

| Clarification on Pre-bid queries of CCTNS Puducherry | | | | | |
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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 1 | Volume I | Sec 5.1, Page 93, 241 | To provide the support for the police stations, circle offices, sub-divisional offices, district headquarters / ranges, zones, UT police headquarters and other locations across the UT where the software, hardware, and other infrastructure will be rolled out. | <ul style="list-style-type: none"> Request confirmation if the SI required to provide skilled manpower per Police Station for maintenance of hardware Request confirmation if this would be apart from the handholding support personnel Request confirmation if the SI is to provide any manpower and if so can the SI decide on the manpower allocation Request confirmation if the same manpower be shared across a few Police Stations rather than dedicating people to each Police Stations. | Handholding support includes assistance to feeding & retrieving of data and attending minor problems if any at each police station level. Hardware maintenance may be grouped for police station geographically to ensure smooth conduct of business. |
| 2 | Volume I | Volume – I, Page 51, 214 | Digital Certificates | <ul style="list-style-type: none"> Request confirmation if the portal should be enabled to support digital certificates which may be incorporated after statutory changes to enable citizens to file FIRs and complaints online Request information on number of users in scope for digital certificates provisioning and biometric authentication | <p>Please refer RFP page 145 and 146. Citizen can lodge complaints and to access its status through portal vide trusted VPN.</p> <p>300 digital certificates (USB Tokens are required) for Police dept. use</p> |
| 3 | Volume I | Volume – I, Page 53, 81 | Data digitization exercise shall involve data entry of manual records, in both English and local language (in addition Urdu & Hindi language | Request confirmation that whatever data available in whichever language (Hindi or English) will be digitized accordingly i.e. data available in Hindi will be digitized only in Hindi. | Yes. Require basic support such as Tamil, Malayalam, Telugu while any other language required shall be added in future |
| 4 | Volume I | Volume – I, Page 16, 138 | Fingerprints | <ul style="list-style-type: none"> Request confirmation if the records from UIDAI, the master database etc using scan fingerprints or the latest prints collected from the scene of crime etc are to be the system supported in Real-time exact and relaxed matches of fingerprints from the master database using live scan fingerprints or the latest prints collected from the scene of crime. Request clarification on whether matching based on IRIS and Facial maps is also required in addition to fingerprints. Request confirmation if System allows the user to capture Finger Print and Retina Scan for accused in FIR | <p>The fingerprint in the UIDAI database shall be shared for comparison of the processed chance print etc. in the required format suiting UIDAI database</p> <p>AFIS is not in scope</p> <p>Yes</p> |
| 5 | Volume I | Volume – I, Page 103 | Implementation & Roll out Plan | <ul style="list-style-type: none"> Request confirmation if SI needs to procure entire centralized infrastructure as part of pilot/phase1 implementation Request information on requirement of consumables needs | <p>SI need to procure entire Infra in one go only. Whereas Procurement for DR will be in consultation with UT ie. after identification of DR location.</p> <p>Yes</p> |

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| 6 | Volume I | Volume – I, Page 14, 54 | Interfaces need to be built with external agencies like courts, transport authorities, hospitals, and municipal authorities etc. to be able to share information between departments. | <ul style="list-style-type: none"> Request exhaustive list of external departments to be interfaced and integrated in scope of this RFP. Request Agency wise existing data structure and data type with the technology stake in use | After selection of SI, the professionals will personally inspect and assist the requirement to bridge the same in alies with NIC/IT/other stakeholders incharge of the projects at the destination. If required, incharge CCTNS will lead the assistance |
| 7 | Volume I | Volume – I, Annexure 13, page 187 | Enterprise Management and Monitoring Solution (EMS) | <ul style="list-style-type: none"> Request information on current solution at the SDC Request confirmation if the Bidder can propose alternate EMS to manage Puducherry CCTNS Request confirmation if the Bidder has to propose high availability for all EMS solutions Request confirmation if Bidder needs to propose DR Solution for EMS solutions Request confirmation if there is a specific requirement of EMS Hardware/OS | EMS solution provided by the bidder needs to suit the UT of Puducherry. For detailed EMS please ref.RFP Pg.187-201 Vol.I |
| 8 | Volume I | Volume – I, Page 79 | Security Management System | <ul style="list-style-type: none"> Request information on number of internal users requiring access to Enterprise Ecops. Request information on number of external users for single sign on Request information on number of internal users to be managed on role based Access control Mechanism Request confirmation if two factors Authentication is being considered for key Critical Ecops Applications for Single Sign on Authentication Mechanism. Software token with PKI Based technology to add multilayer authentication for key transactions. Request confirmation if securing sensitive data at endpoints (laptops/desktops) , emails, stored data , net work layer is required Request information on number of key servers, Applications, Databases, network, security devices for Log Management. Request information where logs have to be collected For Enterprise Single Sign on for internal employees, request information if there are any client server applications (thick client/thin client apps) requires single sign on enablement | Shall be restricted to actual users only. |

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| 9 | Volume I | Volume – I, Page 77 | HelpDesk Management | <ul style="list-style-type: none"> Request information on Maximum number of analyst (helpdesk technicians) for Helpdesk. Request information on the maximum number of end User for Helpdesk. Request confirmation if High Availability for Helpdesk Management software is required Request confirmation if DR setup for Helpdesk Management software is required Request confirmation if the Asset Management solution for managing the lifecycle of asset including financial data is required Request confirmation if an asset management solution to integrate with helpdesk and automatically raise tickets when a desktop or server violates the policy is required Do you need an asset management solution that has the capability to take remote control of desktop & server to troubleshoot issues? Request confirmation on requirement of the asset management solution to track the vendors details Request information on Number of Desktops and Servers (OS wise break up is desirable) to be managed by IT Asset Management solution Request confirmation if High Availability for Asset Management software is required Request confirmation if DB setup for Asset Management software is required | Please ref. RFP Page No.77-79. |
| 10 | Volume I | Volume – I, Page 75 | System and Database Performance Monitoring Requirements | <ul style="list-style-type: none"> Request information on total Number of Network devices to be monitored for Fault monitoring Request information on total Number of Network devices to be monitored for Performance monitoring Request information on total Number of Servers and total number of Physical CPU sockets for Server monitoring Request information on total Number of Database Server, Number of Physical CPU's and Core for each servers Request confirmation if EMS to be proposed with Fault tolerance /Disaster recovery Capability | Please ref. RFP Page No.75 |
| 11 | Volume I | Volume – I, Page 76 | Application Performance Management System & End-User Monitoring System Web based Applications and Portals | <ul style="list-style-type: none"> Request confirmation if the web-based application on a .NET or Java platform Request information on number of application servers Request information on number of CPUs and Cores per CPU on each application server | Please ref. RFP Page No.76-77 |

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| 12 | Volume I | Volume – I, Page 74 | The SI shall also deploy a backup software to periodically backup all data and software. | <ul style="list-style-type: none"> Request confirmation if the backup management for the DR site is required Request information on the database being used here - is this being limited to ingres / postgres or can SQL or oracle will be used and in which platform? In the RFP its included for replication for DC site to DR site. Request confirmation if SAN based or Host based is required. Request confirmation if replication of all the servers or just the database is required <input type="checkbox"/> | Back up at only DC is required and for all servers. Please refer BOM Page No.172-175. |
| 13 | Volume I | Volume – I, Page 10, 16, 134, 166 | Witness Details | <ul style="list-style-type: none"> Request confirmation if the System allows the user to record and print witness statements | Yes. It is required. Please ref. Page No.137. |
| 14 | Volume I | Volume – I, Page 148, 168 | Search engine and analytics | <ul style="list-style-type: none"> Request confirmation if the System provides for an alert to the user in cases where accused identity is not known Request information on parameters this alert mechanism need to be built | It is Center CAS Module. Please ref. Page No.155 |
| 15 | Volume I | Volume – I, page 51 | Single-Sign On | <ul style="list-style-type: none"> Request confirmation if the System Integrator must design the portal to enable single-sign-on so that any user once authenticated and authorized by the portal would not need to be re-authorized for completing any services. Request information on total users | Shall be restricted to actual users only. |
| 16 | Volume I | Volume – I, Personal Computer for each of the police stations, Page 219 | Processor | <ul style="list-style-type: none"> Request confirmation of specification - if Core i3 is required or Core i5 Request an option between AMD Phenom II X4 955 with AMD 880 Chipset <input type="checkbox"/> | Please ref RFP Page No.223. |
| 17 | Volume I | Volume – I, Personal Computer for each of the police stations, Page 219 | 2 PCI Slots | <ul style="list-style-type: none"> Request change of specification to "2 PCI/ PCIe Slots" | Specs are Indicative in Nature, SI can quote equivalent or better |
| 18 | Volume I | Volume – I, Personal Computer for each of the police stations , Page 219 | Monitor | <ul style="list-style-type: none"> Request change of specification to 18.5" which is standard size | Specs are Indicative in Nature, SI can quote equivalent or better |
| 19 | Volume I | Volume – I, Personal Computer for each of the police stations, Page 219 | Preloaded Windows 7 Business Edition | <ul style="list-style-type: none"> Request change of specification to Windows 7 Professional | Specs are Indicative in Nature, SI can quote equivalent or better |

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| 20 | Volume I | Volume – I, Personal Computer for each of the police stations, Page 219 | Security for Desktop | <ul style="list-style-type: none"> Request change of specification for for "FIPS and CC certified hard drive encryption software with pre-boot authentication" OR equivalent | Specs are Indicative in Nature, SI can quote equivalent or better |
| 21 | Volume I | Volume – I, Page 228, 231 | The proposed DG set should be able to support the Police Unit equipment along with AC, in absence of primary power source. | <ul style="list-style-type: none"> Request information on all equipments that are required to be provided the power back up in absence of primary power source If Air conditioners are to be considered, request the proposed Rating for DG to be reconsidered. | Refer to RFP Page No.232.Vol.I |
| 22 | Volume I | Volume – I, Page 32 | The Core application Software CAS (Gen) | <ul style="list-style-type: none"> Request confirmation of the likely date of availability of CAS (Gen) application and code with SRS for study Request confirmation if SI will be able to see the HLD / SRS for customization | Tentative Date : December 2011 |
| 23 | Volume I | Volume – I, Page 252 | The Networking solution of CCTNS project shall be based on a Hybrid Model which will consist of UT Wide Area Network (PSWAN) and Data network operated by Telephone operator (BSNL). | <ul style="list-style-type: none"> Request confirmation on the exact availability of Bandwidth at the end user i.e. P S / Police chowki level. In case of delay of availability of connectivity from BSNL request confirmation on who would be responsible and what is the alternative plan | <p>Currently broadband connectivity is in use at all Police station from BSNL. Refer RFP for bandwidth details.</p> <p>Alternative connectivity plan is under negotiation at MHA level</p> |
| 24 | Volume I | Volume – I, Sec 4.3.4, page 54, 66 | The SI is expected to prepare the sites for setting up the necessary client site infrastructure | <ul style="list-style-type: none"> Request information on the current degree of IT preparedness of police stations in the UT Request the minimum quantity of items like electric wire, LAN cable, etc be indicated and Unit rates be called uniform evaluation of quotes. | <p>SI requested to do Site study</p> <p>SI requested to do Site study</p> |
| 25 | Volume I | Volume – I, page 69 | 16 Port Switch | <ul style="list-style-type: none"> Request SNMP v3 with basic static routing facility be incorporated. | Clause changed as "Proposed switch should support SNMP v1,v2c and v3 with basic Static Routing Feature" |
| 26 | Volume I | Volume – I, Page 184, 189 | L2/L3 switches | <ul style="list-style-type: none"> Request more information on specifications for L2 / L3 feature needs | Specs are Indicative in Nature, SI can quote equivalent or better |
| 27 | Volume I | Volume – I, Page 74, 183, 212 | Firewall + IPS | <ul style="list-style-type: none"> Request confirmation if the requirement is for UTM box or individual appliances | Requirement is for UTM |
| 28 | Volume I | Volume – I, Page 36 | UT-SCRB-NCRB Data Transfer and Management | <ul style="list-style-type: none"> Request information on the file size, Availability of bandwidth with file replication policy | PSWAN connectivity exists at SDC, SCRB etc. to cater the needs |

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| 29 | Volume I | Volume – I, Annexure 9, Registration Module 4, Page 133 | System should support the facility of Digital Signatures for the registration of Complaint/ Petition. | • Request confirmation if procurement of Digital Signature & its Interface with the system are under the scope of SI | Repeated query. Clarification already provided. |
| 30 | Volume I | Volume – I, Annexure 9, Registration Module 28, Page 135 | System should provide for automatic dispatch of notifications to Airports & Seaports (ports of entry and exit) on criminal Movements | • Request confirmation if there is any existing solution for Airports & Seaports • Request confirmation if SI needs to provide integration with the system with Airports & Seaports | Catered in the CAS application |
| 31 | Volume I | Volume – I, Annexure 9, Registration Module 43, Page 136 | System to have provision to show the wings / units like Vigilance and Anti Corruption Bureau / CBCID in the FIR- to be taken in context of entering data pertaining to an agency where the case is being transferred | • Request confirmation if SI need to integrate system with these HoDs | Please Ref. RFP Page No.106. |
| 32 | Volume I | Volume – I, Annexure 9, Investigation Module 23, Page 138 | System should allow the user to prepare, preview, print requests/forms that are sent to external agencies (FSL, FPB, hospitals, RTA etc.,) for expert opinion. The request/forms/dockets should be made available to the user as templates that are managed (created/ edited) through administration functionality. | • Request confirmation if integration of the system with these external agencies is out of scope of the SI. | Integration is in SI scope |
| 33 | Volume I | Volume – I, Annexure 9, Investigation Module 29, Page 138 | System should allow the user to enter/ capture the unique identification details of the convicts like IRIS, Fingerprints and Facial patterns. □ | • Request confirmation if Finger Print Reader procurement is under SI's Scope. | Please refer corrigendum |
| 34 | Volume I | Annexure 9 / Investigation Module / 46 / 139 | System should have an interface with Age Progression Technology software for getting updated pictures of missing persons/ fugitives/ POs, | • Request confirmation that procurement of Age Progression Technology software is out of the scope of SI. | Please ref. RFP Page No.139. |
| 35 | Volume I | Volume – I, Annexure 9, Investigation Module 48, Page 139 | Should support business intelligence tools for crime mapping and analysis in order to generate clues to assist in investigation. | • Request confirmation that business intelligence tools are out of the scope of SI. | SI scope |
| 36 | Volume I | Volume – I, Annexure 9, Search Module 3, Page 143 | System should support search by speech samples/ picture gallery | • Request confirmation while comparison of picture gallery for facial recognition and speech recognition is part of bio-metric based verification, Software licenses to provide these matching are out of the scope of SI | Please ref. RFP Page No.143. |
| 37 | Volume I | Volume – I, Annexure 9, Citizen Portal Module 31, Page 148 | Mass import/export tools | • Request more information on this | Tools are required. |

