Clarifications for RFP for selection of System Integrator for Crime & Criminal Tracking and System for Meghalaya Police
(RFP No.: Letter No. S-298/RFP-SI/CCTNS/2011/104 Dated 14th April, 2011)

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1	1	1	7	Last date, venue & time of Proposal submission	Kindly extend the Bid submission date atleast for 15 days for the upcoming Assembly Election Result in West Bengal on 13th of May 2011.	No change
2	1	4.7	32	Existing Capacity Building Infrastructure	Request to kindly confirm whether all the required infrastructure like Computers, Projectors, Printer and Conference room with required accommodation for training in the training location, will be provided by Meghalaya Police Department	Existing infrastructure at the training centres may be leveraged for training as per the training schedule finalised by SI in consultation with Meghalaya police
3	1	4.4	32	The SDC is expected to be up by March 2011	Request to kindly confirm that incase of SDC not operational by March 2011, where will be the solution deployed , after the SDC is operational, the infrastructure will be shifted to SDC from hosted location, the relevant commercials incurred for shifting will be taken care by Meghalaya Police Department	Please refer to Corrigendum
4	1	5	37	After successful certification, the SDA will handover the certified CAS (State) to State through NCRB. While NCRB will facilitate the transfer, the successful transfer of CAS to State on time is SDA's responsibility. During the period of CAS Solution Design and Development and the Operations and Maintenance Phase following that,	Request to kindly confirm whether any modification or upgradation to base application will be done only after the SDA handover to State, declaring the application is error free.	Customization/ modification/ upgradation will only happen once base application provided by SDA. However, application management and maintenance is as per the RFP.
5	1	6.1	40 & 171	Geographical Scope & Capacity Building Infrastructure	Please clarify if Computer Lab Training Centre, State PHQ and SCRB computer training lab Centre are same locations. If not, please provide sitting capacity of SCRB computer training lab centre.	Yes both refer to the same training institution at PHQ

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6	1	6.2.1	43	CCTNS Functional Modules	Request to kindly confirm whether all the interfaces required to interact to external agencies / services like motor vehicles, stolen arms ,Properties, passport verification, Nationality verification etc will be provided by Meghalaya Police Dept.	Integration with external agencies/ department is the responsibility of SI and SI to develop necessary interface/ connectors for integration
7	1	6.2.2	49	Governance -> Some of the IT Governance practices that need to be defined / modified in the processes are: • Availability Management • Service Level Management • Incident Management • Change Management • Configuration Management	Please confirm the required governance processes that need to be defined & implemented.	The Processes mentioned is indicative. Bidder to propose additional processes.
8	1	6.2.3	55	System Integrator would be required to configure the complete CCTNS with Multilingual support (English, Hindi and the vernacular language) for User Interface, Font, Data Entry, Search, Report Generation and all types of data transactions, etc	We would like to state that all the customization/Multilingual support of State CAS will be to a limit and feasibility of the system as per the Solution Stack Opted by System Integrator	No Change
9	1	6.2.3	55	System Integrator would be required to configure the complete CCTNS with Multilingual support (English, Hindi and the vernacular language) for User Interface, Font, Data Entry, Search, Report Generation and all types of data transactions, etc	Request to kindly provide the expectation of Meghalaya Police Department about the Multilingual Support, like Does CAS State Application Supports vernacular language, in case of Support	As per RFP.

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10	1	6.2.3	55	System Integrator would be required to configure the CCTNS solution in such a manner that it ensures complete data entry in the system by Police officials in such as way that system should generate reports on data entry Police Unit wise,	Request to kindly state that all the customization and configuration of State CAS will be to a limit and feasibility / possibility to a requested change which do not impact the base application	No change, scope as per RFP
11	1	6.2.3	55	Selected SI is also required to configure the system in such a manner that system should send alerts	Request to kindly clarify that all the features of base application)CAS state, should not be in the scope of System Integrators, in case this would be in scope of system integrators then request to provide the expected alerts in a page and when to be prompted in detailed manner.	No change. Detailed study by SI to provide the required input.
12	1	6.2.3	55	It would be a false assumption to anticipate seamless connectivity at all Police Stations. Therefore, local databases at Police Station to record and register complaints, has been proposed during no connectivity. As the offline mode switches back to the online mode, data recorded in local database at Police Station would automatically synchronize with central data repositories and information stored locally would be sent to the central repository.	Request to kindly clarify that in this case all the applications will not function and retrieve the data from the central/state CAS application, the offline will be used only record and register only we request to confirm that our assumptions are the same inline with NCRB CAS state Application implementation on offline Mode, in a scenario the desktop get crashed or Hard disk unrepairable the offline database will be lost, the same data need to be entered into the system once again.	The offline functionality requirement stated in Volume – I of the RFP is indicative and that the complete range of required offline functionality will be identified and clarified during the systems study phase of the CCTNS project. System Integrator to design and develop all the offline functionality required by Meghalaya Police for the CCTNS Please refer RFP for details and bidders to propose accordingly
13	1	6.2.4	56	Integration and Interfacing Requirements	Request to kindly confirm whether all the required connectors to external system will be provided by Meghalaya Police department.	Integration with external agencies/ department is the responsibilty of SI and SI to develop necessary interface/ connectors for integration

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14	1	6.2.5	57	Integration and Interfacing Requirements	Request to kindly confirm whether all the Police Department offices will be Internet connected through common cloud (SWAN), so System Integrators will not factor any commercials for Connectivity (Leased Lines/P2P/ Internet Connections at all said locations)	Please refer to RFP for Networking and Connectivity scope
15	1		58	SUPPORT TO ACCEPTANCE TESTING, AUDIT AND CERTIFICATION	When is the 3rd party testing and audit supposed to be carried out? When will each of the following be carried out 1. Functional requirements. 2. Test cases and Requirements Mapping. 3. Infrastructure Compliance Review. 4. Availability of Services in the defined locations. 5. Performance and Scalability. 6. Security. 7. Manageability and Interoperability. 8. SLA Reporting System. 9. Project Documentation. 10. Data Quality Review.	Please refer RFP for relevant details.
16	1	6.3.3	62	The SI should also prepare a detailed document on the implementation of CAS (State) with respect to configuration, customization, and integration as per the requirement of state. The SI would also prepare a change/reference document based on changes or deviations from the base version of the CAS (State) with appropriate references to all the artifacts /documents provided by State.	Request to kindly confirm whether the SI will prepare a detailed document on the implementation of CAS (State) with respect to configuration, customization, and integration as per the requirement of state for the new modules which are in the scope of SI for end to end solution.	State requirements mentioned in the RFP and encompasses all aspects of application including new modules.
17	1		63	Handholding personnel should give 100% availability on all working days	What is the working time?	Please refer RFP

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18	1	6.3.3.3	64	The selected System Integrator will be responsible for the solution development and customization of end-to-end CAS (State) application software including additional functionalities, integration with CAS Center and external agencies on the basis of the FRS, SyRS, SRS and solution design.	Request to kindly confirm that the System Integrators will be responsible for end to end part for Additional Modules Only	As per RFP
19	1	6.3.3.6	65	Once the SRS is approved and design is started, the SI would prepare all necessary Test Plans (including test cases), i.e., plans for Unit Testing, Integration and System Testing and User Acceptance Testing. Test cases for UAT would be developed in collaboration with domain experts identified at state headquarters. The Test Plans also include planning for the testing any integration with 3rd party COTS solutions, CAS (Center), any external agencies. The Test Plans should also specify any assistance required from State and should be followed upon by the SI.	Request to kindly clarify whether the System Integrators will be responsible for testing part for Additional Modules Only, as the CAS State will be tested by NCRB and then release to state.	Testing encompasses all aspects/ components of CCTNS including, but not limited to, additional modules

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20	1	6.3.4	68	SI shall provide a Bill of Material that specifies all the hardware, software and any additional networking components of solution for the State Data Centre and DRC, in detail so as to facilitate sizing of common Data Centre and DRC infrastructure such as Racks, Power and Cooling, Bandwidth among other components. The common DC and DRC infrastructure shall be provided by State.	Please confirm whether the following components at DC and DR will be provided by Meghalaya Police Department. 1. Rack 2. Power and Cooling 3. UPS, DG set power backup 4. Bandwidth and Connectivity 5. LAN 6. VPN 7. Firewall 8. Intrusion Protection System 9. Fire prevention 10. Physical security surveillance 11. Network Operation Centre 12. Common Data Centre facility	Maintenance and Support components are not part of SI Scope and along with Consumptions like diesel, Gas Refilling and Support for the said components etc
21	1	6.3.4	69		Network and Security Devices like Firewall, Switch, Router etc are not mentioned in data centre. Please clarify whether the bidder need to provide for these items. If yea please share the specifications.	Please refer section 6.3.4 of RFP vol 1 for relevant details.
22	1	6.3.5	70	Scope of Data Migration	Please specify the volume of data to be Migrated.	Please refer corrigendum
23	1	6.3.5	70	CIPA was implemented in 17 Police Stations of the State of Meghalaya. Therefore data regarding Registration, Investigation and Final Report is digitized in these Police Stations for the last three years. Data would be required to migrate from CIPA Police Stations to the new CCTNS system.	Does this means there is no Data Digitization activity required at these 17 Police stations? Data Digitization would be required only @ 39 - 17 = 22 Police station only?	All Police Stations will have to be covered for Data Digitization activity. Please refer RFP for details.

