



PUNJAB POLICE

**Punjab Police
(Technical Services)
Government of Punjab**

REQUEST FOR PROPOSAL (RFP)

Part 1

Selection of System Integrator for Operation and Management of CCTNS Punjab

RFP Reference No :
e-Tender\Technical Services 2022-23\01

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Glossary

Abbreviation	Definition
AI	Artificial Intelligence
A&M	Approach & Methodology
BI	Business Intelligence
BPR	Business Process Reengineering
CCTNS	Crime and Criminal Tracking Network and Systems
CCN	Change Control Notes
DC	Data Center
DD	Demand Draft
DPR	Detailed Project Report
EMD	Earnest Money Deposit
EMS	Enterprise Management System
EOI	Expression of Interest
FAT	Final Acceptance Testing
GIS	Geographic Information System
IA	Implementing Agency
ICT	Information and Communication Technology

Abbreviation	Definition
IT	Information Technology
ITES	Information Technology Enable Services
MHA	Ministry of Home Affairs
MIS	Management Information Systems
MSR	Monthly Status Report
NCRB	National Crime Records Bureau
PDF	Portable Document Format
PMU	Project Management Unit
LC	Lowest Cost(L1)
RoC	Registrar of Companies
SAN	Storage Area Network
SI	System Integrator
SDC	State Data Center
SEC	State Empowered Committee
SPOC	Single Point of Contact
SSL	Secured Socket Layer
UAT	User Acceptance Testing



1. Section 1: Invitation for Bids (IFB)

1.1. Invitation for Bids

1. Tenders are invited under two bid system through e-procurement portal of Government of Punjab, from eligible, reputed, qualified Information Technology (IT) firms with sound technical and financial capabilities for support and management of the Core Application Software (CAS), including the State extension modules of CCTNS Punjab for a period of 2 years and extendable by another 01 year (total contract period of 03 years) on performance basis as per the requirement of the Purchaser, detailed out in the scope of work under Section 4.7 of this RFP document. This invitation to bid is open to all bidders meeting the pre-qualification criteria as mentioned in Section-3.2.1 of this RFP document.
2. Any Contract that may result from this RFP will be issued for a term of 2 years initially from the date of signing of Letter of Acceptance (LOA)/ Work Order (WO). Punjab Police reserves the right, to extend the duration of the project on the same terms and conditions for one (01) more year from the initial period of two (02) years.
3. Bidders are advised to note the eligibility and pre-qualifying criteria specified in the Instruction to Bidders and Section 3 of this bid document.
4. **Bidding documents:** The Bidder can download the RFP/Bid document(s) from the website www.eproc.punjab.gov.in . The bidder should submit the non-refundable bid fee of Rs. 2,500/- (Rupees Two Thousand Five Hundred Only) in www.eproc.punjab.gov.in portal through NEFT/RTGS. The details of the NEFT/RTGS or equivalent of bid fee should be submitted along with the bidder's Bid. Bids received without or with inadequate bid fee shall be rejected.

Bidders are advised to check for any Addendum / Corrigendum issued subsequently with respect to this RFP on www.eproc.punjab.gov.in, www.punjab.gov.in, www.punjabpolice.gov.in and ensure its compliance while submitting the Bid.
5. **Earnest Money Deposit (EMD):** Bidders should submit an EMD of **Rs.15,00,000/- (Rupees Fifteen Lakh Only)** on www.eproc.punjab.gov.in portal. The EMD of the unsuccessful bidder will be returned.
6. **Pre-bid Meeting:** A pre-bid meeting will be held as per the date specified in the factsheet in Office of the Room no 118, Punjab Police HQ, Sector- 9, Chandigarh.
7. **Email address for official Communication:** Interested eligible Bidders may communicate for information at email address: tender.ts@punjabpolice.gov.in



1.2. Fact Sheet

1.	Bids are invited through e-procurement portal of Government of Punjab, from eligible, reputed, qualified Bidders with sound technical and financial capabilities for support and management of the Core Application Software (CAS), including 38 State extension modules of CCTNS-CAS as detailed out in the Scope of Work section of this RFP.
2.	The details of the NEFT/RTGS or equivalent of bid fee, should be submitted along with the bidder's Bid. Bids received without or with inadequate bid fee shall be rejected.
3.	Technical and Commercial Bids shall be uploaded on e-procurement portal. The EMD and bid fee should be submitted along with the Technical/Pre-qualification Bids.
4.	The selection of the Bidder will be Lowest Cost (L1). Bidders who fulfil the pre-qualification criteria and scores a minimum of 70 marks in technical evaluation will only be consider for commercial evaluation. The commercial bids of only such bidders would be opened subsequently.
5.	Bids should be submitted in English language only
6.	Bids must remain valid for 180 days after the bid submission date.
7.	The eligibility criteria for Bidders are mentioned in the section 3 of this RFP.
8.	On receipt of a Letter of Intent ("LoI") from Punjab Police, the successful Bidder will furnish a bank guarantee, by way of performance security on or before the signing of the subsequent Contract, typically within 15 days from notification of the LOI, unless specified to the contrary.

1.3. Important Dates

#	Particular	Details
1.	Publication of Bid	Saturday 30 th April 2022
2.	Start date of issuance of RFP document	Saturday 30 th April 2022
3.	Last date & time for Submission of Pre bid Queries (in excel sheet) by bidder to mail id : tender.ts@punjabpolice.gov.in	Wednesday 11 th May 2022 up to 1400hours
4.	Pre-Bid meeting	Monday 16 th May 2022
5.	Response to pre-bid Queries will be published on website as corrigendum	Tuesday 24 th May 2022 (Tentative)



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#	Particular	Details
6.	Last date and time for Bid Submission	Wednesday 15 th June 2022 up to 1000 hours
7.	Date and time for opening of Technical bids	15 th June 2022 at 1600hours
8.	Technical Presentation	16 th & 17 th June, 2022 (Tentative) Final date and time will be intimated via mail.
9.	Date and time for opening of Commercial bids	Friday 20 th June,2022 1600 hours. (Tentative)

1.4. Definition of Terms

#	Term	Definition
1	Agreement /Contract	The Agreement entered between the Punjab Police and the Agency, including all attachments, schedules, annexures thereto and all documents incorporated by reference therein and all amendments, corrigendum/corrigenda, changes thereto
2	Bidder	The use of the term “Bidder” in the Tender means the Single Agency offering the Bids. Consortium partnership bids are not allowed.
3	Selected bidder or System Integrator (SI)	The party which will be selected through this RFP to carry out the project activities.
4	Bid /proposal	Offer by the Bidder to fulfil the requirement of the Client under the RFP/Contract for an agreed price. It shall be a comprehensive technical and commercial response to the Tender
5	Confidential Information	All information (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 rights, know-how, plans, budgets and personnel of each stakeholder 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);



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#	Term	Definition
6	Deliverables	Products, infrastructure and services agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in the RFP Implementation and the Maintenance phases and includes all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines (such as security related, etc.), inter alia payment and/or process related etc., source code and all its modifications.
7	End- location	The use of the term “end location” means the Police Stations, Higher Offices or locations associated with CCTNS Punjab.
8	O&M	The date of commencement of Operations and management phase will be from the date of issuing of work order or signing of the contract whichever is earlier.
9	Project implementation	Project Implementation as per the testing standards and acceptance criteria prescribed by Punjab Police or its nominated agencies.
10	Request for Bids / Tender Document	Written solicitation that conveys to the Bidder, requirements for products/ services that the Punjab Police intends to buy and implement.
11	Tender document/RFP/ bid document	The current document through which the department intends to hire a system Integrator for carrying out the project activities.
12	SLA	The level of service and other performance criteria which will be applicable to the services provided by the Bidder.
13	SI	The bidder who is qualified & successful in the bidding process and is given the award of Contract and will be referred to as System Integrator (SI)/Implementation Agency.
14	Department/ State/Authority/ Purchaser/client	The use of the term “Department/ State/Authority/ Purchaser” in the Tender means Punjab Police or Govt. of Punjab otherwise specifically stated.

2. Section 2: Instruction to Bidders (ITB)

2.1. General

- a) 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.



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- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Purchaser on the basis of this RFP.
- c) 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 the Purchaser. The Purchaser may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Purchaser.
- d) This RFP and corrigendum published thereof supersedes and replaces any previous public documentation & communications and Bidders should place no reliance on such communications.

2.2. Eligible Bidders

Bids may be submitted by bidders as described below.

- a) The Bidder must be a company/ registered legal entity in India, which has the capabilities to deliver the entire scope of work as mentioned in the RFP.
- b) The bidders qualifying the Pre-qualification/ eligibility criteria mentioned in the RFP document shall be termed as Eligible Bidders and shall be eligible for opening of their Technical & Commercial Bids.
- c) Consortium partnership will not be allowed. The bidder must meet all eligibility criteria by itself.

2.3. Compliant Bids/ Completeness of Response

- a) The Bidder shall be deemed to have carefully examined the Terms & Conditions, Scope, Service Levels, Specifications, and Schedules of this RFP. If the Bidder has any doubts/clarifications, the Bidder shall submit the Pre-Bid queries before the last date and time to the purchaser seeking clarifications in writing in order that such doubt may be removed, or clarifications are provided.
- b) Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- c) Bids should be submitted in the English language only.
- d) Failure to comply with the requirements of this paragraph may render the Bid(s) non-compliant and the Bid may be rejected. Bidders must:
 - i. Include all documentation specified in this RFP.
 - ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP.



- iii. Comply with all requirements as set out within this RFP.

2.4. Pre-Bid Conference & Clarifications

2.4.1. Pre-bid Conference

- a) Purchaser shall hold a pre-bid meeting with the prospective Bidders as per information given in the fact sheet.
- b) The Bidders will have to ensure that their queries for pre-bid meeting should reach the point of contact (Nodal Officer) through email only as mentioned in this RFP.
- c) Due to the current prevailing situation of the COVID 19 pandemic, the pre-bid conference will be held virtually through online meeting. The information related to the meeting and link of the online meeting (if any) will be intimated to the bidders via the given email.

All prospective bidders who wish to attend the online pre bid meeting should submit their contact details to tender.ts@punjabpolice.gov.in in the format as below, so as to ascertain the correct contact to whom the meeting link be sent.

Name of Company	Contact Name and Designation who wish to attend Pre-Bid Meeting	Email Address	Mobile Number

- d) The queries should necessarily be submitted in the following format:

Bidding Company:			
Contact Person Name and Designation:			
Mobile:			
Email:			
S. No.	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification
1.			
2.			
3.			
4.			



- e) Purchaser shall not be responsible for ensuring that the Bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the Purchaser.

2.4.2. Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Nodal Officer notified by the Purchaser will endeavour to provide timely response to all queries. However, Purchaser makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does Purchaser undertake to answer all the queries that have been posed by the Bidders.
- b) At any time prior to the last date for receipt of bids, Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP document by issuing corrigendum(s).
- c) The corrigendum (if any) & clarifications to the queries from all Bidders will be posted on all the three websites: www.eproc.punjab.gov.in , www.punjab.gov.in , www.punjabpolice.gov.in for the convenience of the bidder.
- d) Any such corrigendum shall be deemed to be incorporated into this RFP.
- e) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, the Purchaser may, at its discretion, extend the last date and time for the receipt of Bids.

2.5. Bid fee

The Bidder will download the RFP document(s) from the website www.eproc.punjab.gov.in . The bid fee of the RFP document must be submitted along with the Bids.

2.6. Earnest Money Deposit (EMD)

- a) EMD of all unsuccessful Bidders would be returned. The EMD of the successful Bidder would be returned upon submission of Performance Bank Guarantee.
- b) The EMD amount will be refunded to the unsuccessful Bidders without any accrued interest on it.
- c) Bids which are submitted and not accompanied by the EMD or with infirmity(ies) mentioned above, shall be summarily rejected.
- d) The EMD may be forfeited in the event of:
 - i. A Bidder withdrawing its bid during the period of bid validity.
 - ii. A successful Bidder fails to sign the subsequent contract in accordance with this RFP.



- iii. The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP.
- iv. Bid contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers.

2.7. Bidder's Authorized Signatory

The Bid document should be accompanied by an appropriate board resolution or power of attorney in the name of an authorised signatory of the Bidder stating that he/she is authorised to execute documents and to undertake any activity associated with the Bidder's bid submission.

2.8. Bid Preparation Costs

The Bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of bid, in providing any additional information required by the Purchaser to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

Purchaser will in no event be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2.9. Language

The Bid document should be filled by the Bidder in English language only. If any supporting documents submitted are in any other language other than English, translation of the same in English language should be duly attested by the Bidders. For purposes of bid evaluation, the English translation shall govern.

2.10. Downloadability/Visibility of the Uploaded Document

The bidder shall assure that the document uploaded on the e-procurement portal is clearly visible and downloadable.

2.11. Format and Numbering of the Uploaded Document

The bidder shall ensure that the documents uploaded are correctly numbered so that any specific document can be easily and quickly found using the appropriate serial/page no. All documents shall only be uploaded in the formats mentioned here: PDF, JPEG, RAR and XLS Format. The unsuccessful opening or downloadability of documents which are uploaded in any format other than those mentioned above shall not be entitled for any claim whatsoever. If the uploaded bid document by bidder is not opening or downloadable by the purchaser then it will not be considered for bid evaluation.



2.12. Issues in Uploading Document Due to Internet Connectivity

No claims shall be entertained owing to issues of internet connectivity. The bidders are advised to upload the bid online well in advance of the deadline to avoid difficulties.

2.13. Extension of Deadline in Event of Server Downtime

In the event of the servers of the website (eproc portal) being down continuously for more than 2 hours before the deadline, the timeline for bid submission shall automatically be extended to a specified time on the next working day.

2.14. Submission of Bid

Bidders are required to submit the bid and required documents in online (www.eproc.punjab.gov.in). The bid document should be duly sealed and signed.

- a) Bidders should submit their responses as per the formats given in this RFP.
- b) Commercial Bid (Price Bid) shall be submitted ONLY through online mode.
- c) It should be noted that except the online Commercial Bid (Price Bid), no other envelope/document shall contain any information/document relating to Commercial Bid (Price Bid) in the event of any such occurrence, such bids will be summarily rejected.
- d) All pages of the Bid, except for the Bid Security, and any other document executed on non-judicial stamp paper, forming part of the Bid and corrections in the Bid, if any, must be signed by the authorized signatory on behalf of the Bidder.
- e) All the pages of the Bid must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bidder's Bid.
- f) The Bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidder itself. Any such corrections must be initialled by the authorized signatory of the Bidder.
- g) Only documents uploaded online will be considered for evaluations.
- h) The bids submitted by fax/e-mail/by hand other than online submission will be outrightly rejected.

2.15. Conflict of Interest

Bidder shall not have a conflict of interest that may affect the Bidding Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Purchaser shall forfeit and appropriate the EMD, if available, and as mutually agreed genuine pre-estimated compensation and damages payable to the Purchaser for, *inter alia*, the time, cost and effort of the Purchaser including



consideration of such Bidder's Bid, without prejudice to any other right or remedy that may be available to the Purchaser hereunder or otherwise.

The Purchaser requires that the System Integrator provides solutions which at all times hold the Purchaser's interest's paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The System Integrator shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the Purchaser.

Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Bidding Process, if:

- a) The Bidder or its Associates (or any constituent thereof) and any other Bidder, or its Associate (or any constituent thereof) have common controlling shareholders or other ownership interest; *provided that this disqualification shall not apply in cases where the direct or indirect shareholding or ownership interest of a Bidder, or Associate (or any shareholder thereof having a shareholding of more than 5 per cent of the paid up and subscribed share capital of such Bidder, or Associate, as the case may be) in the other Bidder, or Associate is less than 5% (five per cent) of the subscribed and paid up equity share capital thereof. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:*
 - i. Where any intermediary controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this Sub-clause if the shareholding of such person in the intermediary is less than 26% (twenty six per cent) of the subscribed and paid up equity shareholding of such intermediary; or
 - ii. A constituent of such Bidder is also a constituent of another Bidder; or
 - iii. Such a Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or
 - iv. such a Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's' information with regard to this RFP, or to influence the Bid of either or each of the other Bidder; or



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- v. There is a conflict among this and other software solution and services assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the System Integrator will depend on the circumstances of each case. While providing software implementation and related solutions to the Purchaser for this particular assignment, the System Integrator shall not take up any assignment that by its nature will result in conflict with the present assignment; or
 - vi. A firm hired to provide software solution and services for the implementation of a project, and its Consortium Members or Associates, will be disqualified from subsequently providing goods or works or services related to the same project;
- b) A Bidder eventually appointed to implement the Solutions for this Project, its Associates, affiliates, shall be disqualified from subsequently providing goods or works or services related to the construction and operation of the same Project and any breach of this obligation shall be construed as Conflict of Interest; provided that the restriction herein shall not apply after a period of 12 months from the completion of this assignment; provided further that this restriction shall not apply to software solutions delivered to the Purchaser in continuation of this systems implementation or to any subsequent systems implementation executed for the Purchaser in accordance with the rules of the Purchaser.

2.16. Right to terminate the process

- a) The Purchaser may terminate the RFP process at any time and without assigning any reason. Purchaser also makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) The Purchaser also reserves its right to vary, modify, revise, amend or change any of the terms and conditions of the Bid before submission. The decision regarding the acceptance or rejection of the bid by Purchaser will be full and final.



3. Section 3: Pre-Qualification & Technical Evaluation

3.1. Bid Evaluation Instruction

3.1.1. Bid Evaluation process

- a) The Department will constitute a Bid Evaluation Committee to evaluate the responses of the Bidders.
- b) The Bid Evaluation Committee constituted by the Department shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability of a Bidder to submit requisite supporting documents / documentary evidence may lead to the Bidder's Bid being declared non-responsive and disqualified.
- c) The decision of the Bid Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Bid Evaluation Committee.
- d) The Bid Evaluation Committee may ask for clarifications. All such clarifications will be done via electronic means only.
- e) The Bid Evaluation Committee reserves the right to reject any or all Bids on the basis of any deviations contained in them.
- f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

3.1.2. Bid Opening Process

- a) The Bids submitted up to the last date and time mentioned in this RFP will be opened in presence of the Bid Evaluation Committee or any other officer authorized by the purchaser and also in presence of the Bidder's representatives who may be present at the time of opening.
- b) The representatives of the Bidders are advised to carry an identity card or a letter of authority from the Bidding entity to identify their bonafide representatives for attending the opening of the Bid.
- c) Purchaser reserves the right to finalize the bid in case a single bid is received.

3.1.3. Bid validity

The offer submitted by the Bidders should be valid for minimum period of 180 days from the last date of submission of the Bid.



3.1.4. Bid Evaluation

- a) Initial Bid scrutiny will be held and to confirm that Bids do not suffer from the infirmities detailed below. The Bid will be treated as non-responsive if a Bid is found to have been:
- i. Submitted in manner not conforming with the manner specified in the RFP document.
 - ii. Submitted without appropriate EMD as prescribed herein.
 - iii. Received without the appropriate power of attorney.
 - iv. Containing subjective/ incomplete information.
 - v. Submitted without the documents requested in the checklist.
 - vi. Non-compliant with any of the clauses stipulated in the RFP.
 - vii. Having lesser than the prescribed validity period.