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| 38 | Volume I | Volume – I, Annexure 9, General Verification Module 1, Page 166 | Should have the interface with the other department Regional Passport Office and SDM Office for Police Verification for issuance of Passport, and issuance of Arms Licenses (in districts only) respectively. SDM office will also have an interface to request police services for carrying out the knowledge tests in the case of Driving Licenses | <ul style="list-style-type: none"> Request confirmation if there is any existing solution for such departments and offices Request confirmation that SI need to provide integration with the system with such systems | <p>SI needs to provide integration with existing system only.</p> <p>Major needs of bridging various database of MMP's are covered in CAS application by Center while customization according to the UT is part of SI</p> |
| 39 | Volume I | Volume – I, Annexure 9, General Verification Module 2, Page 166 | Should be linked with payment gateway for receiving fees against providing service verification | Request confirmation that any cost related to payment gateway (hardware, software or licensees, etc.) is out of the scope of SI. | Integration is in SI scope |
| 40 | Volume I | Volume – I, 5.7 Infrastructure at the Data Center & Disaster Recovery Centre, Page 74 Volume – I, Annexure 12, Page 184 | Bill of materials for DC & DR is provided in Annexure-12 The Data Center design has been proposed to reach redundancy and scalability. As per the above diagram three layered architecture has been followed for LAN equipment, security infrastructure and Wide area Network. DMZ has been created for online services of the applications and other online services from the organization prospective. The layer has been mentioned in the diagram as Access Layer Core Switches, Distribution Layer modular switch, Core Layer modular switch. Dual Intranet routers, dual firewalling system, IPS/IDS and dual internet switches. | <ul style="list-style-type: none"> Request to provide the specifications and Bill of Material accordingly. <p>Only Specifications of "Layer 2 switch (16 Port) and Router at Site" are available in RFP on the Networking Active Components segments.</p> <p>Specification for Access Layer Core Switches, Distribution Layer modular switch, Core Layer modular switch. Dual Intranet routers, dual firewalling system, IPS/IDS and dual internet switches are not included in the RFP,</p> | Not Part of the RFP - Refer BOM |
| 41 | Volume I | Volume – I, 5.7 Infrastructure at the Data Center & Disaster Recovery Centre, Page 72 | The SI shall provide system integration services to procure and commission the required software and infrastructure at the State Data Centre and Disaster Recovery Centre, deploy the complete CCTNS applications suite (configured and customized CAS (State), additional modules developed, and integrate with CAS (Centre) and any External Agencies as provided in the functional scope). | Request Indicative Bill of Material and Specifications for Networking Active Components of DC & DR | Not Part of the RFP - Refer BOM |
| 42 | Volume I | Volume – I, Specification for Router at Site | Specification for Router at Site | <ul style="list-style-type: none"> Request confirmation if the mentioned router is required at Client Site (CIPA Police Stations) <p>it is not mentioned in the list of "The list of ICT infrastructure requirements " under page 69 and 70</p> | Router not required as Police Stations have LAN of 4 computers |
| 43 | Volume I | Volume – I, Page 204 - Specification for Database Server | X86 based Processor, Minimum 2.6 GHz. Processor, should be latest series/generation, 2 CPU socket fully loaded | Request confirmation on Core CPU to be Proposed - is it Quad Core or Hexa Core CPU Required | Hexa core |

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| 44 | Volume I | Volume – I, Page 206 - Specification for Other Servers | X86 based Processor. The Frequency should be minimum 2.5 GHz. Processor should be latest series / generation for the server model being quoted | • Request confirmation on Core CPU to be Proposed - is it Quad Core or Hexa Core CPU Required | Hexa core |
| 45 | Volume II | Volume – II, Point (g), Page 17 | It is mandatory to provide break - up of all taxes, duties and levies wherever applicable and/or payable. All the taxes of any nature whatsoever shall be borne by the Bidder including any additional taxes/levies due to change in tax rates | • Request the taxes be as applicable as on the date of billing. i.e. In case of any changes/increase in taxes or statutory duties or new taxes are introduced during the contract period the additional costs/benefit should be on Customer | Please ref. RFP Page No.17 Vol.II. |
| 46 | Volume II | Volume II – Page 36 | The scores will be calculated as: $Bn = 0.3 \cdot Tn + (0.7) \cdot (Cmin/Cb \cdot 100)$ | • Request for QCBS evaluation with 70% weight on technical solution and 30% on the financials for better delivery and maintenance of the application. | Please ref. RFP Page No.36 Vol.II |
| 47 | Volume II | Volume – II, Page 41 | The payments during the Operations and Maintenance Phase will be made at the end of every six months after the delivery of the services upon satisfactorily adhering to the SLAs defined in the volume 1 of this RFP | • Request the Payment for O&M phase be modified to quarterly intervals instead of half yearly. | Please ref. RFP Page No.41 Vol.II |
| 48 | Volume III | Volume – III, Page 82 | Violation and Associated Penalties | • Request that the overall cumulative penalty levied under this Agreement not to exceed 1% of the total Contract Value | Please ref. RFP Page No.82 Vol.III |
| 49 | General | General | GIS | <ul style="list-style-type: none"> • Request confirmation on requirement for any GIS applications in the scope envisaged If yes, request information on: <ul style="list-style-type: none"> • Total number of Users • Total number of Concurrent GIS Users. • List of various types of GIS users • Please provide the details of GIS data present. • Base map, Road Network map and Demographic and other related maps will be provided by Client • Are there any GIS Software and System currently been used. • What is the Current Database been used in CAS(state) • Who will provide raster images • What kind of editing is required • Does the client intend to use Google maps as a backdrop to view the tracking information? | Center CAS application caters the need. Customization is by SI |

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| 50 | General | General | Optional Module Customisation: Crime analytics /Mapping | <ul style="list-style-type: none"> Request information on kind of crime mapping software's are being used currently Request confirmation if the applications are web based or desktop based applications. Request confirmation if the GIS should be able to use crime mapping software to analyse data based on average and maximum distances travelled by serial offenders to commit crimes and routes taken after a crime through the linking of recovered property. | Center CAS application caters the need. Customization is by SI |
| 51 | General | General-GIS | | <ul style="list-style-type: none"> Request confirmation if the Base map, Road Network map and Demographic and other related maps will be provided by Client | Center CAS application caters the need. Customization is by SI |
| 52 | General | General-GIS | | <p>Request confirmation if Puducherry CCTNS recommends/ suggests any approach for creation of the following layers/ attributes –</p> <ul style="list-style-type: none"> Police Stations with their jurisdiction area Police Sub-Divisions with their jurisdiction area Police Commissionerate / District Office with their jurisdiction area Police Range Office with their jurisdiction area Location of Police HQs, Police Commissionerates and District HQs | Center CAS application caters the need. Customization is by SI |
| 53 | General | General GIS | | <ul style="list-style-type: none"> Request information on all functionality is expected by GIS System module over web | Center CAS application caters the need. Customization is by SI |
| 54 | General | | CV / Personnel Profile | <ul style="list-style-type: none"> Request the indicative resumes / CVs be allowed to be provided at the time of bidding. Equally or better qualified / experienced personnel will be positioned during the implementation whose named CVs can be submitted at the time of award which may be binding and any change during the project tenure may be subject to client approval. | As per the RFP mentioned in Page No.105-107 Vol.II. |
| 55 | General | Vol 2 – page 26 , pt no xi) Eligibility criteria | SI should a certified CMMi level 3 or above | <ul style="list-style-type: none"> Request to consider bidders only on cMMi level 5 – so as to ensure better quality in the level of service and delivery | Please Refer RFP Vol.II Page No.26. |
| 56 | General | VOL 2 – PAGE 36 Evaluation of commercial bids | Weight age to technical and commercial value | <ul style="list-style-type: none"> Request to considering 70% weightage to technical and 30% weightage to commercial value | Please ref. RFP Page No.36 Vol.II |

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| 57 | General | Vol 2 – page 39 Payment terms and schedules | A PBG of 10% of value of contract would be furnished by the bidder in the form of demand draft in favour of puducherry police E governance society(ppogs) payable at puducherry from Indian public sector banks or private sector bank authorized by the government to conduct government transaction . at present HDFC Bank ,ICICI Bank and AXIS Bank are the only three private sector banks authorized by the government . Details of the bank are to be furnished in the <u>commercial offer</u> | Request to accept the Performance Guarantee in the form of Bank Guarantee for the following reasons; • Demand Drafts are valid only for a period of 6 months and the Guarantee is required for a period equivalent to the project period • The mention in the RFP is Performance Bank Guarantee and the instrument type is mentioned as DD, which are contradictory | As per the RFP mentioned in Page No.39 Vol.II. |
| 58 | General | General | Submission dates for the proposal : 11 july 2011 | • The Pre bid conference being held only on 4th JULY 2011 and the current submission dates mentioned on 11 july 2011 will not hold possible . Request for a postponement by three weeks hence the last week of JULY 2011 would be comfortable date for submission | Submission of bids has been extended. Please see the revised timelines for submission |
| Hi-Tech Solutions | | | | | |
| 59 | Volume - 1 | Digital Pad & Pen/ Volume - 1 Page No: 224 & 225 | Digital Pad Size 336mm* 245mm | Pls Clarify why digital pad ?.Can we use to write or sign on our own register, book if we use Pad. Why not normal surface or any paper ?. | Will provide revised latest specs in Corrigendum |
| 60 | Volume - 1 | Digital Pad & Pen/ Volume - 1 Page No: 224 & 225 | Pad Writing Area 210mm*279mm | please Clarify wether it can be stretched to 210mm* 420mm (A3 Size), there are register of this size | Will provide revised latest specs in Corrigendum |
| 61 | Volume - 1 | Digital Pad & Pen/ Volume - 1 Page No: 224 & 225 | Build in Memory 32mb or more | The specification given is a mass sotrage device (SD CARD, MMC Card...) which is prone to VIRUS /Torjan attack hence data loss is possible. Please Clarify whether this is safe. | Will provide revised latest specs in Corrigendum |
| 62 | Volume - 1 | Digital Pad & Pen/ Volume - 1 Page No: 224 & 225 | Digital Page file - DHW, DND | DHW & DND files are propritory to a product called ACECAD Always required vendors help for integration with custom build applications | Will provide revised latest specs in Corrigendum |
| MindLance | | | | | |

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| 63 | Volume - 1 | VOL I, 5.7 Infrastructure at the Data Center & Disaster Recovery Centre, Page 74 VOL I, Annexure, 12 Page 184 | RFP: Bill of materials for DC & DR is provided in Annexure-12 RFP: The Data Center design has been proposed to reach redundancy and scalability. As per the above diagram three layered architecture has been followed for LAN equipment, security infrastructure and Wide area Network. DMZ has been created for online services of the applications and other online services from the organization prospective. The layer has been mentioned in the diagram as Access Layer Core Switches, Distribution Layer modular switch, Core Layer modular switch. Dual Intranet routers, dual firewalling system, IPS/IDS and dual internet switches. | Clarification Sought: 1. Only Specifications of "Layer 2 switch (16 Port) and Router at Site" are available in RFP on the Networking Active Components segments. 2. Specification for Access Layer Core Switches, Distribution Layer modular switch, Core Layer modular switch. Dual Intranet routers, dual firewalling system, IPS/IDS and dual internet switches are not included in the RFP, request to provide the specifications and Bill of Material accordingly | Repeated query. Clarification already provided. |
| 64 | Volume - 1 | VOL 1, 5.7 Infrastructure at the Data Center & Disaster Recovery Centre, Page 72 | RFP: The SI shall provide system integration services to procure and commission the required software and infrastructure at the State Data Centre and Disaster Recovery Centre, deploy the complete CCTNS applications suite (configured and customized CAS (State), additional modules developed, and integrate with CAS (Centre) and any External Agencies as provided in the functional scope). | Clarification Sought: Indicative Bill of Material and Specifications for Networking Active Components of DC & DR are missing in RFP, request to provide it | Repeated query. Clarification already provided. |
| 65 | Volume - 1 | VOL 1, Specification for Router at Site | RFP: Specification for Router at Site | Clarification Sought: The mentioned router is required at Client Site (CIPA Police Stations)? Since it is not mentioned in the list of "The list of ICT infrastructure requirements " under page 69 and 70 | Repeated query. Clarification already provided. |
| 66 | Volume - 1 | VOL 1, Specification for Unified Threat Management Device, Page 212 | VPN Throughput Minimum 300 Mbps Request to change the specification as "VPN Throughput Minimum 100 Mbps or Can be achieve this using external appliance" | Reason: 48 sites with maximum WAN bandwidth of 2Mbps shall achieve only 96 Mbps WAN bandwidth. Hence the VPN throughput shall not be required above 96 Mbps (actual WAN BW). Request to modify the 300 Mbps VPN throughput to 100 Mbps or achieve this using an external appliance | Specs are Indicative in Nature, SI can quote equivalent or better |
| 67 | Volume - 1 | VOL 1, Server Load Balancer, Page 210 | RFP: Memory: Minimum 1 GB Request to change the specification as "Memory: Minimum 4 GB scalable to 8 GB " | Reason: 4 GB memory scalable to 8 GB is available from all OEM now. Since it is important to give so many features on same appliance with good performance | Clause changed as "Memory: Minimum 4 GB scalable to 8 GB " |
| 68 | Volume - 1 | VOL 1, Server Load Balancer, Page 210 | Request to include "The appliance should have minimum 2 Gbps compression support " | Reason: Web compression makes application become 3x to 5x faster thus improving uapplication performance and enhancing user access for the site. Therefore it is requested to have 2 Gbps compression support for the proposed 2 Gbps scalable to 4 Gbps load balancer. | Clause changed as "The appliance should have 2 Gbps compression support or better " |
| 69 | Volume - 1 | VOL 1, Server Load Balancer, Page 210 | Request to include "Dual power appliances" | Reason: The appliances should be dual power to have higher MTBF and hardware resiliency | Clause changed as "Dual power appliances" |