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24	1	6.3.5	72	The historical data to be digitized would include crime (case/incident) data, criminals' data, the data from the 7 IIF and data from the police stations records rooms (from police registers).	a) Is the SI supposed to scan these records? b) Each record will consists of how many characters? c) whether all the required files and infrastructure for data digitization will be provided by Meghalaya Police department to System Integrator at a central location. d) If decentralised how many locations we need to carry out the job? e) What is the time frame available for digitisation f) In addition to FIR any other record to be digitised?	a) Scanning is not under the scope of this RFP. b) Bidders to assess. c,d)No. Bidders to propose for necessary arrangements. E)Please Refer section 7.1 of RFP Vol1. f) Please refer section 6.3.5 of RFP Vol1 and corrigendum for necessary details.
25	1	6.3.5	72	Data Digitization Table	Total records for Unit 1 - 6 is coming to 86,500. Is this including historical data?	Yes
26	1	6.3.5	72	Data Digitization Table	Who will provide all required Infrastructures like, Computer, Scanners, Printers, Air conditioners, Space, Electricity and etc...?	Bidders to propose.
27	1	6.3.5	72	Data Digitization Table	Is all the data has to be entered to CCIS/CIPA and then move to CCTNS? Or bidder has to developed own Application for Data entry and digitization?	Please refer RFP Vol 1 for the scope of data digitization and migration.
28	1	6.3.5	72	Data Digitization Table	In which language the data will be available?	English
29	1	6.3.5	72	Data Digitization Table	In Data Digitization do we have to do data entry of full data or just body?	As per RFP
30	1	6.3.7	73	The Meghalaya police shall provide the necessary minimum constructed rooms /Space permanent construction, to the SI. The SI would be responsible for conducting a site survey to identify the exact situation of the site for ensuring site readiness.	Is site survey include readiness of any type of Civil work, internal physical infrastructure (tiles, partitioning etc.) and Air-conditioning also	Please refer section 6.3.7 RFP Vol1 for details.

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31	1	6.3.7	73	The Meghalaya police shall provide the necessary minimum constructed rooms /Space permanent construction, to the SI. The SI would be responsible for conducting a site survey to identify the exact situation of the site for ensuring site readiness	No commercials requested for any Civil and air-conditioning etc if it's in scope of SI, kindly confirm the same for evaluation purpose	Please refer section 6.3.7 RFP Vol1 for details.
32	1	6.3.8	74	At Some location SWAN may be available. SI may propose to use the existing SWAN connectivity or Implement VPN over broadband	Is VPN over BB to be factored by SI. No commercials requested for VPN over Broadband in commercial sheet. If SI has to consider , please confirm No. of links	No. Please refer section 6.3.9 RFP for relevant details.
33	1	6.3.8	75	The RFP mentions the UPS requirement as 79 nos. of 2 KVA & 08 nos. of 10 KVA UPS	Specifications for only 2 KVA UPS has been provided. 10 KVA UPS specifications are not indicated and the same needs to be specified	Please refer corrigendum for relevant change
34	1	6.3.8	75	BOM including 2 KVA UPS and 2KVA DG on diesel	2 KVA UPS in parallel will not work with 2 KVA DG set. Capacity should be minimum 3.5 KVA or more. Kindly confirm if we have to factor 2 KVA only. 2 KVA DG set is not available in Diesel while options are available in petrol. Kindly confirm requirement is on diesel or petrol	No change.
35	1	6.3.8	75	Total quantity required for the Technical Bill of Materials for all Police locations (PHQ, Ranges, DHQ, SDPOs, SCRB, SCR/PCR, FPD, PS etc)	Please provide distribution of hardware at each location	Please refer RFP Vol 2.

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36	1	6.3.9	76	Scope of work for BSNL: The details of scope of work of BSNL are as under: a) Provisioning of 2Mbps Point to Point Lease Line (P2PLL) for locations to be connected with the nearest SWAN POP. b) Provisioning of WAN connectivity on VPNoBB/WiMax/VSAT for locations which are not feasible to be connected directly with the SWAN on P2PLL.	Please clarify the following, - What will be the primary link for each location - What will be the backup link for each location - Will there be any connectivity to Internet	Please refer to the section 6.3.9 of RFP Vol1 for necessary details
37	1	6.3.9	76	g) Maintaining the network including hardware supplied for minimum period of 3 years.	Please clarify whether the maintenance of hardware supplied by BSNL beyond 3 years period will be in bidders scope	No
38	1	6.3.9	76	Network and Connectivity for Police Stations, Higher Offices, Training Centers (RTC/PTC) for CCTNS project:	Request to kindly confirm whether all the leased line, MPLS, VSAT and VPNoBB connectivity infrastructure will be provided by the service provider (BSNL) to Meghalaya Police to respective police station or any access locations for accessing the deployed application	Yes. As per RFP
39	1	6.3.10	76	Provisioning of the Routers (at CCTNS and Modems for locations to be connected directly with SWAN and all other hardware and network infrastructure provided for VPNoBB/WiMax/VSAT connectivity.	Request to kindly confirm whether the service provider (BSNL) will provide routers for respective locations and SI need not consider in its Scope.	Yes. As per RFP

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40	1	6.3.9	76	The Networking solution of CCTNS project shall be based on a Hybrid Model which will consist of State Wide Area Network (SWAN) operated by State/UT under SWAN scheme and Data network operated by Bharat Sanchar Nigam Limited (BSNL) which consists of Point to point leased lines, VPNoBB, WiMax, VSAT and MPLS technologies.	SWAN routers at SWAN POP are already used to connect Blocks, DHQ and SHQ and hence additional 2 Mbps cards might be required on the existing router chassis to connect new CCTNS locations. Hence in case if SWAN is going to be the connectivity media then request you to please include the additional line cards in the BOQ which will be required on the existing SWAN routers (SHQ, DHQ and Block) to terminate the CCTNS sites.	Please refer to the section 6.3.9 of RFP Vol1.
41	1	6.3.10	78, 80	Venue requirement for training/workshop	Will the venue for training provided by the department?	The training institutions (7DTC, 1 PTS and 1 SCRB computer lab at PHQ) to be leveraged. Please refer corrigendum for additional information.
42	1	6.3.10	78, 80	Other requirement for training/workshop	Will other requirements - infrastructure, IT, lunch, snacks and tea provided by department for trainings?	Only Training centre location with existing infrastructure may be leveraged. Please refer corrigendum for additional information.
43	1	6.3.10	79	Identification of Trainees Group I: Identify the key senior officers Group II: Identify the key officers Group III: Identify the key officers Group IV: Identify at least 3-4 key officers/constables Group V: Identify 2 constables for each SDPO/Circles	Will state police suggest the key officers or SI will do survey for the same?	Training plan to be finalised in consultation with Meghalaya Police.

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44	1	6.3.10	80	Develop Training Material - Requirement of Vernacular Language Communication and Awareness – Requirement of Vernacular Language	What is the vernacular language in Meghalaya? We would like to confirm whether this is a mandatory requirement.	Khasi, Garo and Jaintia are the vernacular languages in Meghalaya. No, this is desirable.
45	1	6.3.10	81	Number of Personnel to be trained on various Modules	Please provide the Duration of training for each module like (Awareness and sensitization of benefits of IT , Basic Computer Awareness & Role based training for application users, Trainers Training, System Administration and support Training)	Please refer corrigendum for relevant change
46	1	6.3.10	81	Number of Personnel to be trained on various Modules	Though the number of trainees are given for each of the 4 modules, district-wise split up not available. District-wise break-up required.	Please refer corrigendum for relevant change
47	1	6.3.10	81	Deliver Training to End Users	Whether desktop and projector available at training centers?	Please refer RFP Vol1 Annexure VIII for existing infrastructure details
48	1	6.3.10	81	Deliver Training to End Users	What should be the batch size for training?	Please refer corrigendum for relevant change
49	1	6.3.10	83	Communication and Awareness	Request to kindly clarify whether campaigns will be conducted throughout the duration of the implementation of the CCTNS project across the State at Project would be in scope of Meghalaya Police with required Infrastructure	Activity in the Scope of SI. Please refer RFP for relevant details

