the quality and responsiveness of the proposal.
8. During the bid evaluation, DGP Office, Government of Maharashtra may at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted. DGP Office, Government of Maharashtra is entitled to ask for clarifications as many times as possible from the bidders to the satisfaction of the Technical Evaluation committee.
9. If the bidder fails to provide the clarification or additional information sought in the stipulated time, the information provided in the technical proposal only will be used for evaluation. It is clearly understood that the additional information or clarification on the technical proposal provided by the bidders will not be the basis for affecting any changes in the Commercial Proposal already submitted by the bidders.
10. The steps for evaluation are as follows:

7.3.1 Stage 1: Pre-Qualification

1. DGP Office, Government of Maharashtra will examine the bids to determine whether they are complete, whether required Tender fee and EMD has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting any criteria specified in the tender, will be rejected by DGP Office, Government of Maharashtra and shall not be included for further consideration.
2. All eligible bids will be considered for further evaluation by an Evaluation Committee according to the evaluation process defined in this Bidding document
3. Each of the Pre-Qualification condition mentioned in Section 6 is MANDATORY. In case, the Bidder does not meet any one of the conditions, the bidder shall be disqualified.
4. Bidders would be informed of their qualification/disqualification based on the Pre-Qualification criteria through Email and Phone and subsequently, the EMD (Bid Security amount) shall be returned to the respective disqualified Bidders after the submission of Performance Bank Guarantee by the successful Bidder.

7.3.2 Stage 2: Technical Evaluation

1. Technical bid will be evaluated only for the bidders who succeed in Pre-Qualification Evaluation (Stage 1).
2. DGP Office, Government of Maharashtra will review the technical bids of the short-listed bidders to determine whether the technical bids are responsive. Bids that are not responsive are liable to be disqualified.
3. The bidders' technical solutions proposed in the bid document shall be evaluated as per the requirements specified in the RFP and technical evaluation framework as mentioned in subsequent sections.
4. Bidders may be asked to give demonstration of the envisaged solution to DGP Office.
5. Cut-off marks for each section of the TQ should be 60%, while bidders should score overall minimum 70% marks in the TQ to qualify the TQ stage.
6. Each Technical Bid will be assigned a technical score (T) out of a maximum of 100 marks. Only the bidders who get an Overall Technical score of 70% or more will qualify for commercial evaluation stage. Failing to secure minimum marks shall lead to technical rejection of the Bid. The EMD (Bid Security amount) shall be returned to the respective disqualified Bidders after the submission of Performance Bank Guarantee by the successful Bidder.
7. In case of less number of qualifications, competent authority/ committee can decide to reduce the cut off percentage to a suitable value.

7.3.3 Stage 3: Commercial Evaluation

1. The commercial bids shall not be opened by DGP Office, Government of Maharashtra until the evaluations of Technical bids have been completed. The technically shortlisted

Bidders will be informed of the date and venue of the opening of the Commercial Proposals through email or written communication

2. Prices quoted indicating total price for all the deliverables and services must be fixed and final and shall remain constant throughout the period of the contract and shall not be subject to any upward modifications, on any account whatsoever. The Bid Prices shall be indicated in Indian Rupees (INR) only and payments shall be made to successful bidders in Indian currency only
3. The bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes (excluding GST), duties, fees, levies, and other charges as may be applicable in relation to the activities proposed to be carried out. DGP Office, Government of Maharashtra reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
4. The taxes quoted in the offer should be as per the prevailing tax rates. Any subsequent increase in the tax rates or introduction of new tax will be paid by DGP Office, Government of Maharashtra. Similarly, any benefits arising due to downward revision in tax rates, or any exemptions availed by the Bidders organization should be passed on to DGP Office, Government of Maharashtra.
5. The individual cost components as detailed later in the tender shall be uploaded as scanned copy in the commercial envelope. The summary of all components shall be uploaded as BoQ format in excel.
6. An adjustable price quotation or conditional proposal shall be treated as non-responsive, and the bid may be rejected.
7. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the commercial proposals are received.
8. Errors & Rectification: Arithmetical errors will be rectified on the following basis:
 - If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected.
 - If there is a discrepancy between words and figures, the amount in words will prevail.
9. Bidder should provide all prices as per the prescribed format provided in Volume I of the tender
10. Bidders shall indicate the unit rates and total Bid Prices of the equipment/ services, it proposes to provide under the Contract. Prices should be shown separately for each item as required in the tender.
11. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate “0” (Zero) in all such fields.
12. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
13. The Bidder needs to account for all Out-of-Pocket expenses related to survey, Boarding, Lodging and other related items in the commercial bids. Any additional charges have to

be borne by the bidder. For the purpose of evaluation of Commercial Bids, DGP Office, Government of Maharashtra shall make appropriate assumptions as mentioned below to arrive at a common bid price for all the Bidders. This however shall have no co-relation with the Contract value or actual payment to be made to the Bidder.

14. The price quoted in the Commercial Proposal shall be the only payment, payable by DGP Office, Government of Maharashtra to the successful Bidder for completion of the contractual obligations by the successful Bidder under the contract, subject to the terms of payment specified as in the proposed commercial bid or the one agreed between DGP Office, Government of Maharashtra and the Bidder after negotiations.
15. It is mandatory to provide break up of all taxes, duties, and levies wherever applicable and/or payable. The taxes quoted in the offer should be as per the prevailing tax rates. Any subsequent increase in the tax rates or introduction of new tax will be paid by DGP Office, Government of Maharashtra. Similarly, any benefits arising due to downward revision in tax rates, or any exemptions availed by the Bidders organization should be passed on to DGP Office, Government of Maharashtra. The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go live, delivery charges and any other charges as applicable. Any other charges as applicable shall be borne by the bidder.
16. Percentage (%) of taxes etc. if any, to be claimed shall be indicated in the Price bid, otherwise it will be presumed that rates are inclusive of all taxes and no plea would be accepted in this regard after opening of the tenders and during the validity of the contract.

8. Technical Evaluation Process

The Bidder's technical solution proposed in the Technical Evaluation bid shall be evaluated as per the evaluation criteria in the following table.

Section	Evaluation Criteria	Marks	Min. Qualifying score
A.	Bidder Capability- Financial Strength, Experience & Certifications, Resources	30	18
B.	Technical Solutions proposed and Approach & Methodology for implementation	40	24
C.	Proposed Manpower	30	18
Total		100	70

Important: All the Bidders who secure overall minimum of 70% in technical evaluation will be considered as technically qualified.

The following sub-sections explain how the Bidders shall be evaluated on each of the evaluation criteria.

8.1 Technical Evaluation Criteria

#	Criteria Category	Evaluation criterion details	Max Marks (Total=100)	Supporting Documents required
A.	Bidder Capability (Maximum Marks– 30)			
A1	Financial Strength of the bidder	<p>The bidder should have an average annual turnover of minimum INR 150 crores from IT / ITES services on account of Software Development, Implementation and Maintenance only for the last three audited financial years.</p> <ul style="list-style-type: none"> ▪ 3 marks for 150 Crores ▪ 0.5 additional mark for every additional 50 Crores 	5	<ul style="list-style-type: none"> • Audited Balance sheet & P&L statements for last 3 years • Turnover Certificate (from the Statutory Auditor/Chartered Accountant) - Refer format given in PQ Form 3 under Section 13
A2	IT Application Development and post implementation Project Experience	<p>The bidder should have undertaken (completed/successful Go-live/partially completed) similar projects as mentioned in definitions section in last 5 years</p> <p>One project of Rs. 40 Cr.</p> <p>Or</p> <p>Two projects of Rs. 30 Cr. Each</p> <p>Or</p> <p>Three projects of Rs. 20 Cr. each</p> <p>Each involving large IT Application Implementation and Post Implementation Support (including <i>include Application development / customization / configuration and Operations & maintenance of Software.</i>) in last 5 years.</p>	10	<ul style="list-style-type: none"> • Work Order + Completion Certificates/ Go-live from the client along with format given in PQ Form 4 under Section 13 for all the projects <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Work Order + Completion Certificate from client mentioning the % of work completed (for ongoing projects) from the client along with format given in PQ Form 4 under Section 13 for all the projects

#	Criteria Category	Evaluation criterion details	Max Marks (Total=100)	Supporting Documents required
		<ul style="list-style-type: none"> For qualifying condition as mentioned above – 6 marks 1 mark for every additional completed/successful go-live project for above 20 Cr 0.5 mark for every additional ongoing project for above 20 Cr 		
A3	Experience of Large IT Application Implementation for government in Homeland Security/ Policing domain	<p>The Bidder must have experience of successful Go-Live / completed application development and maintenance project during last five years (as on the last date of bid submission) in for Central / State Government under Homeland Security/ Policing domain</p> <ul style="list-style-type: none"> 1 project value of Rs. 15 Cr crores and above in India <p>Or</p> <ul style="list-style-type: none"> 2 projects of Rs. 7.5 Cr and above each in India <p><i>*Project shall include Application development / customization / configuration and maintenance.</i></p> <ul style="list-style-type: none"> For qualifying condition as mentioned above – 3 marks 1 mark for every additional completed/successful go-live project for above 7.5 Cr 0.5 mark for every additional ongoing project for above 7.5 Cr 	5	<ul style="list-style-type: none"> Work Order + Completion Certificates from the client along with format given in PQ Form 4 under Section 13 for all the projects <p>OR</p> <ul style="list-style-type: none"> Work Order + Go-Live/ Completion Certificate (for ongoing projects) from the client along with format given in PQ Form 4 under Section 13 for all the projects

#	Criteria Category	Evaluation criterion details	Max Marks (Total=100)	Supporting Documents required
A4	Criteria related to Quality-of-Service Delivery	<p>The Bidder should have CMMi level 5, ISO 9001:2015, ISO 20000-1:2018 and ISO 27001: 2013 certification</p> <ul style="list-style-type: none"> At least one certification –2 marks 1 mark for each additional certificate 	5	<ul style="list-style-type: none"> Certificate(s) signed and stamped by the authorised signatory of the Bidder In case the certificate is under renewal, the bidder will provide the last valid certificate along with a certificate from the authorized signatory that the renewed certificate will be made available at least by the time of opening of commercial bids. In case the certificate is not provided by the mentioned time, the bidder will be disqualified, and its commercial bids will not be considered for evaluation. Commercial bids of such bidders will be returned unopened
A5	Technical Experts (Business Analysts, Programmers, Testers, etc.) working in ICT / IT Projects on Payroll of the system integrator	<ul style="list-style-type: none"> >= 200 people – 3 marks 0.5 Additional Mark for every additional 100 Technical Experts 	5	<ul style="list-style-type: none"> Bidders are required to submit letter indicating employee strength in India from Authorized Signatory or HR Manager as per PQ Form 8 List of the resources along with the role and technical expertise shall be furnished by the bidder

#	Criteria Category	Evaluation criterion details	Max Marks (Total=100)	Supporting Documents required
B	Technical Solutions proposed and Approach & Methodology for implementation (Maximum 40 Marks)			
B1	Approach & Methodology	<p>Proposed Approach & Methodology shall be evaluated on following parameters:</p> <ul style="list-style-type: none"> • Overall understanding of Police Department requirements & explanation on how the proposed solution would meet these requirements clearly • Overall strategy to provide integration with other department proposed as part of Solution • Solution Architecture, Deployment Architecture, Network & Security Architecture, Application Architecture, Integration framework • Case studies of Experience highlighting similar implementations in Policing/ Public Sector/ Government sector specifying the challenges, scope, risk, and mitigation strategies, etc. (Each Case study to not be More than 2 pages) • Business Continuity Plan, Backup & Restoration, Quality Assurance Processes, etc. • Project Management approach with effective usage of project management tools • Team structure with proposed resources for each of the stages including onsite and offsite deployment • Proposed quality control procedures • Risk and mitigation plan 	10	Technical Bid along with Tech From 8

#	Criteria Category	Evaluation criterion details	Max Marks (Total=100)	Supporting Documents required
		<ul style="list-style-type: none"> • Approach proposed for SLA Monitoring and its tools etc • Unique Selling Proposition (USP) of proposal in terms of following: <ul style="list-style-type: none"> ○ Implementation methodology ○ Change management ○ Accelerators • Testing procedures innovations and tools • Innovations and enhancements for the solution to make it comprehensive • Using of advanced technological interventions like blockchain, AI / ML, GIS, etc 		
B2	Transition approach and risk mitigation	Bidder is required to propose the transition strategy (from CCTNS 1.0 to CCTNS 2.0) and associated risk mitigation strategy.	10	Detailed Submission of the proposed strategy and mitigation plan
B3	Training & Capacity Building Approach	<p>Bidder is required to propose the innovations and enhancements for the Training and Capacity Building to make it comprehensive.</p> <ul style="list-style-type: none"> • Training approach • Training plan demonstrating effective usage of available time • Learning management system (web & mobile application for police staffs) • Content for the LMS • IPR of the contents 	5	Technical Bid

#	Criteria Category	Evaluation criterion details	Max Marks (Total=100)	Supporting Documents required
		<ul style="list-style-type: none"> • Innovativeness in imparting the training to the participants • Sample of training modules and training contents • Adoption of standards in the case of Web based Training delivery 		
B4	Project Presentation	<p>Following parameters will be evaluated during presentation:</p> <ul style="list-style-type: none"> • System Integrator's understanding of project requirements (functional and technical) and completeness of proposed solution • Presentation of Approach & Methodology for implementation • Innovation proposed in the technical solution • Implementation Timelines and Staffing Plan (Implementation and Support Phase) • Clarifications given during Presentation 	15	Detailed presentation by the bidder to the Technical Evaluation Committee.
C	Proposed resources (Maximum Marks–30)			
C1	Project Manager	<p>Proposed Resources should have BE / B.Tech / MCA with M.Tech / MBA qualification with at least 10 years' of relevant experience. Post this mandatory requirement, award of marks will be as follows:</p> <ul style="list-style-type: none"> • Experience of implementing end to end Projects with advanced & updated technology stack for scope as defined in the criteria A.1 of this RFP. <ul style="list-style-type: none"> ○ 2 Project – 1 Marks 	5	Submission of Detailed CV (refer format given in Section 14.2- Tech form 2)

#	Criteria Category	Evaluation criterion details	Max Marks (Total=100)	Supporting Documents required
		<ul style="list-style-type: none"> ○ > 2 Projects - 2 Marks • Experience of Projects dealing with eGovernance Domain – 1 Mark • Experience of Working on a project for Government of Maharashtra – 1 Mark • Certifications: PMP / Prince2 Certification. Documentary proof to be submitted- 1 Mark 		
C2	Solution Architect	<p>Proposed Resources have BE / B.Tech / MCA with M.Tech / MBA qualification with at least 8 yrs of relevant experience. Post this mandatory requirement, award of marks will be as follows:</p> <ul style="list-style-type: none"> • Experience as Solution Architect in large IT Implementation projects of similar nature as envisaged in RFP in section A.1. <ul style="list-style-type: none"> ○ 1 Project – 2 Marks ○ > 1 Project – 3 Marks • Implementation of Cloud data lake, CDN, serverless computing, AI / ML, BI applications <ul style="list-style-type: none"> ○ 1 Mark • Certifications: TOGAF (Documentary proof to be submitted) <ul style="list-style-type: none"> ○ 1 Mark 	5	Submission of Detailed CV (refer format given in Section 14.2 - Tech form 2)