| Clarification on Pre-bid queries of CCTNS Puducherry | | | | | |
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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 70 | Volume - 1 | VOL 1, Specification of SAN Storage Box , Page 208 | RFP: Offered Storage subsystem shall support more than 1,00,000 IOPS Request to change the specification as "Offered storage subsystem support more than 60,000 read IOPS" | Reason: Storage requirement demanding mid-range storage subsystems. IOPS mostly depends upon hard drives. No midrange based storage array will support required iops. For 1 lac IOPS need to proposed enterprise class which is too expensive. | Please Refer RFP |
| 71 | Volume - 1 | VOL 1 , Page No 225 9. Finger Print Reader | RFP: Prism Architecture: Dual Prism Request to keep as Standard Prism Architecture. | Reason: Dual Prism is not a Standard and recognized globally. This is Proprietary spec. Request to keep as Standard Prism Architecture. | Please refer corrigendum |
| 72 | Volume - 1 | VOL 1 , Page No 225 9. Finger Print Reader | RFP: Size of Window: 18mm X 22mm Minimum Request to mention as 46mm X 46mm Scanner Size to capture even Dual Finger, Single and Rolled Scanner. | Reason: For Dual Finger and Rolled one 18mm X 22 mm is not enough. Request to mention as 46mm X 46mm Scanner Size to capture even Dual Finger, Single and Rolled Scanner. | Please refer corrigendum |
| 73 | Volume - 1 | VOL 1 , Page No 225 9. Finger Print Reader | RFP: Resolution: 512 PPI Upgrade Request to Change the Specs as 500 PPI which is a Standard Resolution used Globally by FBI/AFIS System. | Reason: Resolution 512 PPI is not a Standard Resolution and it is a Vendor Spec. Request to Change the Specs as 500 PPI which is a Standard Resolution used Globally by FBI/AFIS System. | Please refer corrigendum |
| 74 | Volume - 1 | VOL 1 , Page No 225 9. Finger Print Reader | RFP: Optical/Film Coating: Hygroscopic Request to remove the spec. | Reason: This is a Vendor Specific. Request to remove the spec. | Please refer corrigendum |
| 75 | Volume - 1 | VOL 1 , Page No 225 & 226 9. Finger Print Reader | Others : * Should be of Forensic Grade and * Should be PIV(Personal Identification and Verification) Standards Compliant | Reason: Apart from Forensic Grade and PIV Standards Compliant Need to Add more Certification as given below for Proven and Stable finger Device. * IAFIS Image Quality Specification(IQS) for Scanners, MIL-STD-810F, FIPS 201 PIV, FCC, CE, ROHS Compliant * Standards: ANSI/NIST/ISO Biometric Standards | Please refer corrigendum |
| 76 | Volume - 1 | Core Application Software- Section 5.2 | CAS Centre and CAS State/UT Stacks and Integration | Since the CAS Center is being developed on Sun Java Platform and the CAS State/UT applications will be made available within 2 Stacks(Java/.NET Microsoft), it is assumed that SDA developing CAS Center in a manner where in seamless Integration and handshaking of the applications takes place even in case the 2 stacks are different at Center and State Levels | SI is responsible for integration as they are deciding State stack |
| 77 | Volume - 1 | CAS (UT) - Core Application Software (CAS) - Section 4.3 | Language Localization Support - "The SDA shall build CAS (State/UT) with interfaces in English and Hindi; and also build CAS (State/UT) in such a way that it can be configured for interfaces in other local languages at the UT level by the SIs." | Apart from Hindi and English how many and which languages is the CAS application interface required to be built. | Already answered |
| 78 | Volume - 1 | Functional Scope - Scope of the Project - Section 5.2 | Regarding SOW on CAS- Center and CAS-State/UT | Its is assumed that fully developed CAS-Center application would be made available by the CCTNS Center NCRB SDA Team and SOW of the SI would be Customising as per the State/UT requirements | Yes |

| Clarification on Pre-bid queries of CCTNS Puducherry | | | | | |
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| 79 | Volume - 1 | Functional Scope - Scope of the Project - Section 5.2 | Regarding SOW on CAS- Center and CAS-State/UT | Its is assumed that the SI needs to develop State Specific Modules from scratch and that no base modules will be provided as a reference from CCTNS NCRB Team(SDA for CAS Center Application) | Yes, It is state specific requirement adoptable to CAS Solution |
| 80 | Volume - 1 | Functional Scope - Scope of the Project - Section 5.2 | External Interfaces SOW | Please detail on the Services that would be required to be exposed for consumption of external agencies like CSC, Jail, Courts, eKosh and others. Is this SOW included within the current RFP details | Only integration is required |
| 81 | Volume - 1 | Functional Scope - Scope of the Project - Section 5.2 - General Verification and Vehicle Tracking System | CCTNS Systems integration with external systems. | Since the CCTNS Systems are expected to be integrated with external system e.g. Passport, Vehicle(RTO) system - It is assumed that these External systems would be able to integrate through Standard Integration Mechanism e.g. Web Services. It is also assumed that SI is not expected to work on these External Systems | Only integration is required |
| 82 | Volume - 1 | Functional Scope - Scope of the Project - Section 5.2 -Additional CAS UT - Investigation Module | Audio Visual tools for taking Witness/ Accused Statements | Is the SI expected to quote and propose a solution using thin Clients(e.g. Browser oriented Laptop/Desktop based) based Audio Visual Tools as well as Handheld Audio Video Recording devices(e.g. Audio Video Recorders). Is the SI expected to quote for these devices also? | SI to decide |
| 83 | Volume - 1 | SCOPE OF THE PROJECT - 5.2 Functional Scope - State Specific Modules - Logistics Management System | Existing records of the inventory on Assets | Its assumed that the Puducherry Police Department/CCTNS UT Team will provide a readily available Assets Records and SI is expected to consume the same. Cleansing of such records is being kept out of the scope of the work. | SI scope |
| 84 | Volume - 1 | Existing legacy Systems - Section 3.2 | Existing Legacy Systems | Within the Data Migration activity from these Legacy Systems, since the SI expected to do the Data Cleansing. Can the quantum of the data correction and Insufficiency be defined e.g. 20% of the overall are records. | No |
| 85 | Volume - 1 | Existing legacy Systems - Section 3.2 | Existing Legacy Systems | Since the current legacy systems are intended to be phased out, are the Application Functionalities of the Legacy systems covered 100% within the envisioned CAS State/Centre/UT applications. | Ref RFP Page No.22. |
| 86 | Volume - 1 | Functional Scope - Scope of the Project - Section 5.2 - Integration and Interfacing Requirements | CCTNS and other Mission Mode Projects | Please detail on the Integration of the CCTNS Puducherry Implementation with other Mission Mode Projects as named on pg 55. | List of MMP in UT is just a reference for the SI. Ref RFP Page No.22. |
| 87 | Volume - 1 | Data Migration and Data Digitization - Section 5.9 | Data Migration of Records | What is the Ratio of the Records in the Digitised Vs Paper based format out of the total indicative figure of records given? i.e. 1,04,882 | Please refer corrigendum for Data Digitization |

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| 88 | Volume - 1 | Data Migration and Data Digitization - Section 5.9 | Data Migration of Records | Its assumed that CCTNS team at State/UT owns the ownership of the clearance on the Data Migration/Digitisation Quality Check and Validation once the Digitisation is completed by the SI teams. | Please refer corrigendum for Data Digitization |
| 89 | Volume - 1 | Data Migration and Data Digitization - Section 5.9 | Data Migration of Records | Other than the Criminal Records, please detail on the other sources of the Data Records for Digitisation e.g. Service Records of the Police Personnel and other Police Personnel Records, Current Assets details. | Please refer corrigendum for Data Digitization |
| 90 | Volume - 1 | Support to 3rd Party Acceptance Testing, Audit and Certification - Section 5.13 | Support to 3rd Party Acceptance Testing, Audit and Certification - Section 5.13 | Its is assumed that CCTNS UT teams will involve a 3rd Party Audit and Certification agency and SI need not factor the cost, effort and timeline of such resources | No, SI has to get certificate with no cost to the client |
| 91 | Volume - 1 | CAS (UT) - Core Application Software (CAS) - Section 4.3 | Complaint and FIR Management Service | How are the existing process of filing an FIR e.g. Writing a Mazhar which is supposed to be written at Scene of Crime be replicated/replaced within the system | Yes |
| 92 | Volume - 1 | CAS (UT) - Core Application Software (CAS) - Section 4.3 | PCR Call Interface and Management Service | What is the level of integration Is the SI expected to integrate the System with the | Only integration is required |
| 93 | Volume - 1 | CAS (UT) - Core Application Software (CAS) - Section 4.3 | Police Email, Messaging Service, IP tracking and SMS tracking, Call Analysis tracking | Please provide indicative figures of usage transactions of SMS Gateway and Payment Gateways. | Payment Gateway not in Scope, requirement if any shall be accessed after selection of SI |
| 94 | Volume - 1 | CAS (UT) - Core Application Software (CAS) - Section 4.3 | Police Email, Messaging Service, IP tracking and SMS tracking, Call Analysis tracking | Is the SI expected to procure the Services of SMS and Payment Gateways or CCTNS UT team provision the same? | Payment Gateway not in Scope, requirement if any shall be accessed after selection of SI |
| 95 | Volume - 1 | CAS (UT) - Core Application Software (CAS) - Section 4.3 | Police Email, Messaging Service, IP tracking and SMS tracking, Call Analysis tracking | Please detail on the IP Tracking, SMS and Call Analysis systems which would be integrated with CAS Applications | Please refer RFP Vol.I Page No.151. |
| 96 | Volume - 1 | Annexure 13 - Specification of Storage Area Network for DC and DR | Specification of Storage Area Network for DC and DR | Please share the guidance/Calculations on the recommendation of the 10 TB usable storage space. | Please refer RFP Vol.I Page No.207. |
| 97 | Volume - 1 | Annexure 11 – Bills of Material for DC, DR and other locations | Specification of Application and other servers for DC and DR | Its assumed that the recommendations for the Applications and other server Roles are minimum recommendations, in case the on the basis of the load perceived and application performance requirements SI can recommend a higher configuration/quantity of such server roles. Please comment | Yes, SI is supposed to do sizing and take ownership |

Nelito - Kolkata

| Clarification on Pre-bid queries of CCTNS Puducherry | | | | | |
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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 98 | Volume II | 6-Pre-Qualification Criteria Pg.26 | The Bidder (SI) , 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 100 Crores for the last three financial years (as on 31/03/2010) | The Bidder (SI) , 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 50 Crores for the last three financial years (as on 31/03/2010) (as given in the CCTNS RFP from the States of Sikkim & Nagaland & 30 crores from Chandigarh UT, which will enable more & more eligible & competent vendors to participate) | Please refer RFP Vol.II Page No.25-27. |
| 99 | Volume II | 6-Pre-Qualification Criteria Pg.26 | The Bidder(SI) must have a proven track record of providing a successful "Turnkey Solution" for at least five(5) IT Projects. At least one of the 5 quoted Projects should be an integrated Turnkey Project of a value of Rs. 50 Crores and above in India including setting up and configuring the hardware (Servers, desktops, Network clients) and implementing software solutions including Operating system, Infrastructure management software, RDBMS, establishment of LAN/WAN including firewalls, IPS, PKI, etc. and providing Life Cycle support. | The Bidder(SI) must have a proven track record of providing a successful "Turnkey Solution" for at least five(5) IT Projects. At least one of the 5 quoted Projects should be an integrated Turnkey Project of a value of Rs. 7 Crores (as given in the CCTNS RFP from States of Sikkim & Nagaland)and above in India including setting up and configuring the hardware (Servers, desktops, Network clients) and implementing software solutions including Operating system, Infrastructure management software, RDBMS, establishment of LAN/WAN including firewalls, IPS, PKI, etc. and providing Life Cycle support. | Please refer RFP Vol.II Page No.25-27. |
| 100 | Volume II | 5-Pre-Qualification Criteria Pg 400 | The Bidder (SI) must have a proven track record of implementing at least two(2) E-Governance Projects summing upto a value of Rs. 15. | The Bidder (SI) must have a proven track record of implementing at least two(2) E-Governance Projects summing upto a value of Rs. 10 Crores (Even in the CCTNS RFP from States of Sikkim & Nagaland it was mentioned as 5 Crores). | Please refer RFP Vol.II Page No.25-27. |
| Nelito - Mumbai | | | | | |
| 101 | Volume I | VOL I, 5.7 Infrastructure at the Data Center & Disaster Recovery Centre, Page 74 VOL I, Annexure, 12 Page 184 | RFP: Bill of materials for DC & DR is provided in Annexure-12 RFP: The Data Center design has been proposed to reach redundancy and scalability. As per the above diagram three layered architecture has been followed for LAN equipment, security infrastructure and Wide area Network. DMZ has been created for online services of the applications and other online services from the organization prospective. The layer has been mentioned in the diagram as Access Layer Core Switches, Distribution Layer modular switch, Core Layer modular switch. Dual Intranet routers, dual firewalling system, IPS/IDS and dual internet switches. | Clarification Sought: 1. Only Specifications of "Layer 2 switch (16 Port) and Router at Site" are available in RFP on the Networking Active Components segments. 2. Specification for Access Layer Core Switches, Distribution Layer modular switch, Core Layer modular switch. Dual Intranet routers, dual firewalling system, IPS/IDS and dual internet switches are not included in the RFP, request to provide the specifications and Bill of Material accordingly. | Repeated query. Clarification already provided. |

| Clarification on Pre-bid queries of CCTNS Puducherry | | | | | |
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| 102 | Volume I | VOL 1, 5.7 Infrastructure at the Data Center & Disaster Recovery Centre, Page 72 | RFP: The SI shall provide system integration services to procure and commission the required software and infrastructure at the State Data Centre and Disaster Recovery Centre, deploy the complete CCTNS applications suite (configured and customized CAS (State), additional modules developed, and integrate with CAS (Centre) and any External Agencies as provided in the functional scope). | Clarification Sought: Indicative Bill of Material and Specifications for Networking Active Components of DC & DR are missing in RFP, request to provide it | Repeated query. Clarification already provided. |
| 103 | Volume I | VOL 1, Specification for Router at Site | RFP: Specification for Router at Site | Clarification Sought: The mentioned router is required at Client Site (CIPA Police Stations)? Since it is not mentioned in the list of "The list of ICT infrastructure requirements " under page 69 and 70 | Repeated query. Clarification already provided. |
| 104 | Volume I | VOL 1, Specification for Unified Threat Management Device, Page 212 | VPN Throughput Minimum 300 Mbps Request to change the specification as "VPN Throughput Minimum 100 Mbps or Can be achieve this using external appliance" | Reason: 48 sites with maximum WAN bandwidth of 2Mbps shall achieve only 96 Mbps WAN bandwidth. Hence the VPN throughput shall not be required above 96 Mbps (actual WAN BW). Request to modify the 300 Mbps VPN throughput to 100 Mbps or achieve this using an external appliance | Repeated query. Clarification already provided. |
| 105 | Volume I | VOL 1, Server Load Balancer, Page 210 | RFP: Memory: Minimum 1 GB Request to change the specification as "Memory: Minimum 4 GB scalable to 8 GB " | Reason: 4 GB memory scalable to 8 GB is available from all OEM now. Since it is important to give so many features on same appliance with good performance | Repeated query. Clarification already provided. |
| 106 | Volume I | VOL 1, Server Load Balancer, Page 210 | Request to include "The appliance should have minimum 2 Gbps compression support " | Reason: Web compression makes application become 3x to 5x faster thus improving application performance and enhancing user access for the site. Therefore it is requested to have 2 Gbps compression support for the proposed 2 Gbps scalable to 4 Gbps load balancer. | Repeated query. Clarification already provided. |
| 107 | Volume I | VOL 1, Server Load Balancer, Page 210 | Request to include "Dual power appliances" | Reason: The appliances should be dual power to have higher MTBF and hardware resiliency | Repeated query. Clarification already provided. |
| 108 | Volume I | VOL 1, Specification of SAN Storage Box , Page 208 | RFP: Offered Storage subsystem shall support more than 1,00,000 IOPS Request to change the specification as "Offered storage subsystem support more than 60,000 read IOPS" | Reason: Storage requirement demanding mid-range storage subsystems. IOPS mostly depends upon hard drives. No midrange based storage array will support required iops. For 1 lac IOPS need to proposed enterprise class which is too expensive. | Repeated query. Clarification already provided. |
| 109 | Volume I | VOL 1 , Page No 225 9. Finger Print Reader | RFP: Prism Architecture: Dual Prism Request to keep as Standard Prism Architecture. | Reason: Dual Prism is not a Standard and recognized globally. This is Proprietary spec. Request to keep as Standard Prism Architecture. | Please refer corrigendum |
| 110 | Volume I | VOL 1 , Page No 225 9. Finger Print Reader | RFP: Size of Window: 18mm X 22mm Minimum Request to mention as 46mm X 46mm Scanner Size to capture even Dual Finger, Single and Rolled Scanner. | Reason: For Dual Finger and Rolled one 18mm X 22 mm is not enough. Request to mention as 46mm X 46mm Scanner Size to capture even Dual Finger, Single and Rolled Scanner. | Please refer corrigendum |
| 111 | Volume I | VOL 1 , Page No 225 9. Finger Print Reader | RFP: Resolution: 512 PPI Upgrade Request to Change the Specs as 500 PPI which is a Standard Resolution used Globally by FBI/AFIS System. | Reason: Resolution 512 PPI is not a Standard Resolution and it is a Vendor Spec. Request to Change the Specs as 500 PPI which is a Standard Resolution used Globally by FBI/AFIS System. | Please refer corrigendum |