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50	1	6.3.10	84	SI shall conduct 3 change management workshop (min 1 day) at state HQ and 1 change management workshop in all district HQ (min 1 day)	Is this a onetime requirement? Please confirm our understanding that the total workshop requirement is 3 workshop at State HQ + 7 workshop at District in total during entire duration of projects. Also, what is tentative no. of participants in these 12 workshops that need to be covered? Please confirm.	The minimum requirement for Change management Workshop is 3 at State Head quarter + minimum 1 in each District. However the Bidder's are expected to ensure that the following objective is met: 'change management is appreciated by Personnel of Meghalaya Police and change leadership is developed across the stakeholder groups'
51	1	6.3.11	85	Handholding Support for end users The System Integrator will provide one qualified and trained person per police station for a period of six months to handhold the staff in the police station from the Go Live of application at respective Police station and ensure that the staffs in those police stations are able to use CCTNS on their own by the end of the handholding period. Apart from police stations additional support required to provide services during the project life cycle. SI must provide the project team as per details and eligibility qualifications given in this RFP.	As per the timeline, some districts will be commissioned as part of the pilot phase. Will the handholding for these police stations start immediately after the Pilot phase and continue for 1 year, or will it start after all Police stations have been commissioned?	Handholding support at each police station for end users to be provided starting from the Go-Live day of respective phases for 6 months.
52	1	6.3.11	85	B.E/ B. Tech/ MCA/ BCA/ PGDCA/ M.Sc./ B Sc/ Diploma	Qualification may be relaxed considering proficiency in Khasi / Nepali / English languages	No Change

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53	1	6.3.12	86	Requirement on Adherence to Standards Compliance with Industry Standards IT Infrastructure management -> ITIL / EITM specifications Service Management -> ISO 20000 specifications	Please reconfirm the ITIL version for adherence.	ITIL v3
54	1	6.4	88	Scope of service during post implementation phase	What is the minimum no. of resources expected to be deployed at DC & DR?	Refer Correigendum for relevant details.
55	1	6.4.1	89	In case any hard disk drive of any server, SAN, or client machine is replaced during warranty / AMC the unserviceable HDD will be property of State and will not be returned to SI.	This does not meet standard warranty arrangement of any OEM.	No Change
56	1	6.4.3	90	Business Hours	In annexure II Business Hours is given as 8.30 to 20.30 (Mon - Sun), where in annexure II the business hours is given as 8.30 Amto 4:30 PM (Mon - Sat). Please clarify interpretation for Business Hours.	Please refer corrigendum for relevant change
57	1 & 2	7.2 & 5.3	90 & 25	SI shall put together a team of domain expert with minimum 10 years experience with State Police Department who will work on this project on full time basis for entire duration of the project	How many domain experts are required? Please specify. Based on other states RFP requirement of Domain Expert, we suggest 1 domain expert requirement for specific project period eg. finalization of FRS, CRP, Change Management, expert, etc. as against availability for entire duration of the project.	Bidder to propose the same.

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58	1	Section 6.4.3	91	ISO20000 compliance	Is Meghalaya CCTNS expecting the services offered to be ISO-20000 compliant only or is specifically looking for ISO20000 certification? If ISO-20000 certification is required, we assume it is for DC & DR sites from where the services are offered, please confirm. What is the duration that Meghalaya CCTNS is envisaging for the ISO-20000 certification to be completed? What is the expected certification validity for ISO-20000?	As per RFP - ISO20000 compliance
59	1	6.4	91	Scope of Services - Post-Implementation Phase / Operate and Maintain Phase. The service will be provided in the local language of the State.	Please clarify the language to be supported?	English, Khasi, Garo, Jaintia
60	1	6.4	91	Scope of Services - Post-Implementation Phase / Operate and Maintain Phase Central Helpdesk	Should SI provide the service desk tool and telecom infrastructure for the central service desk? Please share the total number of users for the application and the no. of concurrent users?	Yes, and bidders to propose as per their assessment and SLA requirements
61	1	7.1	94	Implementation and Roll-out plan 1. Project Plan	When has Meghalya Police planned for the DR site to come up?	To be decided and informed accordingly
62	1	7.1	94	IMPLEMENTATIION AND ROLL-OUT PLAN - Data migration and digitization of historical data	T+14 that means all Digitization work should get over in 14 weeks?	As per RFP

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63	1	Annexure 1	101	CAS (State) Offline Solution	Request to kindly confirm , incase the SI want to opt any one of the solution stack either, Java and Microsoft Environment , the offline solution for the same environment will be provided by Meghalaya Police Department. Request to kindly provide the detail solution implementation approach and solution stack for the offline solution at the police station for both the solution stack either, Java and Microsoft Environment. Request to kindly clarify that when the application is in offline mode, due to connectivity issues, the application will not facilitate central information of state. Request to kindly clarify that when the application will become online from offline mode, whether the data from said location will be pushed to CAS State central Application. Request to kindly confirm that once data pushed to CAS State central Application from a synchronization, the Offline database will not contain any data in the system. The Application at local station will have local data untill the synchronization	The offline functionality requirement stated in Volume – I of the RFP is indicative and that the complete range of required offline functionality will be identified and clarified during the systems study phase of the CCTNS project. Please refer RFP for relevant details.

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64	1	Annexure 1	101	Stack I - Sun Directory Services	After SUN's acquisition by Oracle, Sun Directory Services is no longer available by this name. What does the department suggest to the SIs proposing this stack?	No change
65	1	Annexure 1, CAS (State) Solution - Stack 1	101	Proposed Operating System by Software Development Agency: Solaris	Since Webserver Java System Webserver, Glassfish Application Server, MySQL DB are compatible with Linux we request you to keep the operating system specifications open by including Redhat Linux.	No Change
66	1	Annexure 1, CAS (State) Solution - Stack 2	102	Stack I - Identity Management: Open SSO	After SUN's acquisition by Oracle, OpenSSO is no longer in the product roadmap and new development has stopped. Is there a change in stack possible for this line item by the SI?	No Change
67	1	ANNEXURE II:: SERVIICE LEVELS Implementation phase Table 1 Capacity Building	109	Capacity Building	The SLA does not seem to be appropriate for training activity. We request to convert this SLA into KPIs for the SI.	No change
68	1	ANNEXURE II:: SERVIICE LEVELS	112	Delivery Related Service Level Agreement (SLA) Criteria	The penalties are very high. We would request you to reconsider this. Any provisioning would lead to high cost of delivery. Also, as stated above, we would request for KPI consideration.	No change
69	1	Infrastructure Availability	116	RPO (zero data loss in case of failure of Primary DC) should be zero minutes Severity of Violation: High	Please Re-Word the same as below: RPO <= 60 Min	No Change

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70	1	Annexure IV	131	In addition to the configuration requirements, some enhancements are done into the existing modules as required by the state.	Request to kindly confirm that all the customization of State CAS will be to a limit and feasibility / possibility to a requested change	No change
71	1	Annexure IV	134	System to have interface with payment gateway to receive minimal fees for filing RTI System to have functionality of calculating charges for providing the information under RTI and communicating the same to requester.	Do you have requirement of interface with Payment Gateways?	Yes.
72	1		142	8. Should have the facility of online payment of challan by the offender.	Does the bidder need to quote for the payment gateway also	Payment Gateway responsibility lies with the state. SI needs to integrate the system with the payment gateway.
73	1		167	21. The storage should be configured with 10 TB 146 GB 15 K RPM FC disks, 10 TB with 300 GB 15 K RPM FC disks and 10 TB with 500 GB or higher 15 K RPM SATA drives.	Please confirm the exact capacity requirement of the storage.	Bidders to assess
74	1		169	The proposed back up solution shall be offered with 25 Client licenses for SAN based back up and 50 client licenses for LAN based backup.	Does the bidder need to quote for the specified number of clients or quote for all the servers to be provided at DC & DR site by the bidder as part of complete solution.	As per RFP - for specified no of clients
75	1		172	Annexure IX- Legacy System	Several of the existing systems proposed to be integrated are stand-alone, decentralized in nature and also some of them are DOS based. A) Will these need to be centralized as part of the scope of work? B) What level of integration is expected with CCTNS? C) For the web based systems which need to be integrated, will this integration be required at process level or data level?	Bidders to propose as per the requirement.