The EMD of all non-responsive bids shall be returned to the bidders.

- b) All responsive bids will be considered for further processing as below.

Department will prepare a list of responsive Bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.

3.1.5. Right to Accept Any Bid and To Reject Any or All Bids

The Purchaser reserves the right to accept or reject any Bid, and to annul the Bidding Process / public procurement process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for purchaser action.

3.1.6. Notification of Award

Prior to the expiration of the validity period, Department will notify the successful bidder in the notified website or email, that its Bid has been accepted. In case the tendering process /public procurement process has not been completed within the stipulated period, Department, may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, Department will return the EMD to the successful bidder after submission of the Performance Bank Guarantee.

3.1.7. Award criteria

Post evaluation process, Purchaser will award the Contract to the bidder whose proposal has been determined to be technically responsive to the requirements of the RFP and has obtained at least 70% in the technical score and is L1 in the commercial evaluation process and this bidder will be considered as successful bidder and henceforth referred as 'System Integrator'.



3.1.8. Performance Bank Guarantee (PBG)

- a) On receipt of a Letter of Intent (“LoI”) from Punjab Police, the successful Bidder will furnish a bank guarantee, by way of performance security, equivalent to **10 %** of the total contract value defined in this RFP on or before the signing of the subsequent Contract, typically within 15 days from notification of the LoI, unless specified to the contrary. In case the successful Bidder fails to submit Performance Guarantee within the time stipulated, Punjab Police may at its sole discretion cancel the LoI/ LoA without giving any notice and encash the EMD furnished by the Bidder, in addition to any other right available to it under this RFP.
- b) The Performance Guarantee should be furnished by the successful Bidder. The successful Bidder shall ensure, the Performance Guarantee is valid for 2 years from the date of signing of agreement and during the term of the subsequent Contract (any renewal) and for a period of 60 days beyond all contractual obligations, including warranty terms.
- c) Punjab Police may invoke the Performance Guarantee in the event of a material breach by the successful Bidder leading to termination for material breach.

3.1.9. Signing of Contract

Post submission of Performance Guarantee by the successful Bidder, Purchaser shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the Bidder between Purchaser and the successful Bidder. The Legal Agreement (Master Service Agreement) would contain all the terms and conditions mentioned in this RFP document and is provided separately as a template. Purchaser shall have the right to annul the award in case there is a delay of more than 30 days in signing of contract, for reasons attributable to the successful Bidder.

In this case, the contract would be awarded to the next responsive Bidder.

3.1.10. Change Request (CR)

The change request will be applicable incase the purchaser wants to enhance the scope of work/engagement of additional resources, for which the price is already discovered. It is to be noted that the Change Request (CR) will be estimated based on the man-month effort mutually agreed by the purchaser & the selected bidder at the discovered price. The total Change Request is capped at maximum 25% of the total contract value.

3.1.11. Failure to agree with terms and condition of RFP

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Department may award the contract to the next best value bidder or call for new Bid from the interested bidders.



3.1.12. Dispute resolution mechanism

The Bidder and the Purchaser shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a) The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b) The matter will be referred for negotiation between Nodal Officer of Purchaser or the Purchaser and the Authorized Official of the System Integrator. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

In case of any dispute between the Parties and which does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Chandigarh and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at Chandigarh. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Chandigarh alone shall have the jurisdiction in respect of all matters connected with the Contract/ Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides. The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.



3.2. Criteria for Evaluation

3.2.1. Pre-Qualification (PQ) Criteria

Please note that the Bidders should submit all the documents confirming the qualification as per the eligibility criteria mentioned. The bid is liable to be rejected without submission of relevant documents. The bidder should meet the Qualifying Requirements as mentioned below:

SL No	Qualifying Requirements	Documents Required
A. PRE-QUALIFICATION Criteria		
1.	The bidder should be duly registered as one of the following: A company registered under Indian Companies Act, 1956 or 2013. OR A partnership firm registered under Indian Partnership Act, 1932. OR A company registered under the Limited Liability Partnership/LLP Act, 2008.	Duly attested copies of Certificate of incorporation issued by the Registrar of companies / appropriate authority must be submitted.
2.	The bidder should have a valid PAN and GST registration	Attested copy of the PAN & GST registration certificate to be provided
3.	Power of Attorney for authorized signatory on the bid document	Power of Attorney certificate for authorized signatory
4.	Non-refundable Bid fee	Proof of the amount of submission should be submitted along with the bid. Amount of INR 2500/- should be submitted through NEFT/RTGS or equivalent as per instructions given on the eProc portal.
5.	Earnest Money Deposit (EMD)	Proof of the amount of submission should be submitted along with the bid. Amount of INR 15 Lakhs (Rupees Fifteen Lakh Only)
6.	The bidder should be a company of CMMI Level 3 or higher. The certificate must be valid as on the date of bidding.	Attested copy of valid and relevant certificate needs to be provided.
7.	The bidder should have ISO 27001 certification. The certificate must be valid as on the date of bidding.	Attested copy of valid and relevant certificate needs to be provided.



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SL No	Qualifying Requirements	Documents Required
8.	The bidder should have an average annual turnover of INR 35 Crores for the last 3 Financial years from IT/ITES business.	The audited balance sheet and Profit & loss statement for financial year 2017-18, 2018-19 and 2019-20 are to be submitted. Also, a certificate from the Statutory Auditor of the bidder has to be submitted mentioning the annual turnover is from IT/ITES business
9.	The bidder should have a positive net worth for each of the last three financial years namely 2017-18, 2018-19, 2019-20	The audited balance sheet and Profit & loss statement for financial year 2017-18, 2018-19 and 2019-20 are to be submitted as documentary evidence duly certified by statutory auditor.
10.	The bidder should have successfully designed and developed application, customization, testing as well as providing Operation & Maintenance support for projects meeting the criteria mentioned below. (i) 01 Project of value INR 12 Crore or more OR (ii) 02 projects of value INR 7.5 Crore or more OR (iii) 3 projects of value of INR 6 crore or more Project credentials of the Government and Public sector Undertakings within India in the last 05 years will be considered. The project should have the following minimum components: a) Application development including API integration b) Data Centre Operation & Management c) Data Digitization/ Migration	a) Work order along with Go-Live certificate issued by client should be submitted OR b) Project completion certificate issued by the client should be submitted.
11.	The Bidder should not be blacklisted by any Government/ Government agency/ PSU in India as on the date of bidding nor any proceedings may be pending against it.	A self-Certification/ undertaking to this effect to be submitted as per the given format in Appendix 5



3.2.2. Technical Evaluation Scoring Matrix

Scoring criteria	Marking
Bidders Credentials	40
Resource CV	30
Presentation on understanding, Approach and Methodology(A&M)	30

S. No	Criteria	Marks	Supporting documents to be submitted by bidder
A.	BIDDER'S EXPERIENCE – 40 Marks <i>Projects undertaken in the last 05 (Five) years will be considered</i>		
1.	<p>The bidder should have successfully designed and developed application, customization, testing along with Operation & Maintenance support for projects of value INR 5 Crore or more</p> <ul style="list-style-type: none"> • 5 Projects: 15 Marks • 4 Projects: 12 Marks • 3 Projects: 10 Marks • 2 Projects: 6 Marks <p>The project should have following minimum components:</p> <ol style="list-style-type: none"> Application development including API integration Data Centre Operation Management Data Digitization/ Migration 	15	<p>1) Work order/LOA/agreement as supporting documents OR</p> <p>2) Completion certificate or Go-Live certificate from Client OR</p> <p>3) Self-declaration signed by company secretary</p>
2.	<p>The bidder should have experience in providing manpower support for operations and maintenance for MMP/ eGov/ IT/ ITES projects having minimum 400 end user locations:</p> <ul style="list-style-type: none"> • 5 Projects: 10 Marks • 4 Projects: 8 Marks • 3 Projects: 6 Marks • 2 Projects: 4 Marks <p>Project credentials of Government and Public Sector Undertakings within India will be considered.</p>	10	<p>1) Work order/LOA/agreement as supporting documents mentioning the no. of end user locations OR</p> <p>2) Completion certificate or Go-Live certificate from Client OR</p> <p>3) Self-declaration signed by company secretary</p>
3.	<p>The bidder should have experience of successful integration of more than two application for central/ State Govt/ PSU clients for cross departmental integration</p> <ul style="list-style-type: none"> • 2 marks for each project, maximum 10 marks 	10	<p>1) Work order/LOA/agreement as supporting documents needs to be enclosed. OR</p> <p>2) Completion certificate or Go-Live certificate from Client OR</p>



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	Projects undertaken within India will be considered.		3) Self-declaration signed by Company Secretary
4.	The bidder must have domain experience in CCTNS/ ICJS	05	1) Copies of purchase orders or LOI or extract of the agreement needs to be enclosed showing CCTNS/ICJS in the scope of work.

**B. Key Resources - 30 Marks
(Relevant CVs to be provided as per the Tech Form of the RFP)**

Relevant experience: Project experience on law enforcement / CCTNS / Police / large e-gov / Mission mode projects.

Domain Experience: Domain experience means experience in the technology domain which is required for project implementation as well as for O&M support

S.no	Resource Profile	Marks	Weightage
1	Program Manager -1 no. (Full Time)	4	General Qualifications (Education and years of experience): 20% (0.8 marks) Adequacy in the assignment (Relevant experience in similar sector/assignments): 70% (2.8 Marks) Domain experience in working similar kind of project implementation: 10% (0.4 Marks)
2	Project Manager - 1 no. (Full Time)	3	General Qualifications (Education and years of experience): 20% (0.6 marks) Adequacy in the assignment (Relevant experience in similar sector/assignments): 70% (2.1 Marks) Domain experience in working similar kind of project implementation: 10% (0.3 Marks)
3	Lead Developer - 1 No. (Full Time-Remote support with VPN Access)	3	General Qualifications (Education and years of experience): 20% (0.6 mark) Adequacy in the assignment (Relevant experience in similar sector/assignments): 70% (2.1 Marks) Domain experience in working similar kind of project implementation: 10% (0.3 Marks)



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4	Application Developer – 3 Nos. (Full Time- Remote support with VPN Access)	6	<p>General Qualifications (Education and years of experience): 20% (0.4 marks)</p> <p>Adequacy in the assignment (Relevant experience in similar sector/assignments): 70% (1.4 Marks)</p> <p>Domain experience in working similar kind of project implementation: 10% (0.2 Marks)</p>
5	System & Network Administrator – 1 No. (Full Time)	3	<p>General Qualifications (Education and years of experience): 20% (0.6 mark)</p> <p>Adequacy in the assignment (Relevant experience in similar sector/assignments): 70% (2.1 Marks)</p> <p>Domain experience in working similar kind of project implementation: 10% (0.3 Marks)</p>
6	Database Administrator/ Storage Expert – 1 No. (Full Time- Remote support with VPN Access)	3	<p>General Qualifications (Education and years of experience): 20% (0.6 mark)</p> <p>Adequacy in the assignment (Relevant experience in similar sector/assignments): 70% (2.1 Marks)</p> <p>Domain experience in working similar kind of project implementation: 10% (0.3 Marks)</p>
7	Business Analyst cum Functional Consultant - 1 No. (Full Time)	2	<p>General Qualifications (Education and years of experience): 20% (0.4 mark)</p> <p>Adequacy in the assignment (Relevant experience in similar sector/assignments): 70% (1.4 Marks)</p> <p>Domain experience in working similar kind of project implementation: 10% (0.2 Marks)</p>



8	Helpdesk Engineer - 6 Nos. (Full Time)	6	<p>General Qualifications (Education and years of experience): 20% (0.2 mark)</p> <p>Adequacy in the assignment (Relevant experience in similar sector/assignments): 70% (0.7 Marks)</p> <p>Domain experience in working similar kind of project implementation: 10% (0.1 Mark)</p>
C. Technical Presentation on understanding, approach and methodology and proposed solution = 30 Marks			
1.	<p>a. Understanding of the project requirement- 10 Marks</p> <p>b. Approach and Methodology – 10 Marks</p> <p>c. Solution for the project – 10 Marks</p>	30	<p>Presentation in form of PPT and hardcopy of 03 sets in color print needs to be submitted on the day of presentation. One copy of presentation in CD/ DVD/ Pen-Drive also to be submitted.</p>

3.2.3. Selection Criteria

Commercial bids of only those bidders shall be evaluated who scores a minimum technical score of 70 %. The bidder who has submitted the lowest commercial bid shall be selected as the L1 and shall be called for further process leading to the award of contract.

3.2.4. Commercial Bid Evaluation

- a) The commercial bid proposed by the bidder (in Form 2.2 : Summary of commercial proposal) for O&M support cost for 1st, 2nd and 3rd year will be evaluated for Lowest Cost (L1) selection. For clarification of the bidders, the initial contract will be awarded for 02 years which may further be extended to another 01-year subject to satisfactory performance and rate quoted in Form 2B for 3rd year.
- b) The Commercial Bids of technically qualified Bidders will be opened on the prescribed date & time in the presence of Bidder representatives and bid evaluation committee.
- c) If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
- d) Only fixed price commercial bids indicating total price for all the deliverables/services specified in this bid document will be considered.



- e) The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- f) Any conditional bid would be rejected.
- g) 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".

3.2.5. Award of Contract

The Bidder, who has submitted the lowest Commercial bid, shall be selected as the L1 and shall be called for further process leading to the award of the assignment.

3.2.6. Notification of Award

- a) Department will notify the successful bidder in writing (LoI) thereby indicating that its Bid has been accepted.
- b) The notification of award will constitute the formation of the contract upon the successful furnishing of Performance Bank Guarantee.

4. Section 4: Terms of Reference (TOR)

4.1. Purpose

The CCTNS Project has been successfully implemented in Punjab and is operational since 2012. The project was implemented with the help of a System Integrator (SI) for implementation, maintenance, operation, and management support. As the existing contract with the current SI is expecting to expire, the State is looking forward for renewal of the contract through open tendering process as per the Govt. guidelines. The selected SI will be onboarded for an initial period of 02 years and further extendable by another 01 year (total contract period of 03 years) on the basis of satisfactory performance.

4.2. Project Background

The Crime and Criminal Tracking Network Systems (CCTNS) was conceptualized by the Ministry of Home Affairs in detailed consultation with all stakeholders and implemented as a "Mission Mode Project (MMP)" which has adopted the guidelines of the National e-Governance Plan (NeGP). CCTNS aims at creation of 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 States and Union Territories and covers all Police Stations (20,000+ in number) and all Higher Police Offices (6,000+ 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 a citizen’s interface for facilitating basic services to the citizens. The present System Integrator M/s Tata Consultancy Services Limited (TCS) has been managing the current operation and maintenance of CCTNS Punjab.

4.3. Stakeholders of the Project

The impact of the police subject being sensitive, a consultative and a bottom-up approach must be adopted for designing the MMP impacting the following stakeholders:

1. MHA/NCRB
2. Govt. of Punjab
3. Citizens
4. External agency, Govt. of India/PSU
5. Non-Government/Private sector organizations

4.4. About CCTNS Punjab

The CCTNS Punjab is currently using Core Application Software (4.5) of Java stack for both online (CAS State at SDC) and offline (in PS), citizen services, various State developed modules and mobile application. The Core Application Software (CAS) enables day to day activities of Police and provides various Police services and information to citizen through Saanjh. The project Go-Live was successfully achieved in the year 2018. Some of the key milestones achieved by CCTNS Punjab are as follows:

- a) Computer hardware has been provided at all end locations of the State.
- b) Requisite CCTNS software training has been imparted to all the district Police Officials.
- c) All 423 Police Stations and 191 Higher Offices in Punjab are connected with the CCTNS data center.
- d) Registration of FIR, General Diary entries and entries in other IIF Forms have been going on through CCTNS.



- e) Since its inception, FIR records of all Police stations for 10 years (2005 to 2015) have been digitized and migrated to CCTNS Database.
- f) 09 Citizen services of CCTNS have been integrated with “Saanjh”.
- g) Some of the integration of CCTNS with other applications like ICJS, VAHAN, SARATHI, AFIS, National Crime Reporting Portal, ITSSO, Transliteration/ linguistic Software, UIDAI, CM Dashboard, ArcGIS, Cognos, CCTNS Mobile App, HRMS, MedLEaPR, etc. has been done.

4.5. Infrastructure

4.5.1. IT Infrastructure at the End Locations

CCTNS Punjab has IT infrastructure in all the police stations/ higher offices. Under CCTNS project a standard infrastructure has been provided to all end locations (Police Stations and Higher Offices) and the details of infrastructure presently available at various location/ offices are as follows:

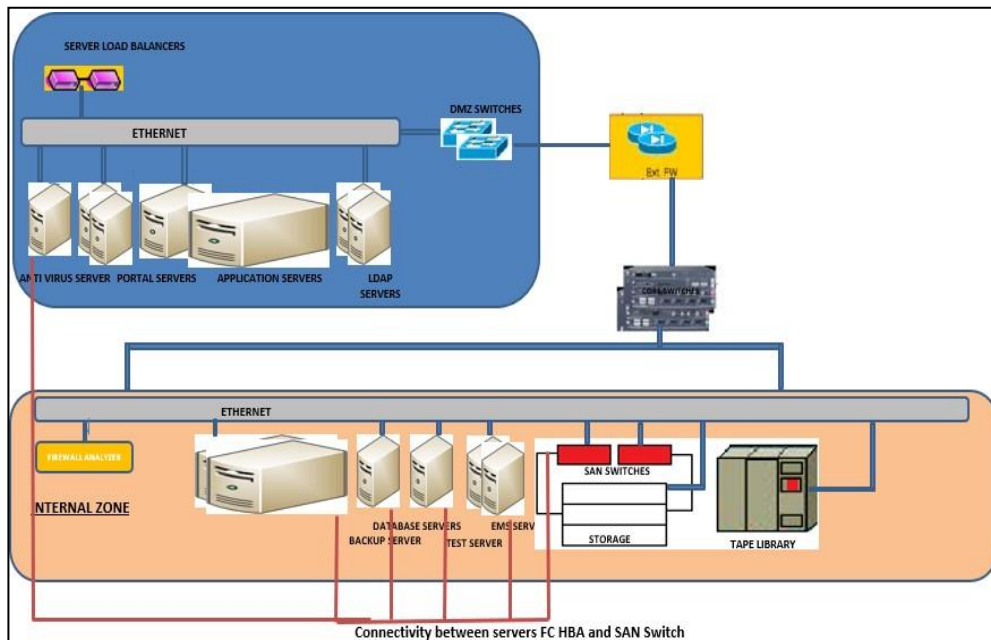
- i. 3-4 Desktops (PS)/ 5-10 Desktops (HO)
- ii. Multifunctional Printer
- iii. Laser printer
- iv. 1KVA UPS
- v. 1 DG Set \ Solar Power Plant
- vi. 1TB External Hard disk Switch

All unit headquarters have been provided with desktop, printer, UPS and other peripherals. A LAN connection is present in all the units and through the network connectivity these unit are connected to the CCTNS Data Centre.