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| 112 | Volume I | VOL 1 , Page No 225 9. Finger Print Reader | RFP: Optical/Film Coating:Hygroscopic Request to remove the spec. | Reason: This is a Vendor Specific.Request to remove the spec. | Please refer corrigendum |
| 113 | Volume I | VOL 1 , Page No 225 & 226 9. Finger Print Reader | Others : * Should be of Forensic Grade and * Should be PIV(Personal Identification and Verification) Standards Compliant | Reason: Apart from Forensic Grade and PIV Standards Compliant Need to Add more Certification as given below for Proven and Stable finger Device. * IAFIS Image Quality Specification(IQS) for Scanners, MIL-STD-810F,FIPS 201 PIV,FCC,CE,ROHS Compliant *Standards: ANSI/NIST/ISO Biometric Standards | Please refer corrigendum |
| Newgen | | | | | |
| 114 | Volume I | Vol1 , Page 168, Annexure 10 | DMS | Newgen has also done more than 800+ implementations using Workflow and DMS Platforms. Based on the similar work Newgen has done with other government and PSU entities below are our recommendations: It is requested to allow participation of Newgen DMS which is an equivalent or better DMS product than opensource DMS mentioned in RFP and has all the features like Scanning Engine, Content level search, Web Based retrieval, Access based security and Efficient Document Storage methodology.Also we would like to know the number of users of DMS | Part of CAS application. If required SI may customize |
| 115 | Volume I | Vol1 , Page 168, Annexure 10 | Workflow engine | It is also requested to allow participation of Newgen BPM which is better than other Workflow Management Software. Newgen Workflow Management Software provides Graphical Process Designer with Form Designer Capability, Real-time Monitoring Dashboard, Web Based User Access, and BPEL / BPMN Compliant Tool. | Part of CAS application. If required SI may customize |
| 116 | Volume I | Vol1 , Page 168, Annexure 10 | Database | As we understand that Puducherry Police is looking for any standard application server like glassfish, jboss etc. Please confirm our understanding. | Looking for standard Database Server. |
| 117 | Volume I | Vol1 , Page 168, Annexure 10 | Application Server | As we understand that Puducherry Police is looking for any standard database server like MySQL,PostgreSQL, MS-SQL,Oracle etc. Please confirm our understanding. | Looking for standard Application Server. |
| Payoda Technologies | | | | | |
| 118 | Volume I | Page 204 - Specification for Database Server | X86 based Processor, Minimum 2.6 GHz. Processor, should be latest series/generation,, 2 CPU socket fully loaded | What Core CPU to be Proposed? Is it Quad Core or Hexa Core CPU Required? | Repeated query. Clarification already provided. |
| 119 | Volume I | Page 206 - Specification for Other Servers | X86 based Processor. The Frequency should be minimum 2.5 GHz. Processor should be latest series/generation for the server model being quoted | What Core CPU to be Proposed? Is it Quad Core or Hexa Core CPU Required? | Repeated query. Clarification already provided. |

| Clarification on Pre-bid queries of CCTNS Puducherry | | | | | |
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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 120 | Volume II | Pt. 6(i)(i) (vii) Pg.26 | The Bidder (System Integrator) must have a proven track record of providing a successful 'Turnkey Solution' for at least five (5) IT- projects. At least one of the 5 quoted projects should be an integrated turnkey project of a value of Rs. 50 Crores or above in India including setting up and configuring the hardware (Servers, Desktop, Network Clients) and implementing software solution including Operating Systems, Infrastructure Management Software, RDBMS, establishment of LAN / WAN including Firewalls, IPS, PKI, etc. and providing life cycle support. The Bidder (System Integrator), a single legal entity registered in India, should be a profitable vendor for the last 3 years and must have a net worth of Rs.25 crores and an annual turnover of not less than 300 crores for the last 3 financial years (as on 31-03-2010). | Request for changing the value of one project from 50 crores and above to 10 crores and above. This enables a level playing field for all participants. CCTNS projects in states like Sikkim, Meghalaya etc have followed this. | Please refer RFP Vol.II Page No.25-27. |
| 121 | Volume II | Pt. 6(i)(i)(iv) Pg.26 | 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 crores for the last three financial years (as on 31 - 03 - 2010). | Request for clarification on the term profit i.e if a organization having operating profit i.e. profit before Tax will that be considered. Request for exemption of Profit clause for Central/State Govt. Organizations or State/Central Public Sector Undertaking. In CCTNS project in some states the states viz Sikkim, Meghalaya etc have considered operating Profit rather than profit after Tax. This creates a level playing field for all participants. | Please refer RFP Vol.II Page No.25-27. |
| 122 | Volume II | Pt. 6(i)(i)(vi) | In case of Consortium, they should have completion certificate for minimum project in the Sate/Central/PSU with an implementation in at least 100 locations. Project should be successfully running for at least 3 years. | Request for clarification on the following mentioned : (1) What is meant by 100 locations? (2) Kindly clarify to the term they? As at the top of this section it is mentioned that incase of consortium the 'Prime Bidder' needs to satisfy all criteria on his own. This creates a level playing field for all participants. This has been followed in CCTNS Projects in the states of Sikkim, Meghalaya, Nagaland etc. | Please refer RFP Vol.II Page No.25-27. |
| 123 | Volume II | Pt. 6(i)(i)(viii) Pg.26 | The Bidder (System Integrator) must have a proven track record of implementing at least two (2) eGovernance projects summing up to a value of Rs. 15 Crores. | Request to change the worth of the project from 15 Crores to 5 crores and above. This creates a level playing field for all participants. This has been followed in CCTNS Projects in the states of Sikkim, Meghalaya etc. | Please refer RFP Vol.II Page No.25-27. |

| Clarification on Pre-bid queries of CCTNS Puducherry | | | | | |
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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 124 | Volume II | Pt. 6(i)(i)(ix) Pg.26 | The bidder anyone in the consortium must have prior experience of working on at least 1 Software Services Project3 for Government of India, any of the UT governments or Public Sector Units. The project must be worth at least Rs. 2 - 3 Crores. | Request to kindly change the clause as "The project must be worth at least Rs. 50 Lakhs or above". This gives a level playing field for all interested participants. This has been followed in CCTNS projects in the states of Sikkim, Meghalaya etc. | Please refer RFP Vol.II Page No.25-27. |
| 125 | Volume II | Pt. 6(i)(i)(x) Pg.26 | The bidder each member of the consortium should have at least 100 permanent IT employees (Proof as Professional Tax return/PF Statement to be submitted with bid). | Request to rephrase the clause as " The bidder each member of the consortium should have at least 100 permanent IT employees(Proof as Professional Tax return/PF Statement to be submitted with bid)" to " The bidder each member of the consortium should have at least 100 permanent IT employees(Proof as Professional Tax return/PF Statement to be submitted with bid) , However the consortium partner/partners may be exempted but must at least have 50 OR > 50 permanent IT employees. (Proof as Professional Tax return/PF Statement to be submitted with bid) This will create a level playing field to all participants. | Please refer RFP Vol.II Page No.25-27. |
| 126 | Volume II | Pt. 6(i)(i)(xi) Pg.26 | The bidder (System Integrator) must have been assessed and certified for CMMi Level 3 or above and ISO 9001 in IT services and preferably ISO 27001 certified. | Request to change the clause as " The bidder (System Integrator) must meet at least one of the below criteria: i. The bidder must have been assessed and certified for CMMi Level 3 or above. The certificate should be valid for atleast a period of one year from the date of submission of the bid. ii. The bidder must have been assessed and certified for ISO 9001 or above. This will create a level playing field to all participants. This has been followed in CCTNS Projects in some states viz Sikkim, Meghalaya etc. | Please refer RFP Vol.II Page No.25-27. |
| 127 | Volume II | Pt. 6(i)(i)(xii) Pg.26 | SI should provide all the documents such as inter alia, Work orders, Completion certificates, Company registration certificate, Memorandum of Association for Consortium, for all the projects. | Request to clarify "Memorandum of Association for Consortium". | Please refer RFP Vol.II Page No.25-27. |
| 128 | Volume II | Pt.6.1.5 Pg.29 | Technical Evaluation Criteria Cut Off Score | Request to make the Cut Off Score as NA. As there are no evaluation Matrix available, we request you to make the Cut Off Score as NA. This was done in CCTNS projects in the states of Sikkim, Meghalaya, Nagaland etc. | Refer RFP Vol.II Page No.30. |
| Roita - Mumbai | | | | | |
| 129 | Volume I | Vol1 - Technical Page 166 | General verification module 2 - Should be linked with payment gateway for receiving fees against providing service verification | Do you have requirement of interface with Payment Gateways? | Repeated query. Clarification already provided. |

| Clarification on Pre-bid queries of CCTNS Puducherry | | | | | |
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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 130 | Volume I | Vol - I Technical Annexure 9- Functional Requirement Specifications Page 133 | Language Localization Support | Language Localization Support : Do you have requirements of local language support? If yes, please state languages. | Repeated query. Clarification already provided. |
| 131 | Volume I | Vol - I Technical Annexure 9- Functional Requirement Specifications Page 133 | Functional Requirement Specifications | The Annexure-9 lists requirements for CAS application modules as well state specific modules. Are requirements listed additional/enhancements for CAS application? | Please refer RFP Vol.I Page No.133-167. |
| 132 | | N/A | Requirements of SMS / Digital Signature | Requirements of SMS / Digital Signature – how many nos. of digital signatures are required for the CCTNS application in the state. | Repeated query. Clarification already provided. |
| 133 | Volume I | Sr.no. 1 Pg.no. 2 Volume – I Techno-Functional Requirements | RFP reference No and date- 08th June 2011 | We request you to provide RFP Reference no. | Ref.No.08/CCTNS/2011, dt.8.6.2011 |
| 134 | Volume I | Sr. no. 7 and 8 Pg. no. 2 Volume – I Techno-functional Requirements | Release of response to clarification on - 11th July 2011 Last date (deadline) for receipt of proposals in response to RFP notice - 11th July till 12.00 pm at the office IGP, Police Headquarters, Puducherry ☐ | The response to clarifications and bid submission date are same. Please clarify | Please see the revised dates in corrigendum |
| 135 | Volume II | Clause 3.1.8 (i) Pg. no. 10 Volume – II Commercial and Bidding Terms” | i. Bidders shall submit, along with their Bids, EMD of Rupees 20, 00,000 lakhs only, in the form of a Demand Draft issued by the bank in favor of Puducherry Police EGovernance Society (PPEGS) payable at Puducherry of any nationalized bank situated at <<City Name>> and valid for 180 days from the due date of the tender. Bid security in any other form will not be accepted. Format for bid security is provided in Annexure –12.1.3 Other Formats. ii. Bank Guarantees are to be issued by Indian Public Sector Banks or Private Sector Banks authorized by the Government to conduct Government transaction. ☐ | Pl. confirm, what is the correct form of EMD required? If it is DD, we request you to change EMD from DD to BG. Annexure 12.1.3 is the format for Bid Cover letter, hence also provide the format of BG | Refer to RFP. Vol.II, Page No.39. |

| Clarification on Pre-bid queries of CCTNS Puducherry | | | | | |
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| 136 | Volume II | Clause 6.1.1 (vi) Pg. no. 26 Volume – II “Commercial and Bidding Terms” | In case of Consortium, they should have completion certificate for minimum project in the Sate/Central/PSU with an implementation in at least 100 locations. Project should be successfully running for at least 3 years. | We understand that this clause is applicable to only Consortium bidders. Please clarify. | If there is one bidder then applicable, on lead bidder if consortium then applicable to consortium. |
| 137 | Volume II | Clause 11.4, Form 3, Infrastructure at Client site locations Pg. no. 66, 68 Volume – II “Commercial and Bidding Terms” | Under column 'Items', there is a mention of OPE (Paper / toner) for 3 years | It will be difficult for bidders to estimate consumption of these items for a period of 3 years. Hence we request you to remove these OPE from the bidders Scope. | Unit rate has to be there bidding over a period of entire project. |
| 138 | Volume II | Clause 11.4, Form 3, Infrastructure at Client site locations Pg. no. 67 Volume – II “Commercial and Bidding Terms” | Qty. of Electronic pen indicated as 3 years | This seems to be a typo error. Pl. provide the correct qty | Yes. Will be removed. |
| 139 | Volume II | Clause 11.3, Form 2, (Pricing format) for Site Preparation at Client site locations Pg. no. 63 Volume – II “Commercial and Bidding Terms” | Site preparation requirement not provided for Circle offices, District HQ, SSP etc. | Pl. provide the same | Will provide as a corrigendum |
| 140 | Volume II | Clause 11.2 - C. Pricing Summary Pg. no. 66, Volume – II “Commercial and Bidding Terms” | (C) Blended Person Month Cost for 300 Person Months | Please clarify whether the 300 Person Months is part of Sl. No. (1) of pricing summary or this is required additionally. | Part of Sl |