#	Criteria Category	Evaluation criterion details	Max Marks (Total=100)	Supporting Documents required
C3	Business Analyst/ Functional Consultant	<p>Proposed Resources should have BE / B.Tech / MCA with M.Tech / MBA qualification with at least 8 years of relevant experience.</p> <p>Post this mandatory requirement, award of marks will be as follows:</p> <ul style="list-style-type: none"> • Experience of working as a Business Analyst in Large Scale Project as defined in A1. <ul style="list-style-type: none"> ○ 2 Project - 1 Marks ○ >2 Project – 2 Marks • Experience of eGovernance implementation in Government Domain <ul style="list-style-type: none"> ○ 2 Projects- 1 Mark ○ > 2 Projects– 2 Marks • Certified Business Analyst Certification (CBAP)/Professional in Business Analysis - 1 Marks 	5	Submission of Detailed CV (refer format given in Section 14.2)
C4	Application Development Lead	<p>Proposed Resources should have BE / B.Tech / MCA with M.Tech / MBA qualification with at least 8 years of relevant experience. Post this mandatory requirement, award of marks will be as follows:</p> <ul style="list-style-type: none"> • Experience as project lead in large IT Implementation projects of similar nature as envisaged in RFP in section A.1. <ul style="list-style-type: none"> ○ 2 Project – 2 Marks 	4	Submission of Detailed CV (refer format given in Section 14.2)

#	Criteria Category	Evaluation criterion details	Max Marks (Total=100)	Supporting Documents required
		<ul style="list-style-type: none"> ○ >2 projects – 3 marks • Technology Certification (Documentary proof to be submitted) - 1 Mark 		
C5	Project Manager (Operations and Support Phase – CCTNS 1.0)	<p>Proposed Resources should have BE / B.Tech / MCA with M.Tech / MBA qualification with at least 10 years' of relevant experience. Post this mandatory requirement, award of marks will be as follows:</p> <ul style="list-style-type: none"> • Experience of end-to-end Operations & Maintenance Support Projects for scope as defined in the criteria A.1 of this RFP. <ul style="list-style-type: none"> ○ 2 or more Projects – 1 Mark • Experience of Projects dealing with eGovernance Domain – 1 Mark • Experience of Working on a project for Government of Maharashtra – 1 Mark • Certifications: ITIL / COBIT / DevOps. Documentary proof to be submitted - 1 Mark 	4	Submission of Detailed CV (refer format given in Section 14.2)
C6	Data Migration Expert	<p>Proposed Resources should have BE / B.Tech / MCA with M.Tech / MBA qualification with at least 5 years' of relevant experience. Post this mandatory requirement, award of marks will be as follows:</p> <ul style="list-style-type: none"> • Experience as Data Migration expert for last 5 years - 2 marks • Experience of working with Government for Data Migration Activity – 1 mark 	4	Submission of Detailed CV (refer format given in Section 14.2)

#	Criteria Category	Evaluation criterion details	Max Marks (Total=100)	Supporting Documents required
		<ul style="list-style-type: none"> • Certification in the areas of Data Migration – 1 mark 		
C7	Testing Lead	<p>Proposed Resources should have BE / B.Tech / MCA with M.Tech / MBA qualification with at least 5 years' of relevant experience. Post this mandatory requirement, award of marks will be as follows:</p> <ul style="list-style-type: none"> • > 5 years of experience in Testing - 1 mark • Any Software Testing certification/ iSTQB or Enterprise certifications - 1 mark for each certification 	3	Submission of Detailed CV (refer format given in Section 14.2)

8.2 Commercial Evaluation Process

1. Total Price shall be calculated based on the format provided in Commercial Bid Section. The Total Price (C) for each responsive bid shall be sum of Capex cost and Opex. cost, where, Opex. cost should be all inclusive of the costs of necessary goods such as software license renewals, labour etc. needed for the continued and proper operations of the system.
2. The lowest Total Price (C) as calculated above shall be given a commercial score of 100 points. The Commercial Score of the other bidders shall be calculated with respect the lowest Total Price by any bidder. The methodology of Commercial Score shall be as follows.
3. Commercial Score of the bidder under consideration = (Lowest Total Price from all Commercial Bids / Total Price based on the Commercial bid by the bidder under consideration) X 100.

8.3 Total bid Evaluation

1. Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where Technical Bid Score will get a weightage of 70% and Commercial Bid Score a weightage of 30%.
2. The bidder would be technically evaluated out of 100 marks. All the bidders who secure overall minimum of 70% (70 Marks out of 100 across all the components together) will be considered as technically qualified. Technical score of all bidders will be calculated on the basis of the following formula:

Technical Score of bidder (TS) = Technical Marks received by the bidder x 70%

3. The Bid having the Lowest Commercial Quote shall be termed as the Lowest Evaluated Bid and will be awarded 100 marks. Commercial score of all the other bidders will be calculated on the basis of the following formula:

Commercial score of bidder (CS) =
$$\frac{\text{Commercial Quote of the lowest bidder} \times 100}{\text{Commercial Quote of the bidder}} \times 30\%$$

4. Final Score of the bidder: Final Score of each bidding party will be computed by adding the Technical score and Commercial Score on the basis of the following formula:
Total Score = TS + CS
5. The bidder whose bid has secured the “Highest Total Score” out of 100 as per above evaluation will be considered as best evaluated Bid.
6. In case of a tie where two or more bidders achieve the same highest overall score, the bidder with the higher technical score will be invited first for negotiations
7. DGP Office, Government of Maharashtra is not bound to accept the best evaluated bid or any bid and reserves the right to accept any bid, wholly or in part.
8. Example demonstrating the calculation of Technical Score and Commercial Scores is provided below:

Bidder	Marks Received by bidder	Calculations	Technical Score of bidder (TS)
Bidder 1	88	$88 \times 70\%$	61.6
Bidder 2	90	$90 \times 70\%$	63.0
Bidder 3	80	$80 \times 70\%$	56.0
Bidder 4	95	$95 \times 70\%$	66.5

Bidder	Commercial Quote Provided by Bidder after calculating Capex and Opex (As Above)	Calculation of Commercial Score of Bidder (CS)	Commercial Score of Bidder (CS)
Bidder 1	110	$(110/110) \times 100 \times 30\%$	30.00
Bidder 2	140	$(110/140) \times 100 \times 30\%$	23.57
Bidder 3	160	$(110/160) \times 100 \times 30\%$	20.63
Bidder 4	130	$(110/130) \times 100 \times 30\%$	25.38

Total Score for Each Bidder

Bidder	Technical Score (TS)	Commercial Score (CS)	Total Score
Bidder 1	61.6	30.0	91.6
Bidder 2	63.0	23.57	86.57
Bidder 3	56.0	20.63	76.63
Bidder 4	66.5	25.38	91.88

The bidder with the highest final score shall be treated as the best evaluated Bid. In the above example, Bidder 4 will be treated as best evaluated Bid.

9. Constitution of the Proposed Team

1. Key Personnel involved in the project shall be on the payroll of the bidder.
2. The bidder should have a defined hierarchy and reporting structure for various teams that would be part of the project.
3. The bidder shall ensure that all the personnel identified for this project have high level of integrity. The bidder shall undertake necessary due diligence to ensure that the personnel have high standard of trustworthiness. The bidder should obtain an undertaking from each of the personnel assigned and the same should be submitted to DGP Office, Government of Maharashtra or its nominated agencies/ partners as and when demanded by DGP Office, Government of Maharashtra or its nominated agencies/ partners. In addition, DGP Office, Government of Maharashtra could also get the background verification checks of the bidder personnel. Any information needed for this activity by DGP Office, Government of Maharashtra should be provided immediately by bidder.
4. Bidder shall quote additional manpower on the basis of their estimate of effort required to complete the scope of work given in the tender. The bidder should provide sufficient Personnel to complete the scope of work.
5. Bidder can offer more than one key personnel for a role to improve the quality of key personnel keeping in mind the scope of work as provided in the tender.
6. For a project of such a large scale and complexity, it is imperative that the bidder should deploy best of class professionals to ensure successful execution of this project. The bidder will in its proposal include the names and detailed curriculum vitae of their key personnel who will be working full time on this project.
7. The bidder is free to propose and deploy as many resources as possible for the successful and timely completion of the project. DGP Office, Government of Maharashtra or its nominated agencies/ partners will provision space for minimum Bidder personnel in its premises. For the key personnel working out of DGP Office, Government of Maharashtra/ its nominated agencies/ partners office, DGP Office, Government of Maharashtra will provide them with basic office infrastructure like seating space, Fan, etc. The bidder team is expected to bring their own laptops and data cards (as required).
8. Bidder should note that only Key CVs have been requested as a part of Technical Evaluation of the Bids. However, bidder is required to submit a detailed assessment and staffing plan for the team required to execute the proposed scope of work. Bidder is required to submit detailed Resource Staffing and Deployment Plan (Onsite and Offsite Both) for Implementation Phase and for Operations and Support Phase. The Plan should clearly indicate the availability of the experts on ground for the consultations, requirement gathering, meetings, UAT, Workshops with the SCRB, CID team. The staffing shall be provided for all the resources (Including but not limited to Mobile App Expert, Developers, Testers, Domain Experts, Business Analyst, Integration leads, API expert, Database Administrators, Database Design Experts, etc.) to be deployed by the bidder on this project (part time or full time)

9. The successful bidder should ensure that the resources mentioned in the Technical Presentation/ Proposal are deployed on the project. In overall duration of the project the number of substitutes / replacements should be kept to a minimal. Applicable SLA conditions will be applied.
10. The Department hold the right to seek replacement of a particular resource on the ground of non-performance/ under performance. The SI will be liable to change the said resource in 1 month.

10. Roles & Responsibilities of Stake Holders

10.1 System Integrator

1. Preparation of Detailed Project Plan in line with the overall plan provided in the tender. The same should be prepared in consultation with DGP Office, Government of Maharashtra, SCRB, Pune and Project Management Consultant.
2. Conduct an As-Is analysis for each of the existing applications
3. Understand field level specifications for each of the modules
4. Should study indicative requirement provided in the FRS document and make required changes for defining any new process/functions for each module in coordination with the departments
5. Study the existing Departmental Applications with respect to the functionality & usability and ensure that the new application module implemented/ developed covers all existing functionality of each of the module
6. Approval & Sign Off from each department for respective module (processes and sub processes), & Re-engineered Process Workflows
7. Develop/ customize required modules and integration of each of the module at various touch point across modules
8. Deploy and maintain the requisite Software Solution as per the requirements of SCRB, Pune or its nominated agencies/ partners.
9. Provide support and Maintenance with its own manpower for the entire contract period
10. Preparation of necessary user manuals, troubleshooting manual (& SOP as necessary) for all the modules and review of the same
11. Carry out Training programs / workshops for the department personnel
12. Ensuring that the solution is compliant to e-Governance Standards (WCAG, GIGW) and the solution is in compliance with the Security Policy and Guidelines released by GoI/Government of Maharashtra.
13. Provide operational support and maintenance services for the Term of the Project including but not limited to the overall system stabilization, system administration, security administration, database administration, network administration and end-user problem resolution.
14. Ensure that the solution is functioning as intended and attending to all problems associated in operation of the application system.
15. Meet the defined SLAs for the performance of the system.
16. Addressing technology obsolescence by apprising DGP Office, Government of Maharashtra on appropriate upgradation, replacement and / or replenishment of Application, Licenses for components deployed at CCTNS Solution.

17. Rectification of system software problems due to crashing or malfunctioning of the OS, RDBMS, or front end within the time limits to meet the SLAs as defined for the project
18. Take immediate action to identify problems and follow up with appropriate action to fix them as quickly as possible. Provide necessary support for the resolution of bugs, patches & upgrades of the software solution.
19. Provide necessary manpower for managing the Change Requests.
20. Provide computer basic skills training and advanced training on application modules to the staff members and stakeholders of the entities involved in this tender
21. Maintain the business continuity.
22. Ensure regular back-up copies of data are created and maintained safely.
23. Deploy the required manpower to manage the operations
24. Attend to SCRB's user request for assistance related to usage and management of the newly developed solution
25. Ensuring the SLAs for downtime of system, software development and customization.
26. Management and quality control of all services
27. Development/Generation of MIS reports as per the requirement in co-ordination with the department
28. Implement measures to ensure the overall security of the solution and confidentiality of the data.
29. Monitor production systems for events or activities, which might compromise (fraudulently or accidentally) the confidentiality, integrity, or availability of the Services. This monitoring should be through the security controls including:
 - Real-time intrusion detection tools
 - Audit review tools
 - Manual processes
30. Any other services which are required and are mentioned in the contract for the successful execution of the project.
31. Any infrastructure beyond what is provided by SCRB, CID Pune and envisaged by the bidder for their own on-site resources (which includes software, consumables, etc.) will be the responsibility of SI and they may consider the cost towards the same in their commercial bid.

10.2 DGP Office & SCRB, CID Pune

1. Provide adequate space at the SCRB, CID Pune for setting up of infrastructure, software development and other activities to be carried out by the Bidder.
2. Provide electricity in SCRB office for on-site team of SI
3. Overall responsibility of steering and managing the project

- 3.1. Coordination between all the stakeholders for providing necessary information for the study and development / customization of the necessary solution.
- 3.2. Providing early warnings of any organizational, functional, or technical changes that might affect SI's ability to deliver the services
- 3.3. Establishment of a core team who would be the process owners throughout the contract duration and who will be responsible for sharing the requirements for that department as well as for user acceptance
- 3.4. Co-ordination with other departments/ stakeholders, if required to assist the selected bidder in execution of the project
- 3.5. Coordination with System Integrators of Other Interventions as listed in the CCTNS Blueprint as provided in Section 2 in Volume 2 of RFP
- 3.6. Coordinate with Bidder for conducting workshops for the stakeholders
4. Review and Approve of all the deliverables submitted by SI and verified by PMC.
5. Review of overall project progress (timelines), adherence to SLAs and calculation of penalties accordingly based on reports submitted by PMC.
6. Issuing the Acceptance Certificate on successful deployment of the software application and for other components of the Scope of Work (wherever required) after submission of report by PMC.
7. Addressing all issues pertaining to the project and performance review of the project
8. Based on recommendation of PMC, Termination of contract on breach of contract terms and conditions (including those contained in RFP and related documents) by the SI or otherwise
9. Review the performance of the SI through SLAs through reports provided by SI and PMC
10. Deciding on matters where further clarity is required for project execution. The decision of client would be final and binding
11. In case of delay on the approval of deliverables due to reasons not attributable to SI, SCRB, Pune may consider on waiving penalties and SLAs on case-to-case basis as recommended by PMC
12. Provide required approval on man efforts proposed by SI for Change Request based on analysis provided by PMC
13. Any other requirements that could arise during operations for effective governance and to meet any administrative requirement.