4.5.2. Data Centre

The CCTNS Servers are currently hosted at the State Data Centre (SDC), Mohali. The CCTNS Core Application Software (CAS) is hosted at SDC which is connected to end locations covering 423 police stations and 191 Higher Offices across the State. CCTNS SDC is also connected with National Data Centre and Disaster Recovery Centre for data transaction and regular backup respectively.

Architecture of the State CCTNS Data Centre:



Data Centre Architecture

The existing System Integrator was assigned to provide implementation, Operation & Maintenance support for CCTNS Punjab is as below:

- a) Management and operation support for DC and DR
- b) Support and management of Service Level agreement using EMS tool (IBM-SCCD)
- c) Support for Antivirus Software management for DC/DR and end locations
- d) Management of storage, SAN Switches, Data Backup, Tape Library at DC/DR.
- e) Support and management of Networking, Switch, security & Firewall, LB
- f) Integrating with aggregated bandwidth for data exchange with end user location, DC-NDC and DC-DR

4.6. CAS Application modules

4.6.1. CAS Modules

The CAS application covers the following modules which are being used by the police for their day to day policing activities.

- a) Registration:
 - (i) FIR/NCR
 - (ii) Missing Person
 - (iii) Lost Property



- (iv) Unidentified Person Registration
- (v) Registration of Unidentified Dead Body
- (vi) Registration of Unnatural Death
- (vii) General Dairy
- (viii) Unclaimed / Abandoned Property
- (ix) Medico Legal Case Request Form
- (x) Stranger Roll Registration
- (xi) Preventive Action Registration
- (xii) Foreigner Registration
- (xiii) Missing Cattle Registration

b) Investigation:

- (i) Crime Details Form
- (ii) Arrest / Court Surrender Form
- (iii) Property Search & Seizure Form
- (iv) Final Form / Report
- (v) Gang Profile Form
- (vi) Gang/Organization Criminal Activity
- (vii) Details
- (viii) Member Details Form

c) Prosecution

- (i) Court Disposal Form
- (ii) Result of Appeal Form

d) Search & Query

- (i) Person & Property Matching
- (ii) Status Search

e) Dashboard

- (i) Crime Reports
- (ii) General Reports



4.6.2. Integration of CCTNS Application

Apart from the NCRB developed CAS, CCTNS Punjab has customized the CAS as per the Punjab police requirement like customization in Punjabi (local language), State specific reports and registers, specific work flows as per the State requirement. State has also done integrations with various agencies which are as follows:

- a) CCTNS-SAANJH (Citizen Portal)
- b) CCTNS- ICJS
- c) CCTNS- AFIS (Automated Finger Print Identification System)
- d) CCTNS- CM Dashboard
- e) CCTNS-Aadhaar
- f) CCTNS- Transliteration/ linguistic Software
- g) CCTNS-National Crime Reporting Portal (NCRP)
- h) CCTNS-Vahan
- i) CCTNS-Sarathi
- j) CCTNS-HRMS
- k) CCTNS-MedLEaPR (Medico Legal Examination & Postmortem Reporting System)
- l) CCTNS-CDAC (SMS Gateway)
- m) CCTNS-Cognos
- n) CCTNS- ArcGIS
- o) CCTNS- Litigation Management System (LMS) -Proposed to be integrated

4.6.3. State Developed Modules

CCTNS Punjab has developed **38 State extension modules** apart from the Core Application Software (State extension). The list of State developed modules as follows:

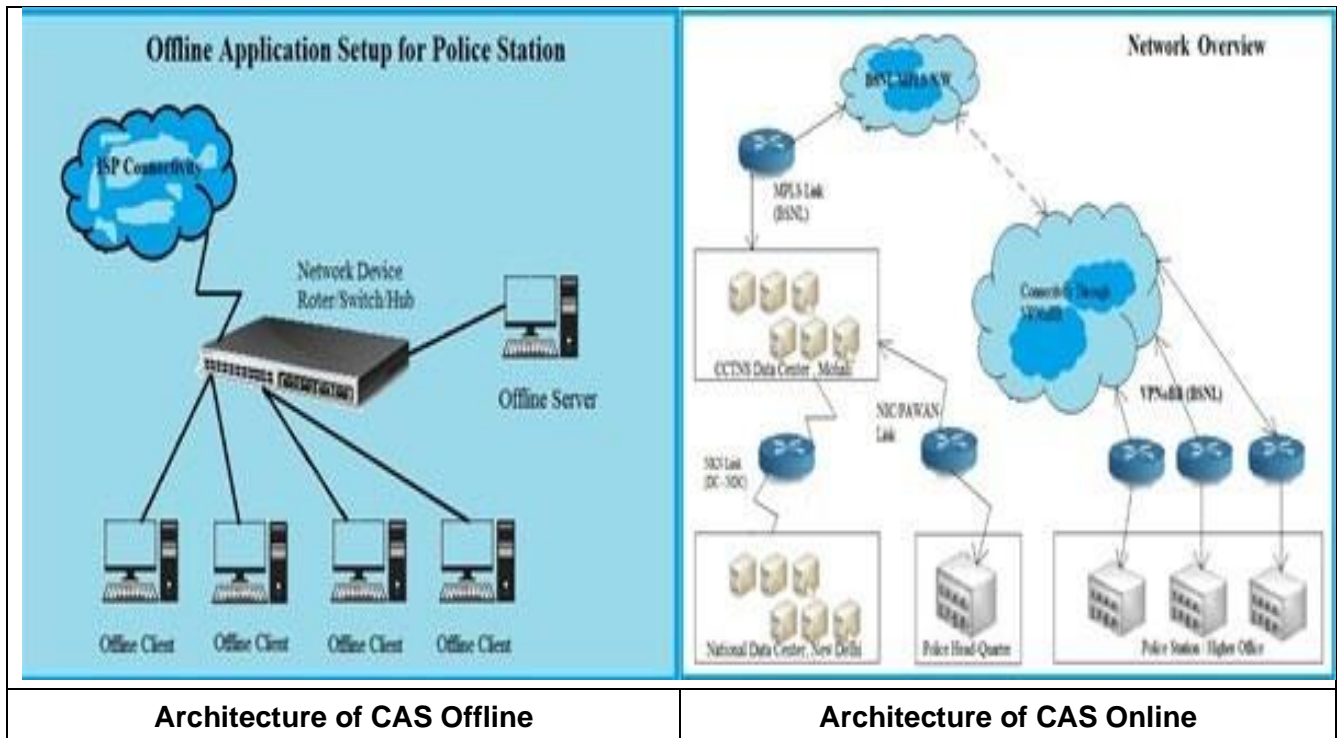
- 1) CRC
- 2) Grievance Redressal
- 3) Duty Allocation
- 4) Leave
- 5) ACR
- 6) Transfer/ Posting
- 7) Promotions
- 8) Court Case Management
- 9) Dashboard
- 10) Investigation Management Service
- 11) Registration
- 12) Complaint Management
- 13) Saanjh Integration



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- 14) IT Store Management
- 15) IT Store Management - Condemnation
- 16) DMS
- 17) Knowledge Management
- 18) Employee Portal Service
- 19) Punjab Police Website
- 20) Payroll Generation
- 21) Arrear Generation
- 22) Cash Management
- 23) Store Management of Provisioning
- 24) Transport Store Management
- 25) Transport Store Management - Condemnation
- 26) Security Alert System and Vital Installation
- 27) Prisoner and Cash Escort
 - a) Nakabandi and Patrolling
 - b) Private Security
- 28) Training
- 29) SCRB Reports
- 30) CI Gazette
- 31) Welfare Module
- 32) Road Accident Reporting Module
- 33) Court, Jail Interface and Prosecution Management Services
- 34) Automated Fingerprint Identification System (AFIS)
- 35) Notification System
- 36) Integration of CCTNS CAS with following Projects:
 - a) NDSO
 - b) Punjabi University
 - c) National Cyber Crime Portal
 - d) CM Dashboard
 - e) Vahan & Sarathi
- 37) Integration with Aadhaar
- 38) Armory Store Management

4.6.4. Offline/ Online Architecture of the CAS



4.6.5. Technology Stack for Existing Core Application Software

Currently the Punjab Police is using NCRB developed Core Application Software (CAS). The current version of CAS deployed across the Police Stations and Higher Offices of Punjab is CAS 4.5. The existing technology version is Java 6.0, Database is MySQL 5.5.2 & GlassFish 2.1, Sun Solaris 10, RedHat version 5 & 6. The following technological stack are used for deploying CCTNS CAS applications.

Sl.no	Module	Technology	Database	Web Server	OS
1.	CAS Online	Java 6.0	MySQL 5.5.2	GlassFish 2.1	Sun Solaris 10
2.	CAS Offline	Java 6.0	MySQL 5.5.2		Ubuntu 16.0
3.	38 State extension modules	Java 6.0	MySQL 5.5.2	GlassFish 2.1	Solaris based server

Note: The above information is indicative in nature, and the exact details would emerge out after a detailed system study is carried out by the selected bidder.



4.7. Scope of Work

The broader scope of work expected from the selected Bidder is as follows (but not limited to):

- a) **Application support for CAS and State extension modules:** To provide operational and management support, customization and enhancement of features present in the Core Application Software (CAS 4.5 or higher version) and existing 38 State extension modules in DC/DR. In addition, roll-out support for any new version of CAS released by NCRB/MHA which includes testing, bug fixing in co-ordination with NCRB and upgradation of Police Station Offline DB and Sync Utility tools.
- The Citizen Portal is being managed through a separate application called “Saanjh” which is out of scope of this RFP, however the bidder will provide all the support for integration of Citizen services with the CAS application.
 - Also, the State has mobile application for Police and citizen services which is not covered under the scope of work of this RFP. However, the selected bidder will extend support for integration of services with CAS application.
 - The bidder will also integrate the existing 38 State extension modules with CAS 5.0 or any higher version to be released by NCRB in future.
 - The bidder needs to upgrade the existing Sun Solaris operating System to compatible open-source Linux operating system having valid OEM support at least for the next 05 years. However, the existing web server (Glassfish), Java software and MySQL needs to be upgraded as and when requested by the purchaser during the contract period.
 - During the duration of the contract the Purchaser may ask for additional work as per Change Request section (3.1.10) The man-month rates proposed by the bidder in the commercial proposal shall be used to compute the overall cost of the additional effort. One of the critical requirements would be the upgradation of existing web server version i.e. Glassfish with any open source stable web server with valid OEM support, upgradation of Java software and MySQL to the latest version compatible with CAS 4.5 or 5.0.
 - Application enhancement: The bidder shall migrate the Police Stations from existing offline DB to online mode of functioning based on the network feasibility. The Purchaser shall provide complete support for the process of such migration.
- b) **Helpdesk support for CAS end user locations:** To provide 24x7 operational and management support for CAS for 423 Police Stations and 191 Higher Offices. The bidder will assist in migrating the Police Stations from offline to online platform.



- c) **Support for operation and management of DC/DR:** To provide operation and management support for Data Center with bundle of services to ensure continuity of business.

The DR Data backup needs to be periodically checked for its integrity and usability half-yearly using the existing infrastructure to avoid data loss in time of need without any additional cost to the department. The bidder may configure the required data backup at DR end and connect it to the restored database with existing testing server at Data Center to check the usability of the DR end.

The bidder needs to support in rectification and resolving the **security audit** observations provided by the third-party security audit agency employed by the purchaser as and when required during the contract period.

Technical support to migrate the CCTNS DC/Disaster Recovery Center to Cloud platform. The resource deployed by the bidders for the DC operations should extend the technical support in migrating DC/DR Site to cloud platform on need basis without any financial implication.

- d) **Integration support:** To provide integration support with CCTNS application w.r.t. any other external/internal applications apart from ICJS, Mobile application, portal provided by Govt. of India/NCRB/MHA as per the State requirement. This includes development of additional API, script, codes, additional fields required to consume the data for integration with CAS.
- e) **Training support:** To provide support for imparting role-based training to the Training of Trainers (ToT) at PPHQ for any additional modules designed and developed at State level.
- f) **Support for value added services:** To provide support for implementation of national best practices for CAS application, tools (Analytics tool /BI, ArcGIS), integration support for SMS/ payment gateway, various portals of State and Central governments.

Note: All necessary hardware, software and license for DC, DR and end user locations will be provided by separate vendor/OEM and is out of scope for SI to be selected through this RFP.



4.8. Detailed Scope of Work

Sl. no	Responsibilities of selected bidder
1)	<p>(i) Application support for CAS / State extension modules, customization</p> <ul style="list-style-type: none">a) Operation and management support for CAS 4.5 or higher version (Online/Offline module)b) Support for roll-out of new version of CAS/ State extension modules including testing, Configuration and go-live.c) Support for integration of CCTNS with ICJS, internal/external stakeholders which includes design and development of API, e-Forms & related support services.d) Support and management of 38 State extension modules of CCTNS and support in migration of these 38 modules with CAS 4.5 or 5.0 and integration with other services.e) Carry out the detail functional testing and coordination for bug fixing or providing alternate solution for any new version to be released by the State/Central.f) Non-functional testing such as Performance testing, Load testing, Stress testing, volume testing, Security testing, Compatibility testing, Install testing, Recovery testing, Reliability testing, Usability testing, compliance testing, localization testing of CAS applicationg) Testing of new built version of CAS online and offline for identifying any functional bugs and glitches and providing end to end solution for the department.h) The bug issues needs to be categorized as per the severity of the bug into - Major, minor, Critical, Showstopper and discuss with State/ NCRB for work around solution to avoid any impact for rollout of new version.i) The bidder will ensure that the CAS application meets all the requirements of the department including the functionality and technical requirements.j) Along with testing, SI will re-verify the existence of old bugs in the newly released CAS version.k) SI needs to suggest workaround solutions to the problem till NCRB provides a solution for the identified bug in order to ensure continuity of the business at PS/HO level.l) Submission of testing report containing the Package Deliverables, new enhancements, Features, Fixes and correction, status of sync utility & the issues reported with no. of bugs identified for all the three modules of CASm) Plan for CAS rollout activity once the testing is completed at State level and the released version is found suitable for rollout after discussion with Purchaser.n) Migration of State specific customization carried out in earlier version of CAS to the newer version before rollout of latest version of CAS.o) Upgrading the Police Stations Offline Database and Sync Utility tools.



- p) The bilingual and Unicode of local language may be supported, integrated in the application for local language typing in the CAS application
- q) During the Operation and Management phase, the bidder will be responsible for overall maintenance of the application through business continuity support, help desk support, monitoring and maintenance, miscellaneous operations related to the solution and provide support in compliance to the agreed SLA.
- r) The Citizen Portal is being managed through a separate application called "Saanjh" which is out of scope of this RFP, however the bidder will provide all the support for integration of Citizen services with CAS application.
- s) Also, the State has mobile application for Police and citizen services which is not covered under the scope of work of this RFP. However, the selected bidder will extend their support for integration of mobile services with CAS application.

(ii) CAS customization

- a) SI needs to carry out the gap analysis for State specific requirement for customization after discussion with the department.
- b) For any new version of CAS, SI has to carried out customizations which are already been done in earlier versions as per SRS along with supported documents.
- c) SI will share a feasibility for the customization to be carried out as per the Do's & Don'ts guidelines provide by NCRB/SDA which is within the purview of SRS.
- d) SI will perform customization of existing CAS (online/ offline) including 38 State extension modules which will cover modification of existing e-Forms, Workflow re-design, addition of actors/ stakeholders with minimum modification/ addition of database, writing of additional codes/script and with appropriate measures so that it will not impact other working functionalities
- e) Customization of bilingual reports, design of MIS dashboard, design & customization of responsive UI for performance enhancement of the application and associated services
- f) SI will assist the department in implementing the national level best practices & integration with CAS & State application on need basis.
- g) SI will not make any changes in CAS structure without the prior approval from State. However, any customized version post approval will be deployed in production environment.
- h) Any customization requirement will be given as per the approved guidelines of Software Development Agency and being followed by other States on CCTNS. The timeline will be



	<p>as per the industry standard since the project is already live and the customization requirement may be urgent to avoid impact on functioning of the system.</p> <ul style="list-style-type: none">i) The bidder must ensure that the customization activity is completed within the acceptable timeline mutually agreed by both the parties as per the industry best practices.j) If additional back office resource support is required to supplement the customization effort of onsite team, the bidder must plan the same to meet the agreed timeline without any financial implication.k) If the State desires to develop any additional modules on top of CAS application, 38 State modules for further enhancement of the CAS application for business process improvement with defined functionality requirement specification the same may be awarded to SI for design and development through Change Request process. The effort estimate and delivery timeline need to be mutually agreed by both the parties or duly vetted by State designated agencies having required expertise. <p>(iii) MIS Dashboard Reports:</p> <ul style="list-style-type: none">a) Customization of MIS dashboard for generation of various types of reports and registers of Police stations for monitoring and review of supervisory officers. for monitoring and review by the supervisory authorities.b) The dashboard reports will be customized based on the input provided by the State.c) Proof of Concept (POC) for report at UAT followed by demo to State team and approval before deployment to production environment.d) The generated dashboard reports need to have clarity for the purpose and may be extracted in various formats(Doc, excel, PDF, etc.)e) The generated reports will be in statistical as well as in graphical form.f) Each report will have the provision to select one or multiple sub-criteria from the drop-down list.g) The reports should have a provision to select multiple options for the purpose of comparison.
2)	<p>Helpdesk support System for CAS end user locations</p> <ul style="list-style-type: none">a) Helpdesk will be the central point of contact for all CAS related issues. The Bidder shall monitor complaints through the existing EMS system or any other upgraded system. The details of manpower requirement for Helpdesk support is given in section 4.9b) Provide solution support through the existing helpdesk system such as



	<ul style="list-style-type: none">(i) Call Receiving from Users, its logging and issue of ticket no. to user(ii) Single point of contact for all CAS application related issues(iii) Call Escalation, tracking and closure(iv) Reporting on daily/weekly/ monthly/quarterly calls or incidents such as Call Pending Report with details, call resolution and analysis reports. <p>c) In addition to the above services, the bidder must maintain Service level management, incident management, change management, Problem management, Root Cause Analysis related to CAS application and DC services. However, the above-mentioned list of task and support services may vary as per the requirement of Punjab Police.</p> <p>d) Setting up of dedicated helpdesk resource with telephone line for receiving calls from police stations/Higher Offices and calling back for support and management of CAS offline/online application.</p> <p>e) Purchaser will provide the space for setting up the helpdesk whereas the Infrastructure required for the helpdesk team such as Laptop/ Desktop PC/ Phone/ Printer must be managed by the bidder.</p> <p>f) Provide support required to resolve the field issues related to CAS application and may work in all days as per the urgency of the business.</p> <p>g) Support and management in good faith and ensure that no mistakes are done advertently keeping the better interest of the project.</p> <p>h) Helpdesk will handle fault acceptance, reporting, assigning to support team and closure of ticket with submission of daily update to Punjab Police during the contract period.</p> <p>i) The SLA report must be submitted to the purchaser on daily/monthly/quarterly basis.</p> <p>j) The Bidder must provide their best effort to support solution till the closure of the problem/incident/task and in compliance with the Service Level Agreement (SLA).</p> <p>k) The Bidder must deploy the required quality and suitable manpower for the support system.</p> <p>l) The bidder will assist in migrating the Police Stations from offline to online mode.</p> <p>m) The bidder will provide support for any new end user location(under CCTNS Project) to be established in the State during the contract period.</p>
3)	Support for operation and management of Data Centre and DRC <p>a) The bidder is free to upgrade the existing technology stack from Solaris to any latest open-source compatible operating system like Linux or equivalent along with required web services to have a better performance and manageability for the project. The proposed solution should have at least 05 years of operating support from OEM. Any financial requirement related to support maybe proposed by the bidder.</p>



- b) Manpower support for CCTNS Data Centre for management and configuration of existing Data Center for smooth running of the services.
- c) Management & troubleshooting of Servers and all services of the DC such as patches update, taking back up of log files, system files, regular changing of password of the equipment as per feasibility.
- d) Updating of the System Software, Application software and Antivirus, Database, Routers, Switches, Firewall & Storage equipment so that the system firmware or patches is up to date as per feasibility.
- e) Support for raising the ticket to OEM vendors for faulty DC/DR equipment's.
- f) The DR Data backup needs to be checked for its usability in case of any disaster situation.
- g) The DC manpower resources must take backup of the file system, database and server log files on daily/weekly/monthly /yearly basis or as per the requirement of CCTNS Punjab.
- h) Regular cleaning of Tape/backup equipment drive, patch management, cleansing of database for optimum performance of the system.
- i) Technical support to migrate the CCTNS DC/Disaster Recovery Center to Cloud platform. The resource deployed by the bidders for the DC operations should extend the technical support in migrating DC/DR Site to cloud platform on need basis without any financial implication.
- j) Configuration of DC-DR for data replication/ restoration at DC as well as DR end.
- k) The Bidder should help providing support including writing/executing script/ configuration/customize and management for all the services of Data Center including DR.
- l) The team will also support for data restoration and data quality checking between the DC & DR
- m) During the contract period if any DC /DR equipment falls under end of support or end of life, the purchaser will replace the equipment through a separate bidder. However, the selected bidder will provide support for configuration of any DC/DR equipment as per State requirement.
- n) The successful bidder shall co-ordinate with OEMs for support regarding configuration issues till up and running of the required services.
- o) Support for Data Centre/DR on the basis of SLA and provide services as and when required.
- p) Security Audit related support: The SI will support in rectification and resolving the observations provided by the third-party security audit agency employed by the purchaser as and when required during the contract period. Anything related to asset replacement/software upgradation will be out of scope of SI while resolving the security audit observation.



