

**1 | Corrigendum 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 14<sup>th</sup> April, 2011)**

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<b>S. No.</b>	<b>Volume</b>	<b>Section</b>	<b>Page Reference</b>	<b>Amendments/Revisions</b>
1.	1	4.4	32	The text for the section is to be replaced as follows: "If SDC is not up by June, 2011, alternate space will be provided by Meghalaya police. Necessary arrangement to migrate the infrastructure to SDC, when ready, will be responsibility of SI at no additional cost. The list of hardware to be leveraged has been indicated in Section 6.3.4 and bidder to do detailed assessment before submitting their proposal."
2.	1	6.2.2	52	The following is added: Security should be an integral part of the infrastructure and therefore to ensure integrity and confidentiality, the data collected (both online and offline) at the police location should be digitally signed (feature should be available in the Bidder's proposed solution. Meghalaya Police will take decision on issuance of digital signature to officials subsequently) and encrypted before it is sent from one location to other / central data centre. All data interchange among various police offices and between users of an application interface, Core application, Police agencies and CTNS database should be digitally signed and encrypted using the PKI infrastructure. Hardware Security Module (HSM) may be used to provide a higher level of security.
3.	1	6.2.3	56	The text of the paragraph Weeding out of Records is replaced as follows: "SI would be required to configure the CCTNS system, to enforce Meghalaya Police specific requirements for weeding out of records. This would be done in consultation with Meghalaya Police"
4.	1	6.3.3.6	66	The text for the paragraph "Test Data Preparation" is replaced as follows: "The SI shall be responsible to identify test data required which shall be comprehensive and address all scenarios identified in the test cases. Meghalaya Police will provide the required Test Data. The SI shall then be get it vetted by State Mission Team/SPMU. The test data shall be comprehensive and address all scenarios identified in the test cases."
5.	1 3	6.3.8 Annexure D	75 90	The quantity in column "2 KVA UPS for 120 min backup" in column "item Description" is replaced by 104. The row for "10 KVA UPS for 120 min backup" is deleted.
6.	1 2 3	6.3.4 10.1.3 Annexure D	69 65 90	The Number of Web Servers in Data Centre is replaced by: "Quantity 2". Please Note: The quantity of Web Servers in the DR site is not Changed.
7.	1	6.3.5	69-	The paragraph "Scope of Data Migration" and "Data Digitisation" of the section 6.3.5 (Data Migration & Data Digitization) is replaced as given in <b>Annexure E</b> of this corrigendum.
8.	1	6.3.10	81	The text in the section "Deliver Training to End Users" is replaced with the text in <b>Annexure A</b> to this Corrigendum
9.	1	6.4.2	90	The text for point 8 of "Annual Technical Support" is replaced as follows:  "The manufacturer's technical support shall at a minimum include online technical support and telephone support from 0600 hours to 0000 hours (12:00 midnight) on all days (Mon-Sun)) with access for State and SI to the manufacturer's technical support staff to provide a maximum of 4 hour response turnaround time. There should not be any limits on the number of incidents reported to the manufacturer. State shall have access to the online support and tools provided by the manufacturer. State shall also have 24x7 access to a variety of technical resources including the manufacturer's knowledge base with complete collections of technical articles."
10.	1 2	6.3.8 10.1.3	75 60-64	The text of Column 2 (Name of Equipment) i.e. "Client Systems" of row (a) for Tables 1,3,4,5,6,7,8,9,10,11,12 is replaced by "Desktop PCs"