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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 141 | Volume II | Clause 8.2 : Liquidated Damages Pg. no. 39 Volume – II "Commercial and Bidding Terms" | In the event of the Bidder's failure to submit the Bonds, Guarantees and Documents and supply the solution / equipment as per schedule specified in this RFP, Puducherry Police may at its discretion withhold any payment until the completion of the contract. Puducherry Police may also deduct from the Bidder as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered services (as detailed in Volume I of this RFP) for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not more than 10% of the value of delayed services. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Puducherry Police under the contract and law. | We request you to kindly relax the maximum value of the Liquidated Damages to not more than 5% of the value of delayed services, instead of 10%. | Refer to RFP. Vol.II, Page No.39. |
| 142 | Volume I | RFP Volume - I Section 5.10 Page 86 | Capacity Building | Provide duration of training for each module (i.e. Awareness and sensitization of benefits of IT System, Basic Computer Awareness, Role based training for CCTNS application users, Network & System Administrator Training, Trainers training)? | SI to decide by incorporating reality of ambient after selection |
| 143 | Volume I | RFP Volume - I Section 5.10 Page 85, 86, 120 | Capacity Building | Page 86 mentioned about Basic Computer Awareness and database management training will be imparted by Puducherry cooperative institute. But as per page 120 it is not clarified that it is under only SI scope. Please clarify. | Refer to RFP. Vol.I, Page No.86. |
| 144 | Volume I | RFP Volume - I Section 5.10 Page 85, 120 | Capacity Building | Total nos of trainees given on page 120 are not matching after addition of total nos of trainees in phase I, II and phase III. Information needed a. Kindly clarify the exact nos of trainees in each phase. b. In each phase module wise break is required for each group. □ | Refer to RFP. Vol.I, Page No.120. Module wise break will be provided as Corrigendum |
| 145 | Volume I | RFP Volume - I Section 5.9 Page 85, 82 | Data Migration and Data Digitization | a. Kindly confirm nos of case files for the digitization (95500 OR 105500 – as per calculations given in the clause) b. Approximately how many nos of pages (average) are there in one case files for digitization? | Please refer corrigendum for Data Digitization |
| 146 | General | General | Total users and Concurrent users | What are total nos of users accessing CCTNS applications? What are total nos of concurrent users accessing CCTNS applications? | Repeated query. Clarification already provided. |

| Clarification on Pre-bid queries of CCTNS Puducherry | | | | | |
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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 147 | Volume I | RFP Volume - I Section 5.12 Page 96 | Document Scanning | TIFF images generally occupy more space than compressed formats like JPEG. This would also affect rendering time at later stages when the system is fully operational. JPEG format would be a better solution, with smaller size and faster and sharper rendering | Suiting the latest application available as a better solution |
| 148 | Volume II | Clause 6.1.1 (vii) Pg. no. 26 Volume – II "Commercial and Bidding Terms" | The Bidder (System Integrator) must have a proven track record of providing a successful 'Turnkey Solution' for at least five (5) IT - projects. At least one of the 5 quoted projects should be an integrated turnkey project of a value of Rs. 50 Crores or above in India | The value of the project seems to be stringent. We request you to kindly dilute to 5 Crores. | Refer to RFP. Vol.II, Page No.25-27. |
| 149 | Volume I | VOL I, 5.7 Infrastructure at the Data Center & Disaster Recovery Centre, Page 74 VOL I, Annexure, 12 Page 184 | RFP: Bill of materials for DC & DR is provided in Annexure-12 RFP: The Data Center design has been proposed to reach redundancy and scalability. As per the above diagram three layered architecture has been followed for LAN equipment, security infrastructure and Wide area Network. DMZ has been created for online services of the applications and other online services from the organization prospective. The layer has been mentioned in the diagram as Access Layer Core Switches, Distribution Layer modular switch, Core Layer modular switch. Dual Intranet routers, dual firewalling system, IPS/IDS and dual | Clarification Sought: 1. Only Specifications of "Layer 2 switch (16 Port) and Router at Site" are available in RFP on the Networking Active Components segments. 2. Specification for Access Layer Core Switches, Distribution Layer modular switch, Core Layer modular switch. Dual Intranet routers, dual firewalling system, IPS/IDS and dual internet switches are not included in the RFP, request to provide the specifications and Bill of Material accordingly. | Repeated query. Clarification already provided. |
| 150 | Volume I | VOL 1, 5.7 Infrastructure at the Data Center & Disaster Recovery Centre, Page 72 | RFP: The SI shall provide system integration services to procure and commission the required software and infrastructure at the State Data Centre and Disaster Recovery Centre, deploy the complete CCTNS applications suite (configured and customized CAS (State), additional modules developed, and integrate with CAS (Centre) and any External Agencies as provided in the functional scope). | Clarification Sought: Indicative Bill of Material and Specifications for Networking Active Components of DC & DR are missing in RFP, request to provide it | Repeated query. Clarification already provided. |
| 151 | Volume I | VOL 1, Specification for Router at Site | RFP: Specification for Router at Site | Clarification Sought: The mentioned router is required at Client Site (CIPA Police Stations)? Since it is not mentioned in the list of "The list of ICT infrastructure requirements " under page 69 and 70 | Repeated query. Clarification already provided. |

| Clarification on Pre-bid queries of CCTNS Puducherry | | | | | |
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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 152 | Volume I | VOL 1, Specification for Unified Threat Management Device, Page 212 | VPN Throughput Minimum 300 Mbps Request to change the specification as "VPN Throughput Minimum 100 Mbps or Can be achieve this using external appliance" | Reason: 48 sites with maximum WAN bandwidth of 2Mbps shall achieve only 96 Mbps WAN bandwidth. Hence the VPN throughput shall not be required above 96 Mbps (actual WAN BW). Request to modify the 300 Mbps VPN throughput to 100 Mbps or achieve this using an external appliance | Repeated query. Clarification already provided. |
| 153 | Volume I | VOL 1, Server Load Balancer, Page 210 | RFP: Memory: Minimum 1 GB Request to change the specification as "Memory: Minimum 4 GB scalable to 8 GB " | Reason: 4 GB memory scalable to 8 GB is available from all OEM now. Since it is important to give so many features on same appliance with good performance | Repeated query. Clarification already provided. |
| 154 | Volume I | VOL 1, Server Load Balancer, Page 210 | Request to include "The appliance should have minimum 2 Gbps compression support " | Reason: Web compression makes application become 3x to 5x faster thus improving application performance and enhancing user access for the site. Therefore it is requested to have 2 Gbps compression support for the proposed 2 Gbps scalable to 4 Gbps load balancer. | Repeated query. Clarification already provided. |
| 155 | Volume I | VOL 1, Server Load Balancer, Page 210 | Request to include "Dual power appliances" | Reason: The appliances should be dual power to have higher MTBF and hardware resiliency | Repeated query. Clarification already provided. |
| 156 | Volume I | VOL 1, Specification of SAN Storage Box , Page 208 | RFP: Offered Storage subsystem shall support more than 1,00,000 IOPS Request to change the specification as "Offered storage subsystem support more than 60,000 read IOPS" | Reason: Storage requirement demanding mid-range storage subsystems. IOPS mostly depends upon hard drives. No midrange based storage array will support required iops. For 1 lac IOPS need to proposed enterprise class which is too expensive | Repeated query. Clarification already provided. |
| 157 | Volume I | VOL 1 , Page No 225 9. Finger Print Reader | RFP: Prism Architecture: Dual Prism Request to keep as Standard Prism Architecture. □ | Reason: Dual Prism is not a Standard and recognized globally. This is Proprietary spec. Request to keep as Standard Prism Architecture. | Repeated query. Clarification already provided. |
| 158 | Volume I | VOL 1 , Page No 225 9. Finger Print Reader | RFP: Size of Window: 18mm X 22mm Minimum Request to mention as 46mm X 46mm Scanner Size to capture even Dual Finger, Single and Rolled Scanner. | Reason: For Dual Finger and Rolled one 18mm X 22 mm is not enough. Request to mention as 46mm X 46mm Scanner Size to capture even Dual Finger, Single and Rolled Scanner | Repeated query. Clarification already provided. |
| 159 | Volume I | VOL 1 , Page No 225 9. Finger Print Reader | RFP: Resolution: 512 PPI Upgrade Request to Change the Specs as 500 PPI which is a Standard Resolution used Globally by FBI/AFIS System. | Reason: Resolution 512 PPI is not a Standard Resolution and it is a Vendor Spec. Request to Change the Specs as 500 PPI which is a Standard Resolution used Globally by FBI/AFIS System. | Repeated query. Clarification already provided. |
| 160 | Volume I | VOL 1 , Page No 225 9. Finger Print Reader | RFP: Optical/Film Coating: Hygroscopic Request to remove the spec. | Reason: This is a Vendor Specific. Request to remove the spec | Repeated query. Clarification already provided. |

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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 161 | Volume I | VOL 1 , Page No 225 & 226 9. Finger Print Reader | Others : * Should be of Forensic Grade and * Should be PIV(Personal Identification and Verification) Standards Compliant | Reason: Apart from Forensic Grade and PIV Standards Compliant Need to Add more Certification as given below for Proven and Stable finger Device. * IAFIS Image Quality Specification(IQS) for Scanners, MIL-STD-810F,FIPS 201 PIV,FCC,CE,ROHS Compliant *Standards: ANSI/NIST/ISO Biometric Standards | Repeated query. Clarification already provided. |
| Array Networks | | | | | |
| 162 | Volume I | 210/Server Load Balancer | New spec | The appliance should have minimum 2 Gbps compression support. Web compression makes application become 3x to 5x faster thus improving application performance and enhancing user access for the site. Therefore it is requested to have 2 Gbps compression support for the proposed 2 Gbps scalable to 4 Gbps load balancer. | Not Part of the RFP |
| 163 | Volume I | 210/Server Load Balancer | New spec | Dual power appliances. The appliances should be dual power to have higher MTBF and hardware resiliency | Not Part of the RFP |
| 164 | Volume I | 210/Server Load Balancer | Memory: Minimum 1 GB | Memory: Minimum 4 GB scalable to 8 GB. 4 GB memory scalable to 8 GB is available from all OEM now. Since it is important to give so many features on same appliance with good performance | Not Part of the RFP |
| Tulip | | | | | |
| 165 | Volume I | Vol-I page 71 | Coordination with BSNL for ensuring Operations and Maintenance of networking hardware to ensure compliance to the SLAs as offered by BSNL. | What is the role of SI regarding BSNL bandwidth SLA? Will SI act as coordinator between BSNL and customer? If the service is unavailable? How will state measure who is defaulter Bandwidth provider or the SI? | Broadband and PSWAN connectivity already exists while alternate connectivity is in negotiations by MHA |
| 166 | Volume I | Vol-I Page 75 | The tool should have the capability to configure different polling speeds for different devices in the managed infrastructure with capability to poll critical devices using 30 second poll periods. | What would be approx number of critical devices? | SI to decide |
| 167 | Volume I | Vol-I Page 75 | The proposed tool should integrate with network performance management system and support operating system monitoring for various platforms including Windows, UNIX and Linux. | Pls add Sun Solaris also. Most of the rugegd tools run on Sun Servers with Oracle Data base. | SI to decide |
| 168 | Volume I | Vol-1 page 193 | Should have sufficient Storage capacity should to support all reporting data for 5 Years of DC/DR operation. | For how much duration, on-line storage is required? | Life span of the contract period |
| 169 | Volume I | Vol-1 page 194 | Alerts should be shown on the Event Management map when thresholds are exceeded and should subsequently be able to inform Network Operations Center (NOC) and notify concerned authority using different methods such as pagers, emails, etc. | Pls add SMS Also | Refer to RFP |
| 170 | Volume I | Vol-I page 202 | Power Supplies: Power supplies should have N+N | It should be N+1 configuration | Refer to RFP |

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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 171 | Volume I | Vol-I page 213 | Firewall Throughput Minimum 4.5 GBPs | Is it 4.5 GBPs or Gbps? | Clause can be read as "Firewall Throughput Minimum 4.5 Gbps" |
| 172 | Volume I | Vol-I page 223 | Interfaces: 2 integrated 10/100 Ethernet ports on board, 1-Port Serial WAN Interface Card along with V.35 serial DTE cable., 1-Port ISDN WAN Interface Card (dial and leased line) for backup. | router should have 2x10/100 WAN ports. 1 Port serial WAN interface card may have bandwidth scalability limitations that may render the router useless when scalability is required. | As per RFP |
| 173 | Volume II | VOL-II Page 26 SI No Vii. | The Bidder (System Integrator) must have a proven track record of providing a successful 'Turnkey Solution' for at least five (5) IT - projects. At least one of the 5 quoted projects should be an integrated turnkey project of a value of Rs. 50 Crores or above | Request to consider the integrated turnkey project value as Rs.5Crores or above instead of Rs.50 Crores. | Refer to RFP. Vol.II, Page No.25-27. |
| 174 | Volume II | VOL-II Page 26 SI No Xi | The bidder (System Integrator) must have been assessed and certified for CMMi Level 3 or above and ISO 9001 in IT services and preferably ISO 27001 certified | Request to consider as follows: CMMi Level 3 or above or ISO 9001 in IT services and preferably ISO 27001 certified | Refer to RFP. Vol.II, Page No.25-27. |
| 175 | Volume II | VOL-II Page 26 SI No iv | 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 crores for the last three financial years (as on 31 - 03 - 2010). | Request to be changed to turn over of RS 100 crores for last financial year | Refer to RFP. Vol.II, Page No.25-27. |
| 176 | Volume II | VOL-II Page 28 | Lead member of the consortium shall independently fulfill the qualification criteria and as a signatory to the agreement be solely responsible for all obligations under the agreement. | eligibility criteria may be fulfilled by the consortium and not by Lead bidder alone. | Refer to RFP. Vol.II, Page No.25-27. |
| 177 | Volume II | Vol- II page 12 | 3.1.13 Deadline for Submission of Proposal: Last Date & Time of submission: 11th July 2011 on or before 12:00PM | Request for an extension for further 2weeks. | Refer to RFP |
| 3i Infotech | | | | | |
| 178 | Volume II | Vol – 2/ Section 8.2 | Liquidated damages | Request to kindly cap aggregate penalty to a maximum of 5% of the contract value. | Refer to RFP. Vol.II, Page No. 39 |
| 179 | Volume II | Vol – 2/ Section 8.3 | 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." | Refer RFP |

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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 180 | Volume II | Vol – 2/ Section 8.4 | Bespoke development | We request to kindly consider adding "Subject to fulfillment of all of the following conditions: 1. Puducherry 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." | Refer RFP |
| 181 | Volume II | Vol – 2/ Section 8.5 | 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." | Refer RFP |
| 182 | Volume II | Penalty | Violations and associated penalties | Request to kindly consider capping cumulative penalty to a maximum of 5% of contract value. | Refer RFP |
| 183 | Volume II | 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. | Refer RFP |