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76	1	Annexure X	176	Enterprise Management and Monitoring Solution (EMS)	Does SI have to provide EMS solution at DRC as well?	No
77	1		178	Duplex print options: Manual (driver support provided)	Please confirm that automatic duplex option is not required.	No Change (Minimum spec). Bidder may propose automatic as value addition
78	1		179	Print, scan and copy unattended with the Automatic Document feeder, enhanced print permanence.	"enhanced print permanence" is OEM specific term. Request you to please remove the same.	Please refer Corrigendum
79	1	SAN Switch	183	The switch shall support role based administration by allowing different administrators different access rights to switch. There should be head room of 100% for port expansion (on top of being proposed for the solution) at a future date by state government within the same chassis or different chassis	Please Re-Word the clause as below: There should be head room of 100% for port expansion (on top of being proposed for the solution) at a future date by state government within the same chassis or different chassis	No Change. Role based administration right will be required for read/ write access e.g Third party Auditor/ SPMU can have read access while the SI administrator will have write access
80	1	SAN	183	RAID Controller: It should support various levels of RAID (RAID 0, 1 etc.)	Please Re-Word the clause as below: RAID Controller: It should support various levels of RAID (RAID 0, 1 , 5, 6 etc.)	Please refer to Corrigendum
81	1	SAN	183	It should disrupt non-disruptive component replacement of controllers, disk drives, cache, power supply, fan subsystem etc.	Please Re-Word the clause as below: It should support non-disruptive component replacement of controllers, disk drives, cache, power supply, fan subsystem etc.	Please Refer Corrigendum

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82	1	SAN Switch	183	5.Selection of SAN switch should be done in such way that, after configuring integration, storage server and backup, there are minimum 40% ports free with switch and it should have capability to upgrade to 100%. 6.The switch shall support role based administration by allowing different administrators different access rights to switch. There should be head room of 100% for port expansion (on top of being proposed for the solution) at a future date by state government within the same chassis or different chassis	Kindly clarify regarding the exact number of FC ports required from day one so that different vendors are on equal parity and as well it will help in positioning the equipment with right size. Kindly specify if you require real-time performance monitoring of traffic per port to give the visibility in terms of amount of storage traffic being generated by particular Server or Application or department and allow for re-allocation on the ports? Kindly specify if you require the SAN switch to have the ability to create multiple hardware-based isolated Fabric instances within the same physical SAN switch to ensure that there is complete isolation between the SANs defined on per application basis or per department basis and fabric services are extended to each segment?	Please refer corrigendum
83	1	SAN	184	The storage architecture shall have 1+1 active or active –passive storage controllers and mirrored cache, with no single point of failure	Please Re-Word the clause as below: The storage architecture shall have 1+1 active-active or active –passive storage controllers and mirrored cache, with no single point of failure. In case of Active-Passive, double the tender-specified amount of controller resources are to be configured (Ports & Cache)	Please Refer Corrigendum

S. No	Vol	Section	Page	Clause Details	Clarification sought	Response
84	1	SAN	184	The Storage shall support Point-in-time copy and full volume copy for heterogeneous storage arrays. The licenses configured should be one time for the entire storage device and no incremental license should be charged at the time of capacity upgrade. It should support these operations from storage of one OEM to storage from another OEM.	Please Re-Word the clause as below:

The Storage shall support Point-in-time copy and full volume copy for heterogeneous storage arrays. The licenses configured should be one time for the entire storage device and no incremental license should be charged at the time of capacity upgrade. | As storage solution from different OEM (at DC/ DR/ NR etc) cannot be ruled out in at a futuristic time, No Change is accepted in the Clause. However, Bidders quoting any third-party software are suggested to specify the Cost of the Third-party software as a separate line item in the Commercial Bid so that Meghalaya Police can procure the solution at its discretion. |
| 85 | 1 | SAN | 184 | Should provision for LUN masking, fibre zoning and SAN security. | Please Re-Word the clause as below:

Should provision for LUN masking | Please Refer Corrigendum |
| 86 | 1 | SAN | 184 | To meet interoperability requirements, the Storage arrays shall support data replication in both synchronous and asynchronous modes across heterogeneous storage arrays from different OEMs. | Please Re-Word the clause as below:

To meet Data Protection & Availability requirements, the Storage arrays shall support data replication in both synchronous and asynchronous modes | No Change |
| 87 | 1 | SAN | 184 | To meet interoperability requirements, the Storage arrays shall support data replication in both synchronous and asynchronous modes across heterogeneous storage arrays from different OEMs. | Do we have to quote for replication licenses also | Bidders to propose as per their assessment |
| 88 | 1 | SAN | 185 | Multi-path & Load balancing software for all SAN connected servers shall be provided. The multi-path software should not only support the supplied storage and Operating systems but should also support heterogeneous storage and operating systems from different OEMs. | Please Re-Word the clause as below:

Multi-path & Load balancing software for all SAN connected servers shall be provided. | No Change |

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89	1	Database & Applicatiion Server	187	64 bit processors with 2.6GHz or above with a minimum of 4 processor or higher with 4 core or more per each processor	Please Re-Word the clause as below: 64 bit 8 core processor of latest x86 processor series to be qouted with highest available clockspeed on the server model being offered. The server should be offered with 4 processors and scalable to 8 processor.	No Change
90	1	Database & Applicatiion Server	188	Memory: Minimum 24 GB ECC or equivalent RAM of highest frequency as applicable in the quoted model to be offered per processor. Memory should support RAID and memory mirroring. Memory scalable to 256 GB	Please Re-Word the clause as below: Memory (RAM): Minimum 64 GB ECC or equivalent RAM of highest frequency as applicable in the quoted model to be offered per processor. Advanced Memory Protection features should be supported. Memory should be scalable to 1TB	Please Refer Corrigendum
91	1	Database & Applicatiion Server	188	For Database cluster, the clustering software should support heterogeneous Operating systems from different OEMs.	Please delete this point	Bidders quoting any third-party software are suggested to specify the Cost of the Third-party software as a separate line item in the Commercial Bid so that Meghalaya Police can procure the solution at its discretion.
92	1	Specifications of database and application servers	188	The Volume Manager and File System on the server should support heterogeneous storage models from different OEMs.	Do we have to quote for volume manager and file system also?	Bidders to propose as per their assessment
93	1	Web, Management Etc. Server	189	Disk bays: Support for min 8 small form factor hot plug SAS / SCSI hard drives in disk drive carriers that slides out from front	Please Re-Word the clause as below: Disk bays: Support for min 2 small form factor hot plug SAS / SCSI hard drives	Please Refer Corrigendum
94	1	Web, Management Etc. Server	189	Ports Rear: Two USB ports (Ver 2.0); RJ-45 Ethernet; keyboard and mouse; two RJ-45 Ethernet; / no parallel port Front: One USB (Ver 2.0)	Please delete this point	Please Refer Corrigendum

S. No	Vol	Section	Page	Clause Details	Clarification sought	Response
95	1	Web, Management Etc. Server	189	Optical / diskette: 8X / 24X slim-line DVD ROM drive	Please Re-Word the clause as below: Optical / diskette: 8X / 24X slim-line DVD ROM drive (local or remote)	Please Refer Corrigendum
96	1	Web, Management Etc. Server	189	Cooling fans: minimum Four fans / multispeed / hot-swap and redundant fan failure signals to management module / fan in each power supply / CPU / memory	Please Re-Word the clause as below: Cooling fans: Redundant & Hot-Pluggable Cooling Fans either at the server or at the Blade Enclosure Level	Please Refer Corrigendum
97	1	Web, Management Etc. Server	189	Power supplies: Hot plug redundant AC power supply	Please Re-Word the clause as below: Power Supplies: Redundant & Hot-Pluggable power supplies either at the server or at the Blade Enclosure Level	Please Refer Corrigendum
98	1	Database & Applicatiion Server	190	Should be provided with a GUI based management console to take care of the partition management & configuration;	Please Re-Word the clause as below: Should be provided with a GUI based management console to take care of the partition management & configuration as Applicable	No Change.
99	1	"Specification-cum-Compliance Sheet for Desktop PCs"	193	Relevant FCC & UL certification mandatory,	Certification of FCC & UL can be removed as FCC Certification is pertaining to US requirement and hence the selection of components including power source (i.e. 115V AC and 60Hz Frequency) are not applicable for countries like India as we adopt the supply source of 230V and 50HZ. Hence, the components being chosen for Indian environment for power source or frequency cannot set to address or support FCC standards	No Change

S. No	Vol	Section	Page	Clause Details	Clarification sought	Response
100	1	"Specification-cum-Compliance Sheet for Desktop PCs"	193	CPU should be available for next 5 years i.e.the OEM will guarantee against product obsolescence for next 5 years	We can Provide support for a duration of 5 years but not guarantee against product obsolescence	No Change
101	1	"Specification-cum-Compliance Sheet for Line Interactive UPS"	195	Requirement as per RFP - Type: Line Interactive	Our recommendation: We recommend technology of the UPS to be Online instead of Line Interactive. Line interactive UPS is a type of offline UPS where Inverter works only at the time of absence of mains supply which in result destabilize the output voltage. Whereas with Online UPS, output voltage will be constant irrespective of input supply which is very much necessary for any kind of non linear load like server, desktop, printer etc.	Please refer corrigendum for relevant change
102	1	"Specification-cum-Compliance Sheet for Line Interactive UPS"	195	Requirement as per RFP- Indicators - Indicators : LED Indicators for AC Mains, DC, Load on Mains/Battery	**Our recommendation:** We recommend indications of the UPS to be both LED as well as LCD. This will help to maximize the operational convenience by user even in the remote locations also.	No Change.
103	1	"Specification-cum-Compliance Sheet for Line Interactive UPS"	195	Requirement as per RFP -Battery Type & back-up time: Batteries shall be inbuilt Sealed Maintenance Free (SMF) type. The system must be capable of providing 30 minutes battery back-up time as per VAH rating below: (Minimum VAH for 30 minutes back-up = 504 VAH) Total number of batteries,Voltage of each battery, Ampere-Hour rating of each battery offered to be specified.	Our recommendation: Batteries shall be inbuilt The 2kVA UPS systems must be capable of providing 120minutes battery back 4992 VAH). The 10kVA UPS systems must be capable of providing 60minutes battery back 15500 VAH).	Please refer corrigendum for relevant change