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	3	Annexure D	90	
11.	1	6.4.3	91	The text for manpower requirement will be replaced by “The minimum indicative manpower requirements at data center for operation and maintenance services for the server and related infrastructure are 2 nos. × 3 shifts for 5 Years i.e 360 Man Months. Bidders to propose adequate manpower as per the indicative requirement and in order to meet the associated SLAs as provided in Annexure II “
12.	1	7.1	97	The text of Column 2 (Project Activity), Sl. No. 33 “Handholding services at each Police Station for the End users for the Phase I site locations” is to be replaced by “Handholding services at each Police Station for the End users for the Phase II site locations”
13.	1 3	Annexure II 4	109 51	To be added at the end of 3. Interpretations as point (M) “ In case of different penalty applicable for SLA violation, Higher Penalty will be charged/ applicable.”
14.	1 3	Annexure II 4	119-120 62-63	The Table for “Service Level Description & Measurements” for “Level 2 incidents” under “3. Handholding Support: Client Site Support” is to be changed as per <b>Annexure C</b> of this Corrigendum.
15.	1 3	Annexure X Annexure – D	183 99	Specification-cum-Compliance Sheet for Storage and Backup Solution – Specification for SAN point no 3 is replaced by “It should support non-disruptive component replacement of controllers, disk drives, cache, power supply, fan subsystem etc.”
16.	1 3	Annexure X Annexure – D	183 99	Specification-cum-Compliance Sheet for Storage and Backup Solution – Specification for SAN Switch point no 6 is replaced by “The switch shall support role based access control 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”
17.	1 3	Annexure X Annexure – D	184 99	Specification-cum-Compliance Sheet for Storage and Backup Solution – Specification for SAN point no 10 is replaced by “System should be configured with necessary multipathing for SAN through SAN Switch and load balancing component/ cluster between servers for high availability”
18.	1 3	Annexure X Annexure – D	184 100	Specification-cum-Compliance Sheet for Storage and Backup Solution – Specification for SAN point no 13 is replaced by “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 amount of controller resources are to be configured (Ports & Cache) As in case of Active-Active both the controller resources (Ports, RAID, Cache), are available to a given LUN, The resource calculation on a given controller should be double in case of Active-Passive where only one controller's resource is available to a given LUN”
19.	1 3	Annexure X Annexure – D	184 100	Specification-cum-Compliance Sheet for Storage and Backup Solution – Specification for SAN point no 16 is replaced by “The storage shall support the following high availability cluster solution from HP, IBM, SUN and Windows etc”
20.	1 3	Annexure X Annexure – D	184 100	Specification-cum-Compliance Sheet for Storage and Backup Solution – Specification for SAN point no 19 is replaced by “Should provision for LUN masking, zoning (at fabric level or SAN disc pool level) and SAN security”
21.	1 3	Annexure X Annexure – D	187 103	Specification-cum-Compliance Sheet for Database & Application Servers – Point no 4 is replaced by “Memory: Minimum 64 GB ECC or equivalent RAM of highest frequency as applicable in the quoted model to be offered per processor. Memory scalable to 512 GB”
22.	1 3	Annexure X Annexure – D	188 104	Specification-cum-Compliance Sheet for Database & Application Servers – Point no 15 is replaced by “Creation of LUN should be supported either through logical disk partitioning or physical disc partitioning in disc groups”

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23.	1 3	Annexure X Annexure – D	188 104	Specification-cum-Compliance Sheet for Database & Application Servers – Point no 23 is replaced by “Local System Management and Control at either the Server or at The Blade Chassis level. It must enable complete access, monitoring and control from console. Required hardware and software must be supplied”
24.	1 3	Annexure X Annexure – D	188-189 105	Specification-cum-Compliance Sheet for Database & Application Servers – Point no 29 is deleted
25.	1 3	Annexure X Annexure – D	189 105	Specification-cum-Compliance Sheet for Specification-cum-Compliance Sheet for Web Server, Management Server etc – Point no 6 is replaced by “Disk Bays: Support for min 6 (for Rack Server)/ 2 (for Blade) small form factor hot plug SAS / SCSI hard drives”
26.	1 3	Annexure X Annexure – D	189 105	Specification-cum-Compliance Sheet for Specification-cum-Compliance Sheet for Web Server, Management Server etc – Point no 9 is replaced by “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) (applicable to rack servers)”
27.	1 3	Annexure X Annexure – D	189 105	Specification-cum-Compliance Sheet for Specification-cum-Compliance Sheet for Web Server, Management Server etc – Point no 11 is replaced by “Optical / diskette: 8X / 24X slim-line DVD ROM drive (applicable to rack servers but features should be commonly applicable for both rack & Blade (at the Blade Enclosure Level))”
28.	1 3	Annexure X Annexure – D	189 106	Specification-cum-Compliance Sheet for Specification-cum-Compliance Sheet for Web Server, Management Server etc – Point no 13 is replaced by “Cooling fans: minimum Four fans / multispeed / hot-swap and redundant fan failure signals to management module / fan in each power supply / CPU / memory (applicable to rack servers but features should be commonly applicable for both rack & Blade (at the Blade Enclosure Level))”
29.	1 3	Annexure X Annexure – D	193 110	Specification-cum-Compliance Sheet for Specification-cum-Compliance Sheet for Desktop PCs – Point no 4(1) added - “Memory - 1GB DDR 2 SDRAM @ minimum 800 MHz”
30.	1 3	Annexure X Annexure – D	195 112	Specification-cum-Compliance Sheet for Line Interactive UPS - 2 KVA with 120 min back up - Point no 3 is deleted ; Point no 4 is replaced by “Input Voltage Range: 160- 280 V AC”. Point no 12 is replaced by “Battery Type & backup time: Batteries shall be inbuilt Sealed Maintenance Free (SMF) type. The system must be capable of providing 120 minutes battery back-up time as per VAH rating below : (Minimum VAH for 120 minutes back-up = 4800 VAH). Total number of batteries, Voltage of each battery, Ampere-Hour rating of each battery offered to be specified. In case the batteries are not housed inside UPS cabinet, suitable enclosure/rack to mount these batteries shall also be supplied along with the batteries”
31.	2	10.1.3	62	The text in row (c) in Table #5 (District Headquarters) is changed as below: <ul style="list-style-type: none"> <li>• The text “10 KVA UPS for 120 min backup” in column “Name of equipment” is replaced by “2 KVA UPS for 120 min backup”</li> <li>• The quantity in column “Unit per DHQ” is replaced by “3”</li> <li>• The quantity in column “Total Unit for 7 DHQ” is replaced by “21”</li> </ul> The text in row (c) in Table #7 (Police Head Quarters) is changed as below: <ul style="list-style-type: none"> <li>• The text “10 KVA UPS for 120 min backup” in column “Name of equipment” is replaced by “2 KVA UPS for 120 min backup”</li> <li>• The quantity in column “Unit per PHQ” is replaced by “4”</li> <li>• The quantity in column “Total Unit for PHQ” is replaced by “4”</li> </ul>