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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 184 | Volume II | Vol- 2/8.5 | The operations and maintenance phase is for a period of Five years post Go - Live in the last district. The lump - sum cost quoted for the Operations and Maintenance Phase will be divided into 10 equated installments and made as 10 equal payments upon satisfactorily adhering to the SLAs. The payments during the Operations and Maintenance Phase will be made at the end of every six months after the delivery of the services upon satisfactorily adhering to the SLAs defined in the volume 1 of this RFP | We request to kindly consider payment for operations and maintenance phase to be paid Quarterly. | Refer RFP Vol.II Page No.41. |
| 185 | Volume I | Vol- I/ pt vii/ pg 26 | The Bidder (System Integrator) must have a proven track record of providing a successful 'Turnkey Solution' for at least five (5) IT - projects. At least one of the 5 quoted projects should be an integrated turnkey project of a value of Rs. 50 Crores or above in India including setting up and configuring the hardware (Servers, Desktop, Network Clients) and implementing software solution including Operating Systems, Infrastructure Management Software, RDBMS, establishment of LAN / WAN including Firewalls, IPS, PKI, etc. and providing life cycle support. | Request to kindly consider change to - The Bidder (System Integrator) must have a proven track record of providing a successful "Turnkey Solution" for atleast five (5) ITprojects1. At least one of the 5 quoted projects should be an integrated turnkey project of a value of Rs 5 Crore or above in India including setting up and configuring the hardware (Servers, Desktop, Network Clients) and implementing software solution including Operating Systems, Infrastructure Management Software, RDBMS, establishment of LAN / WAN including Firewalls, IPS, PKI, etc. and providing life cycle support. | Refer RFP Vol.II Page No.25-27 |
| 186 | Volume I | Vol- I/ pt viii/ pg 26 | The Bidder (System Integrator) must have a proven track record of implementing at least two (2) eGovernance projects2 summing up to a value of Rs. 15 Crores | We request to kindly consider - The Bidder (System Integrator) must have a proven track record of implementing at least two (2) e-Governance projects2 summing up to a value of Rs 5 Crore or above | Refer RFP Vol.II Page No.25-27 |
| 187 | Volume I | Vol- I/ pt ix/ pg 26 | The bidder anyone in the consortium must have prior experience of working on at least 1 Software Services Project3 for Government of India, any of the UT governments or Public Sector Units. The project must be worth at least Rs. 2 - 3 Crores | We request to kindly consider - The bidder must have prior experience of working on at least 1 Software Services Project3 for Government of India, any of the State/UT governments or Public Sector Units. The project must be worth at least Rs. 50 Lakhs | Refer RFP Vol.II Page No.25-27 |

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| HCL | | | | | |
| 188 | Volume I | volume I,Pg.No:183 Annexure 12 | Data Center Optimization with Scalability and Redundancy | Please clarify the need of points mentioned under this title, while the CCTNS is hosted at Pondy SDC. | CCTNS Project is to be a colocated Model at PYSDC |
| 189 | Volume I | volume I,Pg.No:187 Annexure 13 | EMS Solution | Please clarify whether SI has to provide a complete suite of EMS for CCTNS or provide only additional licenses for the EMS available at Pondy SDC | Complete suite of EMS |
| 190 | Volume I | volume I,Pg.No:187 Annexure 13 | SNMP and MIB complaint | All the police stations are going to get connected on VPN over broadband. Dept has to ensure that they get ADSL modems from bandwidth provider with SNMP v2/v3 and MIB-ii populated at factory. | Repeated query. Clarification already provided. |
| 191 | Volume I | volume I,Pg.No:203 Annexure 13 | Blade Enclosure - Blade bays | Please amend it as "Blade Chassis to accommodate minimum of 8 hot pluggable blade servers with SAS HDDs. Each blade server should have redundant power and IO connectors " | As per RFP |
| 192 | Volume I | volume I,Pg.No:204 Annexure 13 | Blade Server - Database and other servers | Please remove half height blade specification, since it does not have redundant connectors. | SI to decide |
| 193 | Volume I | volume I,Pg.No:207 Annexure 13 | SAN Storage - Usable Capacity | Please clarify the 10 TB / 25 TB usable capacity should be achieved using what RAID level and what kind of hard disks | Raid 5/6 or better |
| 194 | Volume I | volume I,Pg.No:208 Annexure 13 | SAN Storage - IOPS | Please remove this point as this indicates only Cache IOPS and not a true system wide performance. | Repeated query. Clarification already provided. |
| 195 | Volume I | volume I,Pg.No:211 Annexure 13 | Tape Library | Page 174 says only tape media is required for CCTNS. Whereas in multiple places in the RFP (BoM and Specs) calls for tape library supply as well. Please clarify what is required Tape Library with tapes or only Tapes. Also mention how many data and cleaning tapes are required | Automated Tape Library is required |
| 196 | Volume I | volume I,Pg.No:223 Annexure 13 | Router at Site | Please clarify the routers will be supplied by SI or by bandwidth provider | Bandwidth Provider |
| 197 | Volume I | volume I,Pg.No:232 Annexure 13 | Rack 42U | Please clarify the racks will be provided by DCO or SI. If by SI then amend the depth to 1000mm. | SI should provide racks in syn. with PYSDC |
| 198 | Volume I | volume I,Pg.No:232 Annexure 13 | Rack 42U | Also remove the FAN spec from racks. It will not be used in a datacenter cooled with PACs. | SI to decide |
| 199 | Volume I | volume I,Pg.No:234 Annexure 15 | SLA - Service Window | Time mentioned under "Scheduled Operation Time" and "Business Hours" are contradicting. Please clarify the correct time and also may simplify it with a single service window matrix | As per RFP |
| 200 | Volume I | volume I,Pg.No:237 Annexure 15 | SLA - Production CAS | Connectivity related SLA should be limited to the failure of hardware supplied by SI. Bandwidth related failure should not be attributed to the SI. | As per RFP |
| 201 | Volume I | volume I,Pg.No:238 Annexure 15 | Infra Availability | RPO targets are contradicting. Please clarify the correct RPO required. | RPO should be 60 min |
| 202 | Volume I | volume I,Pg.No:244 Annexure 15 | Network uptime | Connectivity related SLA should be limited to the failure of hardware supplied by SI. Bandwidth related failure should not be attributed to the SI. | Repeated query. Clarification already provided. |

| Clarification on Pre-bid queries of CCTNS Puducherry | | | | | |
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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 203 | Volume I | volume I,Pg.No:249 Annexure 15 | Network Specific SLAs | All of these parameters are attributes of bandwidth and hence they should be excluded for SIs | Yes |
| 204 | Volume I | 4.7/pg-41/ Vol I | The WAN connectivity for the CCTNS project will be provided by BSNL through MPLS connectivity at select offices and VPN on Broadband for rest of the offices. For offices which cannot be connected through conventional means, VSAT connectivity would be provided. SWAN connectivity will be used to backup. However, SI will be responsible for setting up and maintenance of LAN at the individual offices. | How the delay or penalty not attributable to SI will be factored in while determining the completion of successful commissioning or acceptance completion or Go Live? For example if there is delay or penalty solely attributable to BSNL components which is finally impacting the completion of acceptance testing, then how it would be factored in such calculation of acceptance completion or penalty calculation? | If the failure is directly pointed with connectivity via BSNL broadband or PSWAN, a timely liaisoning with Nodal officer to resolve the issue to be communicated in writing to decide the fax in issue in ascertaining the delay/penalty on part of SI |
| 205 | Volume I | (xiii)/ pg-107/ Vol I | It is to be noted that if the overall penalty applicable for any of the review period during the currency of the contract exceeds 25% or if the overall penalty applicable for any of the successive half year periods during the currency of the contract is above 15%; then the state / UT shall have the right to terminate the contract. | What is the maximum value of penalty during a measurement period? Request to add a clause here specifying a maximum level of penalty in any given measurement period? | Refer RFP |
| 206 | Volume I | Vol I | No limitation of liability clause | What is the maximum limit on the liability? There is no separate clause mentioned in the RFP for limitation of liability? Request to please include such clause. | Refer RFP |
| 207 | Volume I | RFP Vol-1, Page no 58, Section 4.14.3(C) | Assessment of data encryption mechanisms implemented for the solution | Hardware Security Module should be used to provide a higher level of security. The PKI public and private keys will be stored inside the hardware module thus making it inaccessible, tamper proof and highly secure. | The existing security architecture may be utilized |
| 208 | Volume I | RFP Vol-1, Page no 58, Section 4.14.3(e) | Server and Application security features incorporated etc | Request you to add Server and Client agent based HIPS solution to protect all servers in the Data Centre because todays attacks are targeted to DC and all Server in the Data Centre should be self defending. OS and Application patches are critical but really difficult to deploy on time. We suggest to add HIPS solution with Virtual patching functionality. | SI to decide |
| 209 | Volume I | RFP Vol-1, Page no 121, Annexure VI : 2 | Server Load Balancer | Request you to please mention the quantity of server load balancer needed | Not part of the RFP |
| 210 | Volume I | RFP Vol-1, Page no 121, Annexure VI : 3 | Link Load Balancer | Request you to please mention the quantity of Link load balancer needed | Not part of the RFP |
| 211 | Volume I | Vol 1, Infrastructure Availability, Page 88 | RPO (zero data loss in case of failure of Primary DC) should be zero minutes | Please Re-Phrase as: RPO (zero data loss in case of failure of Primary DC) should be <60 minutes Zero Data Loss has a minimum requirement of 3-Site DR with a near recovery site. As the tender does not mention about Near Recovery site, Zero RPO is not possible in the given architecture. | Repeated query. Clarification already provided. |

| Clarification on Pre-bid queries of CCTNS Puducherry | | | | | |
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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 212 | Volume II | Vol2, clause 6.1.1 xi, page 25 | The bidder (System Integrator) must have been assessed and certified for CMMi Level 3 or above and ISO 9001 in IT services and preferably ISO 27001 certified. The certificate should be valid for at least a period of one year from the date of submission of the bid. | please change the clause to : the certificates should be valid for at least a period of one year on the date of submission of the bid. State Government should allow companies who have obtained certification as early as 2008 or 2009 | Refer RFP Vol.II Page No.25-27 |
| 213 | Volume II | vol 2, clause 12.1.22, page 101 | unblemished past record and was not declared blacklisted or ineligible to participate for bidding during last five financial years by any State/Central Govt. or PSU due to breach of general or specific instructions, corrupt / fraudulent or any other unethical business practices.. | Please change the clause to : in case the authority who was blacklisted issues a waiver certificate, same should be considered or its should be limited to the state which has issued the RFP. | Refer RFP Vol.II Page No.25-27 |
| 214 | Volume I | CCTNS Implementation Framework, RFP Page No. - 10 | Core Application Software (CAS) (to be configured, customized, enhanced and deployed in States | While enhancing, can we know ratio of enhancement and the customization required | SI to access on reality |
| 215 | Volume I | 4 Role of Software Development agency (SDA) in supporting CAS, RFP Page No. - 23 | Application Management Services for CAS (State) and CAS (Center) | In one of the application i.e. Updating and maintenance of all project documents, in case of enhancement of existing State module, will SDA update its code document as well | SI to access on reality |
| 216 | Volume I | 4 Role of Software Development agency (SDA) in supporting CAS, RFP Page No. - 23 | Cost and effort estimate shall be mutually agreed upon between SDA and NCRB | Is there any model available for cost and effort estimation | No |
| 217 | Volume I | Language Localization Support, RFP Page No. - 25 | Language Localization Support | What kind of local language support is required | Repeated query. Clarification already provided. |
| 218 | Volume I | Regression, Integration, System and Functional Testing, RFP Page No. - 37 | This would include exhaustive testing including functional testing, performance testing (including load and stress), scalability testing and security testing. Functional testing will be led by the SI's experts | After enhancement of CAS(State) module as per state requirement, then for load and stress testing, how it would be decided, which portion of the modules are bottlenecked. | SI to assess on real ambient after selection as it involves the testing of database retrieval |
| 219 | Volume I | Regression, Integration, System and Functional Testing, RFP Page No. - 37 | Making all necessary arrangements for testing including the preparation of test data, scripts if necessary and setup of test environment (across multiple platforms) shall be the responsibility of the SI. | How only SI can plan for test data, where in overall testing exiting modules would be used with customized modules, so whether test data for exiting module would be provided by SDA or not | Repeated query. Clarification already provided. |

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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 220 | Volume I | CAS (State) Solution - Stack 2, RFP Page No. - 65 | Email/Messaging: Q-Mail | While opting Stack 2(MS Stack), how this qmail can be integrated with MS stacked solution, as this is being provided by center, is there any interface, which can be used to MS based solution | SI to integrate and take ownership, they can also quote better incase they wish to |
| 221 | Volume I | ITIL based Helpdesk System, RFP Page No. -119 | ITIL based Helpdesk System | is ITIL based helpdesk mandatory? | Yes |
| 222 | Volume I | (b) Non-CAS Systems in Production and Non Production Systems (Development, QA, and Training).., RFP Page No. - 87 | Test, QA and Training Servers. | Testing/training Infra is required or not | Yes its required |
| 223 | GENERAL | | GENERAL QUERIES | Whether existing modules would provide extensibility points by way of web services and API | Yes, by the way of MIS |
| 224 | GENERAL | | GENERAL QUERIES | Are existing modules based on SOA architecture, if yes then In whar capacity we can access these web services as SI | Capacity of SI |
| 225 | GENERAL | | GENERAL QUERIES | Is there will be transition and training from NCRB/SDA whose modules will be customized for state | Yes |
| IL & FS | | | | | |
| 226 | Volume II | Volume II - 3.1.8 Earnest Money Deposit (EMD) | Bidders shall submit, along with their Bids, EMD of Rupees 20, 00,000 lakhs only, in the form of a Demand Draft issued by the bank in favour of Pondicherry Police EGovernance Society (PPEGS) payable at Pondicherry of any nationalized bank situated at <<City Name>> and valid for 180 days from the due date of the tender. Bid security in any other form will not be accepted. Format for bid security is provided in Annexure –12.1.3 Other Formats. | The statement is contradictory please clarify whether we can submit the EMD in the form of Bank Guaranty also. This flexibility has been given in other State/ UT CCTNS bids. | No Bank guarentee, Demand Draft has to be given. |
| 227 | Volume II | Volume II- 6 Pre-Qualification Criteria- 6.1.1 UT of Pondicherry: (iv) Pg. No. 26 | iv. 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 cores for the last three financial years (as on 31 - 03 - 2010). | Request for change: Pls consider the latest financial year (2008-2009, 2009-2010, 2010-2011) instead of 2007-08, 2008-09, 2009-10) for the Turnover compliance Reference's: Please refer the Chandigarh CCTNS tender | Refer RFP Vol.II Page No.26 |