10.3 Project Management Consultant

Project Management Consultant (PMC) or any other agency appointed by DGP Office, Government of Maharashtra is engaged to support the implementation of proposed Solution in Police Department in the following areas:

1. Overall project planning and monitoring in collaboration with SCRB, CID Pune including planning, supervising the overall progress of the project, conformance with the timelines, budgets, and service levels.
2. Monitoring of the compliance of the contractual obligations of the SI.
3. Monitoring the operations and maintenance of the overall system as per the standards and requirements defined for SI including but not limited to resolution of issues, availability of the system, updating hardware or system software etc.
4. Assisting in ensuring that the SLAs and performance levels defined for SI are met as per agreement.
5. Reviewing the work of System Integrator and enable SCRB,CID Pune in recommending payments based on the invoices raised.
6. Assist in Planning, preparing & execution of the User Acceptance Test, tracing the functional requirements before the Go Live
7. Assist in Preparation and submission of Go-Live Report
8. Assistance to SCRB, Pune in engaging STQC for Audit to conduct the assessment/review of the system before rolling it out.

11. Project Implementation Timelines

11.1 Track 1: O&M for CCTNS 1.0 Application

#	Activity	Timeline (months)
1	Complete System takeover from the existing O&M Operator/SI or department (as applicable)	T+2
2	Independent O&M operations of the 1.0 system -Application Infra Support -Cloud Infrastructure support - Helpdesk - Any other activity that is currently undertaken by the existing O&M - Reporting	T+3 to Go-live of 2.0 application

11.2 Track 2: Design and Implementation of CCTNS 2.0 Application

#	Item	Wave 1: T +5 months ¹	Wave 2: T + 9 months
1	Application Development	Implementation of “Operational” Functions	Implementation and roll-out of Other Functions
A	Software Development & Customization/ Configuration at CCTNS	<ol style="list-style-type: none"> General Diary Registration Investigation Complaint External Integration (API & Non-API Based) 	<ol style="list-style-type: none"> Criminal Profiling Prosecution Databank Service Citizen Service Mobile App (For police and Citizen) Service Request Report Register Data Bank Broadcast & Communication Search Admin Key Features Performance Dog Squad Other modules

¹ Based on the suggestions by SI in its technical proposal and mutually agreeable terms & Conditions between SCRB, CID Pune and SI during design stage, some modules of Wave 2 could be undertaken in Wave 1 and vice-versa without modifying the timelines.

#	Item	Wave 1: T +5 months ¹	Wave 2: T + 9 months
2	Training capacity building and change management	Training material as required for wave 1	Training material as required for wave 2
3	Hosting Infrastructure	Primary Data centre = On Cloud Disaster recovery site = On Cloud	
4	Data Migration from	CAS4.5 (Current CCTNS System)	

11.3 Payment Timelines (For Track 1 and Track 2)

Track/Sub Track	Deliverable	Timeline	Payment Term	PT % of TCV
<u>Track 1: CCTNS 2.0</u>				
Application Development, Integration and Interfacing	Project Charter, Team Mobilization, DPR, PM Plan, Master Design document, SRS for Wave 1 functionalities	T+ 2 months	2 % of Total Project Cost	2.00
	Detailed Design document, UAT of wave 1 functionality, Live run of solution in 3 units on production	T+ 6 months	5 % of Total Project Cost	5.00
	SRS for Wave 2 functionalities	T+ 6 months	5 % of Total Project Cost	5.00
	Completion of functionalities to be covered under Wave-2 and Completion of Enhancements, Support, Fixes, and Issue resolution for Wave-1 and 2 based on the inputs from the User Groups, UAT and UAT Sign off from SCRB, Pune.	T+ 9 months	5 % of Total Project Cost	5.00
Capacity Building & Change Management	T& CB plan, change management approach, training material including learning modules, training manuals, multimedia training modules for functionalities to be covered under Wave1.	T+ 6 months	2 % of Total Project Cost	2.00

Track/Sub Track	Deliverable	Timeline	Payment Term	PT % of TCV
	Completion of user training for functionalities to be covered under Wave1			
	Training material including learning modules, training manuals, multimedia training modules for functionalities to be covered under Wave 2	T+ 12 months	2 % of Total Project Cost	2.00
Compute and Storage infrastructure	Commissioning, Installation and operationalization of Primary Data Centre on cloud with wave 1	T+ 6 months	5 % of Total Project Cost	5.00
	Establishment of Disaster recovery site on Cloud	T+ 9 months	5 % of Total Project Cost	5.00
Data Migration	Completion of application data migration for all existing modules & Data Migration Report for wave-1	T+ 6 months	2 % of Total Project Cost	2.00
	Completion of application data migration for all existing modules & Data Migration Report for wave-2	T+ 9 months	2 % of Total Project Cost	2.00
Go-Live	Go-Live of the Final Solution across all the Police Stations	T+ 12 months	15 % of Total Project Cost	15.00
O&M for 2.0			1.75 % of Total Project Cost per Quarter	42.00
<u>Track 2: CCTNS 1.0</u>				
O&M for 1.0		3,6,9,12 th Month	2% of Total Project Cost per Quarter	8.00
				100.00

*Bidders need to note that the achievement of the payment milestone would be accepted upon completion of all preceding milestones/deliverables.

- CAPEX cost will be capped at 50% of Total Project Cost.
- The successful bidder can expediate the process of CCTNS 2.0 implementation without compromising on the quality and quantity of the deliverables. In such a scenario, payment for the completed milestones will be paid out on completion of activity, irrespective of the proposed timeline. Penalty will be applicable in case of delay.
- Payment for CCTNS 1.0 O&M, will be paid out on actual number of days served including any penalty if applicable.
- In case of delay in CCTNS 2.0 Go-live beyond the stipulated timeline of 1 year, it will be the responsibility of the successful vendor to conduct CCTNS 1.0 O&M activities at no additional cost.

11.4 Project Deliverables for SI (Track 2)

Deliverable No.	Deliverable Description
D1	<p>Project charter should cover the following:</p> <ul style="list-style-type: none"> • Gap Analysis Report • Study of scope of work & functional coverage • Governance Structure for Project Implementation • Project implementation approach • Resource deployment and Staffing Plan • Change & communication management plan • Change control procedure • Contract management plan • Risk management and information security policy • Business continuity and disaster recovery plan • Exit management plan
D2	<p>Detailed Project Plan shall cover the following:</p> <ul style="list-style-type: none"> • Detailed project plan • Work breakdown structure • Delivery schedule • Key milestones • Dependencies • Resource / team / staffing
D3	<p>Submission of Master Design Document for overall system covering both waves and Enterprise Architecture for the Entire Solution (Solution Blueprint for Wave-1 and Wave 2). Master Design Document shall cover the following:</p> <ul style="list-style-type: none"> • Requirements Addressed at a broader level for the project • BRD (Covering Analytical/Legal Aspects/provisions and objectives of forms and fields of respective forms)

Deliverable No.	Deliverable Description
	<ul style="list-style-type: none"> Enterprise Architecture for entire solution Security and Authentication APIs, External Interfaces Design Considerations System Structure Flows Solution Wireframes and User Journey
D4	<p>Software Requirements Specifications (SRS) for Implementation covering the following:</p> <ul style="list-style-type: none"> Detailed requirement captures and analysis Software requirement Interface specifications Application security requirements Performance requirements Mapping of FRS & SRS Requirements sign-off Identify third party interfaces required along with the type/specifications
D5	<p>System Design & Configuration Document</p> <ul style="list-style-type: none"> System Configuration and module wise configuration Legacy and Third-party System Integration/interface Report and integration of same with the envisaged solutions High Level Software Design document including Software Architecture design, Logical and Physical Database Design Low Level Software Design document including Programming Logic, Workflows and integration points and mechanisms
D6	<p>Test Plan</p> <ul style="list-style-type: none"> Test Plans and Test cases (including but not limited to Unit Test Plan, System/Integration Test Plan, User Acceptance Test Plan, Security Test Plan, Load Test Plan)
D7	<p>Software Deployment Report</p> <ul style="list-style-type: none"> Source Code with documentation – as per CMMI5 standards Software Testing Documentation (including details of defects/bugs/errors and their resolution) User Acceptance Test Cases, Test Data and Test Results, User Acceptance Test Scripts, Unit Test Cases, Integration Test Results/ Case System Integration Tests (SIT) including Performance Tests (PT)

Deliverable No.	Deliverable Description
D8	Submission of Training and Capacity Building plan including change management
D9	Submission of training material covering: <ul style="list-style-type: none"> • General information • Videos / Presentations • Tutorials/Manuals/Guidance
D10	Change Management & Training completion report covering: <ul style="list-style-type: none"> • Training session-wise completion reports • Test evaluation reports including evaluation summary • Certification from SCRB, CID Pune officials confirming successful completion of Change Management & Trainings
D11	Submission of Master Design Document for overall Compute and Storage infrastructure including set up for Primary Data Centre on Cloud and DRC on cloud
D12	<ul style="list-style-type: none"> • Commissioning and Installation of Required Compute and Storage Infrastructure for the project requirements on cloud • Technology stack detail with details of component CRM, help desk tool deployed
D13	Establishment and Roll-out of Wave-1 & Wave-2 on Cloud: <ul style="list-style-type: none"> • Roll-out of Wave-1 on Cloud Environment • Ready for Live Run of Wave-1 & Wave-2
D14	Submission of Data migration design report and Data Migration Plan should cover the following: <ul style="list-style-type: none"> • Data Migration Strategy Document • Data migration assessment • Migration & transitioning approach • Plan for Data Migration
D15	Submission of data migration report should cover the following: <ul style="list-style-type: none"> • Detailed data migration plan • Data dictionary and data mapping template • Scripts required for importing data that has been migrated • Data migration completion report should cover the following: <ul style="list-style-type: none"> ○ Details of actual data that has been migrate ○ Certificate from SCRB, Pune officials confirming successful completion of data migration

Deliverable No.	Deliverable Description
D16	Master Integration Design Document covering integration and interfacing requirements for all functionalities as envisaged in the project and Integration Architecture
D17	Completion of Integration requirements and Roll-out for Wave-1 & Wave-2 <ul style="list-style-type: none"> • Integration and interfacing requirements for functionalities to be covered • Modalities of Integration and interfacing • Completion of the integration and Interfaces for the Wave-1 and Wave-2 Implementations
D18	Software Requirements Specifications (SRS) for Implementation covering the following: <ul style="list-style-type: none"> • Detailed requirement captures and analysis • Software requirement • Interface specifications • Application security requirements • Performance requirements • Mapping of FRS & SRS • Requirements sign-off Identify third party interfaces required along with the type/specifications
D19	System Design & Configuration Document <ul style="list-style-type: none"> • System Configuration and module wise configuration • Legacy and Third-party System Integration/interface Report and integration of same with the envisaged solutions • High Level Software Design document including Software Architecture design, Logical and Physical Database Design Low Level Software Design document including Programming Logic, Workflows and integration points and mechanisms
D20	Test Plan Test Plans and Test cases (including but not limited to Unit Test Plan, System/Integration Test Plan, User Acceptance Test Plan, Security Test Plan, Load Test Plan)
D21	Software Deployment Report <ul style="list-style-type: none"> • Source Code with documentation • Software Testing Documentation (including details of defects/bugs/errors and their resolution) • User Acceptance Test Cases, Test Data and Test Results, User Acceptance Test Scripts, Unit Test Cases, Integration Test Results/ Case

Deliverable No.	Deliverable Description
	System Integration Tests (SIT) including Performance Tests (PT)
D22	Submission of Training and Capacity Building plan including change management
D23	Submission of training material covering: <ul style="list-style-type: none"> • General information • Videos / Presentations Tutorials/Manuals/Guidance
D24	Change Management & Training completion report covering: <ul style="list-style-type: none"> • Training session-wise completion reports • Test evaluation reports including evaluation summary Certification from SCRB, CID Pune officials confirming successful completion of Change Management & Trainings
D25	Report on DRC readiness should cover the following: Cloud Enabled DRC assessment along with Infrastructure used, Data Backup policy
D26	Commencement of the Stabilization Phase and Complete Live Run of Entire Solution in Selected Unit
D27	Overall System Deployment report should cover the following: <ul style="list-style-type: none"> • Deployment sign-off from SCRB, CID Pune officials • User Manuals, User Guide, Traceability Matrix and System Manuals • Go-Live Certificate indicating readiness for roll-out with trainings • Pending Issues in the system, Dependencies • Updated System Design documents, specifications for every change request • Updated user Manuals, administration manuals, training manuals • Password Policy System stabilization report should cover the following: <ul style="list-style-type: none"> • Report indicating results, observations, and action items • UAT Sign-off • Latest source code, application deployment files, configuration files for entire solution • Detailed changes description • Details on the overall applications deployed • Exit Management Plan of the SI in case of termination of the project/ expiring of the tenure of the project
D28	Submission of comprehensive Go-live Plan for 2.0 and Commencement of O&M Phase for 2.0

Deliverable No.	Deliverable Description
D29	Go-Live of the Entire Solution .0 across all the Police Stations and Offices
D30	<p>SLA Compliance Reports (Monthly) should cover the following:</p> <ul style="list-style-type: none"> • Performance Monitoring reports for system • SLA Compliance Reports • Patches/ Upgrades of all components • Incremental updates to solution • Change Requests Managed • Issue/ Problem/ Bugs/Defect Tracker • IT support management services review report • On-Going Project Updates • Audit/ Standard Compliance Reports
D31	<p>The report for BCP-DR Drill for two days should include:</p> <ul style="list-style-type: none"> • The duration taken for DR migration • The list of functionalities successfully working through DR. • The health reports of infrastructure and applications.
D32	<p>Comprehensive Exit Management and Handover Plan</p> <ul style="list-style-type: none"> • Exit Strategy • Vendor Handover Plan • Source Code Handover • Process Closure Standard Operating Procedures (SOPs) • Support to SCRB in Handover of the solution

12. Service Level Agreement

This describes the Service Level Agreements (SLAs) to be established for the Services offered by the SI to Purchaser. The SI shall monitor and maintain the stated service levels to provide quality service to Purchaser.

A. Definitions:

Please find below definition of critical terms used in service level requirements.

1. “Scheduled Maintenance Time” shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA. Further, scheduled maintenance time is planned downtime with the prior permission of Purchaser.
2. “Scheduled Operation Time” means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the systems and applications will be 24 X 7 X 365.
3. “System or Application downtime” means accumulated time during which the System is totally inoperable within the Scheduled Operation Time but outside the scheduled maintenance time and measured from the time the Purchaser and/or its employees log a call with the Helpdesk team of the failure, or the failure is known to the SI from the availability measurement tools to the time when the System is returned to proper operation.
4. “Availability” means the time for which the services and facilities are available for conducting operations on the System including application and associated infrastructure. Availability is defined as: $\{(\text{Scheduled Operation Time} - \text{System Downtime}) / (\text{Scheduled Operation Time})\} * 100\%$
5. “Helpdesk Support” shall mean the support centre which shall handle fault reporting, trouble shooting, ticketing, related enquiries and other tasks as shall be defined.
6. “Incident” refers to any event / abnormalities in the functioning of the System/Services that may lead to disruption in normal operations of the System including Application and other services as per scope of SI
7. “Recovery Time Objective (RTO)” refers to the maximum duration of time and a service level within which a business application/process must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated with a break in business continuity.
8. “Recovery Point Objective (RPO)” refers to maximum interval of time during a disaster (or disruption), the quantity of data lost pertaining to that period is acceptable.