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S. No.	Volume	Section	Page Reference	Amendments/Revisions																																																																											
32.	1 3	Annexure X Annexure – D	196 113	Specification-cum-Compliance Sheet for Multi-Function Laser is replaced by the following table:																																																																											
				<table border="1"> <thead> <tr> <th>SI No</th> <th>Specification</th> <th>Complied (Y/N)</th> <th>Reference to Data Sheet</th> <th>Value Add (If any)/ Remarks</th> </tr> </thead> <tbody> <tr> <td colspan="5"><b>Printer</b></td> </tr> <tr> <td>1</td> <td>Print Speed: 20 ppm</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2</td> <td>Duty Cycle: 8000 pages per month</td> <td></td> <td></td> <td></td> </tr> <tr> <td>3</td> <td>Automatic two sided printing</td> <td></td> <td></td> <td></td> </tr> <tr> <td>4</td> <td>Print, scan &amp; copy unattended with the ADF</td> <td></td> <td></td> <td></td> </tr> <tr> <td>5</td> <td>Capable of Installation, Configuring, monitoring and trouble shooting in the network from anywhere on the network</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="5"><b>Scanner</b></td> </tr> <tr> <td>1</td> <td>Flatbed with automatic document feed</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2</td> <td>Scan Resolution: Upto 3600 dpi;</td> <td></td> <td></td> <td></td> </tr> <tr> <td>3</td> <td>Document Size: A4, Legal</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="5"><b>Copier</b></td> </tr> <tr> <td>1</td> <td>Copy Speed: 20 cpm</td> <td></td> <td></td> <td></td> </tr> <tr> <td>3</td> <td>Copy resolution: Up to 600 x 600 dpi,</td> <td></td> <td></td> <td></td> </tr> <tr> <td>4</td> <td>Copier resize: 25 to 400%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	SI No	Specification	Complied (Y/N)	Reference to Data Sheet	Value Add (If any)/ Remarks	<b>Printer</b>					1	Print Speed: 20 ppm				2	Duty Cycle: 8000 pages per month				3	Automatic two sided printing				4	Print, scan & copy unattended with the ADF				5	Capable of Installation, Configuring, monitoring and trouble shooting in the network from anywhere on the network				<b>Scanner</b>					1	Flatbed with automatic document feed				2	Scan Resolution: Upto 3600 dpi;				3	Document Size: A4, Legal				<b>Copier</b>					1	Copy Speed: 20 cpm				3	Copy resolution: Up to 600 x 600 dpi,				4	Copier resize: 25 to 400%			
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33.	1 3	Annexure X Annexure – D	197 114	Specification-cum-Compliance Sheet for Generator Set: 2 KVA Generator Set – Specification under General features- Point no 2 is deleted and General features -point no 3 is replaced by “Type: Single cylinder; 4-Stroke”																																																																											
34.	1 3	Annexure X Annexure – D	201 119	Specification-cum-Compliance Sheet for 16-Port/24-Port Managed switch– Specification under General Features point no 3 is replaced by “Switch Fabric: 32Gbps Forwarding Capacity”																																																																											
35.	1 3	Annexure X Annexure – D	201 119	Specification-cum-Compliance Sheet for 16-Port/24-Port Managed switch – Specification under General Features point no 6 is replaced by: “Packet Buffer Memory: 320KBytes Buffer Memory per Device”																																																																											
36.	1 3	Annexure II 4	107 50	The text for clause (a) of “3.Interpretations ” is replaced as follows: “The business hours are 8:30AM to 8:30PM on all working days (Mon-Sat) excluding Public Holidays or any other Holidays observed by the Meghalaya Police. The SI however recognizes the fact that the Meghalaya Police offices will require to work beyond the business hours on need basis. ”																																																																											
37.	3	3.1	33	Definition for business hours to be replaced as “shall mean the working time for Meghalaya Police IT Cell personnel which is 8:30AM to 8:30PM. Again for Servers and other components which enable successful usage of CCTNS solution the working time should be considered as 24 hours for all the days of the week. It is desired that IT maintenance, other batch processes (like backup) etc. should be planned so that such backend activities have minimum effect on the performance;																																																																											
38.	1	-	-	The text in Annexure B of this corrigendum is to be added to Volume I of the RFP as Annexure XI																																																																											
39.	2	3.1	11	A Note is added in the section table 3.1 Mode of Submission as point x- “The Bidders to submit the proposal in envelopes																																																																											