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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 228 | Volume II | Volume II - 6 Pre-Qualification Criteria- 6.1.1 UT of Pondicherry: (vii) Pg. No. 26 | vii. The Bidder (System Integrator) must have a proven track record of providing a successful 'Turnkey Solution' for at least five (5) IT - projects. At least one of the 5 quoted projects should be an integrated turnkey project of a value of Rs. 50 Cores or above in India including setting up and configuring the hardware (Servers, Desktop, Network Clients) and implementing software solution including Operating Systems, Infrastructure Management Software, RDBMS, establishment of LAN / WAN including Firewalls, IPS, PKI, etc. and providing life cycle support. | Request for change: Please consider the projects implemented out side of India with the project value of Rs. 20 Cores. Reference: Please refer Chandigarh CCTNS bid | Refer RFP Vol.II Page No.26 |
| 229 | Volume II | Volume II - 6 Pre-Qualification Criteria- 6.1.1 UT of Pondicherry: (vii) Pg. No. 26 | x. The bidder each member of the consortium should have at least 100 permanent IT employees (Proof as Professional Tax return/PF Statement to be submitted with bid) | It is difficult to submit the proof of Professional Tax Return / PF Statement of each individual employee, Hence Request you to kindly consider the undertaking for the same to accommodate requirement | Refer RFP Vol.II Page No.26 |
| 230 | Volume II | Annexure - 17 Pg 253 | Networking details of Police Station and Other Officers | Not visible. Provide a visible format. | It will be provided once SI is selected |
| 231 | Volume III | Vol-III Termination for Convenience - Page No:29 | The CLIENT may, by prior written notice sent to the SI at least 6 months in advance, terminate the Agreement, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Department's convenience, the extent to which performance of work under the Agreement is terminated, and the date upon which such termination becomes effective. | Request to provide more clarity on the payment to goods and services already rendered by the client. | Refer RFP |
| 232 | Volume III | Vol-III - Clause 4.2.e :Page No:19 | SI has to get the State CCTNS Application audited by 3rd party (STQC or any other designated party) before the Go - Live date. | Please provide the details regarding the rights in selecting the third party and quality criteria for accepting the application | Refer RFP |

| Clarification on Pre-bid queries of CCTNS Puducherry | | | | | |
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| 233 | Volume III | Vol -III- Clause 13.2.c. Page No:55 | It is hereby also clarified here that any change of control suggested beyond 15 % of the value of this Project will be beyond the scope of the change control process and will be considered as the subject matter for a separate bid process and a separate contract. It is hereby clarified that the 15% of the value of the Project as stated in herein above is calculated on the basis of bid value submitted by the System Integrator and accepted by the CLIENT or as decided and approved by CLIENT. For arriving at the cost / rate for change up to 15% of the project value, the payment terms and relevant rates shall | Please confirm whether 15% is limited to change control initiatives across the project ? | Refer RFP |
| 234 | Volume II | Volume-II,Section 10.1.6,Page No. 59_Staffing Schedule | Staff Scheduling Tabular Format,Column:Staff input(in the form of a bar Chart) | More Clarification Needed on Staff Input Parameter | 2500 total police workforce, subject to updation |
| 235 | Volume I | Vol -I, Page No. 70 -V- under 5.6 | The Police Stations and Higher Offices which are within the proximity of SWAN PoP (Point of Presence) will be connecting on LAN directly from SWAN PoP. The SI shall also coordinate with SWAN operator (Appointed under SWAN project) for Installation, Configuration, Testing and Commissioning of LAN connectivity for sites co-located within the SWAN PoP and LAN connectivity from SWAN NOC (Network Operation Centre) to the SDC. The SI shall be coordinating with SWAN operator for SLA Monitoring, Fault Reporting & Troubleshooting of the | SI can manage and troubleshoot links for their end but not SDC/SWAN end, Please clarify | All Police stations are connected only through broadband at present, while SCRIB and SDC are connected with PSWAN |
| 236 | Volume I | Vol -I, Page no. 73 | The following common Data Centre services will be available to the SI through the Data Centre Operator / Data Centre Service Provider: RACK | Please clarify whether the SI will provide RACKS for DC, confirm Please | Repeated query. Clarification already provided. |
| 237 | Volume I | Vol - I, Page No. 128 Point 2 | SI shall obtain the five year product warranty and five year onsite free service warranty on all licensed software, computer hardware and peripherals, networking equipments and other equipment | Software support will be provided on phone/remotely as per policies of OEM's but not onsite, kindly change it offsite support for System Software | Please refer corrigendum |

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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 238 | Volume I | Vol-I, Page No. 130 Point 4 | Updates/Upgrades/New releases/New versions/security patches. The SI shall provide from time to time the Updates/Upgrades/New releases/New versions/ security patches of the software and operating systems as required. The SI should provide free upgrades, updates & patches of the software and tools to UT as and when released by OEM. | RFP asked upgrade, we are suggesting not to mention upgrade as your application will run on existing software so upgrading the OS/Database will need to upgrade application software also | Refer RFP |
| 239 | Volume I | Vol - I, Page 229 | Generator 2 KVA | Specification asked 2 KVA but fuel capacity required 8 hours which is not available in 2 KVA DGSET. Please clarify | SI to decide |
| ITC Infotech | | | | | |
| 240 | Volume – II | Volume – II "COMMERCIAL & BIDDING TERMS, PRE-QUALIFICATION CRITERIA" Section 6 Page 25 | The Bidder / Prime Bidder (in case of a consortium) for the implementation of CCTNS in Puducherry Police implementation should satisfy all of the criteria below.... | Request that either the Bidder / Prime Bidder or the Consortium Partner (in case of a consortium) for the implementation of CCTNS in Puducherry Police implementation should satisfy all of the Pre-qualification criteria. | Refer RFP Vol.II Page No.25- 27 |
| 241 | Volume – II | Volume – II "COMMERCIAL & BIDDING TERMS, PRE-QUALIFICATION CRITERIA" Section 6.1.1 Page 26 | In case of Consortium, they should have completion certificate for minimum project in the Sate/Central/PSU with an implementation in at least 100 locations. Project should be successfully running for at least 3 years. | In case of Consortium, they should have completion certificate for minimum project in the Sate/Central/PSU/ Private Sector with an implementation in at least 100 locations. Project should be successfully running for at least 3 years. Or Any eGovernance project indirectly handled through a partner/ third party should be considered for the fulfillment of this clause. | Refer RFP Vol.II Page No.25- 27 |
| 242 | Volume – II | Volume – II "COMMERCIAL & BIDDING TERMS, PRE-QUALIFICATION CRITERIA" Section 6.1.1 Pt. (viii) Page 26 | The Bidder (System Integrator) must have a proven track record of implementing at least two (2) eGovernance projects summing up to a value of Rs. 15 Crores. | The Bidder (System Integrator) must have a proven track record of implementing at least two (2) eGovernance projects summing up to a value of Rs. 10 Crores. Ongoing projects should be considered and Purchase Order/ Work order for ongoing projects only should be allowed to be furnished for fulfillment of this clause. | Refer RFP Vol.II Page No.25- 27 |

| Clarification on Pre-bid queries of CCTNS Puducherry | | | | | |
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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 243 | Volume – II | Volume – II "COMMERCIAL & BIDDING TERMS, PRE-QUALIFICATION CRITERIA" Section 6.1.1 Pt. (xi) Page 26 | The bidder anyone in the consortium must have prior experience of working on at least 1 Software Services Project for Government of India, any of the UT governments or Public Sector Units. The project must be worth at least Rs. 2 - 3 Crores | The bidder anyone in the consortium must have prior experience of working on at least 1 Software Services Project for Government of India, any of the UT governments or Public Sector Units. The project must be worth at least Rs. 1 Crore. The mandatory requirement is to furnish project completion certificate. Ongoing projects should be considered and Purchase Order/ Work order for ongoing projects only should be allowed to be furnished for fulfillment of this clause. | Refer RFP Vol.II Page No.25- 27 |
| 244 | | | Number of concurrent users. | Please let us know the expected no. of concurrent users of the application. This will help us in sizing the hardware to support the application. | Repeated query. Clarification already provided. |
| 245 | Volume – I | Volume – I, "Scope of Data Migration" | The historical data of police records to be digitized would include crime (FIR/Case Diary/Final Form/ Inventory Registry, Personnel Registry/ Accounts Registry) data, criminals' data, the data from the relevant historical information parameters/data used to generate registers and reports. | It is understood that there are police records (each consisting of multiple pages). Please let us know the total number of pages and size (A4/A3/A2, etc.) which needs to be digitized. Also, is there any digitization software, such as an Optical Character Reader (OCR) required or all entry will be done manually on the CAS. | IIF (1 to 7) needs to be digitized. No of pages in each case file depends accordingly. No Software is present currently |
| 246 | | | Data flow from the State CAS to Central CAS | How will the data from the CAS (state) flow into the CAS (Central) for further querying at the national level? Can you please explain how is this architected? | Refer RFP |
| 247 | | | Is it expected that the CAS (State) be integrated with the existing legacy systems. Or these legacy systems will be retired with the proposed CAS (Centre) and CAS (state)? | Some of the legacy applications have been developed long back and integration with the newer CAS platform will become quite time-taking. Please let us know about the department's views on this. As CAS is going to be a web-based system, please specify how the existing legacy applications are going to be integrated. | Repeated query. Clarification already provided. |
| 248 | Volume I | Volume 1, 'Language Localization Support' Pg 40 | Proving interface in local languages is a key requirement of CAS (State/UT). The SDA shall build CAS (State/UT) with interfaces in English and Hindi; and also build CAS (State/UT) in such a way that it can be configured for interfaces in other local languages at the UT level by the SIs. | It is understood that only English and Hindi are the languages that will be required for CAS. Please specify if there are any further local language requirements. We understand there is more than one local languages in Puducherry (Tamil, Malayalam, Telugu). Please specify if these local languages interfaces need to be developed | Repeated query. Clarification already provided. |
| 249 | Volume I | Volume 1 , Pg 143 | System should have an interface with AFIS. | Please specify the technology stack for the AFIS software. Please confirm that AFIS server sizing and deployment is out-of-scope of this project. | Repeated query. Clarification already provided. |
| Keltron - Trivandram | | | | | |
| 250 | Volume I | Annexure 11 – Bills of Material for DC, DR and other locations | Specification of Application and other servers for DC and DR | Its assumed that the recommendations for the Applications and other server Roles are minimum recommendations, in case the on the basis of the load perceived and application performance requirements SI can recommend a higher configuration/quantity of such server roles. Please comment | Repeated query. Clarification already provided. |

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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 251 | Volume I | VOL I, 5.7 Infrastructure at the Data Center & Disaster Recovery Centre, Page 74 VOL I, Annexure, 12 Page 184 | RFP: Bill of materials for DC & DR is provided in Annexure-12 RFP: The Data Center design has been proposed to reach redundancy and scalability. As per the above diagram three layered architecture has been followed for LAN equipment, security infrastructure and Wide area Network. DMZ has been created for online services of the applications and other online services from the organization prospective. The layer has been mentioned in the diagram as Access Layer Core Switches, Distribution Layer modular switch, Core Layer modular switch. Dual Intranet routers, dual firewalling system, IPS/IDS and dual internet switches. | Clarification Sought: 1. Only Specifications of "Layer 2 switch (16 Port) and Router at Site" are available in RFP on the Networking Active Components segments. 2. Specification for Access Layer Core Switches, Distribution Layer modular switch, Core Layer modular switch. Dual Intranet routers, dual firewalling system, IPS/IDS and dual internet switches are not included in the RFP, request to provide the specifications and Bill of Material accordingly. | Repeated query. Clarification already provided. |
| 252 | Volume I | VOL 1, 5.7 Infrastructure at the Data Center & Disaster Recovery Centre, Page 72 | RFP: The SI shall provide system integration services to procure and commission the required software and infrastructure at the State Data Centre and Disaster Recovery Centre, deploy the complete CCTNS applications suite (configured and customized CAS (State), additional modules developed, and integrate with CAS (Centre) and any External Agencies as provided in the functional scope). | Clarification Sought: Indicative Bill of Material and Specifications for Networking Active Components of DC & DR are missing in RFP, request to provide it | Repeated query. Clarification already provided. |
| 253 | Volume I | VOL 1, Specification for Router at Site | RFP: Specification for Router at Site | Clarification Sought: The mentioned router is required at Client Site (CIPA Police Stations)? Since it is not mentioned in the list of "The list of ICT infrastructure requirements " under page 69 and 70 | Repeated query. Clarification already provided. |
| 254 | Volume I | VOL 1, Specification for Unified Threat Management Device, Page 212 | VPN Throughput Minimum 300 Mbps Request to change the specification as "VPN Throughput Minimum 100 Mbps or Can be achieve this using external appliance" | Reason: 48 sites with maximum WAN bandwidth of 2Mbps shall achieve only 96 Mbps WAN bandwidth. Hence the VPN throughput shall not be required above 96 Mbps (actual WAN BW). Request to modify the 300 Mbps VPN throughput to 100 Mbps or achieve this using an external appliance | Repeated query. Clarification already provided. |
| 255 | Volume I | VOL 1, Server Load Balancer, Page 210 | RFP: Memory: Minimum 1 GB Request to change the specification as "Memory: Minimum 4 GB scalable to 8 GB " | Reason: 4 GB memory scalable to 8 GB is available from all OEM now. Since it is important to give so many features on same appliance with good performance | Repeated query. Clarification already provided. |
| 256 | Volume I | VOL 1, Server Load Balancer, Page 210 | Request to include "The appliance should have minimum 2 Gbps compression support " | Reason: Web compression makes application become 3x to 5x faster thus improving uapplication performance and enhancing user access for the site. Therefore it is requested to have 2 Gbps compression support for the proposed 2 Gbps scalable to 4 Gbps load balancer. | Repeated query. Clarification already provided. |
| 257 | Volume I | VOL 1, Server Load Balancer, Page 210 | Request to include "Dual power appliances" | Reason: The appliances should be dual power to have higher MTBF and hardware resiliency | Repeated query. Clarification already provided. |