B. Interpretations:

Interpretation of some important functionalities, activities and terms are explained below.

1. The **working** hours for police operations are on all days including public holidays.
2. The SI recognizes the fact that it's resources may be required to work on need basis on Saturday/Sunday and public holidays as well, and also beyond working hours whenever needed.

3. "Non-Working Hours" shall mean hours excluding "Working Hours".
4. If the operations at DC are not switched to DR Site within the stipulated timeframe (Recovery Time Objective), it will be added to the system downtime.
5. The availability for a cluster will be the average of availability computed across all the servers in a cluster, rather than on individual servers. However, non-compliance with performance parameters for infrastructure and system / service degradation will be considered for downtime calculation.
6. The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. However, if the performance of the system/services is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of Purchaser or an agency designated by them, then the Purchaser will have the right to take appropriate disciplinary actions including termination of the contract.
7. A Service Level violation will occur if the SI fails to meet Minimum Service Levels, as measured on a quarterly basis, for a particular Service Level. Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An "Availability and Performance Report" will be provided by the SI on monthly basis in the Purchaser's suggested format and a review shall be conducted based on this report. A monthly Availability and Performance Report shall be provided to the Purchaser at the end of every month containing the summary of all incidents reported and associated SI's performance measurement for that period.
8. Where required, some of the Service Levels will be assessed through audits or reports e.g., application up-time report, utilization reports, measurements reports, etc., as appropriate to be provided by the SI on a monthly basis, in the formats as required by the Purchaser. The tools to perform the audit will need to be provided by the SI. Audits will normally be done on regular basis or as required by the Purchaser and will be performed by the Purchaser or the any third-party agencies appointed/designated by Purchaser.
9. From date of Operational acceptance, SLAs pertaining to Operations and Maintenance Phase shall be observed. Ideally all the modules should be implemented for operational acceptance, however due to any implementation challenges from purchaser/ department/, purchaser may decide to accept the system. The SLAs may be reviewed on a quarterly year basis as the Purchaser decides after taking the advice of the SI, PMC, and other agencies. All the changes would be made by the Purchaser in consultation with the SI.
10. A period of 3 months from date of operational acceptance of solution is proposed as stabilization period for CCTNS 2.0. During this period SLAs, which are not affecting availability & operation of solution, will not be considered for any deduction in payment pertaining to stabilization period.
11. The SI is expected to provide the following service levels. In case these service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and invoke the penalty clause. Payments to the SI are linked to the compliance with the SLA metrics laid down in the tables below. The penalties will be computed and calculated as per the computation explained. During the contract period, it is envisaged that there could be

changes to the SLA, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e., the Purchaser and the SI.

12. Following tables outline the key service level requirements for the system, which needs be met by the Implementation Vendor during the implementation, operations, and maintenance period. These requirements shall be strictly executed, and the bidder will deploy a CERT-in empanelled third-party audit/certification agency with due consultation with the department for certifying the performance of the SI against the target performance metrics as outlined in the tables in the below sections. **The SI shall bear the costs of this third-party audit.**

12.1 Track 1: Service Level Requirements for CCTNS 1.0 O&M Phase

12.1.1. Depending upon the criticality and severity of any requirements/call, same may be classified as follows:

Sr. No,	Severity	Broad Definition
1.	Level 1 (Critical)	<ul style="list-style-type: none"> A problem that affects crime registration process or $\geq 80\%$ of the users e.g., Non-availability of the application online & offline, webserver down, database down etc. A problem which affects entire policing process Offline server failure, offline database issues A problem that prevents users in accessing the application
2.	Level 2 (Major)	<ul style="list-style-type: none"> Serious issues in the application performance and which may impact on majority of the business process but still if end user is able to continue with the operations. It may affect $<50\%$ and $>10\%$ of the end users. E.g., investigation and search & query modules are not working properly
3.	Level 3 (Medium)	<ul style="list-style-type: none"> Moderate impact on the Application: No implications on the data integrity and has no impact on the normal operations/ day-to-day working. It may affect $<10\%$ of the end user. E.g. Reporting, register and citizen portal modules are not working
4.	Level 4	<ul style="list-style-type: none"> Negligible impacts on business transactions, application is stable and there is no impact on the application and daily operations of the end users. Eg. If there is any issue related to user login and authentication
5.	Response Time	<ul style="list-style-type: none"> Time taken to respond to an enquiry including time to review, evaluate and perform diagnostics on the problem
6.	Resolution Time	<ul style="list-style-type: none"> Time taken to repair the incident or find a work around

12.1.2. Service Level Targets

- Following would be the Service Level Targets to be met for support related calls

Severity Level	Response Time	Resolution Time	Calculation Window
L1	20 mins	1 hr	Monthly
L2	30 mins	2 hr	
L3	40 mins	3 hr	
L4	50 mins	4 hr	

- Following would be the Service Level Targets to be met for bug-fixes/ modifications/ enhancement/ any new development related calls

Severity Level	Response Time	Resolution Time	Calculation Window
L4	1 day	5 days	Monthly
L3	1 day	3 days	
L2	4 hours	2 days	
L1	1 hour	1 days	

*For any new development requirements, the resolution time shall be mutually decided by the selected bidder and SCRB, CID.

12.1.3. Service Level Targes Compliance

- The service provider should ensure maintaining following compliance levels for each of the Service Levels across service categories, if applicable-

Severity Levels	Required Compliance Level	
	Response Time	Resolution Time
L1	97%	98%
L2	96%	97%
L3	94%	96%
L4	94%	96%

- Actual response & resolution time under respective service levels viz. L1, L2, L3 & L4 will be measured as follows:

$$\text{Response Time (\%)} = \frac{\text{Call attended within stipulated response time}}{\text{Total numbers of call received in the month}} \times 100$$

$$\text{Resolution Time (\%)} = \frac{\text{Calls closed within stipulated resolution time}}{\text{Total number of calls received in the quarter}} \times 100$$

12.1.4. Penalty Clause for services

1. Compliance of service level requirement towards respective service category will be separately measured on monthly basis.
2. Shortfall in achieving SLA compliance for respective service area will attract penalty and will be charged every month on the total payable for respective service for the month.
3. For application maintenance and support, the total amount payable towards the cumulative cost of resources for the month shall be considered for calculation of penalty.
4. Penalties as prescribed hereunder shall be calculated separately for each service area but applied cumulatively. For example, if the penalty towards Application Maintenance & Support is x, towards resource absence is y for a particular month, then the total applicable penalty for the quarter would be (x+y).

The details of penalty calculation for various SLA parameters are mentioned below:

12.1.5. Service Delivery

In the event of non-provisioning of services including non-deployment of resource or not starting the services as per the delivery schedule, if applicable, penalty at 1% of the annual contract value of respective resource/ service will be charged for every week's delay subject to maximum of 10% of the annual contract value for resource/ service cost.

12.1.6. Application Maintenance and Support

- In the event of service level target not being met, following penalties shall be applicable for maintenance and support services.

Shortfall in SLT by	Penalty (%)
<=1 %	1
>1% and <=3%	3
>3% and <=5%	5
>5% and <=6%	6
>6% and <=8%	8
>8% and <=10%	10

- Penalty for the quarter will be calculated as:
 - *Penalty Amount = penalty (%) x Total Services cost for the month*
- For application maintenance and support, the total amount payable towards the cumulative cost of resource for the month shall be considered for penalty calculation.

12.1.7. Resource Attendance for resource deployed under Operation & Maintenance Service

Any absence beyond prescribed leave of absence shall attract the penalty as under in case no substitute is arranged by the service provider as per defined requirement:

Penalty beyond permissible leave of absence (Max. 12 in a year)	
Where continuous leave of absence ≤ 10 working days	Where continuous leave of absence > 10 working days
20% of man-day rate per day over and above man day rate	30% of man-day rate per day over and above man day rate

For example: Suppose, as on the first day of his absence, his accumulated leaves were 05, and the resource was absent for 18 days. So, the penalty will be applicable for 13 days (18-05) days calculated as $[(X+X*20\%) * 10 + (X+X*30\%) * 3]$, assuming X is man-day rate for the resource.

12.2 Track 2: Service Level Requirements for CCTNS 2.0

12.2.1 Violations and Associated Penalties for Implementation Phase

- a) The primary intent of Penalties is to ensure that the system implementation is in accordance with the defined service levels. Penalties are not meant to be punitive or, conversely, a vehicle for additional fees.
- b) **Penalty Calculations:** The framework for Penalties, as a result of not meeting the Service Level Targets are as follows:
 - i. The performance will be measured for each of the defined service level metric against the minimum / target service level requirements and the violations will be calculated accordingly.
 - ii. The number of violations in the reporting period for each level of severity will be calculated in total and used for the calculation of Penalties.

Track/Sub Track	Deliverable	Timeline	Payment Term	Implementation SLA Criteria	Penalty Criteria
Application Development, Integration and Interfacing	Project Charter, Team Mobilization, DPR, PM Plan, Master Design document, SRS for Wave 1 functionalities	T+ 2 months	2 % of Total Project Cost	Submission of deliverables	0.1 % of TCV for delay of each 5 days capped to max. 0.5%
				Deployment of resources: • No substitution of resources will be allowed whose CVs have been provided along with the technical bid for the period of 12 months from the commencement of Project till Go-Live (other than unavoidable reasons e.g., death, disability, departure from the firm, etc.) • Deployment of the Team / Resources as per the Project Plan and Staffing Plan	0.02% of TCV for each instance of resource replacement
	Detailed Design document, UAT of wave 1 functionality, Live run of solution in 3 units on production	T+ 6 months	5 % of Total Project Cost	Submission of deliverables	0.1 % of TCV for delay of each 5 days capped to max. 0.5%
				Successful UAT of wave 1	0.1 % of TCV for delay of each 5 days capped to max. 0.5%
				Live run of solution in 3 units on prod.	0.1 % of TCV for delay of each 5

Track/Sub Track	Deliverable	Timeline	Payment Term	Implementation SLA Criteria	Penalty Criteria
					days capped to max. 0.5%
	SRS for Wave 2 functionalities	T+ 6 months	5 % of Total Project Cost	Submission of deliverables	0.1 % of TCV for delay of each 5 days capped to max. 0.5%
	Completion of functionalities to be covered under Wave-2 and Completion of Enhancements, Support, Fixes, and Issue resolution for Wave-1 and 2 based on the inputs from the User Groups, UAT and UAT Sign off from SCRB, Pune.	T+ 9 months	5 % of Total Project Cost	Submission of deliverables	0.1 % of TCV for delay of each 5 days capped to max. 0.5%
				Successful UAT of wave 2 and issues with wave 1	0.2 % of TCV for delay of each 5 days capped to max. 0.8%
Capacity Building & Change Management	T& CB plan, Change management approach, training material including learning modules, training manuals, multimedia training modules for functionalities to be	T+ 6 months	2 % of Total Project Cost	Documentation and completion of training for wave 1	0.1 % of TCV for delay of each 5 days capped to max. 0.5%

Track/Sub Track	Deliverable	Timeline	Payment Term	Implementation SLA Criteria	Penalty Criteria
	covered under Wave1. Completion of user training for functionalities to be covered under Wave 1				
	Training material including learning modules, training manuals, multimedia training modules for functionalities to be covered under Wave 2	T+ 12 months	2 % of Total Project Cost	Documentation and completion of training for wave 2	0.1 % of TCV for delay of each 5 days capped to max. 0.5%
Compute and Storage infrastructure	Commissioning, Installation and operationalization of Primary Data Centre on cloud with wave -1	T+ 6 months	5 % of Total Project Cost	Completion of activity	0.2 % of TCV for delay of each 5 days capped to max. 0.8%
	Establishment of Disaster recovery site on Cloud	T+ 9 months	5 % of Total Project Cost	Completion of activity	0.2 % of TCV for delay of each 5 days capped to max. 0.8%
Data Migration	Completion of application data migration for all existing modules &	T+ 6 months	2 % of Total Project Cost	Completion of activity	0.1 % of TCV for delay of each 5 days capped to max. 0.5%

Track/Sub Track	Deliverable	Timeline	Payment Term	Implementation SLA Criteria	Penalty Criteria
	Data Migration Report for wave-1				
	Completion of application data migration for all existing modules & Data Migration Report for Wave-2	T+ 9 months	2 % of Total Project Cost	Completion of activity	0.1 % of TCV for delay of each 5 days capped to max. 0.5%
Go-Live	Go-Live of the Final Solution across all the Police Stations	T+ 12 months	15 % of Total Project Cost	Completion of activity	0.2% of TCV for delay of each 5 days capped to max. 3%

Note: Penalty for resource replacement will be applicable across all milestones mentioned above.

12.2.2 Resource Deployment / Mobilization of Team

Service Level Description	Measurement
Substitution of resources from those CVs provided during the technical evaluation	<ul style="list-style-type: none"> No substitution of resources will be allowed whose CVs have been provided along with the technical bid for the period of 12 months from the commencement of Project till Go-Live (other than unavoidable reasons e.g., death, disability, departure from the firm, etc.)
	<ul style="list-style-type: none"> This service level will be monitored regularly
	<ul style="list-style-type: none"> Each replacement of Resource will be treated as one (1) violation.
	<ul style="list-style-type: none"> The total number of violations will be the cumulative number of violations for the said phase of project.

	<ul style="list-style-type: none">• Deliverables Reference: Applicable Throughout the contract period (Implementation and Operations & Management Phase)
--	--

If liquidated damages calculations exceed 10% of the total project cost during the implementation phase, then SCRB, CID Pune can take appropriate action including termination of the contract and forfeiting the 50% of the Performance Bank Guarantee.

12.3 Service Level Requirements during Operation and Maintenance Phase

Violations and Associated Penalties for **Application Software Availability** and **Issue Response & Resolution**

- a) The primary intent of Penalties is to ensure that the system performs in accordance with the defined service levels. Penalties are not meant to be punitive or, conversely, a vehicle for additional fees.
- b) A quarterly performance evaluation will be conducted using the quarterly reporting periods of that period.
- c) Penalty Calculations:

The framework for Penalties, as a result of not meeting the Service Level Targets are as follows:

1. The performance will be measured for each of the defined service level metric against the minimum / target service level requirements and the penalty will be calculated accordingly.
2. During O&M phase, liquidated damages per quarter are capped at 20% of that quarter's payment.
3. If liquidated damages calculations exceed 20% of the quarterly payment for two consecutive quarters, then SCRB, Pune can take appropriate action including termination of the contract and forfeiting the 50% of the Performance Bank Guarantee. **If liquidated damages calculations in any quarter exceed 30% of quarterly payment, then SCRB, CID Pune can take appropriate action including termination of the contract and forfeiting the 100% of the Performance Bank Guarantee.**
4. In case there are successive breaches of SLA's for two quarters, SCRB, Pune can issue show cause notice to the SI to explain their non-performance. In addition, SCRB, Pune may call for a meeting wherein SI needs to explain the action taken to prevent such recurrences in future. This is without prejudice to other rights of SCRB, Pune.
5. For levying liquidated damages on non-performance during operations & Maintenance period, Quarterly payment instalment of Operations & maintenance phase would be considered for calculation purpose. Liquidated damages would be deducted from the next payment being made to SI.