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				with both sides of the envelopes sealed with lac with distinct & visible design of the seal of the bidding firm and that in case the bidding firm uses cello tape to seal the envelopes, then the envelopes should be sealed with cello tape on both sides of the envelope and the cello tapes should bear the distinct name of the bidding firm which should be duly printed on the cello tape. Bids received in envelopes which are not sealed as above will be liable to be rejected straight away.”
40.	2	5	19	The following text is added after point no (iii) under 5.0 – Pre-qualification Criteria : “For State/Central Govt PSUs, the requirement ‘profitable for the last three years’ is not applicable provided the State/Central Govt PSU submit documents to prove their exemption in this regards”
41.	2	5	19	Sub-Point (d) of point 5 in the Notes section , i.e. “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” Is Deleted
42.	2	5	19	Following text to be added to section 5 (Pre-qualification criteria) as point 8: “Following text to be added to section 5 (Pre-qualification criteria) as point 8: “Bidder should not be banned/ blacklisted by the Government of Meghalaya and other North Eastern States of India including Sikkim. An undertaking to this effect signed by the authorized signatory of the Bidder on Company Letter Head has to be submitted by the Bidder”
43.	2	5.3	21-24	The “Technical Evaluation Scoring Matrix” is replaced with the modified table in <b>Annexure D</b> of this Corrigendum
44.	2	7.5	33	The text under 7.5 Milestones and payment Schedules for Operations and Maintenance Phase replaced by: “The operations and maintenance phase is for a period of five years post Go-Live in the respective phase. The lump-sum cost quoted for the Operations and Maintenance Phase will be divided into 20 equated instalments and made as 20 equal payments upon satisfactorily adhering to the SLAs. The payments during the Operations and Maintenance for each Phase will be made at the end of every quarter after the delivery of the services upon satisfactorily adhering to the SLAs defined in the volume 1 of this RFP. The successful bidder will be required to submit a compliance report at the end of every month and a consolidated compliance report at the end of every 3 months based on which these payments would be made”
45.	3	2.15.3	20	The text for point (c) for TAX is replaced as follows: “(c) If there is any reduction in taxes / duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to Meghalaya Police by the Bidder. If there is any increase in taxes / duties due to any reason whatsoever, after Notification of Award, Meghalaya Police shall pay additional amount to the Bidder subject to production of relevant documentation. For this purpose, the Bidder should clearly specify the all taxes and duties etc. levied or imposed on the Bidder under the Contract (including but not limited to Sales Tax, Customs duty, Excise duty, Octroi, Service Tax, VAT, Works Contracts Tax, any local tax of Meghalaya and all Income Tax levied under Indian Income Tax Act – 1961 or any amendment thereof upto the date for submission of final price bid) in the Commercial Bid.”
46.	2	3.1	10-11	To be added at the end of 3.1 Mode of submission in the Notes section To be added as point x: “The Bidder must provide the Un-priced Bill of Material (BoM) along with the Technical Bid. The Bidder must ensure that no Commercial information should be given in the Technical Bid. If there is any commercial information is found in the Technical Bid, the Bid shall be summarily rejected.” To be added as point xi: “The Bidder must submit the 3 Volumes of the RFP and this Corrigendum duly signed and sealed along with the Technical Bid as an acceptance of all Terms and Conditions mentioned in the RFP”

**Annexure A: Paragraph “Deliver Training to End Users”**

**Deliver Training to End Users**

SI shall deliver training to the end users utilizing the infrastructure at the 7DTC, 1 PTS and 1 SCRB computer lab at PHQ. Role-based training for the Senior Officers will be carried out for at suitable location in the State Headquarters by the System Integrator.

SI shall also impart simulated training on the actual CAS (State) with some real life like database. The SI should create case studies and simulation modules that would be as close to the real life scenario as possible. The objective of conducting such trainings would be to give first hand view of benefits of using CAS system. Such specialized training should also be able to provide the participant a clear comparison between the old way of crime and criminal investigation against the post CCTNS scenario. This training needs to be conducted by the SI at the very end when all the other trainings are successfully completed. This training may seem similar to role play training mentioned in the section above however, in this simulated training, the SI would ensure that the IO’s are provided an environment that would be exactly similar at a Police Station post CAS (State) implementation.

The following are some salient features of the training to be conducted.

1. SI shall deliver training to the end users utilizing the infrastructure at the DTCs & the PTS.
2. Each training batch shall NOT consist of more than 20 personnel/officers
3. The minimum time frame for each of the types of training is mentioned below:

\*Week comprises of 6 working days

Most of the training would be an Instructor-Led Training (ILT) conducted by trained and qualified instructors in a classroom setting. To maintain consistency across CCTNS trainings, standard templates should be used for each component of a module.

TRAINING	DURATION*
Awareness and sensitization of benefits of IT	2 days
Basic Computer Awareness & Role based training for application users	1 week
Trainers Training	2 weeks
System Administration and support Training	1 Week

An ILT course will have the following components:

- Course Presentation (PowerPoint)
- Instruction Démonstrations (CAS - Application training environment)
- Hands-on Exercices (CAS - Application training environment)
- Application Simulations: Miniature version of CAS Application with dummy data providing exposure to the IOs to a real life scenario post implementation of CAS
- Job Aids (if required)
- Course Evaluations (Inquisition)

In addition to the ILT, for the modules that may be more appropriate to be conducted through a Computer Based Training (CBT), a CBT should be developed for them. CBT should involve training delivered through computers with self instructions, screenshots, simulated process walk- through and self assessment modules.