S. No	Vol	Section	Page	Clause Details	Clarification sought	Response
104	1	"Specification-cum-Compliance Sheet for Line Interactive UPS"	195	Type- Line-interactive	Should be On-Line UPS for 2KVA& 10KVA. For critical applications, On-Line UPS with inbuilt Isolation Transformer is the optimal and best solution as only an On-Line UPS can provide protection against all 9 types of Power Problems. Line-interactive UPS cannot protect against harmonic distortion, frequency variation, electrical noise, spikes and surges, earth neutral problems. Line-interactive UPSs switch to battery mode with a typical transfer time of 8-10 ms. Some IT equipment exhibit inrush currents exceeding 300 percent, hence if the transfer time is longer than 1 ms; the UPS could have problems supporting this high current requirement. (May lead to frequent system re-boot, system hang or application crash etc.). On-Line UPS draw current from the battery with zero ms transfer time, therefore there is no risk of the transfer causing any unwarranted damage or risk. The main advantage of On-Line UPS is its ability to provide an electrical firewall between the incoming utility power and sensitive electronic equipment. While the Line-interactive UPS merely filter the input utility power, the On-Line UPS provides a layer of insulation from power quality problems	Please refer corrigendum for relevant change

S. No	Vol	Section	Page	Clause Details	Clarification sought	Response
105	1	"Specification-cum-Compliance Sheet for Line Interactive UPS"	195	Capacity:- 2 KVA/ 10 KVA as per the Bill of Material	Line-interactive topology is optimal upto 1 KVA ratings and max upto 2 KVA. Beyond this due to technical design limitations, it is not advisable to opt for Line-interactive topology. For 600 VA topology should be Line-interactive and for 2 KVA 10 KVA ratings, the topology should be On-Line. Moreover, UPS capacity in KW (i.e. the useful power available from UPS) also needs to be specified. International Legislation EN 61000-3-2 specifies the level of the power factor with different load current.	Please refer corrigendum for relevant change
106	1	"Specification-cum-Compliance Sheet for Line Interactive UPS"	195	Input Voltage Range - 140 - 280 V AC	For On-Line to limit to 160 - 280 V	Please refer corrigendum for relevant change
107	1	"Specification-cum-Compliance Sheet for Line Interactive UPS"	195	Output Voltage: 220 V +/- 10%	Voltage Regulation should be Precise, i.e. 230V +/- 1% in mains and battery mode, for critical equipment and applications such as Server, PC, Switch, Printers etc. Possible only in On-Line UPS. +/- 10% values may lead to frequent reboots, system hang, SMPS burnout etc.	No Change
108	1	"Specification-cum-Compliance Sheet for Line Interactive UPS"	195	Output Frequency: 50 Hz +/- 0.5 Hz (under battery mode)	50 Hz +/- 0.5 Hz (both under battery and mains mode)	No Change

S. No	Vol	Section	Page	Clause Details	Clarification sought	Response
109	1	"Specification-cum-Compliance Sheet for Line Interactive UPS"	195	Noise: < 40 db at 1 m	Noise: < 60 db at 1 m for higher capacity UPS (ratings > 1 KVA)	No Change
110	1	"Specification-cum-Compliance Sheet for Line Interactive UPS"	195	Warranty for UPS	Warranty for UPS is not mentioned. Kindly Define the Warranty Period. In case of UPS Batteries warranty period should be maximum for a period of 3 Years as the batteries are considered as consumables.	Please refer RFP volume I, section 6.4.1 for relevant details
111	1	"Specification-cum-Compliance Sheet for Duplex laser printer"	195/196	Warranty for Duplex laser printer	Warranty for Duplex laser printer is not mentioned. Kindly Define the Warranty Period.	As Per RFP
112	1	"Specification-cum-Compliance Sheet for Multi-Function Laser"	196	Copier- Black-white colour-Upto 1200x600 dpi	Whether the requirement of MFL is color or B&W is not clear from the specification. The specification of Copier part says "Black-white colour-Upto 1200x600 dpi" but the Print Speed doesn't mention about Color or B&W. If it is a mono MFL then simply remove the word "color".	Please refer corrigendum
113	1	"Specification-cum-Compliance Sheet for Multi-Function Laser"	196	Scanner:- Upto 4800 dpi; Enhanced upto 19200 dpi	Request you to kindly delete enhanced upto 19200 dpi since it is proprietary to a specific manufacturer	Please refer corrigendum for relevant change

S. No	Vol	Section	Page	Clause Details	Clarification sought	Response
114	1	"Specification-cum-Compliance Sheet for Multi-Function Laser"	196	Scanner :- Scan size maximum (flatbed): 216 x 356 mm (8.5 x 14 inches),	Legal scanning in A4 segment is available thru ADF, not thru flatbed. Hence request to change the same as "Scan size maximum (ADF): 216 x 356 mm (8.5 x 14 inches)"	Please refer corrigendum for relevant change
115	1	"Specification-cum-Compliance Sheet for Multi-Function Laser"	196	Printer :- High-speed printing, up to 15ppm ,Black-and-white: up to 35ppm (draft)	Two different Print Speed is mentioned. Which is Contradicting in nature .Kindly change to "Black-and-white: up to 30 ppm or Higher" This will allow more no of Manufacturers to comply.	Please refer corrigendum for relevant change
116	1	"Specification-cum-Compliance Sheet for Multi-Function Laser"	196	Copier -Copy speed (black, draft quality, A4):Up to 35 cpm	In case of change in Print Speed to 30 ppm or Higher the Copy Speed also should be changed to 30 CPM or higher.	Please refer corrigendum for relevant change
117	1	"Specification-cum-Compliance Sheet for Multi-Function Laser"	196	Warranty for Multi-Function Laser	Warranty for Multi-Function Laser is not mentioned. Kindly Define the Warranty Period.	As Per RFP
118	1	Specification-cum-Compliance sheet for 16-Port/24-Port Managed switch	201	160K bytes buffer Memory per device	This is specific to OEM and hence request you to please delete this line from the specification.	No Change

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119	1	Specification-cum-Compliance sheet for 16-Port/24-Port Managed switch	201	No forwarding rate is mentioned. Request you please add forwarding rate in the specification.	Forwarding rate - 3 Mpps	No Change
120	1	Specification-cum-Compliance sheet for 16-Port/24-Port Managed switch	201	No QoS, Security Features are mentioned. Request you please add few features in the specification.	Four egress queues per port to enable differentiated management of up to four traffic types. Weighted tail drop (WTD) to provide congestion avoidance. Standard 802.1p CoS and DSCP. Should support jumbo frames of 9016 bytes. Per-port broadcast, multicast, and storm control to prevent faulty end stations from degrading overall systems performance. TACACS+ and RADIUS authentication enable centralized control of the switch and restrict unauthorized users from altering the configuration. IEEE 802.1x to allow dynamic, port-based security, providing user authentication.	No Change

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121	1	Specification-cum-Compliance sheet for 16-Port/24-Port Managed switch	201	No Management Features are mentioned. Request you please add few features in the specification.	SNMP v1, v2c, and v3 and Telnet interface support delivers comprehensive in-band management, and a CLI-based management console provides detailed out-of-band management. Network Timing Protocol (NTP) to provide an accurate and consistent timestamp to all intranet switches. For enhanced traffic management, monitoring, and analysis, upto four RMON groups (history, statistics, alarms, and events) must be supported. Trivial File Transfer Protocol (TFTP) to reduce the cost of administering software upgrades by downloading from a centralized location.	No Change
122	1	Specification-cum-Compliance sheet for 16-Port/24-Port Managed switch	201	Number of VLAN support is not mentioned in the specification. Request you to kindly add the number of VLAN support in the switch specification.	Upto 64 VLANs should be supported. Support for 4000 VLAN IDs.	No Change

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123	1	Infrastructure Availability and Application Availability. SLA 1 & SLA1	115-118	There are SLAs on Infrastructure Availability and Application Availability which overlap. For exp consider the following 2 SLAs. 1. Availability of productions CAS systems shall be atleast at 99%. 2. Availability of CAS solution components measured within the Data Center shall be atleast 98%. Our assumption is that the result of Infrastructure Availability SLA does not have any impact on the Application Availability SLA i.e. if the availability of production CAS server is < 99%, the SI is not penalized for this SLA as well as the SLA on availability of CAS solution components.	Suggest appropriate clarification and correction.	Please refer corrigendum for relevant change
124	1	Infrastructure Performance. SLA 1	115-118	It is extremely difficult to measure this SLA as after the CPU utilization crosses 70%, then we need to keep a timer to measure if it stays above 70% for 30 minutes or more for each occurrence. Each such occurrence is treated as one instance and based on the no of instances over a six month period, the total violations are calculated and penalty imposed. If the number of instances over a six month period is anywhere between 1 and 3, the penalty is 2% to 6% of the half yearly payment.	Suggest that we monitor the CPU usage and if the average daily utilization goes up beyond 70%, then we should take that as a violation.	No Change