<p>4)</p>	<p>Integration of CCTNS with internal/external agencies.</p> <ul style="list-style-type: none">a) CCTNS Punjab is expected to be horizontally integrated with other agencies for sharing of data electronically such as ICJS, e-court, FSL, Prosecution, Prison, State Portal services for data exchange, single sign on (SSO) and other external departments.b) Selected Bidder will support in integration of CCTNS with other external agencies/mobile application by developing API, e-forms, etc. for successful electronic exchange of data using web-services or connectors and support for other technical requirements to integrate and enable the exchange of data electronically between CCTNS and external agencies.c) Developing e-forms & API for electronic exchange of data using web-services or connectors and support for other technical requirements to integrate and enable the exchange of data electronically between CCTNS and external agencies.d) Developing script/API/Connectors and other processes required for end-to-end integration with CAS w.r.t. mobile application, ICJS and any other application and services of internal/external stakeholder as per State requirement.e) The integration process includes authentication, encryption process and exchanging of data using CCTNS services by the State users.f) Coordinate, requirement gathering, understand the feasibility and conduct the Proof of concept for testing the requirements.g) Analyze the feasibility for exchange of data sets between CCTNS and external entities.
<p>5)</p>	<p>Capacity building training</p> <ul style="list-style-type: none">a) Selected SI will support the State in capacity building and role-based training to “Training of Trainers” on enhanced and upgraded version of CAS applicationb) SI will support the change management activity through technical presentation, knowledge sharing of CAS, MIS dashboard and other citizen services related to CCTNS project including hands on demo through web-based services of CCTNS.c) Sharing other relevant technical information like mobile app, integrated services, or any similar applicationd) Provide refresher training on CAS/ State modules/ Mobile App for any new versions released during the O&M phase.e) Provide support for conducting CCTNS/ ICJS related change management program workshop on need basisf) Imparting training to Training of Trainers(ToTs) for additional new modules developed at State/ Central level



	<p>g) Change management program will be conducted for officers (SP/DSP/ACP/SHO) who have a direct impact through reviewing the performance of the Police Stations & using the advance search features to facilitate the investigation process through CCTNS System.</p> <p>h) SI in consultation with State will develop the contents, presentations and sample videos to explain the objectives of the program, its benefit and expected outcome.</p> <p>i) Defining the requirements based on the detailed analysis and design the necessary content (reading material, presentations) in English, Hindi and Local Language (Punjabi) for the Change Management Workshops.</p>
<p>6)</p>	<p>Support for value added services</p> <p>a) Support in implementing national best practices for CAS application</p> <p>b) Support in implementing technologies like predictive policing, AI, BI and Data analytics using the existing available tools like ArcGIS, IBM Cognos, CMAPS, etc. The SI will extend integration support with the existing application, database, services, tools, etc. with support of the OEM/supplier providing the technology/solution/product. However, if State wants to implement any value-added services through SI which includes procurement, implementation and support then it will be covered under Change Request (CR). The rate will be discovered through designated market committee of the department.</p> <p>c) Ensure availability of CAS in Bilingual version (Punjabi and English). Preparation of necessary configuration files for both CAS and additional functionalities/modules developed as part of CAS.</p> <p>d) Configuration with Punjabi language at API/OS so that the PS/Citizen can do the data entry in Punjabi apart from English. The SI should do the necessary configuration using Open source Punjabi Unicode or as applicable</p> <p>e) Support for other value-added services like implementation of chat-bot, AI, data analytics, Facial recognition software, ArcGIS, FTP file server for data repository etc. on CCTNS framework.</p> <p>f) The bidder will also configure e-mail and SMS services through API in CAS and other State applications.</p> <p>g) The bidder must support the existing SMS/OTP services for management, deployment and configuration of API in the Data Centre Application server as and when required</p> <p>h) Integration of CAS with various State and Central government portals as per the requirement.</p>
<p>7)</p>	<p>Project Documentation & Reporting</p> <p>a) The Bidder will update the project progress on daily/weekly basis as agreed upon during the contract signing.</p>



	<p>b) The reporting template will be shared by the state to the Bidder which may likely to change during the progress of the project.</p> <p>c) The reporting should mention any issues and challenges faced by the Bidder during project rollout or support.</p> <p>d) Documentations to be maintained by the selected bidder:</p> <ul style="list-style-type: none"> • System Documents • User Documents • Project Component Documentation • Training Material • User Manual • System Manual • Project Plan • Weekly Review Sheet • Test Cases, Test Report, Traceability Matrix, GAP Analysis document, Standard Operating Procedure Documents, MOMs ,KT documents etc. • System Requirements Specifications • System Design Document • Project Source Code
<p>8)</p>	<p>Risk Assessment and Mitigation Planning</p> <p>a) Data Centre Network Security for external threat & the mitigation plan</p> <p>b) Identification various threat perception for Data Centre & on the best practices as per the industry standard</p> <p>c) Risk identification & mitigation plan for Data backup, recovery and disaster management</p> <p>d) Issues related to application testing, customization & rollout challenges in client location</p> <p>e) Risk identification for Anti-virus, OS patch management & licensing.</p> <p>f) Risk identification for Servers, mail back up</p> <p>g) Risk identification of CAS & other applications</p> <p>h) Risk identification & mitigation plan based on the ITIL/ ITSM as per the industry standard.</p>
<p>9)</p>	<p>Approach for Taking over from existing SI</p> <p>a) The bidder should prepare a comprehensive plan for takeover from the existing SI</p> <p>b) The bidder should deploy qualified senior resources for Knowledge Transfer/ Training/ Briefing & document collection from the existing SI related to application & Data Centre support.</p> <p>c) Preparation of detailed checklist for proper KT and discussion with purchaser for approval</p>



	<ul style="list-style-type: none">d) The bidder must take necessary precaution to extract critical information for DC related activity and application support, so that the operation is not impacted post exit of the existing SI.e) At least 90 days will be planned for knowledge transfer from the outgoing SI to the new SI. This exercise needs to be planned immediately after issue of LOI/Work order and the bidder must have a plan ready.
10)	Exit Management <ul style="list-style-type: none">a) Submission of exit management plan 180 days prior to end of the contract and discussion with Nodal Officer for approval.b) Exit management will be initiated minimum of 90 days prior to end of the contractc) Proper Knowledge transfer to the designated team for smooth handoverd) Knowledge and documentation transfer as per exit plan.

4.9. Resource requirement details

SI should ensure that only quality and dedicated resources are proposed and deployed for the project to support and manage the project.

Note: The quantity of resources indicated in the RFP are minimum in number and the bidder cannot decrease the number of proposed resources however, The bidder is free to increase the quantity of resources in order to adhere to the SLAs and other requirement of the RFP.

The resource requirement details are as follows:



Sr No.	Proposed Resource	Qty	Experience & Qualification
1	Program Manager (Full Time Deployment)	1	<p>General qualification:</p> <ul style="list-style-type: none"> i. B.E./ B. Tech./ MCA / Post Graduate ii. Minimum 15 years of experience in implementation of IT Trunkey Project iii. Minimum 10 years of experience in Enterprise- Wide systems integration <p>Relevant experience:</p> <ul style="list-style-type: none"> iv. Minimum 08 year of proven professional experience as Project Manager in the management of 02 (two) large scale e-Governance Projects/MMP with minimum project cost of 25 crores or more. <p>Domain experience:</p> <ul style="list-style-type: none"> v. Should have involved in complete software development life cycle for at least 02 projects in e-Gov projects. vi. Should have experience in project administration, coordinating, planning, execution, monitoring and reporting. vii. Should have minimum 5 years experience in Police domain Project.
2	Project Manager (Full Time Deployment)	1	<p>General qualification:</p> <ul style="list-style-type: none"> i. B.E. / B. Tech./ MCA ii. 10 years of experience in IT iii. Minimum 5 years of experience in Enterprise-Wide systems integration <p>Relevant experience:</p> <ul style="list-style-type: none"> iv. Minimum 5 year experience in managing 01 (One) large scale e-Governance projects/MMP with minimum project cost of 10 crores or more. <p>Domain experience:</p> <ul style="list-style-type: none"> v. Should have involved in complete software development life cycle for at least 02 projects in e-Gov projects. vi. Should have minimum 3 years experience in Police domain project vii. Should have experience in supporting O&M Phase of enterprise wide project. viii. Must have expertise in- SDLC, integration of applications, SMS/payment gateway integration, architectural workflow & customization.



3	Lead Developer (Full Time- Remote support with VPN Access)	1	<p>General qualification:</p> <ul style="list-style-type: none"> i. B.E. / B. Tech./ MCA ii. 4 years of experience in Software Development iii. Minimum 3 years' experience in Enterprise- Wide systems integration <p>Relevant experience:</p> <ul style="list-style-type: none"> iv. Minimum 3 year experience in development & support of large scale e-Governance projects/MMP of project. <p>Domain experience:</p> <ul style="list-style-type: none"> v. Should have involved in complete software development life cycle for at least 01 projects in e-Gov projects. vi. Should have experience in supporting O&M Phase of CCTNS project. vii. Must have expertise in development of web applications using Java/MySQL/open source stack, API development, SRS/FRS and other project documents design, integration of applications, SMS/payment gateway integration, architectural workflow & customization.
4	Application Developer (Full Time- Remote support with VPN Access)	3	<p>General qualification:</p> <ul style="list-style-type: none"> i. B.E. / B. Tech./ MCA <p>Relevant experience:</p> <ul style="list-style-type: none"> ii. Experience in JAVA based application development & support of large scale e-Governance projects/MMP of project. <p>Domain experience:</p> <ul style="list-style-type: none"> iii. Should have involved in complete software development life cycle for at least 01 projects in e-Gov projects. iv. Should have experience in supporting O&M Phase of CCTNS project. v. Must have expertise in development of web applications using Java/MySQL/open source stack, SRS/FRS and other project documents design, integration of applications, SMS/payment gateway integration, architectural workflow & customization.



5	System & Network Administrator (Full Time Deployment)	1	<p>General qualification:</p> <ul style="list-style-type: none"> i. B.E. / B. Tech/ MCA ii. 5 years of work experience <p>Relevant experience:</p> <ul style="list-style-type: none"> iii. Minimum 4 year experience as System & Network Admin in large scale e-Governance projects/MMP of project. iv. Should have experience in management of security devices, maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting email gateways, firewalls and servers v. Experience in monitoring of various devices / tools such as firewall, intrusion detection, content filtering and blocking, virus protection, and vulnerability protection through implementation of proper patches and rules. <p>Domain experience:</p> <ul style="list-style-type: none"> vi. Should have experience in supporting O&M Phase of enterprise wide project on a Large / medium sized network of servers, desktop systems and communications devices vii. Should have experience in Redhat Enterprise Linux, Sun Solaris.
6	Database Administrator/ Storage Expert (Full Time-Remote support with VPN Access)	1	<p>General qualification:</p> <ul style="list-style-type: none"> i. B.E. / B. Tech/ MCA ii. 4 years of work experience <p>Relevant experience:</p> <ul style="list-style-type: none"> iii. Minimum 3 year experience as Database Admin in large scale e-Governance projects/MMP of project. <p>Domain experience:</p> <ul style="list-style-type: none"> iv. Must have expertise on MySQL / Oracle Database Administration v. Expertise in analyze, consolidate and tune database for optimal efficiency and preventive maintenance as required vi. Expertise in implementation and monitoring the data security, encryption and database clustering environment



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7	Business Analyst cum Functional Consultant (Full Time Deployment)	1	<p>General qualification:</p> <ul style="list-style-type: none">i. B.E. / B. Tech./ MCAii. 08 years of experience in ITiii. Minimum 5 years of experience in Enterprise-Wide systems integration <p>Relevant experience:</p> <ul style="list-style-type: none">iv. Minimum 5 years experience in large scale e-Governance projects/ MMP. <p>Domain experience:</p> <ul style="list-style-type: none">v. Should have involved in complete software development life cycle.vi. Should have experience in requirement gathering, Preparation of FRS, SRS, Test case, conducting UAT, demonstration and training, project documentation etc.vii. Should have experience of Police Domain Project
8	Helpdesk Engineer (Full Time Deployment of all 6 helpdesk resources)	6	<p>General qualification:</p> <ul style="list-style-type: none">i. B.E. / B. Tech/ BCA/B. Sc IT /M.Sc. IT/ MCAii. 3 years of relevant work experience <p>Relevant experience:</p> <ul style="list-style-type: none">iii. Minimum 2 years of experience working as application Helpdesk support Engineer <p>Domain experience:</p> <ul style="list-style-type: none">iv. Should have experience in handling helpdesk tickets.v. Should be proficient in English, Hindi and Punjabi Language.



4.10. Project Timelines

S.no	Activity	Timeline (T = Date of contract signing)	Remarks
Operation & Management support			
1.	Kick Off meeting	T + 7 days	
2.	Deployment of resources for Knowledge Transfer (KT) activity	T + 15 days	
3.	Knowledge Transfer completion including all the queries and mitigation measures	T + 60 days	
4.	Deployment of the team for project takeover and operation & management support	T+ 90 days	Till the end of the contract period The project to continue for 02 years after successful takeover (T+ 90 days) by the new SI

Note:

It is to be noted that the contract of the current SI is till 11th August, 2022. The knowledge transfer as per the above schedule shall commence 90 days before the expiry of the current contract.

The bidder shall plan the resource deployment accordingly and resource costing as no extra payment shall be made to the selected bidder during the current exit period of the current SI.

4.11. Payment Terms & Deliverables

Operation & management			
S.no	Milestone	Supporting document to be submitted as deliverables	Payment frequency
1.	Quarterly O&M SLA support	Monthly/quarterly SLA report	Payment will be released as per equal quarterly payments installments



5. APPENDIX

5.1. Appendix 1: Necessary Forms

5.1.1. Form 1: Compliance Sheet

The bid should comprise of the following requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the bid and the forms will be used for the purpose of technical bid evaluation of the bid.

#	Specific Requirements	Documents Required	Compliance	Reference & Page No. (Mandatory)
1.	Particulars of the bidders	As per Form 2 under Appendix I	Yes / No	
2.	Certificate of incorporation	Certificate of incorporation and certificate of commencement of business issued by the Registrar of companies / appropriate authority	Yes / No	
3.	PAN and GST registration certificate	Attested copy of the PAN & GST registration certificate	Yes / No	
4.	Power of Attorney for authorized signatory of the bid document	As per Form 10 under Appendix I	Yes/No	
5.	Tender fee	Tender fee through NEFT/RTGS or equivalent	Yes/No	
6.	EMD	Online submission in e-proc portal	Yes / No	
7.	CMMI Level 3 or higher company certificate	Attested copy of valid and relevant certificate	Yes / No	
8.	ISO 27001 certification	Attested copy of valid and relevant certificate	Yes / No	
9.	Average annual turnover of INR 35 Crores for the last 3 Financial years from IT/ITES business.	The audited balance sheet and Profit & loss statement for financial year 2017-18, 2018-19 and 2019-20	Yes / No	
10.	Positive net worth for each of the last three financial years namely 2017-18, 2018-19, 2019-20	The audited balance sheet and Profit & loss statement for financial year 2017-18, 2018-19 and 2019-20		



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#	Specific Requirements	Documents Required	Compliance	Reference & Page No. (Mandatory)
		20 as documentary evidence duly certified by statutory auditor.		
11.	Project documents for design, development of application, customization, testing along with Operation & Maintenance support for projects.	As per the supporting documents required to be submitted by bidder mentioned in section 3.2 of this RFP	Yes / No	
12.	Work Plan	As per Form 6 under Appendix I Detail work plan preferably in Gantt chart format	Yes / No	
13.	Proposed Team Composition	As per Form 7 under Appendix I	Yes / No	
14.	CVs of proposed resources	As per Form 9 under Appendix I	Yes / No	
15.	Deployment of Resources	As per Form 8 under Appendix I	Yes / No	
16.	Project citation documents	As per Form 4 under Appendix I	Yes / No	
17.	Documents for not blacklisting by any Government/ Government agency/ PSU in India as on the date of bidding.	Self-Certification/ Undertaking as per the format under Appendix 5 for undertaking on blacklisting	Yes / No	
18.	Project documents for design and development of application, customization, testing along with Operation & Maintenance support for projects of value INR 5 Crore or more	As per the supporting documents required to be submitted by bidder mentioned in section 3.2 of this RFP	Yes / No	
19.	Project documents for experience in providing manpower support for operations and maintenance for MMP/ eGov/ IT/ ITES projects	As per the supporting documents required to be submitted by bidder mentioned in section 3.2 of this RFP	Yes / No	



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#	Specific Requirements	Documents Required	Compliance	Reference & Page No. (Mandatory)
	having minimum 400 end user locations.			
20.	Project documents highlighting experience of successful integration of multiple databases for central/ State Govt/ PSU clients for cross departmental integration	As per the supporting documents required to be submitted by bidder mentioned in section 3.2 of this RFP	Yes/No	
21.	Project documents for domain experience in CCTNS/ ICJS	As per the supporting documents required to be submitted by bidder mentioned in section 3.2 of this RFP	Yes/No	

5.1.2. Form 2: Particulars of the Bidder

SI No.	Information Sought	Details to be Furnished
A	Name and address of the bidding Company	
B	Incorporation status of the firm (public limited / private limited, etc.)	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	
F	Details of company registration	
H	Name, Address, email, Phone nos. and Mobile Number of Contact Person involved in this bid	Name: Address: Email: Ph.no/Mob:



5.1.3. Form 3: Letter of Technical Bid

To:

<Location, Date>

<Name>
 <Designation>
 <Address>
 <Phone Nos.>
 <Email id>

Subject: Submission of the Technical bid for <Name of the Engagement>

Dear Sir/Madam,

We, the undersigned, offer to provide <Title of Implementation service> to the Purchaser with your Request for Bid dated <insert date> and our Bid. We are hereby submitting our bid, which includes the Technical bid sealed in a separate envelope. Also, the same has been uploaded in the tendering portal.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our bid is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for <180> days as stipulated in the RFP document.