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| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 258 | Volume I | VOL 1, Specification of SAN Storage Box , Page 208 | RFP: Offered Storage subsystem shall support more than 1,00,000 IOPS Request to change the specification as "Offered storage subsystem support more than 60,000 read IOPS" | Reason: Storage requirement demanding mid-range storage subsystems. IOPS mostly depends upon hard drives. No midrange based storage array will support required iops. For 1 lac IOPS need to proposed enterprise class which is too expensive. | Repeated query. Clarification already provided. |
| 259 | Volume I | VOL 1 , Page No 225 9. Finger Print Reader | RFP: Prism Architecture: Dual Prism Request to keep as Standard Prism Architecture. | Reason: Dual Prism is not a Standard and recognized globally. This is Proprietary spec. Request to keep as Standard Prism Architecture. | Repeated query. Clarification already provided. |
| 260 | Volume I | VOL 1 , Page No 225 9. Finger Print Reader | RFP: Size of Window: 18mm X 22mm Minimum Request to mention as 46mm X 46mm Scanner Size to capture even Dual Finger, Single and Rolled Scanner. | Reason: For Dual Finger and Rolled one 18mm X 22 mm is not enough. Request to mention as 46mm X 46mm Scanner Size to capture even Dual Finger, Single and Rolled Scanner. | Repeated query. Clarification already provided. |
| 261 | Volume I | VOL 1 , Page No 225 9. Finger Print Reader | RFP: Resolution: 512 PPI Upgrade Request to Change the Specs as 500 PPI which is a Standard Resolution used Globally by FBI/AFIS System. | Reason: Resolution 512 PPI is not a Standard Resolution and it is a Vendor Spec. Request to Change the Specs as 500 PPI which is a Standard Resolution used Globally by FBI/AFIS System. | Repeated query. Clarification already provided. |
| 262 | Volume I | VOL 1 , Page No 225 9. Finger Print Reader | RFP: Optical/Film Coating: Hygroscopic Request to remove the spec. | Reason: This is a Vendor Specific. Request to remove the spec. | Repeated query. Clarification already provided. |
| 263 | Volume I | VOL 1 , Page No 225 & 226 9. Finger Print Reader | Others : * Should be of Forensic Grade and * Should be PIV(Personal Identification and Verification) Standards Compliant | Reason: Apart from Forensic Grade and PIV Standards Compliant Need to Add more Certification as given below for Proven and Stable finger Device. * IAFIS Image Quality Specification(IQS) for Scanners, MIL-STD-810F, FIPS 201 PIV, FCC, CE, ROHS Compliant * Standards: ANSI/NIST/ISO Biometric Standards | Repeated query. Clarification already provided. |
| 264 | Volume I | Core Application Software- Section 5.2 | CAS Centre and CAS State/UT Stacks and Integration | Since the CAS Center is being developed on Sun Java Platform and the CAS State/UT applications will be made available within 2 Stacks(Java/.NET Microsoft), it is assumed that SDA developing CAS Center in a manner where in seamless Integration and handshaking of the applications takes place even in case the 2 stacks are different at Center and State Levels | Repeated query. Clarification already provided. |
| 265 | Volume I | CAS (UT) - Core Application Software (CAS) - Section 4.3 | Language Localization Support - "The SDA shall build CAS (State/UT) with interfaces in English and Hindi; and also build CAS (State/UT) in such a way that it can be configured for interfaces in other local languages at the UT level by the SIs." | Apart from Hindi and English how many and which languages is the CAS application interface required to be built. | Repeated query. Clarification already provided. |
| 266 | Volume I | Functional Scope - Scope of the Project - Section 5.2 | Regarding SOW on CAS- Center and CAS-State/UT | Its is assumed that fully developed CAS-Center application would be made available by the CCTNS Center NCRB SDA Team and SOW of the SI would be Customising as per the State/UT requirements | Repeated query. Clarification already provided. |

| Clarification on Pre-bid queries of CCTNS Puducherry | | | | | |
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| TCS | | | | | |
| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 267 | Volume I | Functional Scope - Scope of the Project - Section 5.2 | Regarding SOW on CAS- Center and CAS-State/UT | Its is assumed that the SI needs to develop State Specific Modules from scratch and that no base modules will be provided as a reference from CCTNS NCRB Team(SDA for CAS Center Application) | Repeated query. Clarification already provided. |
| 268 | Volume I | Functional Scope - Scope of the Project - Section 5.2 | External Interfaces SOW | Please detail on the Services that would be required to be exposed for consumption of external agencies like CSC, Jail, Courts, eKosh and others. Is this SOW included within the current RFP details | Repeated query. Clarification already provided. |
| 269 | Volume I | Functional Scope - Scope of the Project - Section 5.2 - General Verification and Vehicle Tracking System | CCTNS Systems integration with external systems. | Since the CCTNS Systems are expected to be integrated with external system e.g. Passport, Vehicle(RTO) system - It is assumed that these External systems would be able to integrate through Standard Integration Mechanism e.g. Web Services. It is also assumed that SI is not expected to work on these External Systems | Repeated query. Clarification already provided. |
| 270 | Volume I | Functional Scope - Scope of the Project - Section 5.2 -Additional CAS UT - Investigation Module | Audio Visual tools for taking Witness/ Accused Statements | Is the SI expected to quote and propose a solution using thin Clients(e.g. Browser oriented Laptop/Desktop based) based Audio Visual Tools as well as Handheld Audio Video Recording devices(e.g. Audio Video Recorders). Is the SI expected to quote for these devices also? | Repeated query. Clarification already provided. |
| 271 | Volume I | SCOPE OF THE PROJECT - 5.2 Functional Scope - State Specific Modules - Logistics Management System | Existing records of the inventory on Assets | Its assumed that the Puducherry Police Department/CCTNS UT Team will provide a readily available Assets Records and SI is expected to consume the same. Cleansing of such records is being kept out of the scope of the work. | Repeated query. Clarification already provided. |
| 272 | Volume I | Existing legacy Systems - Section 3.2 | Existing Legacy Systems | Within the Data Migration activity from these Legacy Systems, since the SI expected to do the Data Cleansing. Can the quantum of the data correction and Insufficiency be defined e.g. 20% of the overall are records. | Repeated query. Clarification already provided. |
| 273 | Volume I | Existing legacy Systems - Section 3.2 | Existing Legacy Systems | Since the current legacy systems are intended to be phased out, are the Application Functionalities of the Legacy systems covered 100% within the envisioned CAS State/Centre/UT applications. | Repeated query. Clarification already provided. |
| 274 | Volume I | Functional Scope - Scope of the Project - Section 5.2 - Integration and Interfacing Requirements | CCTNS and other Mission Mode Projects | Please detail on the Integration of the CCTNS Puducherry Implementation with other Mission Mode Projects as named on pg 55. | Repeated query. Clarification already provided. |
| 275 | Volume I | Data Migration and Data Digitization - Section 5.9 | Data Migration of Records | What is the Ratio of the Records in the Digitised Vs Paper based format out of the total indicative figure of records given? i.e. 1,04,882 | Please refer corrigendum for Data Digitization |

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| TCS | | | | | |
| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 276 | Volume I | Data Migration and Data Digitization - Section 5.9 | Data Migration of Records | Its assumed that CCTNS team at State/UT owns the ownership of the clearance on the Data Migration/Digitisation Quality Check and Validation once the Digitisation is completed by the SI teams. | Please refer corrigendum for Data Digitization |
| 277 | Volume I | Data Migration and Data Digitization - Section 5.9 | Data Migration of Records | Other than the Criminal Records, please detail on the other sources of the Data Records for Digitisation e.g. Service Records of the Police Personnel and other Police Personnel Records, Current Assets details. | Please refer corrigendum for Data Digitization |
| 278 | Volume I | Support to 3rd Party Acceptance Testing, Audit and Certification - Section 5.13 | Support to 3rd Party Acceptance Testing, Audit and Certification - Section 5.13 | Its is assumed that CCTNS UT teams will involve a 3rd Party Audit and Certification agency and SI need not factor the cost, effort and timeline of such resources | Repeated query. Clarification already provided. |
| 279 | Volume I | CAS (UT) - Core Application Software (CAS) - Section 4.3 | Complaint and FIR Management Service | How are the existing process of filing an FIR e.g. Writing a Mazhar which is supposed to be written at Scene of Crime be replicated/replaced within the system | Repeated query. Clarification already provided. |
| 280 | Volume I | CAS (UT) - Core Application Software (CAS) - Section 4.3 | PCR Call Interface and Management Service | What is the level of integration Is the SI expected to integrate the System with the | Repeated query. Clarification already provided. |
| 281 | Volume I | CAS (UT) - Core Application Software (CAS) - Section 4.3 | Police Email, Messaging Service, IP tracking and SMS tracking, Call Analysis tracking | Please provide indicative figures of usage transactions of SMS Gateway and Payment Gateways. | Repeated query. Clarification already provided. |
| 282 | Volume I | CAS (UT) - Core Application Software (CAS) - Section 4.3 | Police Email, Messaging Service, IP tracking and SMS tracking, Call Analysis tracking | Is the SI expected to procure the Services of SMS and Payment Gateways or CCTNS UT team provision the same? | Repeated query. Clarification already provided. |
| 283 | Volume I | CAS (UT) - Core Application Software (CAS) - Section 4.3 | Police Email, Messaging Service, IP tracking and SMS tracking, Call Analysis tracking | Please detail on the IP Tracking, SMS and Call Analysis systems which would be integrated with CAS Applications | Repeated query. Clarification already provided. |
| 284 | Volume I | Annexure 13 - Specification of Storage Area Network for DC and DR | Specification of Storage Area Network for DC and DR | Please share the guidance/Calculations on the recommendation of the 10 TB usable storage space. | Repeated query. Clarification already provided. |
| 285 | Volume I | Annexure 11 – Bills of Material for DC, DR and other locations | Specification of Application and other servers for DC and DR | Its assumed that the recommendations for the Applications and other server Roles are minimum recommendations, in case the on the basis of the load perceived and application performance requirements SI can recommend a higher configuration/quantity of such server roles. Please comment | Repeated query. Clarification already provided. |

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| 286 | Volume II | Vol II, Page 43 # 9.1 (5) Part V | | <p>Proof of certification a. CMMi Level 3 or above OR ISO 9001 or above whereas in Vol II Page 45 # 9.1.4 Relevant e-governance project Experience - Mandatory supporting documents (c):- "Copy of CMMi Level 3". Here you have missed out "OR ISO 9001". Kindly ratify the same vide corrigendum. If you specify ISO 9001 and CMMi Level 3 government establishments and State / Central PSUs may not be able to participate in the tender. It may be considered that the project is concerned with homeland security and so it is not desirable to avoid PSUs and government establishments from bidding.</p> <p>OR</p> <p>At least PSUs and government establishments shall be exempted from CMMi Level 3 certification as this certification is only for software development whereas the System Integrator's scope is integration of Hardware, Networking, Software solutions, Installation & commissioning, and after Sales support which will be satisfied by any PSUs in the IT industry</p> | Refer RFP Vol.II Page No.25- 27 |
| SGS Electronics | | | | | |
| 287 | Volume I | Annexure 13 | Vol I - Techno Functional requirement | Technical specification for router is available. Whereas in the BOM, the router is not available. Pls provide the router BOM | Repeated query. Clarification already provided. |
| 288 | Volume I | Pondy CCTNS SI RFP Pondy Vol -I Technical/ Pg.172 | Anexure 11 - Bills of Material for DC, DR and other locations | Please conform passive cable and components are needed at DC and DR center or not. If required kindly provide the BOM for the same. | Not Part of the RFP |
| IBM | | | | | |
| 289 | Volume I | 203 | Blade Chasis Specification : chasis should accomodate min 6 - 4CPU blade Server or 8 Dual cpu server. | Blade Chasis Specification : chasis should accomodate min 6 - 4CPU blade Server or 10 Dual cpu server. The tender spec for the blade chasis doesn't ask for scalability, furture upgrade will be limited only to six.Also the chasis cost of accomdating minimum of six and 10 or higher are the same | Blade chassis must be 10 Gbps ready and should provide at least 50% scalability for future |
| 290 | Volume I | 204 | Bladeserver 64GB scalable to 128GB | Bladeserver 64GB scalable to 192GB - applicable for all blade server specification. | As per RFP |
| 291 | Volume I | 203 | Two hot-plugs, redundant 4 Gbps Fiber Channel for connectivity to the external Fiber channel Switch and ultimately to the storage device. | SAN Connectivity :the blade should have Dula port FC HBA - applicable for all blade server specification. As per the technology guidelines the HBA are not HOT PLUG | SI to decide |
| 292 | Volume I | 205 | Redundant Power supply | power supply : Chasis Power supply - applicable for all blade server specification. The power supply will be common to the all the servers that are available in the chasis | As per RFP |
| ITI Limited - Bangalore | | | | | |

| Clarification on Pre-bid queries of CCTNS Puducherry | | | | | |
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| TCS | | | | | |
| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 293 | | Volume-2, Clause No. 6.1.1 Sub clause: (iv) Pg.No.26 | 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 100 crores for the last three financial years (as on 31-03-2010). | Central PSU's may please be exempted for Profitability Clause | Refer RFP Vol.II Page No.25- 27 |
| 294 | | Volume-2, Clause No. 6.1.1 Sub clause: (xi) Pg.No.26 | The Bidder (System Integrator) must have been assessed and certified for CMMi Level 3 or above and ISO 9001 in IT services and preferably ISO 27001 certified. The certificate should be valid for atleast a period for one year from the date of submission of the bid. | Bidder may be allowed to meet any one of the following condition (as allowed in CCTNS tenders of other states): i. The bidder must have been assessed and certified for CMMi Level 3 or above. ii. The bidder must have been assessed and certified for ISO 9001 or above. | Refer RFP Vol.II Page No.25- 27 |
| 295 | | Volume-2, Clause No. 6.1.1, Notes sub clause 5 (a-d) Pg.No.27 | For items such as Site Preparation, Data digitization/migration, Capacity building (Training personnel) and Handholding the bidder may work with a partner/consortium. The bidder, strictly, cannot subcontract the core activities of CCTNS implementation such as Hardware & IT infrastructure implementation, Customization/Application Development, Network and connectivity and rollout of the CCTNSCAS (State/UT) application. However the bidder can subcontract non core activities as mentioned above to companies fulfilling the following conditions. a. The sub contractor must be ISO 9001 in IT services. (ISO 27001 certification wherever relevant) b. The subcontractor should have been in Information Technology business for 5 years c. The subcontractor must have Service Tax registration no./PAN no/Provident Fund, Commissionerate no. d. The sub contractor must have completed 5 projects for Government/PSU including one project preferably with the UT Police Department involving implementation at Police Stations and Higher Offices. | The requirement of implementation of core & Non-core activities and the conditions as per subclause a to d may be met as a consortium. Please confirm | Refer RFP Vol.II Page No.25- 27 |
| 296 | | Volume-2, Clause No: 6.1.5, Pg.No.30-32 | Technical Evaluation Scoring Matrix: | As per the evaluation matrix, the capabilities & resources of consortium may please be considered. | Yes |
| Transline Technologies | | | | | |

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| TCS | | | | | |
| S.No | Document | Bidding Document Reference(s) (section number/page) | Content of RFP requiring Clarification | Points of clarification by Bidder | Puducherry Police Response |
| 297 | Volume II | CCTNS SI RFP Pondy Vol - II Bidding and Commercial Section 6.1.1, Bullet iv, page number 26 | 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 crores for the last three financial years (as on 31 - 03 - 2010). | 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 / annual turnover of the Group Company of not less than Rs. 100 crores for the last three financial years (as on 31 - 03 - 2010). | Yes |
| Navayuga | | | | | |
| 298 | Volume II | CCTNS SI RFP Pondy Vol - II Bidding and Commercial Section 6.1.1, Bullet iv, page number 26 | 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 crores for the last three financial years (as on 31 - 03 - 2010). | 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 / annual turnover of the Group Company of not less than Rs. 100 crores for the last three financial years (as on 31 - 03 - 2010). | Yes |