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125	1	Infrastructure Performance. SLA 2	115-118	Same as above for I/O utilization.	Suggest that we monitor the I/O utilization and if the average daily utilization goes up beyond 70%, then we should take that as a violation.	No Change
126	1	Infrastructure Performance. SLA 3	115-118	Same as above for memory utilization.	Suggest that we monitor the memory utilization and if the average daily utilization goes up beyond 70%, then we should take that as a violation.	No Change
127	1	Client Site Systems Availability. SLA 1	118	Availability of the critical client site infrastructure components at all the implementation sites shall be at least 99% Severity of Violation: High This service level will be measured on a monthly basis for each implementation site. If the availability in a month for an implementation site falls below the minimum service level, it will be treated as one (1) violation. The total number of violations for the six-month period will be the cumulative number of violations across all the months across all sites in the six-month period.	Availability of at least 99% of all critical site infrastructure (anything that is shared by multiple users at the site) such as routers, switches, printer/scanner, digital pen, finger print readers etc., will be very difficult as most of these are one in number at the PS/HOs. The severity of violation is High and if a site falls below the minimum service level, it will be treated as 1 violation leading to penalty of 2% of the respective half yearly payment. We will end up paying this penalty if one or more equipment goes down at any site leading to less than 99% availability. Suggest that the availability of the critical client site infrastructure components at all the implementation sites on an average shall be atleast 99%.	Critical client site infrastructure means the IT infrastructure at client site which are shared by multiple users

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128	1	Client Site Support Performance. SLA 1	119	1. We might not get an opportunity to resolve 80% of the Level 1 calls at each site in 2 hours as the number of Level 1(read P1) calls will be less at each site and our compliance will be either 0%, 50% or 100%. 2.Resolving a P1 call in 2 hours at a remote site is a challenge if it is a break-fix call. 3. And over a period of six months across 400+ sites, the average number of instances could be anywhere between 1 and 12 leading to penalties ranging from 1% to 4% of the half yearly payment. 4.This could lead to double penalty if it affects the availability of 99% uptime at each site.	1. Suggest 80% of the Level 1 incidents at all sites on an average should be resolved within 6 business hours from the time call is received/logged whichever is earlier. 2. Suggest the impact of non-compliance of this SLA not have any bearing on the availability SLA and the SI not penalized twice.	No change
129	1	Client Site Support Performance. SLA 2	120	Same as above, but for Level 2 calls where the impact could 1-2% of the six monthly payment.	1. Suggest 80% of the Level 2 incidents at all sites on an average should be resolved within 12 business hours from the time call is received/logged whichever is earlier. 2.Suggest the impact of non-compliance of this SLA not have any bearing on the availability SLA and the SI not penalized twice.	No change

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130	1	Application Support Performance. SLA 1	115-118	1. Resolving 95% of Level 1(read P1) application defects within 4 business hours is extremely difficult as the % bugs to be fixed is very high and the resolution time is very low. 2. The penalty points is based on % compliance and not on instances. 3.Based on how we perform, the penalty could be anywhere between 0 - 6% of half yearly payment.	1. Suggest that we could provide a work around in 6 hours and a resolution in 24 hours. 2.Based on the penalty on no of instances and not on % compliance.	No change
131	1	Application Support Performance. SLA 2	115-118	Same as above, but for Level 2 calls where the impact could be less because we get more time to fix the bugs, but the severity level remains high and penalty impact is similar.	1. Suggest that we could provide a work around in 12 hours and a resolution in 72 hours. 2.Based on the penalty on no of instances and not on % compliance.	No change
132	1	Application Support Performance. SLA 3	115-118	Same as above, but for Level 3 calls where the impact could be less because we get more time to fix the bugs, but the severity level remains high and penalty impact is similar.	1. Suggest that we could provide a resolution in 7 days. 2.Based on the penalty on no of instances and not on % compliance.	No change
133	1	Network Uptime. SLA 1	122	Difficult SLA to meet as: 1.Uptime of 99% at each site. 2.Covers network equipment and bandwidth. 3.In the current form of the SLA, if a network equipment is down and is not resolved within 2 hours, we could be paying penalty at 3 places - client site uptime of less than 99%, P1 issue not resolved in 2 hours and NW uptime less than 99%.	1. Suggest the impact of non-compliance of this SLA be restricted to this SLA only and not have impact on the availability SLA and resolution of Level 1 calls SLA and the SI not penalized three times.	No change

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134	1	Application Performance. SLA 1	115-118	1. Continuously measuring this over a period of time will have impact on the system resources and performance. 2. What is the tool to be used to measure this? 3. What type of query to be used to measure the response time?	The 4 second response time should be measured as a test and when required and not on a continuous basis.	No change
135	1	Help Desk Performance. SLA 4,5 & 6	120-125	1. Appear that they are a repeat here. If not we will be paying penalty for the same again. 2. They should be related to DC and not Help Desk.	Our assumption is that these SLAs are a repeat of Client Site Performance SLAs. Suggest appropriate clarification and correction.	please refer corrigendum for relevant details
136	1	Capacity Building	109	The same SLA is repeated twice in this section with varying methods of penalty calculation. Our assumption is that only one of them is valid and not sure which one is applicable.	Request clarification on the same.	Please refer corrigendum for relevant change
137	1	Data Migration & Digitization	110	The same SLA is repeated twice in this section with varying methods of penalty calculation. Our assumption is that only one of them is valid and not sure which one is applicable.	Request clarification on the same.	Please refer corrigendum for relevant change
138	2	5. Pre-Qualification criteria	18	The System Integrator must have an anuual turnover Rs 100 crores for the last three financial years as on 31/03/2010	Kindly relax this clause to Rs. 50 Crores as Meghalaya being in the same Geographical terrain as Meghalaya & Nagaland, who had also gone for System Integrator turnover of Rs. 50 Crores for the same CCTNS Tender	No change
139	2	Section-5,Point 3,	18	The Bidder (System Integrator), a single legal entity registered in India, should be a profitable vendor for the last three years and must have an annual turnover of not less than Rs 100 Crore for the last three financial years (as on 31-03-2010).	Central PSU's may please be exempted for Profitability Clause.	Please refer Corrigendum

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140	2	Section-5, Notes:1 to 5,	18-19	1. 'IT-projects' relates to projects involving IT Infrastructure procurement and commissioning, IT Application Customization, Integration with legacy systems, Deployment and Maintenance 2. 'E-Governance projects' is defined as 'deployment of IT systems for a government / public sector enterprises. 3. 'Software Services Project' relates to projects involving development or deployment of a IT application and Maintenance of the same. 4. In respect of both 1 and 2 above, the respondent/ Prime bidder should have been directly responsible for the implementation of the projects and not just a member of a consortium. 5. The Prime bidder itself is responsible for the core activities of CCTNS implementation such as Hardware & IT infrastructure implementation, Customization/Application Development, Network and connectivity and roll-out of the CCTNS- CAS (State) application. However the Prime bidder can use partner/ Consortium for non-core activities such as Site Preparation, Data digitization/ migration, Capacity building (Training personnel) and Handholding to partner/consortium fulfilling the following conditions. a. The Partner/ Consortium must be ISO 9001 in IT services. (ISO 27001 certification wherever relevant) b. The Partner/ Consortium should have been in Information Technology business for 5 years c. The Partner/ Consortium must have	The requirement of implementation of core & Non core activities and the conditions as per Notes 1 to 5 may be met as a consortium. Please confirm.	Core activities to be done only by SI and please refer corrigendum for relevant changes

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				Service Tax registration no./PAN no/Provident Fund Commissionerate no. d. The Partner / Consortium must have completed 5 projects for Government/PSU including one project preferably with the State Police Department involving implementation at Police Stations and Higher Offices		