We understand you are not bound to accept any bid you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Location: _____ Date: _____



5.1.4. Form 4: Project Citation Format

Relevant project experience (provide no more than 5 projects in the last 5 years)	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Phone no and	
Email of client	
Project Details	
Description of the project	
Scope of services	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order*	

* Please provide scanned copy/ copies of the work order, completion certificate as required.



5.1.5. Form 5: Approach & Methodology

The bidder needs to submit the details/supporting documents as per Technical evaluation scoring matrix provided in this RFP. Technical approach, methodology and work plan are key components of the Technical bid. You are suggested to present your Technical Bid divided into the following three chapters:

a) Understanding of the project

- a. About Punjab CCTNS
- b. Objective about the assignment

b) Understanding of Punjab CCTNS application and Integration with external agencies

- a. Understanding of Punjab CCTNS application
- b. customization approach, bug testing and rollout strategy
- c. Customization of MIS report
- d. Understanding for bi-lingual support
- e. Understanding on DR data replication, data integrity check
- f. Understanding of the project (how the solution proposed is relevant to the understanding)
- g. Technical Approach and Methodology

c) Understanding of State CAS Customization , ArcGIS mapping, Integration of CCTNS with other applications.

- a. Understanding of CAS modules, customization.
- b. existing CAS architecture for performance improvement
- c. Understanding of ArcGIS mapping and its implementation
- d. Integration of CCTNS with other State and National applications.
- e. Horizontal integration of CAS application with other pillars of ICJS system
- f. Approach for Punjab CCTNS integration with SMS/Email/payment gateway
- g. Implementation of AI and Data analytics to support investigation
- h. Implementation of Biometrics, facial recognition, crime mapping/Police verification report using handheld devices
- i. Migration of existing application on Cloud platform

d) Risk and Mitigation Plan

e) Approach for taking over the project from existing SI

f) Exit management and KT planning



5.1.6. Form 6: Work Plan

No	Activity ¹	Calendar Months												
		1	2	3	4	5	6	7	8	9	10	11	12	n
1														
2														
3														
4														
5														
N														

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

5.1.7. Form 7: Proposed Team Composition

Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement



5.1.8. Form 8: Deployment of Resources

No	Name of Staff	Staff input in Months (in the form of a bar chart) ²													Total staff man-months proposed	
		1	2	3	4	5	6	7	8	9	10	11	12	n	Total	
											Total					

- a) Professional Staff input should be indicated individually; for Support Staff it should be indicated by category
- b) Months are counted from the start of the assignment.



5.1.9. Form 9: Curriculum Vitae (CV) Of Proposed Resources

General Information	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none"> • Degree • Academic institution graduated from • Year of graduation • Specialization (if any) • Key achievements and other relevant information (if any) 	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: <ul style="list-style-type: none"> ❖ Organizations worked for in the past <ul style="list-style-type: none"> o Organization name o Duration and dates of entry and exit o Designation Location(s) o Key responsibilities ❖ Prior project experience <ul style="list-style-type: none"> o Project name o Client o Key project features in brief o Location of the project o Designation o Role o Responsibilities and activities o Duration of the project Please provide only relevant projects.	
Proficient in languages (Against each language listed indicate if speak/read/write)	



5.1.10. Form 10: Format for Power of Attorney

To be provided in original as part of Techno-Commercial Bid on stamp paper of value required under law duly signed by the bidder for the tender.

Dated: ____

POWER OF ATTORNEY

To Whomsoever It May Concern

Know all men by these presents, we (name and registered office address of the Bidder) do hereby constitute, appoint and authorize Mr. (Name of the Person(s)), domiciled at (Address), acting as (Designation and the name of the firm), as Authorized Signatory and whose signature is attested below, as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Bid for award of Agreement ""Selection of System Integrator for Operation and Management for CCTNS Punjab"" involving the deliverables as per agreement with Punjab Police, vide Invitation for Tender (Tender Document No.) dated....., issued by the Punjab Police, including signing and submission of all documents and providing information and responses to clarifications / enquiries etc. as may be required by Punjab Police or any governmental authority, representing us in all matters before Punjab Police, and generally dealing with Punjab Police in all matters in connection with our Bid for the said Project.

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. For -----

(Signature)

(Name, Title and Address)

Accept

(Attested signature of Mr.....)

(Name, Title and Address of the Attorney)

Notes:

- To be executed by the Bidder
- 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.
- Also, wherever required, the executant(s) should submit for verification the extract of the charter documents and documents such as a resolution / power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the executants(s).



5.2. Appendix 2: Commercial Bid Template

5.2.1. Form 1.1 : Covering Letter for Commercial Bid

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Email id>

Subject: Submission of the Commercial bid for selection of New System Integrator for operation and management of CCTNS Punjab

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for <<Title of Implementation Services>> in accordance with your Request for Bid dated <<Date>> and our Commercial Bid. Our attached Commercial Bid is for the sum of <<Amount in words and figures>>. This amount is inclusive of the local taxes.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP 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.
- We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. UNIT RATES

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.

3. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender 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 Tender, we agree to furnish the same in time to your satisfaction.

5. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated Commercial Bid attached with our Tender as part of the Tender.



6. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in this RFP document.

Our Commercial Bid shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Bid, i.e., [Date].

We understand you are not bound to accept any Bid you receive.

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.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

5.2.2. Form 2.2 : Summary of Commercial Proposal

S. No	Payment details	Price in INR (inclusive of taxes)	Price in words (inclusive of taxes)
1.	O&M manpower support cost for 1 st and 2 nd year (Form 2A)		
2.	O&M manpower support cost for 3 rd year (Form 2B)		
	Grand Total		

All costs should be mentioned in INR.



a) Form 2A: Manpower cost for application, Data Centre / DR support & maintenance for 1st and 2nd year

Sl. No	Resource Detail	No. of resources proposed	Total man-month	Unit man-month Cost (excl. of GST)	Cost for the total estimated man-month (exclusive of GST in Rs.)	GST (in Rs.)	Total Cost (inclusive of GST Rs.)
1.	Program Manager (Full Time Deployment)	1					
2.	Project Manager (Full Time Deployment)	1					
3.	Lead Developer (Full Time- Remote support with VPN Access)	1					
4.	Application Developer (Full Time- Remote support with VPN Access)	3					
5.	System and Network Administrator (Full Time Deployment)	1					
6.	Database Administrator/ Storage Expert (Full Time- Remote support with VPN Access)	1					



Sl. No	Resource Detail	No. of resources proposed	Total man-month	Unit man-month Cost (excl. of GST)	Cost for the total estimated man-month (exclusive of GST in Rs.)	GST (in Rs.)	Total Cost (inclusive of GST Rs.)
7.	Business Analyst cum Functional Consultant (Full Time Deployment)	1					
8.	Helpdesk Engineer (Full Time Deployment)	6					
Total							

b) Form 2B: Manpower cost for application, Data Centre / DR support & maintenance for 3rd year

Sl. No	Resource Detail	No. of resources proposed	Total man-month	Unit man-month Cost (excl. of GST)	Cost for the total estimated man-month (exclusive of GST in Rs.)	GST (in Rs.)	Total Cost (inclusive of GST Rs.)
1.	Program Manager (Full Time Deployment)	1					
2.	Project Manager (Full Time Deployment)	1					
3.	Lead Developer (Full Time-Remote support with VPN Access)	1					
4.	Application Developer (Full Time- Remote support with VPN Access)	3					



Request for Proposal for Selection of System Integrator for CCTNS Punjab

Sl. No	Resource Detail	No. of resources proposed	Total man-month	Unit man-month Cost (excl. of GST)	Cost for the total estimated man-month (exclusive of GST in Rs.)	GST (in Rs.)	Total Cost (inclusive of GST Rs.)
5.	System and Network Administrator (Full Time Deployment)	1					
6.	Database Administrator/ Storage Expert (Full Time- Remote support with VPN Access)	1					
7.	Business Analyst cum Functional Consultant (Full Time Deployment)	1					
8.	Helpdesk Engineer (Full Time Deployment)	6					
Total							



5.3. Appendix 3: Form for Performance Bank Guarantee

To,

.....

.....

Whereas, <<name of the supplier and address>> (hereinafter called “the Bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <<name of the assignment>> to Purchaser (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the Bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of Rs.<Insert Value> (Rupees <Insert Value in Words> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <Insert Value> (Rupees <Insert Value in Words> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert Date>>)

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed Rs. <Insert Value> (Rupees <Insert Value in Words> only).
- II. This bank guarantee shall be valid up to <Insert Expiry Date>)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.



5.4. Appendix 4: Change Control Notice (CCN) Format

Change Control Note		CCN Number:
Part A: Initiation		
Title:		
Originator:		
Sponsor:		
Date of Initiation:		
Details of Proposed Change		
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)		
Authorized by :	Date:	
Name:		
Signature:	Date:	
Received by the IP		
Name:		
Signature:		
Change Control Note		CCN Number:
Part B: Evaluation		
(Identify any attachments as B1, B2, and B3 etc.)		
Changes to Services, charging structure, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.		
Brief Description of Solution:		
Impact:		
Deliverables:		
Timetable:		
Charges for Implementation: (including a schedule of payments)		
Other Relevant Information: (including value-added and acceptance criteria)		
Authorized by the Bidder		Date:
Name:		
Signature:		



5.5. Appendix 5: Undertaking on Blacklisting

On a Rs. 100 non-judicial stamp paper duly notarized

To,

The.....,

<ADDRESS OF THE CLIENT>

This is to certify that << COMPANY NAME >> has not been blacklisted by a central / state Government institution and there has been no litigation with any government department on account of similar services as on the date of bidding.

Authorized Signature & Seal [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address



5.6. Appendix 6: List of Project Locations

S.No.	District	Name of Sites	Police Station /Higher Office
1	Amritsar-rural	DSP Ajnala	Higher Office
2	Amritsar-rural	DSP Majitha	Higher Office
3	Amritsar-Rural	DSP JANDIALA	Higher Office
4	Amritsar-rural	IGP Border Range	Higher Office
5	Amritsar-rural	PCR ASR-R	Higher Office
6	Amritsar-rural	DSP Attari	Higher Office
7	Amritsar-Rural	DSP BABA BAKALA	Higher Office
8	Amritsar-rural	DPO ASR-Rural	Higher Office
9	Barnala	DSP Mehal Kalan	Higher Office
10	Barnala	DSP Barnala	Higher Office
11	Barnala	PCR Barnala	Higher Office
12	Barnala	DSP Tapa	Higher Office
13	Barnala	DPO Barnala	Higher Office
14	Batala	DSP Fatehgarh Churrian	Higher Office
15	Batala	DSP Dera Baba Nanak	Higher Office
16	Batala	PCR Batala	Higher Office
17	Batala	DPO Batala	Higher Office
18	Batala	DSP City Batala	Higher Office
19	Bathinda	DSP Maur	Higher Office
20	Bathinda	DSP City-1	Higher Office
21	Bathinda	PCR Bathinda	Higher Office
22	Bathinda	IG office	Higher Office
23	Bathinda	DPO Bathinda	Higher Office
24	Bathinda	DSP R Bathinda	Higher Office
25	Bathinda	DSP City-II	Higher Office
26	Bathinda	DSP Talwandi Sabo	Higher Office
27	Bathinda	DSP Rampura	Higher Office
28	Comm-Amritsar	O/O ACP West	Higher Office
29	Comm-Amritsar	ACP South	Higher Office
30	Comm-Amritsar	ACP Central	Higher Office
31	Comm-Amritsar	PCR	Higher Office
32	Comm-Amritsar	O/o ACP North	Higher Office
33	Comm-Amritsar	Commissioner of Police, Amritsar	Higher Office
34	Comm-Amritsar	ACP East	Higher Office
35	Comm-Jalandhar	ACP North	Higher Office
36	Comm-Jalandhar	ACP Model Town	Higher Office
37	Comm-Jalandhar	ACP West	Higher Office
38	Comm-Jalandhar	ACP Cantonment	Higher Office



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S.No.	District	Name of Sites	Police Station /Higher Office
39	Comm-Jalandhar	ACP Central, Jalandhar.	Higher Office
40	Comm-Jalandhar	PCR Jalandhar	Higher Office
41	Comm-Jalandhar	O/O Jalandhar Commisnarate	Higher Office
42	Comm-Ludhiana	ACP Central	Higher Office
43	Comm-Ludhiana	ACP West	Higher Office
44	Comm-Ludhiana	ACP North	Higher Office
45	Comm-Ludhiana	ACP East	Higher Office
46	Comm-Ludhiana	ACP Industrial Area	Higher Office
47	Comm-Ludhiana	ACP Sahnewal	Higher Office
48	Comm-Ludhiana	ACP Civil Lines	Higher Office
49	Comm-Ludhiana	ACP South	Higher Office
50	Comm-Ludhiana	PCR Ludhiana	Higher Office
51	Comm-Ludhiana	IGP Office	Higher Office
52	Comm-Ludhiana	O/O Commisnior	Higher Office
53	Faridkot	DSP Jaito	Higher Office
54	Faridkot	SDPO Faridkot	Higher Office
55	Faridkot	PCR Faridkot	Higher Office
56	Faridkot	DPO Faridkot	Higher Office
57	Faridkot	SDPO Kotkapura	Higher Office
58	Faridkot	IGP Faridkot	Higher Office
59	Fatehgarh Sahib	DSP KHAMANON	Higher Office
60	Fatehgarh Sahib	DSP Bassi Pathana	Higher Office
61	Fatehgarh Sahib	SDPO Fatehgarh sahib	Higher Office
62	Fatehgarh Sahib	PCR Fatehgarh Sahib	Higher Office
63	Fatehgarh Sahib	DSP Amlah	Higher Office
64	Fatehgarh Sahib	DPO Fathegarh Sahib	Higher Office
65	Fazilka	DSP Abohar	Higher Office
66	Fazilka	DSP Jalalabad	Higher Office
67	Fazilka	PCR Fazilka	Higher Office
68	Fazilka	DSP Bullana	Higher Office
69	Fazilka	DSP/R Fazilka	Higher Office
70	Fazilka	DPO Fazilka	Higher Office
71	Ferozpur	DSP GHS	Higher Office
72	Ferozpur	DSP zira	Higher Office
73	Ferozpur	PCR Ferozpur	Higher Office
74	Ferozpur	IGP Ferozpur	Higher Office
75	Ferozpur	DPO Ferozpur	Higher Office
76	Ferozpur	SDPO FZR	Higher Office
77	Ferozpur	SDPO City Ferozepur	Higher Office
78	Ferozpur	DSP GRP Ferozpur	Higher Office
79	Gurdaspur	DSP Dhariwal	Higher Office



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S.No.	District	Name of Sites	Police Station /Higher Office
80	Gurdaspur	PCR Gurdaspur	Higher Office
81	Gurdaspur	DPO Gurdaspur	Higher Office
82	Gurdaspur	SDPO Gurdaspur	Higher Office
83	Gurdaspur	SDPO Kalanaur	Higher Office
84	Gurdaspur	DSP Dinanagar	Higher Office
85	Hoshiarpur	DSP Mukerian	Higher Office
86	Hoshiarpur	DSP HPR Rural	Higher Office
87	Hoshiarpur	PCR	Higher Office
88	Hoshiarpur	DSP Garh Shankar	Higher Office
89	Hoshiarpur	DPO Hpr	Higher Office
90	Hoshiarpur	DSP Dasuya	Higher Office
91	Hoshiarpur	DSP Tanda	Higher Office
92	Jalandhar-rural	DSP Phillaur	Higher Office
93	Jalandhar-rural	DSP Nakodar	Higher Office
94	Jalandhar-rural	PCR Jalandhar-R	Higher Office
95	Jalandhar-rural	IGP Office	Higher Office
96	Jalandhar-rural	FPB	Higher Office
97	Jalandhar-rural	FSL Mini	Higher Office
98	Jalandhar-rural	DPO Jal	Higher Office
99	Jalandhar-rural	DSP Adampur	Higher Office
100	Jalandhar-rural	DSP Kartarpur	Higher Office
101	Jalandhar-rural	DSP Shahkot	Higher Office
102	Kapurthala	DSP Bholath	Higher Office
103	Kapurthala	DSP Kapurthala	Higher Office
104	Kapurthala	SP KPT	Higher Office
105	Kapurthala	PCR	Higher Office
106	Kapurthala	SDPO Sultanpur	Higher Office
107	Kapurthala	DPO Kapurthala	Higher Office
108	Khanna	PCR Khanna	Higher Office
109	Khanna	DPO Khanna	Higher Office
110	Khanna	DSP Khanna	Higher Office
111	Khanna	DSP Samrala	Higher Office
112	Khanna	DSP Payal	Higher Office
113	Ludhiana-Rural	SDPO Raikot	Higher Office
114	Ludhiana-Rural	SDPO Ludhiana- Rural	Higher Office
115	Ludhiana-Rural	SDPO Dakha	Higher Office
116	Ludhiana-rural	PCR LDH-r	Higher Office
117	Ludhiana-Rural	DPO Ludhiana- Rural	Higher Office
118	Malerkotla	DSP Amargarh	Higher Office
119	Malerkotla	DSP Malerkotla	Higher Office
120	Malerkotla	DPO Malerkotla	Higher Office