Select set of police staff with high aptitude group and/or relevant prior training, are to be imparted with the training/skills to act as system administrators and also as trouble-shooters with basic systems maintenance tasks including hardware and network.

**Annexure B: “Annexure XI” (to be added at the end of Annexure X in Volume I of RFP)**

**ANNEXURE XI: LICENSES FOR EMS AT MEGHALAYA SDC**

**Software License (renewed every year for 5 years):**

- IBM TIVOLI MONITORING FOR MICROSOFT APPLICATIONS PER SERVER LICENSE AND SOFTWARE SUBSCRIPTION & SUPPORT 12 MONTHS
- IBM TIVOLI MONITORING FOR MICROSOFT APPLICATIONS ADVANCED 10 PROCESSOR VALUE UNITS (PVUS) LICENSE AND SOFTWARE SUBSCRIPTION & SUPPORT 12 MONTHS
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- IBM TIVOLI SERVICE REQUEST MANAGER CONCURRENT USER LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS
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- IBM TIVOLI CHANGE AND CONFIGURATION MANAGEMENT DATABASE RESOURCE VALUE UNIT LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS
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- IBM TIVOLI COMPOSITE APPLICATION MANAGER FOR TRANSACTIONS FOR WEB AND ROBOTIC RESPONSE AND TRACKING PROCESSOR VALUE UNIT (PVU) LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS
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- IBM TIVOLI MONITORING FOR MICROSOFT APPLICATIONS ADV V6.2
- IBM TIVOLI COMPOSITE APPLICATION MANAGER FOR APPLICATION 3 AGENT PACK FOR MULTIPLATFORMS VERSION 6.2.1 MULTILINGUAL CD ROM 64 BIT ENCRYPTION MEDIA PACK
- IBM TIVOLI SERVICE LEVEL ADVISOR FOR MULTIPLATFORMS VERSION 2.1 MULTILINGUAL CD ROM 128 BIT MEDIA PACK
- IBM TIVOLI SERVICE REQUEST MANAGER FOR MULTIPLATFORMS VERSION 7.1.0 MULTILINGUAL DVD MEDIA PACK
- IBM TIVOLI CHANGE AND CONFIGURATION MANAGEMENT DATABASE FOR MULTIPLATFORMS VERSION 7.1.1 MULTILINGUAL DVD 128 BIT ENCRYPTION MEDIA PACK
- OMNIBUS AND NETWORK MANAGER 8.1 BASE MULTIPLATFORM ML MP
- OMNIBUS AND NETWORK MANAGER 8.1 ENTRY TIER 1 MULTIPLATFORM ML MP
- TIVOLI NETCOOL/WEBTOP V2.2 MULTIPLATFORM ML MEDIA PACK
- IBM TIVOLI PROVISIONING MANAGER FOR SOFTWARE VERSION 5.1.1 WINDOWS ON INTEL MULTILINGUAL CD ROM 128 BIT ENCRYPTION MEDIA PACK
- IBM TIVOLI COMPOSITE APPLICATION MANAGER FOR TRANSACTIONS FOR MULTIPLATFORMS VERSION 7.1 MULTILINGUAL MEDIA PACK
- IBM TIVOLI RELEASE PROCESS MANAGER FOR MULTIPLATFORMS VERSION 7.1.1 MULTILINGUAL CD ROM 128 BIT ENCRYPTION MEDIA PACK
- IBM TIVOLI COMPLIANCE INSIGHT MANAGER VERSION 8.5 ENGLISH CD ROM 128 BIT ENCRYPTION MEDIA PACK
- IBM TIVOLI COMPLIANCE INSIGHT MANAGER MANAGEMENT MODULES VERSION 8.5 ENGLISH CD ROM 128 BIT ENCRYPTION MEDIA PACK
- IBM TIVOLI COMPOSITE APPLICATION MANAGER FOR WEBSHERE FOR MULTIPLATFORMS VERSION 6.1 MULTILINGUAL MEDIA PACK
- IBM TIVOLI STORAGE MANAGER EXTENDED EDITION V5.5 MEDIA PACK ML
- IBM TIVOLI STORAGE MANAGER FOR DATABASES V5.5 MEDIA PACK ML
- IBM TIVOLI STORAGE MANAGER FOR SAN V5.5 MEDIA PACK ML

Backup Software:

- IBM TIVOLI STORAGE MANAGER EXTENDED EDITION 10 PROCESSOR VALUE UNITS (PVUS) LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS
- IBM TIVOLI STORAGE MANAGER FOR DATABASES 10 PROCESSOR VALUE UNITS (PVUS) LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS
- IBM TIVOLI STORAGE MANAGER STORAGE AREA NETWORKS 10 PROCESSOR VALUE UNITS (PVUS) LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS



**Annexure C: Table for “Service Level Description & Measurements” for “Level 2 incidents” under “3. Handholding Support: Client Site Support**