12.3.1 Application Software Availability and Performance

Application Software

This include but not limited to: -

- Application covering all modules
 - Interfaces and integration
 - Mobile Application
 - Software & security components supplied by SI at Data Centre
 - Helpdesk infrastructure & applications
-

These service levels will be monitored on a monthly basis. The below tables give details on the Service Levels the SI should maintain.

Service Level Description	Measurement								
Availability	<ul style="list-style-type: none">• Availability of Critical Functions (Registration, Investigation and Prosecution modules, Search and Query, mobile app for police and Reports) of proposed system to end users- 99.5%• The list of critical functions will be finalized in discussion with SI after Go-Live.• This SLA will apply for non-availability of one or more critical modules e.g., if two functionalities/ modules are not available at the same time, they would be considered as one for the availability SLA calculation.• This will be monitored from end user machines on a sample basis• This service level will be monitored on a monthly basis.								
	<ul style="list-style-type: none">• Severity of Violation: High								
	<table><tr><th>Availability over the Quarterly period</th><th>Penalty</th></tr><tr><td>< 99.5% & >= 99.0%</td><td>2 % of Quarterly payment</td></tr><tr><td>< 99.0% & >= 98%</td><td>3 % of Quarterly payment</td></tr><tr><td>< 98%</td><td>4 % of Quarterly payment</td></tr></table>	Availability over the Quarterly period	Penalty	< 99.5% & >= 99.0%	2 % of Quarterly payment	< 99.0% & >= 98%	3 % of Quarterly payment	< 98%	4 % of Quarterly payment
	Availability over the Quarterly period	Penalty							
	< 99.5% & >= 99.0%	2 % of Quarterly payment							
	< 99.0% & >= 98%	3 % of Quarterly payment							
< 98%	4 % of Quarterly payment								

Service Level Description	Measurement
Availability	<ul style="list-style-type: none"> Availability of Non-Critical Functions (All other modules not mentioned in part 1 above) of proposed system to end users- 98% The list of Non-critical functions will be finalized in discussion with SI after Go-Live. This SLA will apply for non-availability of one or more critical modules e.g., if two functionalities/ modules are not available at the same time, they would be considered as one for the availability SLA calculation. This will be monitored from end user machines on a sample basis This service level will be monitored on a monthly basis.

Service Level Description	Measurement								
	<ul style="list-style-type: none"> Severity of Violation: High <table> <tr> <th>Availability over the Quarterly period</th><th>Penalty</th></tr> <tr> <td>< 98.0% & >= 97.0%</td><td>2 % of Quarterly payment</td></tr> <tr> <td>< 97.0% & >= 95%</td><td>3 % of Quarterly payment</td></tr> <tr> <td>< 95%</td><td>4 % of Quarterly payment</td></tr> </table>	Availability over the Quarterly period	Penalty	< 98.0% & >= 97.0%	2 % of Quarterly payment	< 97.0% & >= 95%	3 % of Quarterly payment	< 95%	4 % of Quarterly payment
Availability over the Quarterly period	Penalty								
< 98.0% & >= 97.0%	2 % of Quarterly payment								
< 97.0% & >= 95%	3 % of Quarterly payment								
< 95%	4 % of Quarterly payment								

Service Level Description	Measurement						
Support in DC-DR Drill	<ul style="list-style-type: none"> Half Yearly Drill from DC to DR during planned downtime. This service level will be monitored on a quarterly basis. <ul style="list-style-type: none"> Severity of Violation: Medium <table> <tr> <th>Description</th><th>Penalty</th></tr> <tr> <td>No Drill</td><td>3 % of Quarterly payment</td></tr> <tr> <td>Drill Failure</td><td>2 % of Quarterly payment</td></tr> </table>	Description	Penalty	No Drill	3 % of Quarterly payment	Drill Failure	2 % of Quarterly payment
Description	Penalty						
No Drill	3 % of Quarterly payment						
Drill Failure	2 % of Quarterly payment						

Service Level Description	Measurement								
Application Performance	<ul style="list-style-type: none"> Response Time for all Transactions- 95% of transactions within the limit of 2 seconds at Cloud LAN This service level will be monitored on a monthly basis. <ul style="list-style-type: none"> Severity of Violation: High <table> <tr> <th>% of Transactions</th><th>Penalty</th></tr> <tr> <td><95% and >=93%</td><td>2 % of Quarterly payment</td></tr> <tr> <td><93% and >=91%</td><td>3 % of Quarterly payment</td></tr> <tr> <td><91% and >=89%</td><td>4 % of Quarterly payment</td></tr> </table>	% of Transactions	Penalty	<95% and >=93%	2 % of Quarterly payment	<93% and >=91%	3 % of Quarterly payment	<91% and >=89%	4 % of Quarterly payment
% of Transactions	Penalty								
<95% and >=93%	2 % of Quarterly payment								
<93% and >=91%	3 % of Quarterly payment								
<91% and >=89%	4 % of Quarterly payment								

Service Level Description	Measurement								
Business Transaction Response time involving uploading of attachments (average size 2MB)	<ul style="list-style-type: none"> Response Time for all Transactions- 95% of business transactions within the limit of 5 seconds at Cloud LAN This service level will be monitored on a monthly basis. <ul style="list-style-type: none"> Severity of Violation: High <table> <tr> <th>% of Transactions</th><th>Penalty</th></tr> <tr> <td><95% and >=93%</td><td>2 % of Quarterly payment</td></tr> <tr> <td><93% and >=91%</td><td>3 % of Quarterly payment</td></tr> <tr> <td><91% and >=89%</td><td>4 % of Quarterly payment</td></tr> </table>	% of Transactions	Penalty	<95% and >=93%	2 % of Quarterly payment	<93% and >=91%	3 % of Quarterly payment	<91% and >=89%	4 % of Quarterly payment
% of Transactions	Penalty								
<95% and >=93%	2 % of Quarterly payment								
<93% and >=91%	3 % of Quarterly payment								
<91% and >=89%	4 % of Quarterly payment								

Service Level Description	Measurement						
Outcome of Audit of Application	<ul style="list-style-type: none">• SCRB, Pune rate the performance of SI on completion of audit as per pre-agreed parameters.<ul style="list-style-type: none">○ Satisfactory○ Requires Improvement○ Unsatisfactory						
	<ul style="list-style-type: none">• Severity of Violation: Medium						
	<table><tr><th>Outcome of Audit</th><th>Penalty</th></tr><tr><td>Requires Improvement</td><td>1 % of Quarterly payment</td></tr><tr><td>Unsatisfactory</td><td>2 % of Quarterly payment</td></tr></table>	Outcome of Audit	Penalty	Requires Improvement	1 % of Quarterly payment	Unsatisfactory	2 % of Quarterly payment
	Outcome of Audit	Penalty					
	Requires Improvement	1 % of Quarterly payment					
Unsatisfactory	2 % of Quarterly payment						

Service Level Description	Measurement								
Implementation of audit observations	<ul style="list-style-type: none">All audit observations to be closed within defined timelines as agreed between SCRB, CID Pune and SI								
	<ul style="list-style-type: none">Severity of Violation: Medium								
	<table><tr><th>Delay in implementation of Audit Observations</th><th>Penalty</th></tr><tr><td>>3 Days and <=10 Days</td><td>1 % of Quarterly payment</td></tr><tr><td>>10 Days and <=25 Days</td><td>2 % of Quarterly payment</td></tr><tr><td>>25 Days</td><td>3 % of Quarterly payment</td></tr></table>	Delay in implementation of Audit Observations	Penalty	>3 Days and <=10 Days	1 % of Quarterly payment	>10 Days and <=25 Days	2 % of Quarterly payment	>25 Days	3 % of Quarterly payment
	Delay in implementation of Audit Observations	Penalty							
	>3 Days and <=10 Days	1 % of Quarterly payment							
>10 Days and <=25 Days	2 % of Quarterly payment								
>25 Days	3 % of Quarterly payment								

Service Level Description	Measurement								
Integration with External Systems	<ul style="list-style-type: none">• All integrations with external systems to be completed within defined timelines as agreed between SCRB, Pune and SI								
	<ul style="list-style-type: none">• Severity of Violation: Medium								
	<table><tr><th>Delay in Implementation Timelines beyond agreed timeline</th><th>Penalty</th></tr><tr><td>>10 days <=21 Days</td><td>1 % of Quarterly payment</td></tr><tr><td>>21 Days and <35 Days</td><td>2 % of Quarterly payment</td></tr><tr><td>>=35 Days</td><td>3 % of Quarterly payment</td></tr></table>	Delay in Implementation Timelines beyond agreed timeline	Penalty	>10 days <=21 Days	1 % of Quarterly payment	>21 Days and <35 Days	2 % of Quarterly payment	>=35 Days	3 % of Quarterly payment
	Delay in Implementation Timelines beyond agreed timeline	Penalty							
	>10 days <=21 Days	1 % of Quarterly payment							
>21 Days and <35 Days	2 % of Quarterly payment								
>=35 Days	3 % of Quarterly payment								

12.3.2 Penalty for Issue Response & Resolution

- SI should provide continuous support throughout the contract period. Outage shall be as calculated as a time elapsed between logging the call and closing the call during “Service Window”. The penalty shall be calculated on per call basis. The SI will have to submit monthly call reports (Closed/ Open).
- The mutually agreed closed tickets (calls) need to be signed by both parties. In case, the in-charge at client does not sign the call closed report within 7 days, the same will be marked as automatically closed.
- The list of module / functionality along with their criticality will be decided by the client at the time of implementation. In exceptional circumstances, the criticality of incident shall be decided by the client and shall be based on below mentioned guidelines. Additional guidelines may be issued by client at the time of project implementation from time-to-time for defining the criticality of issues.
 - **Level 1 Calls.** The entire solution is not available for normal usage, or multiple modules / functions are not available for normal usage, or any modules / functionality as deemed as highly critical by the client. This shall be finalized in discussion with the SCRB and SCRB’s appointed agency during project implementation Phase.
 - **Level 2 Calls.** Non-Critical modules / functionalities not available impacting critical business functions having major impact on daily operations. This shall be finalized in discussion with the SCRB and SCRB’s appointed agency during the project implementation Phase.
 - **Level 3 Calls.** Loss of business functionality for up to 25 users impacting day to day operations or minor functionality down impacting less than/up to 25 users. This shall be finalized in discussion with the SCRB and SCRB’s appointed agency during the project implementation Phase.
- This service level will be monitored on a monthly basis. The below tables give details on the Service Levels the SI should maintain

Service Level Description	Measurement									
Technical Helpdesk Performance	<ul style="list-style-type: none">• 100% of the Level 1 calls shall be resolved within 4 working hours from call received / logged whichever is earlier.• This service level will be monitored on a monthly basis.									
	Severity of Violation: High									
	<table><tr><th>Performance over the monthly period</th><th>Penalty</th></tr><tr><td>> =4 Hours and <=6 Hours</td><td>1% of Quarterly payment</td></tr><tr><td>>6 Hours and <=8 Hours</td><td>3% of Quarterly payment</td></tr><tr><td>>8 Hours</td><td>5% of Quarterly payment</td></tr></table>		Performance over the monthly period	Penalty	> =4 Hours and <=6 Hours	1% of Quarterly payment	>6 Hours and <=8 Hours	3% of Quarterly payment	>8 Hours	5% of Quarterly payment
	Performance over the monthly period	Penalty								
	> =4 Hours and <=6 Hours	1% of Quarterly payment								
	>6 Hours and <=8 Hours	3% of Quarterly payment								
>8 Hours	5% of Quarterly payment									

Service Level Description	Measurement	
Technical Helpdesk Performance	<ul style="list-style-type: none">100% of the Level 2 calls shall be resolved within 8 working hours from call received / logged whichever is earlier.This service level will be monitored on a monthly basis.	
	Severity of Violation: Medium	
	Performance over the monthly periodPenalty	
	> =8 Hours and <=12 Hours	1% of Quarterly payment
	>12 Hours and <=24 Hours	3% of Quarterly payment
	>24 Hours	5% of Quarterly payment

Service Level Description	Measurement									
Technical Helpdesk Performance	<ul style="list-style-type: none">90% of the Level 3 calls shall be resolved within 24 working hours from call received / logged whichever is earlier.This service level will be monitored on a monthly basis.									
	Severity of Violation: Low									
	<table><tr><th>Performance over the monthly period</th><th>Penalty</th></tr><tr><td>> =24 Hours and <=36 Hours</td><td>1% of Quarterly payment</td></tr><tr><td>>36 Hours and <=72 Hours</td><td>2% of Quarterly payment</td></tr><tr><td>>72 Hours</td><td>3% of Quarterly payment</td></tr></table>		Performance over the monthly period	Penalty	> =24 Hours and <=36 Hours	1% of Quarterly payment	>36 Hours and <=72 Hours	2% of Quarterly payment	>72 Hours	3% of Quarterly payment
	Performance over the monthly period	Penalty								
	> =24 Hours and <=36 Hours	1% of Quarterly payment								
>36 Hours and <=72 Hours	2% of Quarterly payment									
>72 Hours	3% of Quarterly payment									

13. Formats for Pre-Qualification Bid

13.1 PQ Form 1 - Supporting Information for Pre-Qualification Conditions

The Bidder is required to fill relevant information in the format given below. The pre-qualification bid must contain documentary evidence and supporting information to enable purchaser to evaluate the eligibility of the Bidder without ambiguity.

#	Criteria	Pre-qualification Criteria description	List of Supporting Document Submitted	Compliance (Yes / No)	Reference in Response to Pre-Qualification Bid Submission (Section # and Page #)
1.	Tender Fee				
2.	EMD				
3.	PQ 1				
4.	PQ 2				
5.	...				
6.	...				

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Company Seal :

Business Address :

13.2 PQ Form 2- Certificate of Conformity/ No Deviation

<<To be submitted on the Company Letter head of the Bidder>>

Date:

To,

The Director General of Police,
3rd Floor, DG Office, Fort,
Mumbai, Maharashtra 400001

1. This is to certify that, the specifications of Software which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum specifications of the bidding document and that there are no deviations of any kind from the requirement specifications.
2. Also, I/ we have thoroughly read the tender and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document without any deviations.
3. I/ We also certify that the price I/ We have quoted is inclusive of all the cost factors (including taxes) involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the bidding Document.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Company Seal :

Business Address :

13.3 PQ Form 3- Auditor's Certificate for Turnover of Bidder

<<To be submitted by the Bidder On the letterhead of the Chartered Accountant >>

<<To be submitted along with Audited Financial Statements>>

Date: DD/MM/YYYY

To,

The Director General of Police,
3rd Floor, DG Office, Fort,
Mumbai, Maharashtra 400001

Subject: "Request for Proposal for Selection of SI for Design, Development, Testing, Deployment and Maintenance of CCTNS 2.0 along with O&M for CCTNS 1.0 System for DGP Office, Government of Maharashtra.

