

CCTNS - PUDUCHERRY POLICE

Suggestions
on
Model RFP
for selecting
System Integrator



Introduction

CCTNS is a flagship project of Puducherry Police Department which was conceptualized by the Ministry of Home Affairs (MHA) and is implemented as a Mission Mode Project. This project aims at creating a comprehensive and integrated system for enhancing the efficiency and effectiveness of policing at all levels. MHA and NCRB would play a key role in planning the program in collaboration with the Police leadership within States/Union Territory and monitor the progress closely.

The central feature of CCTNS implementation at the State / Union Territory level is the “bundling of services” concept. For this purpose each State / Union Territory selects one System Integrator (SI) who would be the single point of contact all the components of CCTNS. These components include the application, hardware, communications infrastructure, associated services such as Change Management, Capacity Building, Data Digitization, Post implementation support etc.

A model Request for Proposal (RFP) to select the System Integrator was prepared by MHA in two volumes namely the Functional and Technical Specifications in one volume and Commercial specifications in another. The nodal officer for CCTNS with the help of SPMC team reviewed the model RFP and prepared this suggestions document to improve the selection process of SI and to obtain clarity on items that require better understanding and decision making from NCRB.



General Suggestions

1. The RFP seems to be exhaustive which would suit the requirement of States. In case of Puducherry being a single district Union Territory, the RFP can be customized with drilled down version of the clauses and requirements.
2. The role of SPMC and SI seem to overlap for few items. In case of activities already performed by SPMC (like understanding and documenting the functionality of existing software applications in the UT), can we customize the RFP accordingly.
3. We can include the details of existing CIPA and CCIS application for bidder's better understanding of the RFP.
4. Adherence to specific methodology like Project Management Principles (PMP) can also be included for improving the success of the project.
5. Project Data Sheet can be included in the RFP.
6. Standardized Hardware specifications can be provided.
7. It is requested that the following clause can be included in commercial format – Termination for insolvency, Extension of Period of Validity, Termination for Convenience, Insurance and Packaging of equipments in transit, Post implementation insurance, Forfeiture of Performance Bank Guarantee, Discharge of EMD of Unsuccessful Bidder, Forfeiture of EMD etc.
8. The following clause can be included in the general terms and condition,
 - a. Intellectual Property Rights
 - b. Force Majeure Jurisdiction and legal proceedings
 - c. Validation of interlineations in Bid
 - d. Fraud and corruption
 - e. Amendment of Tender Document
9. For exist clause, only an undertaking has been mentioned as a requirement. This clause can be made more robust.



Specific Suggestions

Suggestions for Volume 1 – Functional and Technical Specifications

| Section Details | Comment | Suggestion / Request |
|-----------------------------|------------------------|--|
| Section 3.1 | Exclusion requested | We request that only the name, address and contact details of the nodal officer appointed for CCTNS project / Bid Management should be given |
| Section 5.1 | Clarification required | Should we annex the process design (maps) as annexure for the additional functional requirement |
| Section 6.1 and 6.13 | Methodology required | Can include a specific method like PMP based project management methodology as an essential requirement |
| Section 6.1 | Addition required | Request NCRB to link the deliverables with project timelines and milestones |
| Section 6.8 | Addition Required | Request NCRB to include details on data digitization through typing also – data input through software module to be created by SI vendor |
| Section 6.10 | Addition Required | Please provide more information on change management related activities beyond training |



Suggestions on RFP for selecting System Integrator

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|---------------------|------------------------|--|
| Section 6.11 | Addition Required | Request NCRB to include a table to give a view of number of trainees for each module and duration of training. |
| Section 8 | Clarification required | We feel for Puducherry with few police stations and police offices, the roll out can happen in one phase. Please provide clarification on this |



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Suggestions for Volume 2 – Commercial and Bidding Terms

| Section Details | Comment | Suggestion / Request |
|--------------------------------|---------------------|--|
| Section 3.2 | Additions required | Fraud and corruption, Amendment of Tender Document, Purchase of RFP documents |
| Section 3.4.5 and 3.4.6 | Correction required | In the evaluation criteria, the divisions of the marks are given but no score has been mentioned for the Active hardware component. |
| Section 4.7 | Correction required | The authority to take action in the case of failure by the successful bidder vests with the Nodal Agency. NCRB is mentioned in the model RFP. |
| Section 6.7.16 | Correction required | The title of this section and the subject of the letter mentions NCRB instead of Nodal Agency |
| General | Additions required | Conflict of Interest - Provision is there as prescribed format, but the section is not mentioned in the RFP. (bidder has to submit this as a part of Tech Evaluation criteria) |



Request for Additional Requirement / Information

1. It is requested to NCRB to guide the CCTNS Steering Committee with an overall minimum pre-qualification criterion for a System Integrator. The Union Territory Steering Committee could build on it.
2. We could include relevant clause, forms and pointers for bidders who wish to form consortium for this tender
3. Following information can be included in the Model RFP,
 - ⊕ General Instructions for Purchase of RFP Documents to Bidders
 - ⊕ Bid Participation
 - ⊕ Authentication of Bids
 - ⊕ Non- Transferable Bids
 - ⊕ Validation of Interlineations in Bid
 - ⊕ Written Notice
 - ⊕ Signing & Marking of Notice
 - ⊕ Last Date Notice
 - ⊕ Evaluation of Responses to Functional Specifications
 - ⊕ Evaluation of Reference Installations
 - ⊕ Technical Presentations
 - ⊕ Evaluation of Responses to Technical Environment
 - ⊕ Evaluation of Responses to Support Questionnaire
 - ⊕ Evaluation of Details of Training & documentation
 - ⊕ Evaluation of Implementation Approach
 - ⊕ Announcement of Bids
 - ⊕ Clarifications on Commercial Bids
 - ⊕ Forfeiture of Performance Bank Guarantee
 - ⊕ Disqualification



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4. Following additional annexure could be considered and requested based on Union

Territory specific requirement,

- ⊕ Pending Litigation
- ⊕ Details of Local Presence
- ⊕ Support Questionnaire
- ⊕ Vendor Supplied Training
- ⊕ Documentation Details
- ⊕ Implementation Approach
- ⊕ Reference Customer Details
- ⊕ Vendor User Group Details
- ⊕ List of Police Stations
- ⊕ Draft Contract Agreement
- ⊕ Detailed Solution Requirements
- ⊕ Detailed Functional Requirement Specification (FRS)
- ⊕ Connectivity
- ⊕ Bandwidth Requirement
- ⊕ Detailed Standards for CCTNS
- ⊕ Hardware Specs
- ⊕ Existing Software Applications
- ⊕ Existing Hardware