Service Level Description	Measurement										
Client Site Support Performance	<p>80% of the Level 1 Incidents at each site should be resolved within 2 business hours* from the time call is received / logged which ever is earlier. The maximum resolution time for any incident of this nature shall not exceed 8 business hours*.</p> <p>Severity of Violation: Medium</p> <p>This service level will be measured on a monthly basis for each implementation site.</p> <p>If the performance in a month for an implementation site falls below the minimum service level, it will be treated as one (1) instance. The total number of instances for the six-month period will be the cumulative number of instances across all the months across all sites in the six-month period.</p> <p>Average number of instances per month = (Total number of instances for the six-month period) / 6</p> <table border="1" data-bbox="860 699 1749 874"> <thead> <tr> <th>Average number of instances per month</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>&gt;0 &amp; &lt;=4</td> <td>1</td> </tr> <tr> <td>&gt;4 &amp; &lt;=8</td> <td>2</td> </tr> <tr> <td>&gt;8 &amp; &lt;=12</td> <td>3</td> </tr> <tr> <td>&gt;12</td> <td>4</td> </tr> </tbody> </table>	Average number of instances per month	Violations for calculation of penalty	>0 & <=4	1	>4 & <=8	2	>8 & <=12	3	>12	4
Average number of instances per month	Violations for calculation of penalty										
>0 & <=4	1										
>4 & <=8	2										
>8 & <=12	3										
>12	4										
Client Site Support Performance	<p>80% of the Level 2 Incidents at each site should be resolved within 6 business hours* from the time a call is received / logged which ever is earlier. The maximum resolution time for any incident of this nature shall not exceed 48 hours*.</p> <p>Severity of Violation: Medium</p> <p>This service level will be measured on a monthly basis for each implementation site.</p> <p>If the performance in a month for an implementation site falls below the minimum service level, it will be treated as one (1) instance. The total number of instances for the six-month period will be the cumulative number of instances across all the months across all sites in the six-month period.</p> <p>Average number of instances per month = (Total number of instances for the six-month period) / 6</p> <table border="1" data-bbox="860 1201 1749 1378"> <thead> <tr> <th>Average number of instances per month</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>&gt;0 &amp; &lt;=4</td> <td>1</td> </tr> <tr> <td>&gt;4 &amp; &lt;=8</td> <td>2</td> </tr> <tr> <td>&gt;8 &amp; &lt;=12</td> <td>3</td> </tr> <tr> <td>&gt;12</td> <td>4</td> </tr> </tbody> </table>	Average number of instances per month	Violations for calculation of penalty	>0 & <=4	1	>4 & <=8	2	>8 & <=12	3	>12	4
Average number of instances per month	Violations for calculation of penalty										
>0 & <=4	1										
>4 & <=8	2										
>8 & <=12	3										
>12	4										

Service Level Description	Measurement
Client Site Support Performance	Replacement of hardware equipment shall be done within 7 days of notification by the Meghalaya Police. These equipments would have failed on four or more occasions in a period of less than three months or six times in a period of less than twelve months. (Mean Time Between Failure Condition)  Severity of Violation: High  Each instance of non-meeting this service level will be treated as one (1) violation.

\* Reasonable time of travel to incident location from nearest district Headquarters would be considered

**Annexure D: Table for “Technical Evaluation Scoring Matrix”**

	<b>Evaluation Criteria/ Sub-Criteria</b>	<b>Description and Evaluation System</b>	<b>Max. Score</b>	<b>Criteria Cut-off Score</b>
<b>A</b>	<b>Past Experience</b>		<b>30</b>	<b>20</b>
A1	System Integration	<p>Max 5 Citations showcasing experience as system integrator for turnkey projects in India in the last 5 years in the following (4 marks for each):</p> <ul style="list-style-type: none"> <li>• Software development and implementation in the chosen Technology Stack</li> <li>• Network deployment and commissioning (LAN/WAN) for multi-site, geographically spread project locations (at least 50+ locations)</li> <li>• Site Preparation and IT infrastructure procurement, deployment, and commissioning for multi-site, geographically spread project locations (at least 50+ locations)</li> <li>• Data migration and Data digitization</li> <li>• Technical Support including Operations and maintenance for multi-site, geographically spread project locations (at least 50+ locations) and 1000+ users</li> </ul> <p>Following parameters will be examined for evaluation:</p> <ul style="list-style-type: none"> <li>• Project value</li> <li>• Extent of coverage of above mentioned work areas in the project scope of work</li> <li>• Stage of completion of the project (Completed / on-going)</li> </ul> <p>Bidder must provide as a supporting documentary proof in form of work orders confirming year and Area of activity, value of services to be delivered for each of the project, Completion Certificate from Client confirming year and value of Bidder’s scope of work along with Reference details of the Client</p>	20	12
A2	Application development/ deployment in Police domain	<p>Max 2 Citations showcasing experience of successful deployments of software application in Police domain in the last 5 years</p> <p>Following parameters will be examined for evaluation:</p> <ul style="list-style-type: none"> <li>• Relevance to the current project</li> <li>• Stage of completion of the project (Completed / on-going)</li> </ul> <p>Bidder must provide as a supporting documentary proof in form of work orders confirming year and Area of activity, value of services to be delivered for each of the two projects, Completion / Partial Completion Certificate from Client confirming year and value of Bidder’s scope of work, scope of work completed by the Bidder and its value along with Reference details of the Client</p>	2	NA
A3	Data Centre & Management Services	<p>Max 3 Citations showcasing experience in Provisioning of Data Centre services (establishment / lease) with Minimum value 3 Crores from Data Centre component involving at least Site Preparation, Creation of physical environment, Procurement, deployment and commissioning of IT infrastructure, establishing data security, technical support etc. in last 5 years.</p> <p>Following parameters will be examined for evaluation:</p> <ul style="list-style-type: none"> <li>• Stage of commissioning of the Data Centre (Completed / on-going)</li> </ul> <p>Bidder must provide as a supporting documentary proof in form of work orders confirming year and Area of activity, value of services to be delivered for each of the two projects, Completion / Partial Completion Certificate from Client confirming year and value of Bidder’s scope of work, scope of work</p>	3	1