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141	2	5.3	21-25	Technical Evaluation Scoring Matrix	As per the evaluation matrix, the capabilities & resources of consortium may please be considered.	No change
142	2	5.3	24	Resource Profile	Please confirm that all the mentioned profile is required for full duration of the project on a full time basis. In case for each of the profile, if the requirement is different, please elaborate.	As per RFP.
143	2	5.3	24-25	Proposed Team and Governance Structure; Matrix for the Evaluation of Team	We understand that the bidder is expected to furnish only one sample CV for each of the profiles. Kindly confirm	No, Details of all the personnel CV is required.
144	2	5.5	27	EVALUATION OF COMMERCIAL BIDS The blended person month cost for 300 person months will be considered in the cash flows	Under section 4. The price asked for is for which skill set? What will be the scope of work of these resources?	Indicative. For calculation purpose only
145	2	6.6	30	Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Meghalaya Police may award the contract to the next best value bidder	Failure of the successful bidder to agree with the Terms & Conditions subject to suggested changes & Decencies of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Meghalaya Police may award the contract to the next best value bidder	No Change
146	2	7.1	31	Performance bank Gurantee	Kindly confirm whether an advance of 10% would be paid to the bidder against the Advance BG	As per RFP.
147	2	10.1.2, 10.1.3	58-66	Form 1 – Pricing Summary Form 2:Detailed Component-Wise Pricing Formats	Since the details as provided in Form2 have to add up in Form1 summary sheet, we request the department to provide the mapping between the Totals (A,B,C etc.) as given in Form 2 with the line items in Form1, so that all SIs have the same understanding	No Change

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148	2	10.1.3 Form 2 Table A	60	Local Area Network	No passive points are not given for evaluation. Do we need to plan for passive cabling only for BOM mention in current RFP or existing IT infrastructure also?	As per RFP
149	2	10.1.3 Form 2 Table A	60	Electrical Cabling and Ear thing requirements	NO confirmed quantity Defined , kindly confirm Do we need to plan for Electrical cabling only for BOM mention in current RFP or existing IT infrastructure also?	As per RFP
150	2		69	Data center: SAN Storage including SAN Switch & SAN Storage Management Software, Backup Software	1. Does the bidder need to quote for archival software in DC and DR 2. Does the bidder need to quote for Automated Tape Library (ATL) in DR centre 3. If Automated Tape Library (ATL) is not there in DR site, does the bidder need to quote for backup software in DR site	Please refer detailed spec in Annexure X of Vol-I
151	2		192	The bidder shall provide with a full use of database license during the project period for unrestricted users. Database should have received the security certification such as International common criteria for information technology security evaluation.	The SI has to choose from one of the two proposed stacks, however MySQL does not have any security certification. Does it imply that SIs choosing MySQL stack are at a disadvantage?	No Change
152	3	Taxes	2	In the event of any increase or decrease of the rate of taxes due to any statutory notification/s during the Term of the Agreement the consequential effect shall be to the account of the System Integrator.	Any change in tax structure or Statutory amendment subsequent to submission resulted into any change in taxes ,duties shall be borne by customer	Please refer corrigendum for relevant change
153	3	2.15.2	19	Invoicing and Settlement	Request to kindly consider deletion of this clause	No Change

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154	3	2.15.2	19	Invoicing and Settlement	Request to kindly consider adding "Payment to subcontractor shall be on Pay and Paid principle". Unless we earn the money from the client we cannot commit any payment and this will keep the client also on pressure.	No Change
155	3	Effects of termination	21	On termination of this Agreement for any reason, the CLIENT will decide the appropriate course of action including the option of re-tender the remaining work at the Risk & Cost of the SI under this project	This clause is too open & Wide –Bidder request deletion of this clause,Bidder request Risk purchase should be limited to 10% of the undelivered value	No Change
156	3	2.16.1(a)	21	Termination	Request to kindly consider adding " In case of material breach continues after the notice period, Either party as the case may be will have option to terminate the agreement."	No Change
157	3	2.16.1.	21		We request to kindly consider that either party should have 30 days cure period to cure the material breach failing which the aggrieved party may terminate.	No Change
158	3	2.16.1	22	Terms of Payment and Service Credits and Debits-To be included	Clause 1.16 Vol III MSA: Sub-clause a) Termination for cause b) Termination for Change of control. Effect: a) Forfeiture of performance guarantee, b) compliance with exit management schedule c) compensation in accordance with Terms of payment Schedule. (the compensation should be for all the Hardware/Software Licenses delivered and services rendered along with Items ordered specially for this project and in transit.	No Change

S. No	Vol	Section	Page	Clause Details	Clarification sought	Response
159	3			The SI shall waive any charge for the service that is not invoiced within six month after the end of the month in which the change relating to such service is authorized or incurred ,whichever is lator.	Bidder request deletion of this para	No Change
160	3	2.22.3	27	Bespoke development	We request to kindly consider adding "Subject to fulfillment of all of the following conditions: 1. Meghalaya police agrees to use the bespoke software for its own internal business and not for any commercial purpose; and 2. SI is not in any way prevented from development of similar software and commercial exploitation thereof."	No Change
161	3	2.24.	31	Dispute Resolution	We request to kindly add the clause "shall be referred to sole arbitrator to be appointed mutually by the parties and in event of failure to appoint a mutual sole arbitrator then by nominating one arbitrator each and incase of difference of opinion between the nominated arbitrators then the same can be referred to a neutral umpire, either mutually appointed by both the arbitrators or duly appointed by the court of exclusive jurisdiction."	No Change

S. No	Vol	Section	Page	Clause Details	Clarification sought	Response
162	3	3.3.2	39	Payment to the outgoing SI shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements.	Payment to the outgoing SI shall be made to the tune of i. last set of completed services / deliverables, subject to SLA requirements. In case of work in progress, the consideration shall be paid as per the terms and conditions of the contract to the extent of work completed satisfactorily.	No Change
163	3	3.3.2	39	CLIENT shall be entitled to serve notice in writing on the SI at any time during the exit management period as detailed hereinabove requiring the SI and/or its sub contractors to provide the CLIENT with a complete and up to date list of the Assets within 30 days of such notice. CLIENT shall then be entitled to serve notice in writing on the SI at any time prior to the date that is 30 days prior to the end of the exit management period requiring the SI to sell the Assets, if any, to be transferred to CLIENT or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.	CLIENT shall be entitled to serve notice in writing on the SI at any time during the exit management period as detailed hereinabove requiring the SI and/or its sub contractors to provide the CLIENT with a complete and up to date list of the Assets within 30 days of such notice. CLIENT shall then serve notice in writing on the SI at any time prior to the date that is 30 days prior to the end of the exit management period requiring the SI to transfer the Assets to CLIENT or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.	No Change

S. No	Vol	Section	Page	Clause Details	Clarification sought	Response
164	3	Dispute Resolution	46	Any dispute or difference whatsoever arising between the parties to this Contract out of or relating to the construction, meaning, scope, operation or effect of this Contract or the validity of the breach thereof shall be referred to a sole Arbitrator to be appointed by Client only. If the System Integrator cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the ultimate Arbitrator shall be Financial Commissioner & Principal Secretary to Government of Meghalaya, Home Department, Meghalaya. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held at Shillong,Meghalaya, India. Any legal dispute will come under Meghalaya State jurisdiction.	If the dispute cannot be settled by mutual discussions within the thirty (30) day period, either party may refer the matter to a panel of three arbitrators. Each party shall choose one arbitrator, both of whom shall elect the third arbitrator who shall be the presiding arbitrator. The arbitration proceedings shall be held under the provisions of the Arbitration and Conciliation Act, 1996 or any of its subsequent amendments. The arbitration proceedings shall be in English and the venue of arbitration shall be at Shillong,Meghalaya, India	No Change
165	3		53	Delivery Related Service Level Agreement (SLA) Criteria	The penalty being imposed on various accounts is uncapped, we request that a limit of 5% of project value be specified	No Change

S. No	Vol	Section	Page	Clause Details	Clarification sought	Response
166	3	3	56	Violations and Associated Penalties	section (iii &iv)Penalties applicable for each of the high severity violations are 0.1% of respective payment-period payment to the SI.for each of the medium severity violations are 0.05% of respective payment-period payment to the SI. In section 9 pg 72 Penalties applicable for not meeting a high (H) critical performance target in two consecutive half years on same criteria shall result in additional deduction of 5% of the respective half yearly payment to the SI. Penalties applicable for not meeting a medium (M) critical performance target in two consecutive half yearly periods on same criteria shall result in additional deduction of 3% of the respective half yearly payment to the SI. Please clarify which term is applicable?	No Change
167	3	3	56	Violations and associated penalties	Request to kindly consider capping cumulative penalty to a maximum of 5% of contract value.	No Change
168	3	5.2	75	Annexure – B: List of Services to be provided by the SI - Provisioning of Change Management and Handholding support for a period of one year post successful Go Live of CCTNS Solution	Its having conflict from Vol-1/Point 6.3.11/Page 85 where Handholding is asked for 6 months only. Please clarify	Handholding support is for 6 months only.