Request for Proposal for Selection of System Integrator for CCTNS Punjab

S.No.	District	Name of Sites	Police Station /Higher Office
121	Malerkotla	PCR Malerkotla	Higher Office
122	Malerkotla	DSP Ahmedgarh	Higher Office
123	Mansa	DSP Sardulgarh	Higher Office
124	Mansa	DSP Bhudladha	Higher Office
125	Mansa	PCR Mansa	Higher Office
126	Mansa	DPO Mansa	Higher Office
127	Mansa	SDPO Mansa	Higher Office
128	Moga	DSP NHS wala	Higher Office
129	Moga	DSP Bhagwपुरana	Higher Office
130	Moga	DSP City Moga	Higher Office
131	Moga	PCR Moga	Higher Office
132	Moga	DSP Dharmkot	Higher Office
133	Moga	DPO Moga	Higher Office
134	Muktsar Sahib	DSP Giderbaha	Higher Office
135	Muktsar Sahib	DSP Muktsar Sahib	Higher Office
136	Muktsar Sahib	PCR Muktsar Sahib	Higher Office
137	Muktsar Sahib	DSP Malout	Higher Office
138	Muktsar Sahib	DPO Muktsar Sahib	Higher Office
139	NOC	NOC	Higher Office
140	Pathankot	DSP City PTK	Higher Office
141	Pathankot	DSP R PTK	Higher Office
142	Pathankot	PCR	Higher Office
143	Pathankot	DPO Pathankot	Higher Office
144	Pathankot	DSP Dharkalan	Higher Office
145	Patiala	DSP Samana	Higher Office
146	Patiala	DSP PATRAN	Higher Office
147	Patiala	DSP RAJPURA	Higher Office
148	Patiala	DSP City-1, Patiala	Higher Office
149	Patiala	DSP Nabha	Higher Office
150	Patiala	SDPO Rajpura Urban	Higher Office
151	Patiala	PCR Patiala	Higher Office
152	Patiala	IGP Range Patiala	Higher Office
153	Patiala	O/O ADGP RLY	Higher Office
154	Patiala	DPO Patiala	Higher Office
155	Patiala	DSP/R Patiala	Higher Office
156	Patiala	DSP City-2	Higher Office
157	Ropar	DSP Ropar	Higher Office
158	Ropar	SDPO Andandpur sahib	Higher Office
159	Ropar	SDPO Nangal	Higher Office
160	Ropar	PCR Ropar	Higher Office
161	Ropar	IGP Ropar	Higher Office



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S.No.	District	Name of Sites	Police Station /Higher Office
162	Ropar	DSP CHAMKAUR SAHAIB	Higher Office
163	Ropar	DPO Ropar	Higher Office
164	Sangrur	DSP Sunam	Higher Office
165	Sangrur	DSP Dirba	Higher Office
166	Sangrur	DSP Dhuri	Higher Office
167	Sangrur	DSP SGR	Higher Office
168	Sangrur	SDPO Bhawanigarh	Higher Office
169	Sangrur	PCR SGR	Higher Office
170	Sangrur	DSP Lehra	Higher Office
171	Sangrur	DPO Sangrur	Higher Office
172	Sangrur	DSP Moonak	Higher Office
173	SAS Nagar	DSP City-1	Higher Office
174	SAS Nagar	DSP Kharar	Higher Office
175	SAS Nagar	DSP Dera Bassi	Higher Office
176	SAS Nagar	FSL Lab	Higher Office
177	SAS Nagar	PCR	Higher Office
178	SAS Nagar	DPO SAS Nagar	Higher Office
179	SAS Nagar	DSP City-2	Higher Office
180	SBS Nagar	DSP SBS Nagar	Higher Office
181	SBS Nagar	SDPO Balachor	Higher Office
182	SBS Nagar	PCR	Higher Office
183	SBS Nagar	SSP S.B.S. Nagar	Higher Office
184	SBS Nagar	DSP Banga	Higher Office
185	State Data Center (SDC), Mohali	SDC	Higher Office
186	Tarn-Taran	DSP Patti	Higher Office
187	Tarn-Taran	DSP Bhikhiwind	Higher Office
188	Tarn-Taran	DSP City Tarn Taran	Higher Office
189	Tarn-Taran	DPO Tarn-Taran	Higher Office
190	Tarn-Taran	PCR TTN	Higher Office
191	Tarn-Taran	DSP Goindwal Sahib	Higher Office
192	Amritsar-Rural	PS Gharinda	Police Station
193	Amritsar-Rural	PS Beas	Police Station
194	Amritsar-Rural	PS Khilchian	Police Station
195	Amritsar-Rural	PS Tarsikka	Police Station
196	Amritsar-Rural	PS Chattiwind	Police Station
197	Amritsar-Rural	PS Ramdas	Police Station
198	Amritsar-Rural	PS Kathunangal	Police Station
199	Amritsar-Rural	PS Kamboj	Police Station
200	Amritsar-Rural	PS Rajasansi	Police Station
201	Amritsar-Rural	PS Mehta	Police Station
202	Amritsar-Rural	PS BHINDI SAIDAN	Police Station



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S.No.	District	Name of Sites	Police Station /Higher Office
203	Amritsar-Rural	PS JHANDER	Police Station
204	Amritsar-Rural	PS LOPOKE	Police Station
205	Amritsar-Rural	PS MATTEWAL	Police Station
206	Amritsar-Rural	PS Ajnala	Police Station
207	Amritsar-Rural	PS Majitha	Police Station
208	Amritsar-Rural	PS JANDIALA	Police Station
209	Barnala	PS Dhanaula	Police Station
210	Barnala	PS Barnala	Police Station
211	Barnala	PS City Barnala	Police Station
212	Barnala	PS Rurekalan	Police Station
213	Barnala	PS Thuliwal	Police Station
214	Barnala	PS Talewal	Police Station
215	Barnala	PS Tapa Mandi	Police Station
216	Barnala	PS Bhadur	Police Station
217	Barnala	PS Sehna	Police Station
218	Barnala	PS Mehal Kalan	Police Station
219	Batala	PS Fatehgarh Churian	Police Station
220	Batala	PS Sadar Batala	Police Station
221	Batala	PS City Batala	Police Station
222	Batala	PS Dera baba nanak	Police Station
223	Batala	PS Hargobindpur	Police Station
224	Batala	PS Gahnies ke Bangar	Police Station
225	Batala	PS Qadian	Police Station
226	Batala	PS Sekhwan	Police Station
227	Batala	PS Kotli Surat Malhi	Police Station
228	Batala	PS Rangar Nangal	Police Station
229	Batala	PS Qila Lal Singh	Police Station
230	Batala	PS Ghuman	Police Station
231	Batala	PS Civil Lines	Police Station
232	Bathinda	PS Dialpura	Police Station
233	Bathinda	PS Talwandi sabo	Police Station
234	Bathinda	PS Raman	Police Station
235	Bathinda	PS Cantt	Police Station
236	Bathinda	PS Thermal	Police Station
237	Bathinda	PS Kofatta	Police Station
238	Bathinda	PS Civil Lines	Police Station
239	Bathinda	PS City Rampura	Police Station
240	Bathinda	PS Kotwali	Police Station
241	Bathinda	PS Women	Police Station
242	Bathinda	PS Canal Colony	Police Station
243	Bathinda	PS Sadar Bathinda	Police Station



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S.No.	District	Name of Sites	Police Station /Higher Office
244	Bathinda	PS Sangat	Police Station
245	Bathinda	PS NRI	Police Station
246	Bathinda	PS Nathana	Police Station
247	Bathinda	PS Nehaniwala	Police Station
248	Bathinda	PS Phul	Police Station
249	Bathinda	PS Rampura	Police Station
250	Bathinda	PS Maur	Police Station
251	Bathinda	PS Baliawali	Police Station
252	Bathinda	PS GRP Bathinda	Police Station
253	Bathinda	NANDGARH	Police Station
254	Comm-Amritsar	PS C Division	Police Station
255	Comm-Amritsar	PS A Division	Police Station
256	Comm-Amritsar	PS D Division	Police Station
257	Comm-Amritsar	PS E Division	Police Station
258	Comm-Amritsar	PS Sultanwind	Police Station
259	Comm-Amritsar	PS B Division	Police Station
260	Comm-Amritsar	PS Civil Lines	Police Station
261	Comm-Amritsar	PS Sadar	Police Station
262	Comm-Amritsar	PS Islamabad	Police Station
263	Comm-Amritsar	PS NRI	Police Station
264	Comm-Amritsar	PS Cantonment	Police Station
265	Comm-Amritsar	PS GRP Commisnarate ASR	Police Station
266	Comm-Amritsar	PS State Operation Cell	Police Station
267	Comm-Amritsar	PS Gate Hakima	Police Station
268	Comm-Amritsar	PS Mohkamura	Police Station
269	Comm-Amritsar	PS Airport	Police Station
270	Comm-Amritsar	PS Charheta	Police Station
271	Comm-Amritsar	PS Maqbulpura	Police Station
272	Comm-Amritsar	PS Women	Police Station
273	Comm-Amritsar	PS Majitha Road	Police Station
274	Comm-Amritsar	Ranjit Avenue	Police Station
275	Comm-Amritsar	PS Verka	Police Station
276	Comm-Jalandhar	PS NRI	Police Station
277	Comm-Jalandhar	PS Cantt	Police Station
278	Comm-Jalandhar	PS DIV No. 1	Police Station
279	Comm-Jalandhar	PS DIV No. 2	Police Station
280	Comm-Jalandhar	PS Sadar	Police Station
281	Comm-Jalandhar	PS Ramamandi	Police Station
282	Comm-Jalandhar	PS DIV No.6	Police Station
283	Comm-Jalandhar	PS GRP Jalandhar	Police Station
284	Comm-Jalandhar	PS DIV No.7	Police Station



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S.No.	District	Name of Sites	Police Station /Higher Office
285	Comm-Jalandhar	PS DIV No.8	Police Station
286	Comm-Jalandhar	PS Bhargo Camp	Police Station
287	Comm-Jalandhar	PS DIV No. 4	Police Station
288	Comm-Jalandhar	PS DIV No. 5	Police Station
289	Comm-Jalandhar	PS Basti Bawa Khel	Police Station
290	Comm-Jalandhar	PS DIV NO. 3	Police Station
291	Comm-Jalandhar	PS Navi Baradari	Police Station
292	Comm-Jalandhar	PS women	Police Station
293	Comm-Ludhiana	PS NRI	Police Station
294	Comm-Ludhiana	PS Dehlon	Police Station
295	Comm-Ludhiana	PS Haibowal	Police Station
296	Comm-Ludhiana	PS Jodhewal	Police Station
297	Comm-Ludhiana	PS Woman	Police Station
298	Comm-Ludhiana	PS DIV No.5	Police Station
299	Comm-Ludhiana	PS Sadar	Police Station
300	Comm-Ludhiana	PS Jamalpur	Police Station
301	Comm-Ludhiana	PS Sarabha Nagar	Police Station
302	Comm-Ludhiana	PS DIV No. 2	Police Station
303	Comm-Ludhiana	PS DIV No. 3	Police Station
304	Comm-Ludhiana	PS DIV No. 8	Police Station
305	Comm-Ludhiana	PS PAU	Police Station
306	Comm-Ludhiana	PS DIV No.1	Police Station
307	Comm-Ludhiana	PS DIV No.7	Police Station
308	Comm-Ludhiana	PS Daresi	Police Station
309	Comm-Ludhiana	PS Moti Nagar	Police Station
310	Comm-Ludhiana	PS Model town	Police Station
311	Comm-Ludhiana	PS Shimlapuri	Police Station
312	Comm-Ludhiana	PS Salemtabri	Police Station
313	Comm-Ludhiana	PS DIV No.4	Police Station
314	Comm-Ludhiana	PS Focal Point	Police Station
315	Comm-Ludhiana	PS Sahnewal	Police Station
316	Comm-Ludhiana	PS GRP Ludhiana	Police Station
317	Comm-Ludhiana	PS Meharban	Police Station
318	Comm-Ludhiana	PS DIV No. 6	Police Station
319	Comm-Ludhiana	PS Daba	Police Station
320	Comm-Ludhiana	PS Dugri	Police Station
321	Comm-Ludhiana	PS Koom Kalan	Police Station
322	Comm-Ludhiana	LADHOWAL	Police Station
323	Comm-Ludhiana	PS Tibba	Police Station
324	Faridkot	PS Sadar Kotakpura	Police Station
325	Faridkot	PS Jaito	Police Station



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S.No.	District	Name of Sites	Police Station /Higher Office
326	Faridkot	PS Sadiq	Police Station
327	Faridkot	PS City Faridkot	Police Station
328	Faridkot	PS Sadar	Police Station
329	Faridkot	PS Bajakhana	Police Station
330	Faridkot	PS City Kotakpura	Police Station
331	Faridkot	PS GRP Faridkot	Police Station
332	Fatehgarh Sahib	PS Khamano	Police Station
333	Fatehgarh Sahib	PS Mulepur	Police Station
334	Fatehgarh Sahib	PS Gobindgarh	Police Station
335	Fatehgarh Sahib	PS Bassi Pathana	Police Station
336	Fatehgarh Sahib	PS Sirhind	Police Station
337	Fatehgarh Sahib	PS Fatehgarh Sahib	Police Station
338	Fatehgarh Sahib	PS Kheri Nodh Singh	Police Station
339	Fatehgarh Sahib	PS GRP Sirhind	Police Station
340	Fatehgarh Sahib	PS Badali Ala Singh	Police Station
341	Fatehgarh Sahib	PS Amloh	Police Station
342	Fazilka	PS City-2 Abohar	Police Station
343	Fazilka	PS Sadar Jalaabad	Police Station
344	Fazilka	PS GRP Abohar	Police Station
345	Fazilka	PS City Fazilka	Police Station
346	Fazilka	PS Sadar Fazilka	Police Station
347	Fazilka	PS Sadar Abohar	Police Station
348	Fazilka	PS City Abohar	Police Station
349	Fazilka	PS Arniwala	Police Station
350	Fazilka	PS Khuiaya sarwan	Police Station
351	Fazilka	PS Bhavala	Police Station
352	Fazilka	PS Khui Khera	Police Station
353	Fazilka	PS City Jalalabad	Police Station
354	Fazilka	PS SSOC	Police Station
355	Fazilka	PS Vairo ke	Police Station
356	Fazilka	AMIR KHAS	Police Station
357	Ferozpur	PS Sadar Zira	Police Station
358	Ferozpur	PS Mamdot	Police Station
359	Ferozpur	PS Mallanwala	Police Station
360	Ferozpur	PS City Ferozpur	Police Station
361	Ferozpur	PS Kulgarhi	Police Station
362	Ferozpur	PS Makhu	Police Station
363	Ferozpur	PS Sadar Ferozpur	Police Station
364	Ferozpur	PS NRI	Police Station
365	Ferozpur	PS Women	Police Station
366	Ferozpur	PS Lakho ke Behram	Police Station



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S.No.	District	Name of Sites	Police Station /Higher Office
367	Ferozpur	PS GRP Ferozpur	Police Station
368	Ferozpur	PS Cantt	Police Station
369	Ferozpur	PS Guru Harsahai	Police Station
370	Ferozpur	PS Khal-Khurd	Police Station
371	Ferozpur	PS Talwandi Bhai	Police Station
372	Ferozpur	PS City Zira	Police Station
373	Ferozpur	PS Arif Ke	Police Station
374	Gurdaspur	PS Sadar	Police Station
375	Gurdaspur	PS Purana Salla	Police Station
376	Gurdaspur	PS Tibber	Police Station
377	Gurdaspur	PS Behrampur	Police Station
378	Gurdaspur	PS City Gurdaspur	Police Station
379	Gurdaspur	PS Bhaini mia kha	Police Station
380	Gurdaspur	PS Ghuman Kalan	Police Station
381	Gurdaspur	PS Dorangala	Police Station
382	Gurdaspur	PS Dhariwal	Police Station
383	Gurdaspur	KAHNUWAN	Police Station
384	Gurdaspur	KALANAUR	Police Station
385	Gurdaspur	NRI, Gurdaspur	Police Station
386	Gurdaspur	PS Dina Nagar	Police Station
387	Hoshiarpur	PS City Hoshiarpur	Police Station
388	Hoshiarpur	PS Model town	Police Station
389	Hoshiarpur	PS NRI	Police Station
390	Hoshiarpur	PS Talwara	Police Station
391	Hoshiarpur	PS Mehtiana	Police Station
392	Hoshiarpur	PS Gardiwal	Police Station
393	Hoshiarpur	PS Hariana	Police Station
394	Hoshiarpur	PS Garhshankar	Police Station
395	Hoshiarpur	PS Sadar Hoshiarpur	Police Station
396	Hoshiarpur	PS Dasuya	Police Station
397	Hoshiarpur	PS Mukerian	Police Station
398	Hoshiarpur	PS Hajipur	Police Station
399	Hoshiarpur	PS Tanda	Police Station
400	Hoshiarpur	PS Bullowal	Police Station
401	Hoshiarpur	PS Mahilpur	Police Station
402	Hoshiarpur	PS Chhabbewal	Police Station
403	Jalandhar Rural	PS Bilga	Police Station
404	Jalandhar Rural	PS BHG	Police Station
405	Jalandhar Rural	PS Adampur	Police Station
406	Jalandhar Rural	PS Lohian	Police Station
407	Jalandhar Rural	PS Noormahal	Police Station



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S.No.	District	Name of Sites	Police Station /Higher Office
408	Jalandhar Rural	PS Kartarpur	Police Station
409	Jalandhar Rural	PS NRI	Police Station
410	Jalandhar Rural	PS Mehatpur	Police Station
411	Jalandhar Rural	PS Nakodar	Police Station
412	Jalandhar Rural	PS Lambra	Police Station
413	Jalandhar Rural	PS Patara	Police Station
414	Jalandhar Rural	PS Maqaudan	Police Station
415	Jalandhar Rural	PS Phillaur	Police Station
416	Jalandhar Rural	PS Shahkot	Police Station
417	Jalandhar Rural	PS Goraya	Police Station
418	Jalandhar Rural	PS Nakodar City	Police Station
419	Kapurthala	PS City Kapurthala	Police Station
420	Kapurthala	PS Satnampura	Police Station
421	Kapurthala	PS City Phagwara	Police Station
422	Kapurthala	PS Rawalpindi	Police Station
423	Kapurthala	PS Talwandi Chaudharian	Police Station
424	Kapurthala	PS Kabirpura	Police Station
425	Kapurthala	PS Fathudinga	Police Station
426	Kapurthala	PS Begowal	Police Station
427	Kapurthala	PS NRI	Police Station
428	Kapurthala	PS Dhilwan	Police Station
429	Kapurthala	PS Sadar	Police Station
430	Kapurthala	PS Sultanpur Lodhi	Police Station
431	Kapurthala	PS Subhanpur	Police Station
432	Kapurthala	PS Kotwali	Police Station
433	Kapurthala	PS Sadar Phagwara	Police Station
434	Kapurthala	PS Bholath	Police Station
435	Khanna	PS Samrala	Police Station
436	Khanna	PS Payal	Police Station
437	Khanna	CITY KHANNA	Police Station
438	Khanna	DORAHA	Police Station
439	Khanna	MALLOUD	Police Station
440	Khanna	PS Sadar Khanna	police Station
441	Khanna	PS Machiwara sahib	police Station
442	Khanna	PS Khanna City-2	Police Station
443	Ludhiana-Rural	PS Jodhan	Police Station
444	Ludhiana-Rural	PS Sadar Jagraon	Police Station
445	Ludhiana-Rural	PS City Raikot	Police Station
446	Ludhiana-Rural	PS Dakhn	Police Station
447	Ludhiana-Rural	PS City Jagraon	Police Station
448	Ludhiana-Rural	NRI, Ludhiana Rural	Police Station