	Evaluation Criteria/ Sub-Criteria	Description and Evaluation System	Max. Score	Criteria Cut-off Score
		completed by the Bidder and its value along with Reference details of the Client		
A4	Training & Change Management in Government sector	<p>Max 5 Citations showcasing experience in the following areas in last 5 years - development of training material and delivery of training for use of IT applications (application developed/ customized) /basic computer skills/ IT systems - participants including all levels of management</p> <p>Following parameters will be examined for evaluation:</p> <ul style="list-style-type: none"> <li>• Stage of completion of training assignment (Completed / on-going)</li> <li>• Training in Police department or other Government departments</li> </ul> <p>Bidder must provide as a supporting documentary proof in form of work orders confirming year and Area of activity, value of services to be delivered for each of the two projects, Completion / Partial Completion Certificate from Client confirming year and value of Bidder's scope of work, scope of work completed by the Bidder and its value along with Reference details of the Client</p>	5	3
<b>B</b>	<b>Proposed Approach &amp; Methodology</b>		<b>15</b>	<b>NA</b>
B1	Project understanding	<p>Demonstrated understanding of the project's objectives, scope and requirements. Following parameters will be examined for evaluation:</p> <ul style="list-style-type: none"> <li>• Clarity and depth of understanding of the project's objectives, scope and requirements</li> <li>• Risks identification and proposed mitigation plan</li> </ul>	3	NA
B2	Application deployment, integration and maintenance & support	<p>Proposed methodology for development, deployment of the application software and its integration with the CAS (centre) and existing systems.</p> <p>Proposed methodology for application management and support</p>	3	NA
B3	Data Digitization and Migration	Proposed methodology for data digitization and migration.	3	NA
B4	Training and Change Management	<p>Proposed methodology and plan for Training and Change Management. Following parameters will be examined for evaluation:</p> <ul style="list-style-type: none"> <li>• Training schedule</li> <li>• Areas/ domains covered</li> <li>• Personnel deployment plan</li> </ul>	3	NA
B5	Exit Management	<p>Proposed methodology for Exit Management. Following parameters will be examined for evaluation:</p> <ul style="list-style-type: none"> <li>• Comprehensiveness and Completeness of the Plan</li> <li>• Suitability of the plan to the State / UT's requirements</li> </ul>	3	NA
<b>C</b>	<b>Project Team &amp; Project Governance</b>		<b>35</b>	<b>22</b>
C1	Implementation Phase	Project Governance Structure & Escalation Mechanism	3	NA
		Status Reporting Mechanism	2	NA
		Project Team ( <b>Refer Resource evaluation matrix for details</b> )	15	10
C2	Post Implementation Phase	Project Governance Structure & Escalation Mechanism	3	NA
		Status Reporting Mechanism	2	NA
		Project Team ( <b>Refer Resource evaluation matrix for details</b> )	10	7
<b>D</b>	<b>Work Plan</b>		<b>5</b>	<b>3</b>
D1	Work Plan	The detailed Project Plan proposed by the bidder would be examined on the following:		

	Evaluation Criteria/ Sub-Criteria	Description and Evaluation System	Max. Score	Criteria Cut-off Score
		<ul style="list-style-type: none"> <li>• Comprehensiveness of the project plan</li> <li>• Activities, sequencing and dependencies among activities</li> <li>• Timelines and associated deliverables</li> </ul>		
E	Product Compliance		10	7
E1	Product Compliance	<p>The compliance to the minimum specification in the RFP is mandatory requirement for bidder's proposal acceptance.</p> <p>However, the exact marking is as per the Product compliance matrix provided. <b>(Refer Product evaluation matrix for details)</b></p>		
F	Technical Presentation		5	NA

**Annexure E: Data Migration & Data Digitization**

**Scope of Data Migration**

Two major applications (CCIS & CIPA) had been rolled out in the state in the past for the purpose of recording and reporting. CCIS was the first such scheme rolled out in the state where in all the 7 District Crime Records Bureaus (DCRBs) was provided with computers for capturing of data relating to CCIS. Data are to be collected in seven different forms called Integrated Investigation Forms (IIFs) by police stations and sent to DCRBs for capture in the computer system. The data is then consolidated at the State Crime Records Bureau (SCRB) at Shillong.