S. No	Vol	Section	Page	Clause Details	Clarification sought	Response
169	3	new clause	new clause	Employee and Property Insurance	We request to kindly consider that for safety of IT Infra and Employees/persons authorised by 3i Infotech to deliver or perform under this project, shall be adequately protected by the Govt, in terms of safety & compensation for any injury to such persons or damage to property not limited to IT Infra in transit and delivered, which are even if constructively in possession of SI/its agent, etc throughout the Project/contract.	No Change
170	General	General	General	Software will provide offline working facility	Request to kindly confirm whether in this scenario we need to provide server at each Police Station / Office location with a local data base, please clarify	System Integrator to design and develop all the offline functionality required by Meghalaya Police for the CCTNS and propose as per their solution
171	General	General	General	Redundant Network Connectivity	Request to kindly confirm whether the Redundant Network Connectivity will be provided by Meghalaya Police Department	Not in scope of the SI as per the RFP
172	General	General	General	Annexures	Request to kindly provide all the details in the excel Formats, or copy enable Pdfs or formats.	No change
173	General	General	General	Liquidated damages	Request to kindly cap aggregate penalty to a maximum of 5% of the contract value.	No change
174	1	Annexure VIII	170-171	Existing Client Side Infrastructure	Request to kindly provide the details of police station and required infrastructure available at police station for hosting the solution.	Please refer Annexure VIII of RFP Vol 1 for relevant details.

S. No	Vol	Section	Page	Clause Details	Clarification sought	Response
175	1	Annexure VIII	170-171	Existing Client Side Infrastructure	Request to kindly confirm whether all the basic facilities, Internet Feasibility, Electricity, Server Room, other infra to setup desktops, UPS, Printers etc at all police stations/ CCTNS sites in the state will be provide by the Meghalaya Police	Please refer Annexure VIII of RFP Vol 1 for relevant details.
176	1	Annexure VIII	170-171	Existing Capacity Building Infrastructure	Request to kindly provide the details of renovation sites and the scope of renovation	Please refer Annexure VIII of RFP Vol 1 for relevant details.
177	General	General	General	CAS State	Request to state that all the customization of State CAS will be to a limit and possibility to a requested change	No change
178	General	General	General	Bilingual Keyboard: PS/2 or USB Standard Keyboard	Request to kindly confirm that as CAS application supports English and Hindi Language, and Meghalaya Police department does not specifically for Bilingual, so SI can provide standard english supported Key Board	As Per RFP
179	General	General	General	SI responsible for Sizing and Procuring necessary hardware	Request to kindly note that, As basic CAS application is not developed by SI, as SI is doing customization and implementation, so any customization as requested by specific state, due to customization the SI will not be in position to meet service levels, hence the customization impact will be in the state scope with all necessary efforts in terms of manpower, implementation, Hardware and Software	No change

S. No	Vol	Section	Page	Clause Details	Clarification sought	Response
180	General	General	General	SI responsible for Sizing and Procuring necessary hardware	Request to kindly clarify that all the HW and SW with required infrastructure damaged or malfunction other than activities by SI, is not considered in warranty, the charges will be borne by state for replacement and charges as per OEM policy	No Change.
181	General	General	General	SI responsible for Sizing and Procuring necessary hardware	Request to kindly clarify that all the HW and SW with required infrastructure damaged or malfunction damage due to attacks and natural climatic damages, is not consider in warranty, the charges will be borne by state for replacement and charges as per OEM policy	No Change.
182	General	General	General	Migration of CIIPA and CCIS Police Stations / Higher Offices to CCTNS	Request to kindly clarify whether all the migration activity will be done after detail study of legacy application and CAS application, as both application are not developed by SI, so we request to provide the detail analysis of mapping study with CAS application	The details given in RFP are indicative, selected bidder to undertake detailed and systematic study to facilitate migration
183	General	General	General	Additional Modules for CAS	Request to kindly clarify the additional modules with detail expectations required by Meghalaya Police Department beyond the CAS.	As mentioned in RFP Vol I Annexure IV
184	General	General	General	Additional Modules for CAS	Request to kindly provide detail study of the additional modules required by Meghalaya Police Department beyond the CAS.	As mentioned in RFP Vol I Annexure IV

S. No	Vol	Section	Page	Clause Details	Clarification sought	Response
185	General	General	General	DG Set	As SI has to provide DG set at each Police Station / office. Kindly clarify who will start the DG set and who will bear the cost of Diesel for running the DG.	In the scope of Meghalaya Police. SI to provide necessary support. State will bear the cost of Diesel for runnin the DG set.
186	General	General	General	SI shall provide a comprehensive warranty	Request to kindly clarify whether, SI will provide the comprehensive manufacturer's warranty and support in respect of proper design, quality and workmanship of all hardware, equipment, accessories etc. covered by the RFP. SI will only warrant all hardware, equipment, accessories, spare parts, software etc. procured and implemented as per this RFP against any manufacturing defects during the warranty period.	As per RFP. No Change
187	General	General	General	CCTNS Additional Modules	Request to kindly clarify whether any modification or up gradation to base application will be done only after the SDA handover to State, declaring the application is error free.	Yes
188	General	General	General	Non-disclosure Agreement	Request to kindly confirm whether the NDA is to submitted at bid submission	As per RFP
189	General	General	General	Use of Assets by the System Integrator	Request to kindly consider that Up gradation / Enhancement as may applicable as per the warranty terms or terms and conditions of each Assets. We shall facilitate in procurement of extended Warranty or extension at the cost mutually agreed between the Parties	No Change

S. No	Vol	Section	Page	Clause Details	Clarification sought	Response
190	General	General	General	Title Transfer -To be Included	We request you to consider the fact that title and risk transfer happens on dispatch of goods from the vendors factory / warehouse as the same has been billed in the name of the customer. The bidder / vendor would be liable to take transit insurance till the equipment gets delivered to customers premises. The vendor / bidder would also take necessary insurance with department as beneficiary till the site gets implemented.	No Change

S. No	Vol	Section	Page	Clause Details	Clarification sought	Response
191	General	General	General	Limitatation of Liability-To be Included	Wipro shall not be liable for any indirect, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury, including, without limitation, loss of use, data, revenue, profits, business interruption, and loss of income or profits, that may arise out of or result from this Agreement, irrespective of whether it had an advance notice of the possibility of any such damages. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of Wipro for all claims under or in relation to this Agreement, shall be, regardless of the form of claim(s), the consideration actually received by Wipro under this Agreement. Wipro's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Wipro's non-performance is caused by Customer's omission to act, delay, wrongful action, failure to provide inputs, or failure to perform its obligations under this Agreement.	No Change

S. No	Vol	Section	Page	Clause Details	Clarification sought	Response
192	General	General	General	Deemed Acceptance-To be Included	All Products/ services rendered hereunder shall be deemed accepted, if Customer does not provide a written notice of any rejection/confirmation of acceptance or when Customer uses the Product/deliverable in its business, whichever occurs earlier. In the event of any rejected product/service, Wipro shall be given a 30 day period to correct the same.	No Change
193	General	General	General	Site Not Ready-To be Included	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Wipro shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Contract. Further any idle time resulted due to non available of site or infrastructure or data, Customer shall make payment to Wipro for the same.	No Change
194	2	11.2	88	Undertaking on Provision of Work Environment at the State: I/We as System Integrator do hereby understand that the onsite team of Software Development Agency operating out of Meghalaya Police premises will be provided only with seating space.	Please confirm that this is for the project implementation phase. Further, we recommend that SI be allowed to use infrastructure available as Police HQ, as infrastructure supply is part of the project. This will ensure that there are no time lags in implementation for SI as well as Meghalaya Police	No Change

S. No	Vol	Section	Page	Clause Details	Clarification sought	Response
195	1	Annex X	176	Bidders to do a detailed assessment of the existing EMS at state data centre and as part of implementing the monitoring tool for this project, SI is required to procure full use CAL licenses of the existing EMS/ additional modules (if any) with Meghalaya State for this project from the OEM.	Please provide details of existing EMS running at Meghalaya SDC for which licenses needs to be procured from OEM in order to cater to monitoring needs of this project	Please refer to Corrigendum
196	1	6.3.1	61	Procure, Commission and maintain Project Management, Configuration Management and Issue Tracker Tools at State Police HQ	Kindly confirm if web based Project Monitoring tools is required	Bidders to propose
197	1	Annex II	107	"Helpdesk Support" shall mean the 16x6 basis support centre which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract	Please provide the estimated 1. Call volume per month (or per quarter) 2. Please specify the helpdesk location	Bidders to estimate
198	2	5	18	Additional clause to be included in the 'PRE-QUALIFICATION CRITERIA'	Clause to be added: Bidders (including any consortium partner) declared blacklisted / ineligible to participate for bidding during last five financial years by any State/Central Govt. or State/Central PSU due to unsatisfactory performance, breach of general or specific instructions, corrupt / fraudulent or any other unethical business practices, shall not be eligible to participate in this bid process.	Please refer corrigendum
199	1	6.2.1	44	Integration with registration module & Interface with external agency like Transport Department, Passport Office etc.	We understand that CAS (state) is expected to interface with external agencies. Please confirm how data will be shared, will it be web services or ETL module needs to be developed.	Bidders to propose as per the RFP requirements
200	General	General	General	NA	Is there any requirement for digital signature? If yes, please indicate number of such signatures required	Provision for digital signature inclusion should be there