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S.No.	District	Name of Sites	Police Station /Higher Office
449	Ludhiana-Rural	WOMEN, Ludhiana Rural	Police Station
450	Ludhiana-Rural	SADAR RAIKOT	Police Station
451	Ludhiana-Rural	PS Sidhwanbet	Police Station
452	Ludhiana-Rural	PS Sudhar	Police Station
453	Ludhiana-Rural	PS Hathur	Police Station
454	Malerkotla	PS Amargarh	Police Station
455	Malerkotla	PS City-1 Malerkotla	Police Station
456	Malerkotla	PS Sandour	Police Station
457	Malerkotla	PS City-1 Malerkotla	Police Station
458	Malerkotla	PS City Ahmadgarh	Police Station
459	Malerkotla	PS Sadar Ahemadgarh	Police Station
460	Malerkotla	PS Women Malerkotla	Police Station
461	Mansa	PS Sadar	Police Station
462	Mansa	PS City-1	Police Station
463	Mansa	PS Bareta	Police Station
464	Mansa	PS Bhikhi	Police Station
465	Mansa	PS Sardulgarh	Police Station
466	Mansa	PS Bhudhladha	Police Station
467	Mansa	PS Joga	Police Station
468	Mansa	PS Jaurkian	Police Station
469	Mansa	PS Jhunair	Police Station
470	Mansa	PS Boha	Police Station
471	Mansa	PS City-2 Mansa	Police Station
472	Mansa	PS Sadar Bhudladha	Police Station
473	Moga	PS Mehna	Police Station
474	Moga	PS Sadar Moga	Police Station
475	Moga	PS Fatehgarh Panjtoor	Police Station
476	Moga	PS Ajitwal	Police Station
477	Moga	PS Badanikalan	Police Station
478	Moga	PS Dharmkot	Police Station
479	Moga	PS City-2 Moga	Police Station
480	Moga	PS BhagwanPura	Police Station
481	Moga	PS Samalsar	Police Station
482	Moga	PS Kot Isse Khan	Police Station
483	Moga	PS City Moga	Police Station
484	Moga	PS NRI Moga	Police Station
485	Moga	PS Nihalsinghwala	Police Station
486	Mukatsar	PS City Malout	Police Station
487	Mukatsar	PS Malout	Police Station
488	Mukatsar	PS Giderbaha	Police Station
489	Mukatsar	PS Kotbhai	Police Station



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S.No.	District	Name of Sites	Police Station /Higher Office
490	Mukatsar	PS Bariwala	Police Station
491	Mukatsar	PS Lakhwali Mandi	Police Station
492	Mukatsar	PS Kabarwala	Police Station
493	Mukatsar	PS City Mukatsar	Police Station
494	Mukatsar	PS Sadar Mukatsar	Police Station
495	Mukatsar	PS Lambi	Police Station
496	Pathankot	PS Nangal Bhoor	Police Station
497	Pathankot	PS Dharkalan	Police Station
498	Pathankot	PS Shahpur Kandi	Police Station
499	Pathankot	PS DIV-2	Police Station
500	Pathankot	PS GRP Pathankot	Police Station
501	Pathankot	PS Sujjanpur	Police Station
502	Pathankot	PS Narot Jamil Singh	Police Station
503	Pathankot	PS Sadar Pathankot	Police Station
504	Pathankot	PS Taragarh	Police Station
505	Pathankot	DIVISION No.1	Police Station
506	Patiala	PS NRI	Police Station
507	Patiala	PS Civil Lines	Police Station
508	Patiala	PS Patran	Police Station
509	Patiala	PS Sadar Rajpura	Police Station
510	Patiala	PS Sadar Samana	Police Station
511	Patiala	PS Kotwali Patiala	Police Station
512	Patiala	PS Ghagga	Police Station
513	Patiala	PS Kotwali Nabha	Police Station
514	Patiala	PS Banaur	Police Station
515	Patiala	PS Julkan	Police Station
516	Patiala	PS Tripari	Police Station
517	Patiala	PS GRP Patiala	Police Station
518	Patiala	PS Bhadson	Police Station
519	Patiala	PS Ghanaur	Police Station
520	Patiala	PS Sadar Patiala	Police Station
521	Patiala	PS Sanour	Police Station
522	Patiala	PS Pasiana	Police Station
523	Patiala	PS Woman	Police Station
524	Patiala	PS Shambu	Police Station
525	Patiala	PS Sadar Nabha	Police Station
526	Patiala	PS Kherigandian	Police Station
527	Patiala	PS city Samana	Police Station
528	Patiala	PS Bakshiwala	Police Station
529	Patiala	PS Urban State	Police Station
530	Patiala	PS DIV-4	Police Station



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S.No.	District	Name of Sites	Police Station /Higher Office
531	Patiala	PS City Rajpura	Police Station
532	Patiala	PS Anaj Mandi	Police Station
533	Ropar	PS City Ropar	Police Station
534	Ropar	PS Anandpur Sahib	Police Station
535	Ropar	PS Noorpur bedi	Police Station
536	Ropar	PS Chamkaur Sahib	Police Station
537	Ropar	PS City Morinda	Police Station
538	Ropar	PS Kiratpur Sahib	Police Station
539	Ropar	PS Nangal	Police Station
540	Ropar	PS Morinda	Police Station
541	Ropar	PS Sadar Ropar	Police Station
542	Ropar	SINGH BHAGWANTPURA	Police Station
543	Sangrur	PS Sadar Sangrur	Police Station
544	Sangrur	PS City Sangrur-1	Police Station
545	Sangrur	PS Dirba	Police Station
546	Sangrur	PS Bhawanigarh	Police Station
547	Sangrur	PS Moonak	Police Station
548	Sangrur	PS City Dhuri	Police Station
549	Sangrur	PS Sherpur	Police Station
550	Sangrur	PS Dharamgarh	Police Station
551	Sangrur	PS Sadar Dhuri	Police Station
552	Sangrur	PS Chajjali	Police Station
553	Sangrur	PS City Sunam	Police Station
554	Sangrur	PS Lehra	Police Station
555	Sangrur	PS Cheema	Police Station
556	Sangrur	PS GRP Sangrur	Police Station
557	Sangrur	PS City Sangrur	Police Station
558	Sangrur	PS Khanauri	Police Station
559	Sangrur	PS Longowal	Police Station
560	Sangrur	PS NRI	Police Station
561	SAS Nagar	PS Sohana	Police Station
562	SAS Nagar	PS Phase-1	Police Station
563	SAS Nagar	PS Balongi	Police Station
564	SAS Nagar	PS Sadar Kharar	Police Station
565	SAS Nagar	PS City Kharar	Police Station
566	SAS Nagar	PS City Kurali	Police Station
567	SAS Nagar	PS Phase-11	Police Station
568	SAS Nagar	PS Dhakoli	Police Station
569	SAS Nagar	State cyber crime	Police Station
570	SAS Nagar	PS Mataur	Police Station
571	SAS Nagar	PS Handesra	Police Station



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S.No.	District	Name of Sites	Police Station /Higher Office
572	SAS Nagar	PS Block Majari	Police Station
573	SAS Nagar	PS Airport	Police Station
574	SAS Nagar	PS Phase 8	Police Station
575	SAS Nagar	PS Mullanpur	Police Station
576	SAS Nagar	PS Naya Gaon	Police Station
577	SAS Nagar	PS Dera Bassi	Police Station
578	SAS Nagar	PS Lalru	Police Station
579	SAS Nagar	PS Kurali	Police Station
580	SAS Nagar	PUNJAB STATE CRIME POLICE STATION, SAS Nagar	Police Station
581	SAS Nagar	STATE SPECIAL OPERATIONS CELL, SAS NAGAR	Police Station
582	SAS Nagar	NRI S.A.S. Nagar	Police Station
583	SAS Nagar	ZIRAKPUR	Police Station
584	SAS Nagar	SPECIAL TASK FORCE	Police Station
585	SAS Nagar	PS Women	Police Station
586	SBS Nagar	PS Kathgarh	Police Station
587	SBS Nagar	PS Pojewal	Police Station
588	SBS Nagar	PS NRI SBS Nagar	Police Station
589	SBS Nagar	PS City Balachaur	Police Station
590	SBS Nagar	PS Behrampur	Police Station
591	SBS Nagar	PS Rahon	Police Station
592	SBS Nagar	PS Mukandpur	Police Station
593	SBS Nagar	PS Sadar SBS Nagar	Police Station
594	SBS Nagar	PS City SBS Nagar	Police Station
595	SBS Nagar	BALACHOUR	Police Station
596	SBS Nagar	CITY BANGA	Police Station
597	SBS Nagar	SADAR BANGA	Police Station
598	SBS Nagar	PS Aur	Police Station
599	Tarn-Taran	PS Chabal	Police Station
600	Tarn-Taran	PS Khemkaran	Police Station
601	Tarn-Taran	PS Srai Amanat Khan	Police Station
602	Tarn-Taran	PS Sadar Tarn-Taran	Police Station
603	Tarn-Taran	PS City TTN	Police Station
604	Tarn-Taran	PS Khalra Patti	Police Station
605	Tarn-Taran	PS City Patti	Police Station
606	Tarn-Taran	PS Sirhali	Police Station
607	Tarn-Taran	PS Harike	Police Station
608	Tarn-Taran	GOINDWAL SAHIB	Police Station
609	Tarn-Taran	SADAR PATTI	Police Station



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S.No.	District	Name of Sites	Police Station /Higher Office
610	Tarn-Taran	VEROWAL	Police Station
611	Tarn-Taran	PS Bhikiwind	Police Station
612	Tarn-Taran	PS Chola sahib	Police Station
613	Tarn-Taran	PS valtoha	Police Station
614	Tarn-Taran	PS Kacha Pacca	Police Station



5.7. Appendix 7: Service Level Agreement (SLA)

5.7.1. Service Level Agreement

This section describes the service levels to be established for the services offered by the SI to the Punjab Police. The SI shall monitor and maintain the stated service levels to provide quality service to the Punjab Police.

5.7.2. Definitions

- a) **“Scheduled Maintenance Time”** shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA. The scheduled maintenance time would not be during 16x6 timeframe (6.00 AM to 10.00 PM from Monday to Saturday). Further, scheduled maintenance time should be planned with the prior permission of the Department.
- b) **“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 within the Primary DC, DRC and end locations(Police Stations and Higher Offices) will be 24x7x365. The SI must extend support on holidays and when requirement comes.
- c) **“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 Department or its employees log a call with the SI team of the failure or the failure is known to the SI from the available measurement tools to the time when the System is returned to proper operation.
- d) **“Availability”** means the time for which the services and facilities are available for conducting operations on the CCTNS system including application and associated infrastructure. Availability is defined as:
 $(\text{Scheduled Operation Time} - \text{System Downtime}) / (\text{Scheduled Operation Time}) * 100\%$
- e) **“Helpdesk Support”** shall mean the 24X 7 basis. Support which shall handle fault reporting, Troubleshooting and related enquiries during this contract.
- f) **“Incident”** refers to any event / abnormalities in the functioning of the Data Centre application and services that may lead to disruption in normal operations of the Data Centre, System or Application services.
- g) **“Incident Logging”** refers to any event / abnormalities in the functioning of Data Center Application services and the end location Application that may lead to disruption in normal operations of the business.



- h) **Response:** Response of helpdesk support team once the call is raised in the call logging systems.
- i) **Resolution:** The time agreed to make the faulty application up and operational by the SI support team post call logging in the system.
- j) **Reporting:** The monthly / quarterly SLA report to client for SLA performance calculations. The report should be submitted by 1st week of following month.

5.7.3. Interpretations

- a) The business hours (peak hours) are 9:00 A.M to 05:00 P.M on all working days except Public Holidays or any other Holidays observed by the Punjab Police (except Police Stations). The SI however recognizes the fact that the offices will require to work beyond the Peak hours on need basis. The business hours for Police Stations will be 24X7X365.
- b) "Lean Hours" shall mean hours excluding "Peak Hours".
- c) 24X7 time frame means three working shifts of 8 hours for all days. Each shift will have minimum of 02 helpdesk engineers.
- d) 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 of time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of the Department or an agency designated by them, then the Department will have the right to take appropriate disciplinary actions including termination of the contract.
- e) 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 format suggested by the Department format and a review shall be conducted based on this report.
- f) A monthly Availability and Performance Report shall be provided to the Department at the end of every month by 1st Week of every month containing the summary of all incidents reported and associated SI performance measurement for that period. The monthly Availability and Performance Report will be deemed to be accepted by the Department upon review and signoff by both SI and the Department. Where required, some of the Service Levels will be assessed through audits or reports e.g. utilization reports, measurements reports, etc., as appropriate to be provided by the SI on a monthly basis, in the formats as required by the Department. The SLA will be monitored through existing EMS tools.



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- g) EMS shall play a critical role in monitoring the SLA compliance and existing system of the CCTNS may be leveraged to monitor the performance. The selected System Integrator (SI) will leverage existing EMS tool and will develop additional scripts (if required) for capturing the required data for SLA report generation in automated way. The tool should generate the SLA Monitoring report in the end of every month which is to be shared with the Department on a monthly basis. The tool will generate SLA reports monthly/quarterly as per the client requirement. The Department / Identified third party agency will audit the tool and the scripts on regular basis.
- h) SLAs will be subject to being redefined, to the extent necessitated by field experience at the end locations and offices and the developments of technology practices globally. The SLAs may be reviewed on an annual/bi-annual basis as the Department decides after taking the advice of the SI and stakeholders. All the changes would be made by the Department in consultation with the SI.
- i) 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 in SLA document. 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 Department and SI.
- j) The Service Level Agreements (SLAs) definition facility must support defining a set of one or more service guarantees that specify the Service obligations stipulated in an SLA contract for a particular time period (weekly, monthly, and so on).
- k) The key service level requirements for the system needs be ensured by the SI during the operations and maintenance period. These requirements shall be strictly imposed and either the Department or a third party audit/certification agency shall be deployed for certifying the performance of the SI against the target performance metrics as outlined in the tables below.



5.7.4. Operations & Maintenance Phase SLAs

5.7.4.1. Primary DC Application Availability and Performance

A. Production CAS Systems: The failure or disruption has a direct impact on the state's ability to work in CCTNS application, ability to perform critical back-office functions or a direct impact on the organization. This includes but not limited to:-

- 1) Storage and related switches at Primary DC.
- 2) Web, Application, Database, and Backup Servers at Primary DC.
- 3) Primary DC network infrastructure.
- 4) Primary DC security infrastructure.
- 5) Primary DC to DRC Connectivity

B. CAS Solution Components: The failure or disruption has a direct impact on the state's ability to provide service to its offices, ability to perform critical back-office functions or a direct impact on the organization.

C. Non-CAS systems in Production and Non-Production systems (Development, QA and Training): The failure or disruption has no direct impact on the state's ability to serve its police stations / higher offices or perform critical back-office functions.

- 1) Production Non CAS servers
- 2) Test ,QA and Training Servers
- 3) Helpdesk infrastructure & applications
- 4) EMS infrastructure

D. In case of reason of any violation leading to core application delivered by SDA / NCRB and not attributable to the SI, the incident will be excluded from the calculation of SLA. Application Support: The below details on the Service Levels the SI should maintain for the Application support. These service levels will be monitored on monthly basis.

- a) **Level 1/ High Incidents.** The incident has an immediate impact on the Department's ability to service its offices, to perform critical back-office functions or has a direct impact on the organization.
- b) **Level 2/Medium Incidents.** The incident has an impact on the Department 's ability to service its offices that while not immediate, can cause service to degrade if not resolved within reasonable time frames



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- c) **Level 3/ Low Incidents.** The incident has no direct impact on the Department 's ability to service its offices that while not immediate, can cause service to degrade if not resolved within reasonable time frames
- d) Resolution of issues not under control of SI.
 - a. Major CAS problems and calls which requires application database dump from remote client sites do not fall under this SLA.
 - b. Issues where resolution has dependency on NCRB will also have exception from the defined SLAs.
 - c. Any downtime occurs due to the failure of Hardware/software will not be consider as bidder's SLA violation subject to the compliance of timely call logging to respective OEM/vendor.
- e) The severity of the individual will be mutually determined by Department and SI.
- f) The scheduled operation time for the client site systems shall be the business hours of the Department
- g) The scheduled operation time for the Data Centre systems shall be on 24 hours basis.