CIPA was rolled out in the state in the year 2007 and till date 17 police stations has been covered under this scheme. The core focus of the CIPA application is the automation of police station operations. Its core functionality includes the following modules: (i) Registration Module (ii) Investigation Module (iii) Prosecution Module. There is also a Reporting module that addresses basic reporting needs.

CCIS captures data mainly through the 7 IIF Forms

- I. First information report (FIR)
- II. Crime details form (CDF)
- III. Arrest/ court surrender form (AP)
- IV. Property search & seizure form (PSF)
- V. Final form/ report (FR)
- VI. Court disposal form (CoD)
- VII. Result of appeal form (RA)

**CCIS Data Quantity Report**

CCIS Data between 01/01/2001 to 31/12/2010							
District	FIR	CDF	AP	PSF	FR	CoD	RA
East Garo Hills	1285	56	749	29	439	0	0
South Garo Hills	269	18	72	4	59	0	0
West Garo Hills	3194	1806	638	30	494	22	0
Jaintia Hills	2497	5	583	5	493	0	0
East Khasi Hills	8659	1311	5151	74	6451	0	0
West Khasi Hills	1604	1473	1545	160	1260	8	0
Ri bhoi	1926	3	330	9	28	0	0
<b>Grand Total</b>	<b>19434</b>	<b>4672</b>	<b>9068</b>	<b>311</b>	<b>9224</b>	<b>30</b>	<b>0</b>

**CIPA data from 2007 May to 2010 Feb**

Records under CIPA (2007 May 2010 Feb)					
Year	Registration	Investigation	Prosecution	Information	GD
2007	952	30	0	0	0
2008	770	48	0	0	0
2009	807	72	0	0	0
2010	145	12	0	0	0
<b>Total</b>	<b>2674</b>	<b>162</b>	<b>0</b>	<b>0</b>	<b>0</b>

Note:

1. Database of CCIS is located at SCRB, Police Headquarters Shillong and therefore the data migration exercise can be carried out centrally for CCIS application. However the CIPA data resides in the CIPA police stations only.
2. Although data migration utility would be provided to the Meghalaya Police from MHA, Gol, SI would be required to assess it and if required customize it to meet the requirements of Meghalaya Police, with respect to data migration at no additional cost to the department. It is important to mention that SI shall be responsible for the quality of data migrated from existing systems and should meet the expectations of Meghalaya Police. SI will be required to provide support for acceptance testing of data migrated to the new system and shall carryout all the changes, proposed as feedback after acceptance testing with no additional cost to the department.

**Data Digitisation**

In addition to the above, SI would also be carrying out the digitization of historical criminal data during Pilot Phase which will include the digitization of historical data (covering the last 10 years and 100% data of convictions). 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).

Year	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Number of Cases Registered	1836	1762	2045	1882	2016	2020	2202	2475	2615	2575
Total cases registered in the last 10 years										21428

Sl. No.	Data	Approximate number of records in the last 10 years	Details
1	Case Files	20000	<ul style="list-style-type: none"> <li>• A case file consists of IIF forms, FIR Copy, Case Diaries, Extract Copies/Forward letters, Seizure Lists, Charge Sheet/ Final Form, Case Result etc</li> <li>• Registers associated with crime data recording refers to the case data being recorded in registers like Conviction register, Surveillance Register, Absconders Registers, Crime against property, Malkhana Register, etc.</li> </ul>
2	VCNB Registers	15000	Village Crime Notebooks record the data from First Information Reports on crime and process of enquiry/ information on people identified as Bad Characters

			and crime against property details
3	Non-FIR Registers + other registers at PS (like Missing Person/Vehicle Missing/Arms Register etc)	25000	Registration of all the petty cases. It will make the crime database more robust in nature.
4	Verification Records	25000	Service Verification, SC/ST/OBC/Domicile/PR certificate Verification, Passport Verification, Verifications related to Arms License, Driving License, Vehicle Permit, Motor Vehicle Verification, Contractor, Agents.
5	Foreigner's registration Records	1500	Registration Forms like Form A, RC Form etc and the associated registers. Foreigners' details are very important as the state of Meghalaya is surrounded by Bangladesh on the south and the infiltration rate is quite high. For the prevention and quick action, the foreigner's database is very important.

*Note:*

1. - SI would be required to carry out the data reconciliation and de-duplication as part of the data migration i.e. there should be no data duplication in the process of carrying out Data Migration and Data Digitisation exercise. Also SI has to verify all entered data for data completeness and consistency (lack of blank fields, correct data type per field, etc.)
2. - As shown in the table above, the total number of cases from 1<sup>st</sup> Jan 2001 to 31<sup>st</sup> Dec 2010 is 21428. However, 20000 case files have been marked for calculation purpose. However the SI has to ensure that all the data (from 1st Jan 2001 up to the date when this exercise of data digitisation and migration will be completed) has been transferred to the new system. Payment would be based on the actual number of records digitised.
3. Digitization of historical data would help the police department maximize benefits from features such as Search and Reporting and it would significantly enhance outcomes in the areas of Crime Investigation, Criminals Tracking, servicing the requests of citizens and other groups, etc.