Dear Sir,

We have examined the books of accounts and other relevant records of <<Bidder >> along with registered address as << address >>. Based on such examination and according to the information and explanation given to us, and to the best of our knowledge & belief, we hereby certify that the annual turnover and the net-worth for the three audited financial years was as per details given below:

Information from Balance Sheets (in Indian Rupees)			
	FY < >	FY < >	FY < >
Overall Annual Turnover			
Annual Turnover from IT / ITES services on account of Software Development, Implementation and Maintenance only			
Net worth as on Last audited FY	-	-	

I further certify that I am competent officer in my company to make this declaration.

Yours sincerely,(Signature of the Chartered Accountant)

Name :

Designation :

Membership Number :

Date :

Company Seal :

Business Address :

13.4 PQ Form 4- Details of Experience of Bidder in Various Projects

Bidder to submit the Project Experience Summary along with detailed project information.

Project Experience Summary for Pre-Qualification 4 & 5

We hereby certify that the following projects qualify the conditions mentioned in the Pre-Qualification criteria 4 and 5.

#	Project Name	Name of Client	Project Value (Total)	Project value for Similar activities (as mentioned in definitions section)	Govt project in Homeland Security or policing (Yes/No)	Work order/Contract copy (Yes/No)	Project completed/operational as on date (Yes/No)	Completion/G o-live certificate (Yes/No)	Compliance to Pre-Qualification Criteria (Yes/No)

As per the format below, the bidder should provide information for each project on similar assignments required for pre-qualification and technical evaluation criteria.

Credential for < Pre-qualification Criteria No. xx>		
Sr. No.	Name of the Organization - <<Name of the Bidder that have executed / executing the project>>	
Parameter	Details	
General Information		
1.	Customer Name	
2.	Name of the contact person and contact details for the client of the assignment	
3.	Whether client visit can be organized	(YES / NO)
Project Details		
4.	Project Title	
5.	Start Date and End Date	
6.	Government/Private/PSU/Others please specify	

Credential for < Pre-qualification Criteria No. xx>			
Sr. No.	Name of the Organization - <<Name of the Bidder that have executed / executing the project>>		
Parameter	Details		
7.	Geographical Coverage (No. of locations the project covers)		
8.	Date of Go-Live		
9.	Total Cost of the project		
10.	Current Status (Live / completed / on-going / terminated / suspended)		
11.	No of staff provided by your company		
12.	Please indicate the current or the latest AMC period with the client (<i>From Month –Year to Month-Year</i>)		
13.	Please indicate whether the client is currently using the implemented solution		
14.	Whether Go-live completion has been achieved for at least 90% of the components in the scope of the concerned contract	Yes / No	
Size of the project			
15.	Order Value of the project (in lakhs)		
16.	Capital Expenditure involved (in lakhs)		
17.	Cost of services provided by the bidder (in Lakhs)		
18.	Cost of services provided by the partners if involved (in Lakhs)		
19.	Number of total users and concurrent users of the solution at the client location(s):	Total users	
		Concurrent users	
20.	Training responsibilities of Bidder		

Credential for < Pre-qualification Criteria No. xx>		
Sr. No.	Name of the Organization - <<Name of the Bidder that have executed / executing the project>>	
	Parameter	Details
21.	Any other information to be shared with DGP Office, Government of Maharashtra	
Narrative Description of the Project:		
Detailed Description of actual services provided by Bidder:		
Documentary Proof:		
List of modules and sub-modules implemented		

Certification: I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe the Projects implemented by our Company.

Signature of Authorized Signatory (with official seal)

Name :
 Designation :
 Address :
 Telephone & Fax :
 E-mail Address :

13.5 PQ Form 5 - Bidder Details

<<To be printed on Bidder's Letterhead and signed by Authorized Signatory>>

Date: DD/MM/YYYY

To,

The Director General of Police,
3rd Floor, DG Office, Fort,
Mumbai, Maharashtra 400001

Subject: Bidder Details

Please find below details of bidder for participation in **“Request for Proposal for Selection of System Integrator (SI) for Design, Development, Testing, Deployment and Maintenance of CCTNS 2.0 along with O&M for CCTNS 1.0 system for DGP Office, Government of Maharashtra**

#	Particulars	
1.	Name of the Organization	
2.	Type of Organization (Pvt. Ltd./Public Limited/LLP)	
3.	Country of Registered Office	
4.	Address of Registered Office	
5.	Date of Registration	
6.	Details of any Global Certifications (ISO/ITIL/CMMi etc.)	
7.	GST Number	
8.	PAN/Equivalent	
9.	Address of Registered Office in India	
10.	No. of Years of Operation in India	
11.	Authorized Signatory Name	
12.	Authorized Signatory Designation	
13.	Authorized Signatory Contact Details	

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Company Seal :

Business Address :

13.6 PQ Form 6 - Non – Blacklisting Declaration

(To be submitted on the Letterhead of the responding firm)

{Date}

To

The Director General of Police,
3rd Floor, DG Office, Fort,
Mumbai, Maharashtra 400001

Subject: Declaration for not being under an ineligibility for corrupt or fraudulent practices or blacklisted/debarred with any of the Government or Public Sector Units

Dear Sir,

In response to the tender No. _____ Dated _____ for “< _____ >”, I/ We hereby declare that our Company/ Firm _____ is not currently blacklisted at the time of submission of RFP by Central Government/ Maharashtra State Government. If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/our security may be forfeited in full and the bid may be dis-qualified.

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Company Seal :

Business Address

13.7 PQ Form 7 - Format for Power of Attorney to Authorize Signatory

POWER OF ATTORNEY

[To be executed on non-judicial stamp paper of the appropriate value in accordance with relevant Stamp Act. The stamp paper to be in the name of the company who is issuing the power of attorney.]

We, M/s._____ (name of the firm or company with address of the registered office) hereby constitute, appoint and authorise Mr. or Ms._____ (Name and residential address) who is presently employed with us and holding the position of _____, as our Attorney to do in our name and our behalf all or any of the acts, deeds or things necessary or incidental to our RFP for the Project _____ (name of the Project), including signing and submission of the RFP response, participating in the meetings, responding to queries, submission of information or documents and generally to represent us in all the dealings with Client or any other Government Agency or any person, in connection with the works until culmination of the process of bidding till the Project Agreement is entered into with _____ (Client) and thereafter till the expiry of the Project Agreement.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this power of attorney and that all acts, deeds, and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

Dated this the _____ day of _____ 20--

(Signature and Name of authorized signatory)

(Signature and Name in block letters of all the remaining partners of the firm Signatory for the Company)

Seal of firm Company

Witness 1:

Witness 2:

Notes:

- a. To be executed by all the members individually.*
- b. The Mode of execution of the power of attorney should be in accordance with the procedure, if any laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*

13.8 PQ Form 8 - Undertaking for Full-time Professionals working with Bidder as Technical Manpower in Govt. ICT Sector

<<To be printed on Company's Letterhead and signed by Authorized Signatory>>

Date: DD/MM/YYYY

To

The Director General of Police,
3rd Floor, DG Office, Fort,
Mumbai, Maharashtra 400001

Subject: Undertaking for Technically Qualified Full-time Professionals on Company's Payroll

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document for “**Request for Proposal for Selection of System Integrator (SI) for Design, Development, Testing, Deployment and Maintenance of CCTNS 2.0 along with O&M for CCTNS 1.0 system for DGP Office, Government of Maharashtra**”.

I hereby declare that my company <company's name> has <number > full time ICT / Technical Experts (Business Analysts, Programmers, Testers) working on its payroll in the areas of software development, networking systems, cloud server experts, integration, IT infrastructure maintenance in India. in Government Sector (as the criteria may be against which being submitted) as on the date of bid submission.

I further certify that I am competent officer in my company to make this declaration.

Yours sincerely,

Signature of Authorized Signatory (with official seal)

Name :
Designation :
Address :
Telephone & Fax :
E-mail Address :

14. Formats for Technical Bid

14.1 Tech Form 1 - Bid Covering Letter

To

Date:

The Director General of Police,
3rd Floor, DG Office, Fort,
Mumbai, Maharashtra 400001

Subject: Request for Proposal for Selection of System Integrator (SI) for Design, Development, Testing, Deployment and Maintenance of CCTNS 2.0 along with O&M for CCTNS 1.0 system for DGP Office, Government of Maharashtra

Reference: RFP No. <<.....>> dated <<.....>>

Dear Sir,

We hereby declare that:

1. We hereby request to be qualified with the DGP Office, Government of Maharashtra as a bidder for <Project Title> against Tender No. <>. I / We declare that all the services shall be performed strictly in accordance with the tender documents, and we agree to all the terms and conditions in the tender.
2. I / We confirm that I / we am / are withdrawing all the deviations, counter clauses, proposed modifications in the Scope of work, Terms and Conditions, Functional Requirement Specifications and Technical Specifications which may have been mentioned in our proposal.
3. We authorize DGP Office, Government of Maharashtra or its authorized representatives to conduct any investigations to verify the statements, documents and information submitted and to clarify the financial and technical aspects of this application. For this purpose, we hereby authorize (any public official, engineer, bank, depository, manufacturer, distributor, etc.) or any other person or firm to furnish pertinent information deemed necessary and requested by DGP Office, Government of Maharashtra to verify statements and information provided in this application or regarding our competence and standing.
4. The names and positions of persons who may be contacted for further information, if required, are as follows:
Name: _____
Designation: _____
Telephone: _____
E-mail id: _____
5. We declare that the statements made, and the information provided in the duly completed application to best of our knowledge, are complete, true, and correct in every detail. On verification at any time in the future if it is found that information furnished with this

- application and statements made therein are not true, incomplete, or incorrect, we hereby authorize DGP Office, Government of Maharashtra to reject our application.
6. We confirm having submitted the information as required by you in Qualification Criteria. In case you require any other further information / documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.
 7. We undertake, if our proposal is accepted, to provide all the services related to the subject put forward in the bid document or such features as may subsequently be mutually agreed between us and DGP Office, Government of Maharashtra or its appointed representatives.
 8. We agree for unconditional acceptance of all the terms and conditions set out in the bid document and also agree to abide by this bid response for a period of 180 days from the date fixed for bid opening and it shall remain binding upon us with full force and virtue. Till a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and DGP Office, Government of Maharashtra.
 9. We hereby declare that in case the contract is awarded to us, we will submit Performance Bank Guarantee equivalent to 3% of total contract value as quoted in the commercial bid in the form prescribed in the tender.
 10. I/We understand that DGP Office, Government of Maharashtra reserves the right to reject any application without assigning any reason thereof.
 11. I/We hereby undertake that I/We have not made any payment or illegal gratification to any person/authority connected with the bid process to influence the bid process and have not committed any offence under the PC Act in connection with the bid.
 12. All the prices mentioned in our Tender are in accordance with the terms as specified in the tender documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of opening of the Bid.
 13. We hereby confirm that our prices include all taxes except GST. All the taxes are quoted separately under relevant sections.
 14. We understand that the actual tax payments would be made as per the existing tax rates during the time of payment.
 15. We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.
 16. I/We do hereby confirm to deliver the latest versions of the software and hardware as available on the date of delivery on mutually agreed terms, that addresses the requirements of DGP Office, Government of Maharashtra, pursuant to the Request for Proposal (tender) document relating to providing of the Smart Governance Solution and associated software components, Implementation, training and maintenance services, Information Technology Infrastructure and System Integration services to DGP Office, Government of Maharashtra at the same cost committed in the commercial proposal.
 17. We shall size the hardware, all other equipment and software based on information provided by DGP Office, Government of Maharashtra in its tender document, past experience of similar implementations, best practices followed elsewhere and in accordance with the expected tender and Service Level requirements and assure DGP Office, Government of

Maharashtra that the required sizing shall be accounted in the commercial bid. However, if the sizing of any of the proposed solutions is found to be inadequate in meeting the tender and the Service Level requirements given by DGP Office, Government of Maharashtra, then we will upgrade the proposed solution without any additional cost to DGP Office, Government of Maharashtra.

18. We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.
19. In case you require any other further information/documentary proof before/during evaluation of our Tender, we agree to furnish the same in time to your satisfaction.
20. We declare that our Bid Price is for the entire scope of the work as specified in the tender document. These prices are indicated in Commercial Bid submitted as part of the requirements of Tender.
21. I/We do hereby undertake that commercial proposal submitted by us is inclusive of all the items in the technical proposal and is inclusive of all the clarification provided/may be provided by us on the technical proposal during the evaluation of the technical offer. We understand and agree that our commercial proposal is firm and final and shall any clarifications sought by you and provided by us would not have any impact on the commercial proposal submitted by us.
22. Our commercial proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.
23. We understand you are not bound to accept any Proposal you receive.
24. We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.
25. I/We shall disclose any payments made or proposed to be made to any intermediaries (agents, etc.) in connection with the bid.
26. It is hereby confirmed that I/We are entitled to act on behalf of our company/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.
27. We declare that we have read the Tender document, all related clarifications and corrigendum.

In case of any clarifications please contact _____ email at _____

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Company Seal :

Business Address :

14.2 Tech From 2- CVs of the Manpower Proposed

To

Date:

The Director General of Police,
3rd Floor, DG Office, Fort,
Mumbai, Maharashtra 400001

Subject: Request for Proposal for Selection of System Integrator (SI) for Design, Development, Testing, Deployment and Maintenance of CCTNS 2.0 along with O&M for CCTNS 1.0 system for DGP Office, Government of Maharashtra

Reference: RFP No. <<.....>> dated <<.....>>

Dear Sir,

We hereby declare that:

The Manpower proposed by us as a part of technical bid is as per evaluation criteria mentioned in the RFP and all resources are employed on our payroll. The same team will be immediately deployed on the project as requested by the department.