5.7.4.2. Client site application support

Service Level Description	Measurement								
<p>Application performance Support</p>	<p>95% of the Level 1 defects shall be resolved within 4 hours from the time of reporting full details. Severity of Violation: High This service level will be monitored on a monthly basis.</p>								
	<table border="1"> <thead> <tr> <th data-bbox="600 591 1054 663">Performance over the three-month period</th> <th data-bbox="1054 591 1453 663">Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="600 663 1054 719">< 95% & >= 90%</td> <td data-bbox="1054 663 1453 719">1</td> </tr> <tr> <td data-bbox="600 719 1054 752">< 90% & >= 85%</td> <td data-bbox="1054 719 1453 752">2</td> </tr> <tr> <td data-bbox="600 752 1054 786">< 85%></td> <td data-bbox="1054 752 1453 786">3</td> </tr> </tbody> </table>	Performance over the three-month period	Violations for calculation of penalty	< 95% & >= 90%	1	< 90% & >= 85%	2	< 85%>	3
	Performance over the three-month period	Violations for calculation of penalty							
	< 95% & >= 90%	1							
	< 90% & >= 85%	2							
	< 85%>	3							
	<p>In addition to the above, if the service level in any month in the three-month period falls below 85%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>								
	<p>95% of the Level 2 defects shall be resolved within 24 hours from the time of reporting full details. Severity of Violation: Medium This service level will be monitored on a monthly basis.</p>								
	<table border="1"> <thead> <tr> <th data-bbox="600 1133 1054 1205">Performance over the three-month period</th> <th data-bbox="1054 1133 1453 1205">Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="600 1205 1054 1261">< 95% & >= 90%</td> <td data-bbox="1054 1205 1453 1261">1</td> </tr> <tr> <td data-bbox="600 1261 1054 1305">< 90% & >= 85%</td> <td data-bbox="1054 1261 1453 1305">2</td> </tr> <tr> <td data-bbox="600 1305 1054 1339">< 85%</td> <td data-bbox="1054 1305 1453 1339">3</td> </tr> </tbody> </table>	Performance over the three-month period	Violations for calculation of penalty	< 95% & >= 90%	1	< 90% & >= 85%	2	< 85%	3
	Performance over the three-month period	Violations for calculation of penalty							
	< 95% & >= 90%	1							
	< 90% & >= 85%	2							
	< 85%	3							
	<p>In addition to the above, if the service level in any month in the three-month period falls below 85%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>								
	<p>100% of the Level 3 defects shall be resolved within 72 hours from the time of reporting full details. Severity of Violation: Low This service level will be monitored on a monthly basis.</p>								
	<table border="1"> <thead> <tr> <th data-bbox="600 1619 1031 1691">Performance over the three-month period</th> <th data-bbox="1031 1619 1453 1691">Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="600 1691 1031 1736">< 100% & >= 90%</td> <td data-bbox="1031 1691 1453 1736">1</td> </tr> <tr> <td data-bbox="600 1736 1031 1780">< 90% & >= 80%</td> <td data-bbox="1031 1736 1453 1780">2</td> </tr> <tr> <td data-bbox="600 1780 1031 1825">< 80%</td> <td data-bbox="1031 1780 1453 1825">3</td> </tr> </tbody> </table>	Performance over the three-month period	Violations for calculation of penalty	< 100% & >= 90%	1	< 90% & >= 80%	2	< 80%	3
Performance over the three-month period	Violations for calculation of penalty								
< 100% & >= 90%	1								
< 90% & >= 80%	2								
< 80%	3								
<p>In addition to the above, if the service level in any month in the three-month period falls below 80%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>									



<p>Application performance</p>	<p>Support</p> <p>Up to date of the documentation of the design, modifications, enhancements, and defect-fixes in the quarterly period. Severity of Violation: Medium This service level will be measured on a Quarterly basis. Each instance of non-meeting this service level will be treated as one (1) violation.</p>
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5.7.4.3. Availability & Helpdesk Performance of CAS application at Data Centre

Service Level Description	Measurement									
<p>Application Availability</p>	<p>Availability of CCTNS application at Data Center shall be at least 99.9% Severity of Violation: High This service level will be monitored on a monthly basis.</p> <p>Severity of Violation: High</p> <p>This service level will be measured on a monthly basis. If the availability in a month for a site falls below the minimum service level, it will be treated as one (1) Violation. The total number of violations for the three-month period will be the cumulative number of violations across all the months across all sites in the three-month period.</p> <table border="1" data-bbox="375 1077 1461 1261"> <thead> <tr> <th>Availability over the three-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 99.9% & >= 99.5%</td> <td>1</td> </tr> <tr> <td>< 99.5% & >= 99%</td> <td>2</td> </tr> <tr> <td>< 99%></td> <td>3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the three-month period falls below 99%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>		Availability over the three-month period	Violations for calculation of penalty	< 99.9% & >= 99.5%	1	< 99.5% & >= 99%	2	< 99%>	3
Availability over the three-month period	Violations for calculation of penalty									
< 99.9% & >= 99.5%	1									
< 99.5% & >= 99%	2									
< 99%>	3									
<p>Application Availability</p>	<p>Availability of non-CAS solution components measured within the Data Center shall be at least 97%</p> <p>Severity of Violation: Medium</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="375 1744 1461 1901"> <thead> <tr> <th>Availability / Uptime Performance over the three-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 97% & >= 96%</td> <td>1</td> </tr> <tr> <td>< 96%</td> <td>2</td> </tr> </tbody> </table>		Availability / Uptime Performance over the three-month period	Violations for calculation of penalty	< 97% & >= 96%	1	< 96%	2		
Availability / Uptime Performance over the three-month period	Violations for calculation of penalty									
< 97% & >= 96%	1									
< 96%	2									



	<p>In addition to the above, if the service level in any month in the three-month period falls below 96%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>								
<p>Application performance</p>	<p>Average application response time during peak usage hours as measured from a client terminal within the Data Center shall not exceed 4 seconds.</p> <p>Severity of Violation: High The list of critical business functions and peak usage hours will be identified by the department during the Supply and System Integration Phase.</p> <p>This service level will be monitored on a monthly basis.</p>								
	<table border="1"> <thead> <tr> <th data-bbox="367 1048 935 1120">Average application response time over the six-month period</th> <th data-bbox="935 1048 1455 1120">Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="367 1120 935 1151">> 4s & ≤ 5s</td> <td data-bbox="935 1120 1455 1151">2</td> </tr> <tr> <td data-bbox="367 1151 935 1182">> 5s & ≤ 6s</td> <td data-bbox="935 1151 1455 1182">4</td> </tr> <tr> <td data-bbox="367 1182 935 1223">> 6s</td> <td data-bbox="935 1182 1455 1223">5</td> </tr> </tbody> </table>	Average application response time over the six-month period	Violations for calculation of penalty	> 4s & ≤ 5s	2	> 5s & ≤ 6s	4	> 6s	5
	Average application response time over the six-month period	Violations for calculation of penalty							
	> 4s & ≤ 5s	2							
	> 5s & ≤ 6s	4							
> 6s	5								
<p>In addition to the above, if the average turnaround time in any month in the three-month period goes beyond 6s, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>									
<p>Helpdesk performance</p>	<p>98% of the calls shall be responded within 45 seconds.</p> <p>Severity of Violation: High This service level will be monitored on a monthly basis.</p>								
	<table border="1"> <thead> <tr> <th data-bbox="367 1514 922 1585">Performance over the three-month period</th> <th data-bbox="922 1514 1455 1585">Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="367 1585 922 1617">< 98% & ≥ 90%</td> <td data-bbox="922 1585 1455 1617">1</td> </tr> <tr> <td data-bbox="367 1617 922 1648">< 90% & ≥ 80%</td> <td data-bbox="922 1617 1455 1648">2</td> </tr> <tr> <td data-bbox="367 1648 922 1693">< 80%</td> <td data-bbox="922 1648 1455 1693">3</td> </tr> </tbody> </table>	Performance over the three-month period	Violations for calculation of penalty	< 98% & ≥ 90%	1	< 90% & ≥ 80%	2	< 80%	3
	Performance over the three-month period	Violations for calculation of penalty							
	< 98% & ≥ 90%	1							
< 90% & ≥ 80%	2								
< 80%	3								
<p>In addition to the above, if the service level in any month in the three-month period falls below 80%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>									



Helpdesk performance	98% of the non-SI supported incidents (network connectivity, etc.) shall be routed to the appropriate service provider within 30 minutes.	
	Severity of Violation: Medium	
	This service level will be measured on a monthly basis.	
	Performance over the three-month period	Violations for calculation of penalty
	< 98% & >= 90%	1
< 90% & >= 80%	2	
< 80%	3	
In addition to the above, if the service level in any month in the three-month period falls below 80%, one (1) additional violation will be added for each such month to the overall violations for this service level.		

5.7.4.4. **Data Center/DR services**

Service Level Description	Measurement	
Data Center/DR services	Call should be logged within 30 minutes of any hardware/software failure. The failure of faulty hardware or licenses should be logged or escalated with OEM vendor or concerned Department within 30 minutes.	
	Severity of Violation: High	
	This service level will be monitored on a monthly basis.	
	Severity of Violation: High	
	This service level will be measured on a monthly basis. If the performance of call logging in a month falls below the minimum service level, it will be treated as one (1) Violation. The total number of violations for the three-month period will be the cumulative number of violations across all the months in the three-month period.	
	Call logging over the three-month period	Violations for calculation of penalty
Call logged to OEM > 30 minutes	1	
Call logged to OEM > 60 minutes	2	
Call logged to OEM > 90 minutes	3	
In addition to the above, if the number of instances where the call was logged to OEM after 90 minutes is more than 4 then one (1) additional violation will be added for each such month to the overall violations for this service level.		
Data Center support performance	Up to date of the documentation of the design, modifications, enhancements, and fixes.	
Severity of Violation: Medium.		
This service level will be measured on a quarterly basis.		
Each instance of non-meeting this service level will be treated as one (1) violation.		



Support for Data Center /DR components	<p>Support for Data Centre and DR software and application services should be completed within 3 business days of notification by the Department. Issues where resolution has dependency on Department such as hardware Failure, License expiry, replacement of parts are exempted from the defined SLAs.</p> <p>Severity of Violation: High</p> <p>This service level will be measured on a monthly basis. Each instance of non-meeting this service level will be treated as one (1) Violation.</p>
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5.7.5. Categorization of Severity Levels of the Client Site Application System

The severity of the client site application will be customized as per the field level experience and to simplify the call logging in the Helpdesk System. The details of the customization are given below. The SI must maintain the service levels.

- a) The application installed at the client locations will be categorized as High and Medium level only based on the nature of impact on business performance and on business day basis.
- b) The severity levels for some of the indicative defects have been categorized in the table below. However, for the defects which are not particularly defined here, the severity level will be mutually determined by the Department and SI.
- c) The High priority application calls L1 will be resolved within 4 business hours. The Medium priority calls L2 and Low priority calls L3 will be resolved within 24 and 72 business hours respectively.

Sl. No.	Category	Details of Components/Incidents	Severity	Incident Resolution Time
1.	CAS Application	Online/ Offline incidents	High	4 hrs.
		Sync issue		
		User ID creation		
		User ID Transfer		
		User right assignment		
		Unable to Login/ Access		
		Unable to submit Form		
2.	CAS Application	User ID Role Change/ Modification	Medium	24 hrs.
		User password reset		
3.	CAS Application	Patch Updating	Low	72 hrs.
		Script for addition of Acts and Section received from NCRB MDM team		
		Setting of Hierarchy		
		Offline Data Backup		
		Activation and Deactivation of User Account		
		Granting Access and review		



Note: Issues and categorization not defined here will be included in the MSA or Addendum after mutual discussion between department and selected bidder. The above-mentioned timeline is applicable for a site, which is connected to DC. If the site connectivity is not available in between, the time of unavailability will be deducted from the time taken to fix the problem.

5.7.6. Reporting

The below tables give details on the Service Levels the SI should maintain for client site systems availability.

Service Level Description	Measurement	
Availability and Performance Report	Provide monthly SLA compliance reports, monitoring and maintenance related MIS reports by the 1 st week of the following month. Severity of Violation: Medium This service level will be monitored on a monthly basis. If the monthly SLA compliance report related to the service level metrics is not provided in the given timeframe, it will be treated as one (1) instance. The total number of instances for the three-month period will be the cumulative number of instances across all the months in the Three-month period	
	Total number of instances over the three-month period	Violations for calculation of penalty
	>0 & <=3	1
	> 3	2



5.7.7. Credits for Successful Application Uptake

The below tables give details of the credits that can be gained by the SI for successful uptake of the application in the Department. The credits will not be calculated for the first reporting period.

Service Level Description	Measurement	
<p>CCTNS Uptake</p>	<p>The following metrics will be measured at the end of each reporting period:</p> <ol style="list-style-type: none"> 1. Number of key transactions carried through internet (ex: Transactional such as submitting an application for a no objection certificate and Informational such a requesting the status of a case). 2. Number of active users profiles in CCTNS. 3. Number of read-write transactions on CCTNS system. 4. Number of Searches carried out on data in CCTNS. 5. Total number of FIRs prepared through CCTNS. 6. Total number of Crime Details Forms prepared through CCTNS. 7. Total number of Key Investigation Forms prepared through CCTNS. 8. Total number of Arrest Cards prepared through CCTNS. 9. Total number of Charge Sheets prepared through CCTNS. 10. Quality (Recency and accuracy) of information available in CCTNS. 11. Number of cases reported to be solved because of the availability of CCTNS System. 12. Number of ad-hoc requests successfully responded to using CCTNS. 13. Turnaround Time for submitting the monthly and annual crime/criminal information to NCRB from the State/UT. <p>A credit will be gained for each of the above parameters if the uptake for that parameter shows significant improvement.</p>	
	<p>The following table applies for each of the above parameters:</p>	
	<p>% increase over the measurement in the last reporting period</p>	<p>Credits</p>
	<p>>5 & <=10%</p>	<p>2</p>
	<p>>10 & <=15%</p>	<p>3</p>
<p>> 15%</p>	<p>4</p>	



5.7.8. Violations and Associated Penalties during the Operation & Maintenance Phase

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.

- a) A quarterly performance evaluation will be conducted using the three-monthly reporting periods of that period.
- 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 totaled and used for the calculation of Penalties.
 - iii. If the total number of credits gained by the SI is lower than the total number of high severity violations in the reporting period, the total number of credits will be subtracted from the total number of High Severity Violations in the reporting period for the calculation of Penalties.
 - iv. If the total number of credits gained by the SI is higher than the total number of high severity violations in the reporting period, the resultant total number of high severity violations in the reporting period for calculation of penalties will be considered as zero (0).
 - v. Penalties applicable for each of the high severity violations is 2 % of respective quarterly payment to the SI.
 - vi. Penalties applicable for each of the medium severity violations is 1 % of respective quarterly payment to the SI.
 - vii. Penalties applicable for each of the low severity violations is 0.5 % of respective quarterly payment to the SI.
 - viii. Penalties applicable for not meeting a high (H) critical performance target in two consecutive quarterly on same criteria shall result in additional deduction of 3% of the respective quarterly payment to the SI. Penalty shall be applicable separately for each such high critical Activity
 - ix. Penalties applicable for not meeting a medium (M) critical performance target in two consecutive quarterly periods on same criteria shall result in additional deduction of 2% of the respective quarterly payment to the SI. Penalty shall be applicable separately for each such medium critical activity
 - x. The SLA penalty will be levied during Operation and Management phase. It is noted that if the overall penalty applicable for any of the review period during the currency of contracts exceeds 10% and if overall penalty applicable for any of the two successive quarterly periods during the currency of contracts is above 10% of the billing value as per the payment milestones then the Department shall have right to terminate the contract and blacklist the company.
 - xi. The overall capping for penalty will be limited to 10% of the total contract value.
 - xii. Delay in resource deployment: If the selected bidder failed to deploy the required manpower resources for the completion of knowledge transfer training, then a penalty of 0.25% of the contract value per week upto a maximum capping of 10% will be levied. The purchaser will have the right to terminate the contract when the penalty is more than 10% of the contract value.



5.8. Appendix 8: Details of Existing DC/ DR Infrastructure

5.8.1. Existing DC/ DR Equipment

Hardware

Hardware Details	Quantity	Location
IBM HS 23, Type 7875, E5-2620 95W, 2.0 GHz/ 133 Mhz, 15 MB, 16/32 GB RAM, 2 Qty HDD 300GB	11	DC
IBM X3850, Type 7143, E7-4820 105W, 2.0 GHz, 18 MB L3, 144 GB RAM	2	DC
TS 3200 Tape Library Model L4U Driveless	1	DC
IBM Storwize V7000 Disk Control Enclosure + IBM Storwize V7000Disk Expansion Enclosure+ IBM Storwize V7000 Disk Expansion Enclosure	1	DC
Cisco MDS 9148 Fabric Switch (fc 4gb sw sfp, 25 M 50 U lc/lc Cable, Power Chord)	1	DC
IBM Blade Centre H (Chasis)	1	DC
Fortinet 600E	2	DC
Fortinet 200D	1	DC
DAX DMZ Switch DX 5024GS	2	DC
Load Balancer (Array 1600)	2	DC
DAX Core DX 0630P AC	2	DC
IBM HS 23, Type 7875, E5-2620 95W, 2.0 GHz/ 133 Mhz, 15 MB, 16/32 GB RAM, 2 Qty HDD 300GB	5	DR
IBM X3850, Type 7143, E7-4820 105W, 2.0 GHz, 18 MB L3 , 144 GB RAM	1	DR
IBM Blade Centre H (Chasis)	1	DR
IBM Storwize V7000 Disk Control Enclosure + IBM Storwize V7000Disk Expansion Enclosure	1	DR
TS 3200 Tape Library Model L4U Driveless	1	DR
Cisco MDS 9148 Fabric Switch (fc 4gb sw sfp, 25 M 50 U lc/lc Cable, Power Chord)	1	DR
Fortinet 600C	1	DR
DAX DMZ Switch DX 5024GS	1	DR
DAX Core DX 0630P AC	1	DR
Rack	1	DR

Software

OS/Database Software Details	
MySQL Enterprise Edition Subscription (1-4 Socket Server)	Ver 5.5
Red Hat Enterprise Linux Server, Standard (Physical or Virtual Nodes)	Ver 5 & 6
Solaris V 10	Ver 10



List of Freeware used in Punjab CCTNS Project

S.no	Name of the software	Version
1	MySQL Workbench	6.1
2	GlassFish Server	2.1
3	LDAP protocol	6.3
4	Netbeans (IDE)	6.5.1
5	Java(JDK 1.6)	1.6
6	CollabNet Subversion Server	4.0.11

Server wise bill of materials for DR:

SL NO	ITEMS	QTY	MAKE & MODEL
1	Database Server	1	IBMX3850-X5
2	Application Server	1	IBM-HS23
3	LADP Server	1	BM-HS23
4	Portal Server	1	BM-HS23
5	Backup Server	1	BM-HS23
6	Testing Server	1	BM-HS23
7	Digital Signature	1	TCS
8	Software for Data Center	1	Please refer software BOM
9	Automatic Tap Library	1	IBM-TS3200TL
10	Fiber Cabling and Networking Items for RC	1	
11	Racks	1	DX-42U



Details of Data Centre:

SL NO	ITEMS	QTY	MAKE & MODEL
1.	Database server	2	IBMX3850-X5
2.	Application Server	2	IBM-HS23
3.	LDAP Server	1	BM-HS23
4.	Antivirus Server	1	BM-HS23
5.	EMS	2	BM-HS23
6.	Portal Server	2	BM-HS23
7.	Backup Server	1	BM-HS23
8.	Testing Server	1	BM-HS23
9.	Load Balancer	2	Arry App Velocity and Net Velocity
10.	Core Switch	2	DAX 0630P
11.	DMZ Switch	2	DAX DX 5024GS
12.	Digital Signature	1	TCS
13.	Software for Data Center	1	Please Refer Software BOM
14.	Automatic Tape Library	1	IBM-TS3200TL
15.	Firewall with LAN, VPN and IPS	2	Fortinet Fortigate - 600cr+FAZ-200D
16.	Fiber Cabling and Networking items for Data Centers	1	
17.	Racks		DX-42U
18.	SAN Storage	1	IBM Storwise V7000
19.	SAN Switch	1	CISCO MDS9124

NOTE:

Currently the AMC is being undertaken by the Department itself.



5.9. Appendix 9: Substitution of Key Experts at Validity Extension

- a) The System Integrator should not replace the deployed resources for the first 06 months of the contract except for the unavoidable circumstances which is out of control of the SI such as medical urgency, etc.
- b) If any of the Key Experts become unavailable for the extended validity period, the System Integrator shall provide a written adequate justification and evidence satisfactory to Punjab Police together with the substitution request. In such case, the resource will be replaced by a key expert with equal or better qualifications and experience than the originally proposed Key Expert.
- c) If the System Integrator fails to provide a replacement of any key expert with equal or better qualifications or if the provided reasons for the replacement or justification are unacceptable to Punjab Police, then a penalty of 5% of quoted man-month rate per week will be levied.
- d) Punjab Police reserves the right to seek for replacement of resources against any of the positions mentioned in the RFP if at any point they are found not suitable for the work allocated to them in the project. The System Integrator should provide a replacement within 30 days of such written request placed by Punjab Police otherwise a penalty of 5% of quoted man-month rate per week of delay will be levied. In such an eventuality where replacement is requested by Punjab Police, at least a 30 days' notice will be given to Bidder to advise the concerned resource to improve upon his/her performance failing which the replacement clause will be started.
- e) Any Resource deployed by the Bidder must individually sign a Non-Disclosure Agreement with the Department before being deployed with any project related activities.