Proposed Manpower Summary

#	Resource Details as per evaluation criteria	Compliance as per mentioned criteria In Technical Evaluation Parameters. (Yes/No)
C1	Project Manager	
C1.1	Name of Resource:	
C1.2	Graduation (Minimum B.E/B.Tech/MCA) :	
C1.3	Post Graduation (Minimum M.Tech/MBA) :	
C1.4	No. of years of relevant experience (Minimum 10 Years) :	
C1.5	No. of project where the resource has experience of end to end implementation of similar project on advanced & updated technology stack: (as mentioned in definition section):	
C1.6	No. of projects in e-Governance domain:	
C1.7	No. of project with Govt. of Maharashtra:	
C1.8	Certifications:	
C2	Solution Architect	
C2.1	Name of Resource:	
C2.2	Graduation (Minimum B.E/B.Tech/MCA) :	
C2.3	Post Graduation (Minimum M.Tech/MBA) :	
C2.4	No. of years of relevant experience (Minimum 8 Years) :	

#	Resource Details as per evaluation criteria	Compliance as per mentioned criteria In Technical Evaluation Parameters. (Yes/No)
C2.5	No. of project where the resource has experience as solution architect on project of similar nature: (as mentioned in definition section):	
C2.6	Experience of implementation of cloud data lake, CDN, serverless computing, AI/ML, BI application (Yes/No)	
C2.7	Certifications:	
C3	Business Analyst/ Functional Consultant	
C3.1	Name of Resource:	
C3.2	Graduation (Minimum B.E/B.Tech/MCA) :	
C3.3	Post Graduation (Minimum M.Tech/MBA) :	
C3.4	No. of years of relevant experience (Minimum 8 Years) :	
C3.5	No. of project where the resource has experience of business analysis on project of similar nature: (as mentioned in definition section):	
C3.6	No. of projects in e-Governance domain:	
C3.7	Certifications:	
C4	Application Development Lead	
C4.1	Name of Resource:	
C4.2	Graduation (Minimum B.E/B.Tech/MCA) :	
C4.3	Post Graduation (Minimum M.Tech/MBA) :	
C4.4	No. of years of relevant experience (Minimum 8 Years) :	
C4.5	No. of project where the resource has experience of application development lead of similar project: (as mentioned in definition section):	
C4.6	Certifications:	
C5	Project Manager (Operations and Management Support for CCTNS 1.0)	
C5.1	Name of Resource:	
C5.2	Graduation (Minimum B.E/B.Tech/MCA) :	
C5.3	Post Graduation (Minimum M.Tech/MBA) :	
C5.4	No. of years of relevant experience (Minimum 8 Years) :	
C5.5	No. of project where the resource has experience of end to end O&M of similar project: (as mentioned in definition section):	
C5.6	No. of projects in e-Governance domain:	
C5.7	No. of project with Govt. of Maharashtra:	
C5.8	Certifications:	
C6	Data Migration Expert	
C6.1	Name of Resource:	
C6.2	Graduation (Minimum B.E/B.Tech/MCA) :	
C6.3	Post Graduation (Minimum M.Tech/MBA) :	
C6.4	No. of years of relevant experience (Minimum 5 Years) :	

#	Resource Details as per evaluation criteria	Compliance as per mentioned criteria In Technical Evaluation Parameters. (Yes/No)
C6.5	No. of project where the resource has experience of data migration of similar project: (as mentioned in definition section):	
C6.6	No. of projects in eGovernance domain data migration activity:	
C6.7	Certifications:	
C7	Testing Lead	
C7.1	Name of Resource:	
C7.2	Graduation (Minimum B.E/B.Tech/MCA) :	
C7.3	Post Graduation (Minimum M.Tech/MBA) :	
C7.4	No. of years of relevant experience (Minimum 5 Years) :	
C7.5	Certifications:	

Annexures: Detailed CV of all the Proposed Resources.

In case of any clarifications please contact _____ email at _____

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Company Seal :

Business Address :

<<CV of the proposed Manpower to be submitted in the following format>>

1	Name of the Staff				
2	Current Designation in the Organization				
3	Proposed Role in the Project				
4	Proposed Responsibilities in the Project				
5	Date of Birth				
6	Education	<div> <div></div> <div><Degree>/<Diploma>, <Centre/University>, <Year of Passing></div> </div>			
7	Key Training and Certifications				
8	Language Proficiency	Language	Reading	Writing	Speaking
9	Employment Record (For the Total Relevant Experience)	From / To:	Employer	Position Held	
1	Total No. of Years of Work Experience				
1	Total No. of Years of Experience for the Role Proposed				
1	Highlights of relevant assignments handled and significant accomplishments	Use following format for each project			
		Name of Assignment/Project:			
		Year:			
		Location:			
		Client:			
		Main Project Features:			
		Positions Held:			
		Activities Performed:			

14.3 Tech Form 3 - Technical Solution

The Bidder is required to describe the proposed Technical Solution in this section. The Technical Solution would be evaluated on the following broad parameters. (DGP Office, Government of Maharashtra reserves the rights to add, delete, or modify these parameters at any time during the Tender process, without assigning any reasons whatsoever and without being required to intimate the Bidders of any such change)

- Clear articulation and description of the design and technical solution and various components
- Extent of compliance to functional and technical requirements specified in the scope of work and in accordance with leading practices.
- Technical Design and clear articulation of benefits to Maharashtra Police of various components of the solution vis-à-vis other options available.

The Bidder should provide **detailed design** for the following (listing all assumptions – if any, that have been considered in a separately marked section):

- Solution details including proposed solution, the proposed modules or components of proposed solution, any other solution component required to meet DGP Office's functional and technical requirements
- By means of diagrammatic / pictorial representations, the Bidder should provide complete details of the hardware and software architecture of the proposed solution.
- Details of any third-party solution, their description and purpose (if proposed).
- Capabilities of the proposed solution to address the functional requirements
- Details and calculations where possible on the estimates made on sizing the IT infrastructure (servers, storage, network components)
- Technical coverage of solutions (Servers, Database, Test environment etc.) including proposed IT landscape. Bidder should mention any specific requirements related to their solution (Network bandwidth, security components etc.)
- Bill of Material for proposed solution
- Application Security Architecture
- Disaster Recovery details and approach
- Data Migration approach
- Testing approach

14.4 Tech Form 4 - Approach & Methodology

1. The Bidder should cover details of the methodology proposed to be adopted for planning and implementation of solutions and infrastructure relating to establishment of the proposed solution.
2. The bidder shall cover the details for best practices from imparting similar kind of training for users in an organization similar to the purchaser based on bidder's prior implementation experience in the same
3. Detailed Methodology and approach provided for training of the different stakeholders within DGP Office, Government of Maharashtra
4. Best practices from undertaking Change Management for users in an organization similar to DGP Office, Government of Maharashtra and police department of Government of Maharashtra based on bidder's prior implementation experience in the same.
5. Detailed Training Plan indicating the number of training sessions, batch sizes and number of batches with respect to all the stakeholders, and all different kinds of training vis-à-vis the requirements in the tender.
6. The Bidder may give suggestions on improvement of the scope of work given and may mention the details of any add on services related to this project over and above what is laid down in the tender document. List of deliverables should also be identified and explained.
7. The Bidder shall describe the knowledgebase, best practices and tools that will be used by the project team for the execution of scope of work activities based on bidder's prior implementation experience in the same
8. The Bidder should cover details of the methodology proposed to be adopted for operations and maintenance related the proposed solution.
9. The Bidder should provide details about of the Helpdesk and handholding staff available for the purpose of resolution of issues pertaining to the conditions at the proposed solution.
10. Project Methodology should contain but not limited to following
 - a. Overall implementation methodology (Objective of phases, deliverables at each phase, etc.)
 - b. Methodology for performing business design
 - c. Methodology for quality control and testing of configured system
 - d. Methodology of internal acceptance and review mechanism for deliverables by the bidder.
 - e. Proposed Acceptance criteria for deliverables
 - f. Methodology and approach along with proposed tools and processes which will be followed by the bidder during project implementation
 - g. Change Management and Training Plan
 - h. Risk and Quality management plan
11. Additional information directly relevant to the scope of services provided in the Volume II of the tender may be submitted to accompany the proposal.

12. Overview of support methodology offered in Warranty, AMC/ATS and Support & Maintenance phase
13. Detailed bill of services offered for Warranty, AMC/ATS and Support and Maintenance services
14. Detailed support model for services under support and Maintenance

14.5 Tech Form 5 - Project Plan & Deployment of Personnel

Bidder should propose comprehensive project plan for implementation, meeting tender requirements. (Bidder may propose a timeline equal to or lesser than that of mentioned in the tender). Bidder should articulate how proposed approach and methodology, proposed project plan, proposed teams, Subject Matter Expertise, and specific capabilities deployed shall meet the requirements of DGP Office, Government of Maharashtra or its Nominated agencies / Partners (As specified in Volume I and Volume II)

S. No	Item of Activity	Week-Wise Program					
		M1	M2	M3	M4	M5
1	Activity 1						
1.1	Sub-Activity 1						
1.2	Sub-Activity 2						
2	Activity 2						
	..						
3	Activity 3						
3.1	Sub-Activity 1						
3.2	Sub- Activity 2						

- Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Bidder approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- Duration of activities shall be indicated in the form of a bar chart.

Note: The above activity chart is just for the purpose of illustration. Bidders are requested to provide detailed activity & phase wise timelines for executing the project with details of deliverables & milestones as per their proposal.

14.6 Tech Form 6 - Format of Deployment of Personnel

- The Bidder should provide a detailed resource deployment plan in place to ensure that technically qualified staff is available to deliver the project.
- The Bidder should provide the summary table of details of the manpower that will be deployed on this project along with detailed CVs of key personnel
- Bidder should mention proposed Governance structure including designation of representatives in the Governance structure for the project
- Bidder should provide escalation matrix and interaction frequency with DGP Office, Government of Maharashtra its nominated agencies and its stakeholders
- Resource mobilization and deployment plan as per project plan shared
- Roles and Responsibility of deployed team members
- Bidders can propose any additional role and profile as per their experience in same format
- Replacement mechanism to bring new team members due to attrition or reasons beyond the control of successful bidder

#	Name of Staff	Education Qualification and Designation	Area of Expertise	Deployment Period (In Months)						Total Man-Months Proposed	Full Time/ Part Time
				M1	M2	M3	M4	M5	n		
1											
2											
...											

14.7 Tech Form 7 - Unpriced Bill of Material

The Bidder should provide the proposed Bill of Material (BoM) along with the technical proposal. Use the Commercial Bid format, **without price information**, for the same. Please note that any price information, submitted in the technical bid, may make the bid liable for dis-qualification.

Provide details of the make/brand and model against each line item, wherever applicable. The Bidder may add any additional line item that may be required to fulfil the tender and project requirements in totality.

14.8 Tech Form 8- Format for undertaking to comply with requirement specifications

<On the company letterhead>

To,

The Director General of Police,
3rd Floor, DG Office, Fort,
Mumbai, Maharashtra 400001

Subject- Request for Proposal for Selection of System Integrator (SI) for Design, Development, Testing, Deployment and Maintenance of CCTNS 2.0 along with O&M for CCTNS 1.0 system for DGP Office, Government of Maharashtra

Dear Sir,

In response to the RFP No. _____ dated _____ on behalf of M/s _____, I/ We hereby declare that our proposed solution confirms all the **functional and operational requirements** as specified in this RFP. If any module/sub module does not meet the RFP requirements, we will customize it to meet RFP requirements without any additional financial implications to DGP Office, Government of Maharashtra

Further, I/we do hereby undertake that any custom development carried out for the proposed solution should come along with the necessary source code. If DGP Office, Government of Maharashtra wants to use such custom developed product for further development of their application on top of the product, it would be able to use the proposed software for such a development work.

We also confirm to provide any additional functionalities/features not specifically mentioned in RFP but mutually agreed during System Study/Design stage

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Company Seal :

Business Address :

15. Formats for Financial bid

15.1 Financial Bid Covering Letter

Date:

To

The Director General of Police,
3rd Floor, DG Office, Fort,
Mumbai, Maharashtra 400001

Subject: Submission of the Financial bid for <“Name of the Bid”>

Dear Sir,

1. Price and Validity

All the prices mentioned in our proposal are in accordance with the terms as specified in the Tender documents. All the prices and other terms and conditions of this proposal are valid for a period of 120 calendar days from the date of submission of the Proposal.

2. Taxes

We hereby confirm that our proposal prices include all the taxes (excluding GST), existing as on the date of submission. Applicable GST, which is not included in our prices, shall be levied at the time of invoicing for the respective payment milestone.

3. Tender Pricing

We further confirm that the prices stated in our proposal are in accordance with all requirements, instruction, terms and conditions and procedures included in RFP documents.

4. Qualifying Data

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Bid, we agree to furnish the same in time to your satisfaction.

5. Proposal Price

We declare that our proposal Price is for the entire scope of the work as specified in the Tender documents. The price quoted will remain firm during the contract period.

6. We hereby declare that our Proposal is made in good faith, without collusion or fraud and the information contained in the Proposal is true and correct to the best of our knowledge and belief.
7. We understand that our Proposal is binding on us during the validity period or the extensions thereof and that you are not bound to accept a Proposal you receive.
8. We confirm that no deviations are attached here with this commercial offer.

Yours sincerely,

(Authorised Signatory)

Name:

Designation:

Company Seal & Address

15.2 General Instructions

1. Bidder should provide all prices as per the prescribed format under this Annexure.
2. All the prices are to be entered in Indian Rupees ONLY
3. Prices indicated in the schedules shall be exclusive of all other taxes, Levies, duties etc. except GST. The prices should also specify be six-year support cost as per provided formats.
4. DGP Office, Government of Maharashtra reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
5. DGP Office, Government of Maharashtra shall take into account all Taxes, Duties & Levies for the purpose of Evaluation
6. The Bidder needs to account for all Out-of-Pocket expenses due to Boarding, Lodging and other related items.
7. Quantities mentioned in the commercial formats are indicative in number. DGP Office, Government of Maharashtra may or may not procure above components. DGP Office, Government of Maharashtra has the rights to delete any of the components/items before final implementation. In addition, DGP Office, Government of Maharashtra reserves the right to remove any of the line components (as per BOQ provided).
8. The Unit Rate as mentioned in the following formats may be used for the purpose of 'Change Order' for respective items, if any. However, based on the market trends, DGP Office, Government of Maharashtra retains the right to negotiate this rate for future requirement. Bidder shall ensure that the future products supplied are of latest specifications as per the OEM roadmap.
9. For the purpose of evaluation of Commercial Bids, DGP Office, Government of Maharashtra shall make appropriate assumptions to arrive at a common bid price for all the Bidders. This however shall have no co-relation with the Contract value or actual payment to be made to the Bidder.
10. Bidder should refer to the RFP for details on the functional requirements of the system and the benchmark specifications for the items mentioned in the Commercial formats.
11. Line items mentioned in the Commercial Formats are for representation purpose and bidder may propose alternate technology / solution (with proper justification). Bidders are required to suitably add line items / merge the cost components depending upon their proposed solution.
12. Bidder shall reduce the SMS rates if the prevailing rate as per TRAI, are decreased during the contract period (reduction in bandwidth rate shall be in proportion to the TRAI rate reductions).

15.3 Financial Bid Format

15.3.1 Summary of all Cost Components²

Sr. No.	Item	Ref. Schedule	Total Amount (INR) (Including all taxes, levies, etc. except GST)
CAPITAL COST			
1.	Software Application Development & Implementation Cost	A	
2.	Other Implementation Cost	B	
3.	Capacity Building & Training Cost	C	
4.	Data Centre Infrastructure Cost (Cloud Environment)	D	
(I) Implementation Period - TOTAL CAPEX Cost (A+B+C+D)			
OPERATIONAL COST FOR 6 YEARS			
6.	Software Annual Maintenance Costs	E	
7.	Other Maintenance Cost	F	
8.	Helpdesk Support Cost	G	
9.	Refresher Training Cost	H	
10.	Cloud DC-DR Cost for Maintenance Phase	I	
11.	Manpower Cost During O&M	J	
12.	Man-Month Rates for Change Requests	K	
(II) Post Implementation Period - TOTAL OPEX for 6 Years (E+F+G+H+I+J+K)			

² Annual Maintenance / Support Costs of all Components shall be quoted in Column B and individual split of the same in the columns before that. Only CAPEX costs which shall be incurred during Implementation Phase till Go-Live of the Project shall be Quoted in Column A.

Grand Total (I + II) (in figures)	
Grand Total in Words	

- The bidder(s) has to ensure that their financial proposal is structured in such a way that the costs against CAPEX quoted in the project do not exceed more than 55% of total costs of the project. In case the bidder quotes higher figures towards CAPEX, the same shall be restricted to 55% while making payments towards for CAPEX. Any value quoted towards CAPEX over and above 55% limit will be paid as part of OPEX for next five years along with quarterly payment for each quarter during the Operations and Maintenance Phase. Decision of DGP Office, Government of Maharashtra on the same shall be binding on the bidder.

15.3.2 Schedule A- Software Application Development & Implementation Cost

Sr.No.	Description	Development/ Customization/ Implementation Cost (INR)		Total Amount (INR) (Inclusive all taxes, duties, levies etc. except GST)
		Base Cost (A)	Taxes (Inclusive all taxes, duties, levies etc. except GST)	
1	Wave 1			
2	Wave 2			

**Upon request by department, bidder to submit detailed break-up of wave1 & wave 2*

15.3.3 Schedule B- Other Implementation Cost

#	Line Item	Qty. (A)	Unit Type (B)	Unit Rate (Including all Taxes, levies, etc. except GST) (C)	Total Amount (INR) (Including all taxes, levies, etc. except GST) (D= A*C)
1	Data Migration	1	Lump sum		
2	Integration Cost	Please specify	Please specify (Lumpsum/ Nos)		
3	SMS Gateway	Please specify	Please specify (Lumpsum/ Nos)		
4	Payment Gateway	Please specify	Please specify (Lumpsum/ Nos)		
5	Hosting Charges (Play Store & App Store)	Please specify	Please specify (Lumpsum/ Nos)		
6	Ticketing Tool Cost	1	Lumpsum		
7	Associated Components for any Software- Kindly Specify	Please specify	Please specify (Lumpsum/ Nos)		
8	<Any Other Cost>	Please specify	Please specify (Lumpsum/ Nos)		
9	<Any Other Cost>	Please specify	Please specify (Lumpsum/ Nos)		
	Total Cost for Schedule B:				

15.3.4 Schedule C- Capacity Building and Training Cost

#	Description	Unit Type	Qty. (A)	Unit Rate (INR) (Including all taxes, levies, etc. except GST) (B)	Total Amount (INR) (Including all taxes, levies, etc. except GST) (C=A*B)
1	Group- A	Nos.	Bidder to specify		
2	Group- B	Nos.	Bidder to specify		
3	Group- C	Nos.	Bidder to specify		
4	Special Group	Nos.	Bidder to specify		
Total Cost for Schedule C:					

**Ideal batch size should be 40-50*

**Cost of training material mentioned in Volume-II should be included in unit rate*

15.3.5 Schedule D- Data Centre and Disaster Recovery Infrastructure Cost (Cloud Environment)

Sr. No.	Unit Price for the component (Including all taxes, levies, etc. except taxes) (A)	Implementation		Total Amount (INR) (Including all taxes, levies, etc. except GST) (C=B*C)
		Unit (B)	Price (C)	
1.	Pack <>			
2.	Pack <>			

3.	Pack <>			
4.	Storage at Primary site			
5.	Additional Storage			
6.	Database License			
7.	Additional Resources <Please specify>			
8.	Additional Services <Please specify>			
	Total Cost for Schedule D:			

15.3.6 Schedule E: Software Annual Maintenance Costs

#	Description	Software Annual Maintenance Cost (Including all taxes, levies, etc. except GST)						Total Amount (INR) (Including all taxes, levies, etc. except GST) (F) F= A+B+C+D+E+F
		Year 1 (A)	Year 2 (B)	Year 3 (C)	Year 4 (D)	Year 5 (E)	Year 6 (F)	
1	Wave 1							
2	Wave 2							
3	Any Other Line Item							
		Total Cost for Schedule E:						

15.3.7 Schedule F: Other Maintenance Cost

#	Line Item	Qty. (A)	Unit Type (B)	Unit Rate (Including all Taxes, levies, etc. except GST) (C)	Total Amount (INR) (Including all taxes, levies, etc. except GST) (D= A*C)
1	Hosting Services (Play Store & App Store)	Please specify	Please specify (Lumpsum/ No. s)		
2	Associated Components for any Software- Kindly Specify	Please specify	Please specify (Lumpsum/ No. s)		

#	Line Item	Qty. (A)	Unit Type (B)	Unit Rate (Including all Taxes, levies, etc. except GST) (C)	Total Amount (INR) (Including all taxes, levies, etc. except GST) (D= A*C)
3	<Any Other Cost>	Please specify	Please specify (Lumpsum/ No. s)		
4	<Any Other Cost>	Please specify	Please specify (Lumpsum/ No. s)		
Total Cost for Schedule F:					

15.3.8 Schedule G: Help Desk Support Costs

#	Description	Nos. (A)	Man- Months (B)	Man- Months Rate (Including all taxes, levies, etc. except GST) (C)	Support Year 1 (D=A*B*C)	Support Year 2 (E= A*B*C)	Support Year 3 (F= A*B*C)	Support Year 4 (G= A*B*C)	Support Year 5 (H= A*B*C)	Support Year 6 (I= A*B*C)	Total Amount (INR) (Including all taxes, levies, etc. except GST) (F=D+E+F+G +H+I)
1	Manpower Cost (L1 Support)										
2	Manpower Cost (L1 Support)										

#	Description	Nos. (A)	Man- Months (B)	Man- Months Rate (Including all taxes, levies, etc. except GST) (C)	Support Year 1 (D=A*B*C)	Support Year 2 (E= A*B*C)	Support Year 3 (F= A*B*C)	Support Year 4 (G= A*B*C)	Support Year 5 (H= A*B*C)	Support Year 6 (I= A*B*C)	Total Amount (INR) (Including all taxes, levies, etc. except GST) (F=D+E+F+G +H+I)
		Total Cost for Schedule G:									

15.3.9 Schedule H: Refresher Training Cost

#	Description	Unit Type	Qty. (A)	Unit Rate (INR) (Including all taxes, levies, etc. except GST) (B)	Year 1 (C=A*B)	Year 2 (D=A*B)	Year 3 (E=A*B)	Year 4 (F=A*B)	Year 5 (G=A*B)	Year 5 (H=A*B)	Total Amount (INR) (Including all taxes, levies, etc. except GST) (H=C+D+E+F +G)
1	Group- I	Nos.	Bidder to specify								
2	Group- II	Nos.	Bidder to specify								

3	Special Group	Nos.	Bidder to specify								
		Total Cost for Schedule H:									

15.3.10 Schedule I: Cloud DC & DR Cost for Maintenance Phase

Sr. No.	Unit Price for the Components (Including all taxes, levies, etc. except GST) (A)	Year 1		Year 2		Year 3		Year 4		Year 5		Year 6		Total Amount (INR) (Including all taxes, levies, etc. except GST)
		Unit (D)	Price (E=D*A)	Unit (F)	Price (G=F*A)	Unit (H)	Price (I=H*A)	Unit (J)	Price (K=J*A)	Unit (L)	Price (M=L*A)	Unit (N)	Price (O=N*A)	
1	Pack ◇													
2	Pack ◇													
3	Pack ◇													
4	Storage at Primary site													
5	Additional Storage													
6	Database License													
7	Additional Resources													

	<Please specify>													
8	Additional Resources <Please specify>													
Total Cost of Schedule I														

15.3.11 Schedule J: Manpower Cost for Operation and Maintenance Phase

Sr. No.	Category	Nos. (A)	Man-Mont hs (B)	Man-Months Rate (Including all taxes, levies, etc. except GST) (C)	Year 1 $D=A*B*C$	Year 2 $E=A*B*C$	Year 3 $F=A*B*C$	Year 4 $G=A*B*C$	Year 5 $H=A*B*C$	Year 6 $I=A*B*C$	Total Amount (INR) (Including all taxes, levies, etc. except GST) $I=D+E+F+G+H+I$
1											
2											
		Total Cost for Schedule J:									

15.3.12 Schedule K: Man-Month Rates for Change Requests

The Man-day rates across the various role profiles required to execute the project has been sought for the purpose of change management/ change request during the contract period. Please note that the Man-Months estimation taken herewith is only for ensuring competitive prices. Payment shall be carried out during contractual period on actual basis. *

#	Category	Man-Months	Man-Month Rate (A)	Taxes in INR (Including all taxes, duties, levies except GST)	Total Cost
		A	B	C	D = C * (B + C)
1.	Senior Technical Manager	5			
2.	Project Manager	5			
3.	Solution Architect	5			
4.	Database Administrator	5			
5.	Domain Expert	5			
6.	Business Analyst	10			
7.	System Administrator	5			
8.	Infrastructure Specialist	5			
9.	IT Security Manager	5			
10.	Senior Software Developer	10			
11.	Database Specialist	5			
12.	Software Developer	20			
13.	Tester	10			
14.	QA Lead	5			
15.	Training Expert	5			
16.	Graphics Designer	5			
17.	Helpdesk Support	10			
	Total	-			

* Purchaser shall ensure that the additional scope executed through these rates shall not exceed 25% of cost of the total contract value.

15.3.13 Schedule L: CCTNS 1.0 Operation and Maintenance

Sr. No.	Category	Base Cost (A)	Taxes (Inclusive all taxes, duties, levies etc. except GST)	Total Amount (INR) (Inclusive all taxes, duties, levies etc. except GST)
1	Operation and Maintenance of CCTNS for 1 year			

16. Sample Forms

16.1 Form 1: Format for Performance Bank Guarantee

(To be submitted on Rs. 500/-(five hundred) non-judicial stamp paper)

Bank Guarantee No. _____ dated _____

The DGP Office,
1st Floor, Lion Gate, Fort,
Mumbai, Maharashtra 400001

Dear Sirs,

In consideration of **DGP Office, Government of Maharashtra**, having agreed to exempt, M/s _____ having its registered/principal office at _____ [hereinafter referred to as “**Supplier/Contractor**”

Note (i) which expression unless repugnant to the context and meaning thereof shall include its successors and assigns], from depositing with **DGP Office, Government of Maharashtra** a sum of Rs. _____ towards security / performance guarantee in lieu of the said “**Supplier/Contractor**” **Note (i)** having agreed to furnish an irrevocable bank guarantee for the said sum of Rs. _____ as required under the terms and conditions of Contract / Work Order / Purchase Order no. **Note (ii)** _____ dated _____ [hereinafter referred as the ‘**Order**’] placed by **DGP Office, Government of Maharashtra** on the said ‘**Supplier/Contractor**’, **Note (i)** we _____

[Hereinafter referred to as ‘**the Bank**’ which expression shall include its successors and assigns] do hereby undertake to pay **DGP Office, Government of Maharashtra** an amount not exceeding Rs. _____ [Rupees _____] on demand made by **DGP Office, Government of Maharashtra** on us due to a breach committed by the said “**Supplier/Contractor**” **Note (i)** of the terms and conditions of the **Order**.

1. We _____ **the Bank** hereby undertake to pay the amount under the guarantee without any demur merely on a demand received in writing from **DGP Office, Government of Maharashtra** stating that the “**Supplier/Contractor**” **Note (i)** has committed breach of the term(s) and/or condition(s) contained in the **Order** and/or failed to comply with the terms and conditions as stipulated in the **Order** or amendment(s) thereto. The demand made on **the Bank** by **DGP Office, Government of Maharashtra** shall be conclusive as to the breach of the term(s) and/or condition(s) of the **Order** and the amount due and payable by **the Bank** under this guarantee, notwithstanding any dispute or disputes raised by the said “**Supplier/Contractor**” **Note (i)** regarding the validity of such breach and we agree to pay the amount so demanded by **DGP Office, Government of Maharashtra** forthwith and without any demur. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____ [Rupees _____].

2. We, _____ the Bank further agree that this irrevocable guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Order and that it shall continue to be enforceable till all the dues of DGP Office, Government of Maharashtra under or by virtue of the said Order have been fully paid and its claim satisfied or discharged or till DGP Office, Government of Maharashtra certifies that the terms and conditions of the Order have been fully and properly carried out by the “Supplier/Contractor” Note (i) and accordingly discharge the guarantee.
3. We _____ the Bank, undertake to pay to DGP Office, Government of Maharashtra any money so demanded notwithstanding any dispute or disputes raised by the said “Supplier/Contractor” Note (i) in any suit or proceedings pending before any court or tribunal relating thereto as our liability under this present being absolute and unequivocal. The payment so made by us under this Guarantee shall be valid discharge of our liability for payment there under and they said “Supplier/Contractor” Note (i) shall have no claim against us for making such payment.
4. We _____ the Bank further agree that DGP Office, Government of Maharashtra shall have full liberty, without our consent and without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the Order or to extend time of performance by the said “Supplier/Contractor” Note (i) from time to time or to postpone, for any time or from time to time, any of the powers exercisable by the DGP Office, Government of Maharashtra against the said “Supplier/Contractor” Note (i) and to forbear or enforce any of the terms and conditions relating to the Order and shall not be relieved from our liability by reason of any such variation or extension being granted to the said “Supplier/Contractor” Note (i) or for any forbearance, act or omission on the part of DGP Office, Government of Maharashtra or any indulgence by DGP Office to the ‘Supplier/Contractor’ Note (i) or by any such matter or thing whatsoever which under the law relating to sureties would but for this provisions have effect of so relieving us.
5. In order to give full effect to this guarantee, DGP Office, Government of Maharashtra will be entitled to act as if the BANK were the principal debtor and the BANK hereby waives all rights of surety ship.
6. Our liability under this bank guarantee is restricted to Rs. _____ [Rupees _____] and shall remain in force up to _____ and thereafter till the expiry of the extended period, if any, (hereinafter Validity period) (the period should be additional six months from effective period of security/performance guarantee) Unless a demand is made under this guarantee on us in writing at any time from the date of issue of the guarantee till the expiry of the Validity period including additional period of six months over contractual/extended period, we shall be discharged from all liabilities under this guarantee thereafter.
7. The claim, if any, under this guarantee, shall be lodged at (address of BANK & Branch) _____.
8. This guarantee will not be discharged due to change in the constitution in the Bank or the said “Supplier/Contractor” Note (i) or the provision of the contract between “Supplier/Contractor” Note (i) and DGP Office, Government of Maharashtra.
9. The BANK hereby agrees that the Courts in Mumbai shall have exclusive jurisdiction in any matter of dispute between DGP Office, Government of Maharashtra and the Bank and the

Bank hereby agrees to address all the future correspondence in regard to this bank guarantee to DGP Office, Government of Maharashtra at its registered office at 2nd Floor, DGP Office, Mantralaya. INDIA.

10. We have the power to issue this Guarantee in your favour under the Charter of our Bank and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank.
11. We, _____ the Bank lastly undertake not to revoke this guarantee during its currency except with the previous consent of the DGP Office, Government of Maharashtra in writing.
12. SIGNED AND DELIVERED ON THIS _____ DAY OF _____

Yours faithfully,

Signature of Authorized Official of bank

Name of the Official:

Designation of the Official:

Name of Bank:

Branch:

Address of Branch:

Telephone / Mobile No:

Email Id: