



# National Crime Records Bureau

Ministry of Home Affairs



## CRIME AND CRIMINAL TRACKING NETWORK & SYSTEMS(CCTNS)



RFP FOR SELECTION OF SYSTEM INTEGRATOR AT STATE LEVEL

October 01, 2010

## AGENDA

1. INTRODUCTION
2. STRUCTURE OF THE RFP
3. IMPLEMENTATION MODEL
4. SCOPE OF WORK OF SI
5. ROLES & RESPONSIBILITIES
6. IMPLEMENTATION & ROLL OUT PLAN
7. SERVICE LEVELS
8. EVALUATION OF BIDS
9. PRE QUALIFICATION CRITERIA
10. PAYMENT SCHEDULE
11. DISCUSSION POINTS

## INTRODUCTION

- CCTNS is a MMP conceptualized by MHA to be implemented across 35 States / UTs
  - States / UTs to implement CCTNS through a System Integrator (SI)
  - SI to be the single point for all CCTNS related implementation activities within the State
- MHA & NCRB to facilitate selection of SI in the State by issuing Template SI RFP
- SI RFP is a model RFP prepared to assist the States in selection of System Integrator for implementation of CCTNS in the State
- SPMC to prepare a detailed RFP as per State's requirements
  - RFP should be in line with overall CCTNS framework and guidelines
- The RFP has 3 volumes.
- **Templates for Volume I and II has been circulated to States.**
- Volume III to be prepared by the SPMC
- feedback on the template RFP is solicited

## STRUCTURE OF THE RFP

Volume I

- **Technical and Functional Requirements**



Volume II

- **Commercial and Bidding Terms**



Volume III

- **Contractual and Legal Specifications** *(to be prepared by SPMC)*

## IMPLEMENTATION MODEL

### “Bundling of Services”

- Central feature of implementation model at state level
- SI is the single point of contact for all components of CCTNS implementation within the State
- **Components include**
  - Application (the changes made to the core application provided by MHA)
    - Hardware
    - Communications infrastructure
    - Associated services (Capacity Building, Handholding etc.

### Core Application Software (CAS)

- CAS is being developed at the Centre by a Software Development Agency i.e Wipro
- CAS to be implemented across all 35 States / UTs
- State/UTs to engage SI to customize / configure the application as per State specific requirements
- **States/UTs also have an option to develop and deploy additional applications**

## SCOPE OF WORK OF SI – IMPLEMENTATION PHASE

### ➤ **Application development and customization**

- System study, Design, Application development and Integration
- Configuration, Customization and Extension (New Modules) of CAS (State) and Integration with CAS (Center) and External Agencies

### ➤ **Infrastructure and site preparation**

- Site preparation & IT Infrastructure at the Client site locations
- IT infrastructure at the Data Center and Disaster Recovery Centre

### ➤ **Networking**

- SI to setup LAN at individual offices and also provide last-mile connectivity
- WAN to be provided by BSNL /SWAN to be used as backup
- Centre in discussion with BSNL for bandwidth / States to engage with BSNL for network connectivity

### ➤ **IT infrastructure at the Data Center and Disaster Recovery Center including the necessary hardware, software and other networking components.**

## SCOPE OF WORK OF SI – IMPLEMENTATION PHASE...*Contd.*

- Data migration and Digitization of Historical Data
- Migration of CIPA and CCIS Police Stations / Higher Offices to CCTNS
- Support to 3rd party acceptance testing, audit and certification
- **Change Management & Capacity Building**
- Handholding – SI to provide one qualified person per police station / higher office for a period of 6 months
- **Program Management**
  - Coordinate with various stakeholders including the police departments, SPMU, CPMU and SDA
  - Measure project deadlines, budget figures, and performance objectives

## SCOPE OF WORK OF SI – POST IMPLEMENTATION PHASE

- As part of the post implementation services, the SI shall **provide support** for the **software, hardware, and other infrastructure** provided as part of this RFP. SI shall provide **5 years** of comprehensive **AMC** that includes
- Warranty support
  - Annual Technical Support (ATS)
  - Handholding Services
    - O&M of Server and Related Infrastructure
    - Central Helpdesk
    - Support for end users (including deployment of 1 competent person at each police station for 6 months)
    - Software maintenance and support
    - Application functional support services



## ROLES & RESPONSIBILITIES: NCRB

CAS Solution Design and Development Services

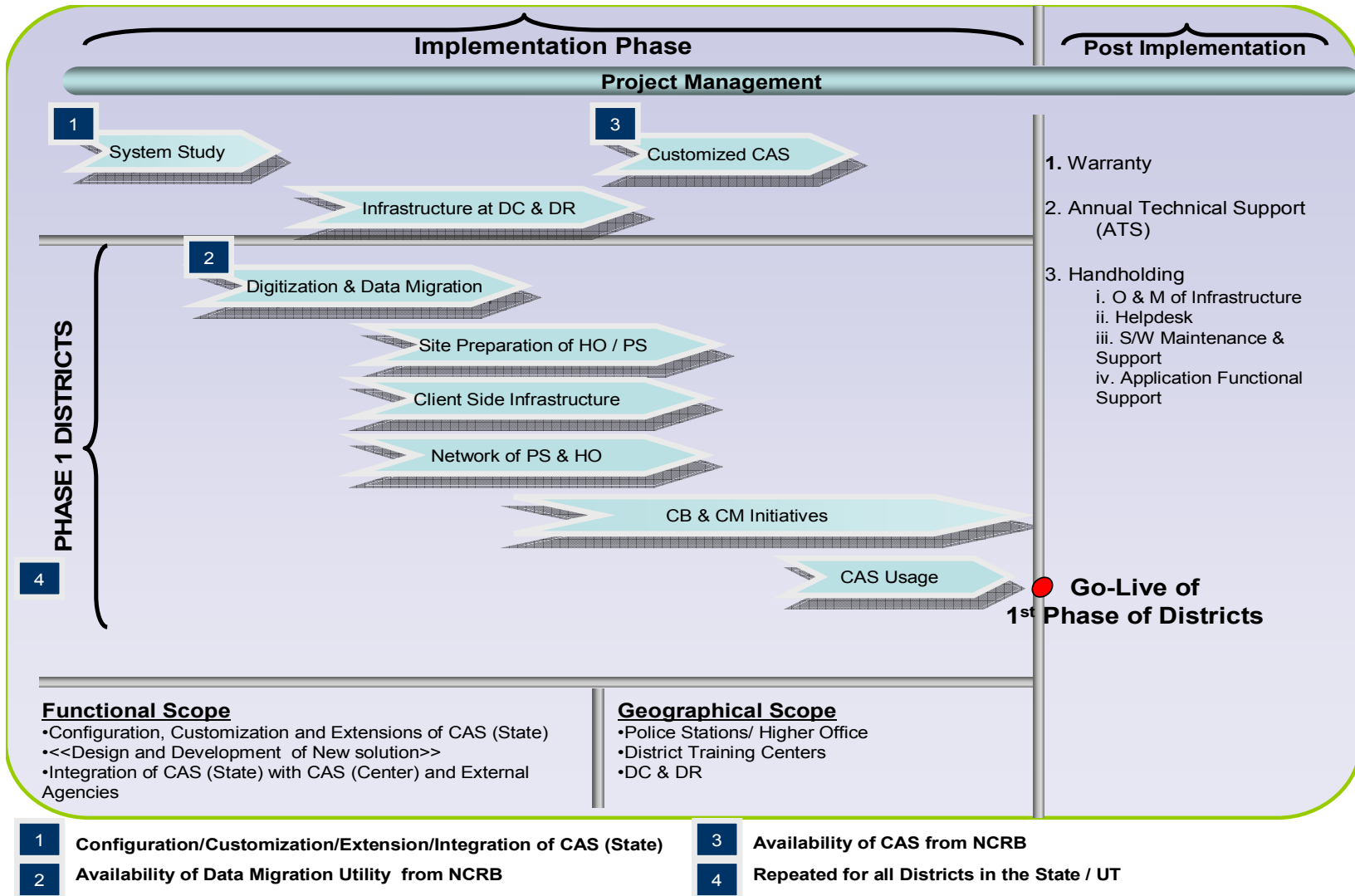
Application Management Services for CAS (State) at NCRB

Implementation Support to States/UTs

System Integration Services for CAS (Centre) at NCRB.

Continuous Improvement of CAS (State) and CAS (Centre) at NCRB

# IMPLEMENTATION AND ROLL OUT PLAN



## ROLES & RESPONSIBILITIES: NCRB / SDA

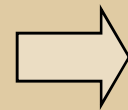
- Facilitate project implementation through program management activities
- Provide the Core Application Software to States / UTs
  - CAS developed in two technology stacks
  - SI shall bid for one stack
- Funds Management

## ROLES & RESPONSIBILITIES: STATES / SPMC

- Prepare SI RFP in line with overall project framework and guidelines
- Ensure the following information is captured in the RFP:
  - Details of existing legacy systems
  - Whether CAS is to be integrated with legacy systems
  - Details of the existing SDC infrastructure and its location
  - Existing client infrastructure
  - Existing network infrastructure
  - Locations across which the applications and bundle of services is to be rolled out

## PRE QUALIFICATION CRITERIA

- All registered entities allowed to participate
- In case of a consortium, the PQ criteria is to be met by the lead/prime bidder. All members to sign a MoU
- Prime bidder to have 51% stake
- Bidders to have a clean track record – no fraudulent / unethical practices / unsatisfactory past performance etc.
- State Nodal Agency may subject the bidders to security clearances
- Bidders should not be blacklisted by any State
- Non-compliance to the bidding guidelines



## EVALUATION OF BIDS

**QCBS (Quality & Cost Based Evaluation) with 30:70 weightage**

Minimum technical qualifying is 70 or more

Commercial Bids of technically qualified bidders shall be opened

Following formula would be used for QCBS

$$B_n = 0.3 * T_n + (0.7) * (C_{min} / C_b * 100)$$

**Where**

- $B_n$  = overall score of bidder under consideration (calculated up to two decimal points)
- $T_n$  = Technical score for the bidder under consideration
- $C_b$  = NPV (as calculated above) for the bidder under consideration
- $C_{min}$  = Lowest NPV (as calculated above) among the financial proposals under consideration

## EVALUATION OF BIDS

Since the payments to the SI will be made over a period of over six years the DCF method will be used to compare different payment terms

The NPV will be calculated using the formula below

$$\text{NPV} = C_0 + C_1/(1+r)^1 + C_2/(1+r)^2 + C_3/(1+r)^3 + C_4/(1+r)^4 + C_5/(1+r)^5$$

### *Where*

- C0 is the Sum of the below components
  - Sub-total for Services Provided During Implementation Phase (Sum of items 1 – 8, refer to Pricing Summary Sheet)
  - Blended Person Month Cost for 300 Person Months (refer to Pricing Summary Sheet)
- C1 to C5 are the Cost of Operations and Maintenance Services for the 1st year to 5th year after “Go-Live” respectively
- r is the annual discounting rate

## PAYMENT SCHEDULES AND MILESTONES

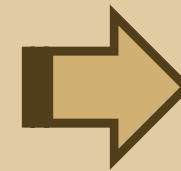
| S. No. | Payment Milestones for the Implementation phase   | % Payment |
|--------|---|-----------|
| 1      | M1: Advance   | 10%       |
| 2.     | M2: Pre – Go Live Readiness in the Phase I Districts<br>(<<Limit to one or two Districts in the State in Phase I>>) | 10%       |
| 3.     | M3: Go-Live in the Phase I Districts<br>(<<Limit to one or two Districts in the State in Phase I>>)                 | 15%       |
| 4.     | M4: Pre – Go Live Readiness in the Phase II Districts   | 10%       |
| 5.     | M5: Go-Live in the Phase II Districts   | 15%       |
| 6.     | M6: Pre – Go Live Readiness in the Phase III Districts  | 10%       |
| 7.     | M7: Go-Live in the Phase III Districts  | 15%       |
| 8.     | M8: Go-Live in all the remaining 10% of Police Stations / Higher Offices  | 5%        |
| 9.     | M9: Go-Live in all the remaining Police Stations / Higher Offices   | 5%        |
| 10.    | M10: Successful integration with CAS (Center) and successful transfer of the data for three months in succession    | 5%        |



## SERVICE LEVELS

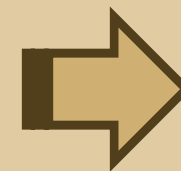
### Implementation Phase

- Capacity Building
- Data Migration



### Post - Implementation Phase

- Infrastructure Availability
- Infrastructure Performance
- Application Availability
- Application Performance



## DISCUSSION POINTS

| Issue / Discussion Point   | Clarification  |
|--|--|
| 3 <sup>rd</sup> party audit<br>- mechanism for selection<br>- funding (PIM template does not explicitly provide for this cost) | - States free to select through their normal procurement process         |
| Operations and maintenance support in RFP is for 5 years, PIM mentions funding for 3 years                                     | States to manage the funding after 3 years                               |
| Consortium   | Clauses on consortium have now been incorporated in RFP                  |
| Pre qualification  | Pre qualification criteria and requirements proposal now included in RFP |
| Technical specifications   | Indicative technical specifications have now been incorporated in RFP    |

## DISCUSSION POINTS...*Contd.*

| Issue / Discussion Point  | Clarification  |
|---|--|
| Modification of evaluation criterion  | States can modify based on their specific requirements. However, this should not skew the evaluation criteria towards a particular vendor                                      |
| Setting up of separate Data Centre (in case SDC is not presently available) | Temporary (not full fledged) Data Centre can be set up. Migration to SDC should be planned once SDC is operational.  |
| Setting up of DR Site   |  |
| Addition of various clauses to RFP  | Some of the clauses mentioned by the States in their feedback to the draft SI RFP have been included. States / SPMC can add other clauses based on state specific requirements |
| Draft contract, Master Service Agreement etc.                               | These have to be part of the Volume III of the RFP which is to be prepared by the SPMC   |
|   |  |

THANK YOU



BACKUP SLIDES



## RFP TABLE OF CONTENTS – VOLUME I

- Volume I
  - Introduction
  - Project Overview
  - State / UT Police Department
  - Core Application Software
  - Scope of the Project
  - Scope of Services
  - Scope of Services during post implementation phase
  - Implementation and Roll-out plan
  - Annexure: Service Levels
  - Annexure: Governance Structure (At State / UT Level)



## RFP TABLE OF CONTENTS – VOLUME II

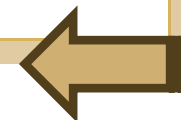
- Volume II
  - Introduction
  - RFP Structure
  - Bidding Process Details
  - Award of Contract
  - Payment Terms and Schedule
  - Annexure



## TECHNICAL EVALUATION CRITERIA

The bidders shall meet all the mandatory compliance criteria mentioned below. Failure in meeting the mandatory compliance criteria will result in disqualification of the bidder.

| S. No. | Criterion  |
|--------|--|
| 1.     | Submission of <i>Undertaking on Patent Rights</i> in the format prescribed in this RFP                   |
| 2.     | Submission of Undertaking on Conflict of Interest in the format prescribed in this RFP                   |
| 3.     | Submission of Undertaking on Non-malicious Code Certificate in the format prescribed in this RFP         |
| 4.     | Submission of Undertaking on Pricing of Items of Technical Response in the format prescribed in this RFP |
| 5.     | Submission of undertaking on Offline Functionality in the format prescribed in this RFP                  |
| 6.     | Submission of undertaking on Provision of Required Storage Capacity in the format prescribed in this RFP |

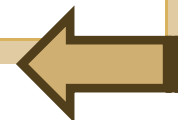




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| 5.     | Submission of undertaking on Offline Functionality in the format prescribed in this RFP                  |
| 6.     | Submission of undertaking on Provision of Required Storage Capacity in the format prescribed in this RFP |



**TECHNICAL EVALUATION CRITERIA...Contd.**

| S. No. | Criterion   |
|--------|---|
| 7.     | Submission of undertaking on Compliance and Sizing of Infrastructure in the format prescribed in this RFP |
| 8.     | Submission of undertaking on Provision for Support for Software in the format prescribed in this RFP      |
| 9.     | Submission of undertaking on Service Level Compliance in the format prescribed in this RFP                |
| 10.    | Submission of undertaking on Deliverables in the format prescribed in this RFP                            |
| 11.    | Submission of undertaking on Training for Users in the format prescribed in this RFP                      |
| 12.    | Submission of undertaking on Support to Certification in the format prescribed in this RFP                |
| 13.    | Submission of undertaking on Exit Management and Transition in the format prescribed in this RFP          |



**TECHNICAL EVALUATION CRITERIA...Contd.**

| S. No. | Criterion  |
|--------|--|
| 14.    | Submission of undertaking on Continuous Improvement in the format prescribed in this RFP   |
| 15.    | Submission of undertaking on Personnel in the format prescribed in this RFP  |
| 16.    | Submission of undertaking on Provision of Work Environment in the format prescribed in this RFP  |
| 17.    | Submission of undertaking on Changes to the Contract Clauses in the format prescribed in this RFP  |
| 18.    | The client side, server side, and network infrastructure proposed shall meet all the specifications mentioned in this RFP. The bidder shall provide compliance matrix for each of the proposed components indicating compliance.                               |
| 19.    | Detailed logic of arriving at the Storage Capacity provided by the bidder and the details of the storage configuration (usage space, number of FC and SATA disks with RAID levels, storage expandability/capability in terms of maximum number of disks, ...). |
| 20.    | Submission of undertaking on OEM Authorization   |

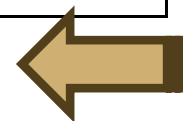


# SERVICE LEVELS

## Implementation Phase SLAs

| Description              | Measurement   |
|--------------------------|---|
| <b>Capacity Building</b> | <ul style="list-style-type: none"> <li>•At least 80% of the trainees within the training program should give a rating of satisfactory or above.</li> <li>•Severity of Violation: High</li> <li>•This service level will be monitored and measured on a per District basis through feedback survey to be provided to each attendee within the program.</li> <li>•If the training quality in the program falls below the minimum service level, it will be treated as one (1) violation.</li> <li>•The total number of violations for the payment period will be the cumulative number of violations across all the programs across all Districts in the payment period.</li> </ul> |

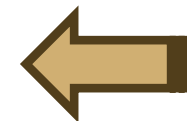
| Description           | Measurement  |
|-----------------------|--|
| <b>Data Migration</b> | <ul style="list-style-type: none"> <li>•Error rate in a batch should be less than 5%.</li> <li>•Severity of Violation: Medium</li> <li>•This service level will be measured on a monthly basis for each Police Station / Higher Office.</li> <li>•If the data migration / digitization service level in a police station / higher office falls below the minimum service level, it will be treated as one (1) violation.</li> <li>•The total number of violations for the payment period will be the cumulative number of violations across all the police stations / higher offices in the payment period.</li> </ul> |



## SERVICE LEVELS...Contd.

### Post Implementation Phase SLAs

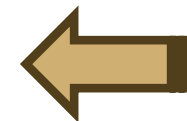
| Description                              | Measurement   |  |                                      |                  |   |                  |   |       |   |
|--|---|--|--------------------------------------|------------------|---|------------------|---|-------|---|
| <b>Infrastructure Availability</b>       | <p>Availability of production CAS systems shall be at least 99%</p> <p>Severity of Violation: High</p> <table border="1" data-bbox="604 669 1703 971"> <thead> <tr> <th data-bbox="604 669 1115 776">Availability over the six – month period</th> <th data-bbox="1115 669 1703 776">Violation for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="604 776 1115 841">&lt; 99% &amp; &gt;= 98.5%</td> <td data-bbox="1115 776 1703 841">1</td> </tr> <tr> <td data-bbox="604 841 1115 906">&lt; 98.5% &amp; &gt;= 98%</td> <td data-bbox="1115 841 1703 906">2</td> </tr> <tr> <td data-bbox="604 906 1115 971">&lt; 98%</td> <td data-bbox="1115 906 1703 971">3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the six-month period falls below 98%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p> | Availability over the six – month period | Violation for calculation of penalty | < 99% & >= 98.5% | 1 | < 98.5% & >= 98% | 2 | < 98% | 3 |
| Availability over the six – month period | Violation for calculation of penalty  |  |                                      |                  |   |                  |   |       |   |
| < 99% & >= 98.5%                         | 1   |  |                                      |                  |   |                  |   |       |   |
| < 98.5% & >= 98%                         | 2   |  |                                      |                  |   |                  |   |       |   |
| < 98%                                    | 3   |  |                                      |                  |   |                  |   |       |   |



## SERVICE LEVELS...Contd.

### Post Implementation Phase SLAs

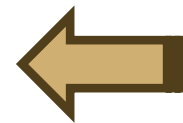
| Description                              | Measurement  |  |                                      |                  |   |                  |   |       |   |
|--|--|--|--------------------------------------|------------------|---|------------------|---|-------|---|
| <b>Infrastructure Availability</b>       | <p>Availability of non-CAS systems in production and non-production shall be at least 97%</p> <p>Severity of Violation: Medium</p> <table border="1" data-bbox="604 717 1703 1019"> <thead> <tr> <th data-bbox="604 717 1150 824">Availability over the six – month period</th> <th data-bbox="1150 717 1703 824">Violation for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="604 824 1150 894">&lt; 97% &amp; &gt;= 96.5%</td> <td data-bbox="1150 824 1703 894">1</td> </tr> <tr> <td data-bbox="604 894 1150 964">&lt; 96.5% &amp; &gt;= 96%</td> <td data-bbox="1150 894 1703 964">2</td> </tr> <tr> <td data-bbox="604 964 1150 1019">&lt; 96%</td> <td data-bbox="1150 964 1703 1019">3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the six-month period falls below 96%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p> | Availability over the six – month period | Violation for calculation of penalty | < 97% & >= 96.5% | 1 | < 96.5% & >= 96% | 2 | < 96% | 3 |
| Availability over the six – month period | Violation for calculation of penalty   |  |                                      |                  |   |                  |   |       |   |
| < 97% & >= 96.5%                         | 1  |  |                                      |                  |   |                  |   |       |   |
| < 96.5% & >= 96%                         | 2  |  |                                      |                  |   |                  |   |       |   |
| < 96%                                    | 3  |  |                                      |                  |   |                  |   |       |   |



## SERVICE LEVELS...*Contd.*

### Post Implementation Phase SLAs

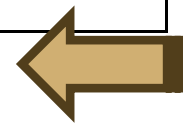
| Description                        | Measurement  |
|------------------------------------|--|
| <b>Infrastructure Availability</b> | <p>RTO shall be less than or equal to six (6) hours.</p> <p>Severity of Violation: High</p> <p>Each instance of non-meeting this service level will be treated as one (1) violation.</p>                             |
| <b>Infrastructure Availability</b> | <p>RPO (zero data loss in case of failure of Primary DC) should be zero minutes</p> <p>Severity of Violation: High</p> <p>Each instance of non-meeting this service level will be treated as two (2) violations.</p> |



## SERVICE LEVELS...Contd.

### Post Implementation Phase SLAs

| Description                                   | Measurement   |   |                                      |          |   |     |   |
|---|---|---|--------------------------------------|----------|---|-----|---|
| <p><b>Infrastructure Performance</b></p>      | <p>Sustained period of peak I/O utilization of any server crossing 70% (with the exception of batch processing) shall be less than or equal to 30 minutes.</p> <p>Severity of Violation: High</p> <p>Each occurrence where the peak I/O utilization of any server crosses 70% (with the exception of batch processing) and stays above 70% for time more than 30 minutes will be treated as one (1) instance.</p> <table border="1" data-bbox="583 889 1686 1128"> <thead> <tr> <th data-bbox="583 889 1150 995">Number of instances over the six month period</th> <th data-bbox="1150 889 1686 995">Violation for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="583 995 1150 1068" style="text-align: center;">&gt;0 &amp; &lt;=3</td> <td data-bbox="1150 995 1686 1068" style="text-align: center;">1</td> </tr> <tr> <td data-bbox="583 1068 1150 1128" style="text-align: center;">&gt; 3</td> <td data-bbox="1150 1068 1686 1128" style="text-align: center;">2</td> </tr> </tbody> </table> <p>In addition to the above, if the number of instances in any month in the six-month period exceeds 3, one (1) additional violation will be added for each such month to the overall violations for this service level.</p> | Number of instances over the six month period | Violation for calculation of penalty | >0 & <=3 | 1 | > 3 | 2 |
| Number of instances over the six month period | Violation for calculation of penalty  |   |                                      |          |   |     |   |
| >0 & <=3                                      | 1   |   |                                      |          |   |     |   |
| > 3   | 2   |   |                                      |          |   |     |   |

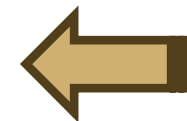




## SERVICE LEVELS...Contd.

### Post Implementation Phase SLAs

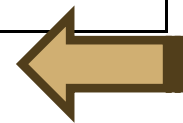
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| >0 & <=3                                      | 1  |   |                                      |          |   |     |   |
| > 3   | 2  |   |                                      |          |   |     |   |



## SERVICE LEVELS...Contd.

### Post Implementation Phase SLAs

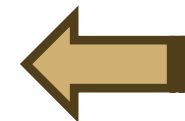
| Description                                   | Measurement   |   |                                      |          |   |     |   |
|---|---|---|--------------------------------------|----------|---|-----|---|
| <p><b>Infrastructure Performance</b></p>      | <p>Sustained period of peak memory utilization of any server crossing 70% (with the exception of batch processing) shall be less than or equal to 30 minutes.</p> <p>Severity of Violation: High</p> <p>Each occurrence where the peak memory utilization of any server crosses 70% (with the exception of batch processing) and stays above 70% for time more than 30 minutes will be treated as one (1) instance.</p> <table border="1" data-bbox="604 878 1703 1117"> <thead> <tr> <th data-bbox="604 878 1129 987">Number of instances over the six month period</th> <th data-bbox="1129 878 1703 987">Violation for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="604 987 1129 1052" style="text-align: center;">&gt;0 &amp; &lt;=3</td> <td data-bbox="1129 987 1703 1052" style="text-align: center;">1</td> </tr> <tr> <td data-bbox="604 1052 1129 1117" style="text-align: center;">&gt; 3</td> <td data-bbox="1129 1052 1703 1117" style="text-align: center;">2</td> </tr> </tbody> </table> <p>In addition to the above, if the number of instances in any month in the six-month period exceeds 3, one (1) additional violation will be added for each such month to the overall violations for this service level.</p> | Number of instances over the six month period | Violation for calculation of penalty | >0 & <=3 | 1 | > 3 | 2 |
| Number of instances over the six month period | Violation for calculation of penalty  |   |                                      |          |   |     |   |
| >0 & <=3                                      | 1   |   |                                      |          |   |     |   |
| > 3   | 2   |   |                                      |          |   |     |   |



## SERVICE LEVELS...Contd.

### Post Implementation Phase SLAs

| Description                            | Measurement   |  |                                      |                    |   |                  |   |       |   |
|--|---|--|--------------------------------------|--------------------|---|------------------|---|-------|---|
| <p><b>Application Availability</b></p> | <p>Availability of CAS solution components measured within the Data Center shall be at least 99.9%</p> <p>Severity of Violation: High</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="573 781 1669 1084"> <thead> <tr> <th data-bbox="573 781 1115 889">Availability over the six month period</th> <th data-bbox="1115 781 1669 889">Violation for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="573 889 1115 954">&lt; 99.9% &amp; &gt;= 99.5%</td> <td data-bbox="1115 889 1669 954">1</td> </tr> <tr> <td data-bbox="573 954 1115 1019">&lt; 99.5% &amp; &gt;= 99%</td> <td data-bbox="1115 954 1669 1019">2</td> </tr> <tr> <td data-bbox="573 1019 1115 1084">&lt; 99%</td> <td data-bbox="1115 1019 1669 1084">3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the six-month period falls below 99%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p> | Availability over the six month period | Violation for calculation of penalty | < 99.9% & >= 99.5% | 1 | < 99.5% & >= 99% | 2 | < 99% | 3 |
| Availability over the six month period | Violation for calculation of penalty  |  |                                      |                    |   |                  |   |       |   |
| < 99.9% & >= 99.5%                     | 1   |  |                                      |                    |   |                  |   |       |   |
| < 99.5% & >= 99%                       | 2   |  |                                      |                    |   |                  |   |       |   |
| < 99%                                  | 3   |  |                                      |                    |   |                  |   |       |   |



## SERVICE LEVELS...Contd.

### Post Implementation Phase SLAs

| Description                            | Measurement  |  |                                      |                |   |       |   |
|--|--|--|--------------------------------------|----------------|---|-------|---|
| <p><b>Application Availability</b></p> | <p>Availability of non-CAS solution components measured within the Data Center shall be at least 97%</p> <p>Severity of Violation: Medium</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="569 781 1669 1019"> <thead> <tr> <th data-bbox="569 781 1115 889">Availability over the six month period</th> <th data-bbox="1115 781 1669 889">Violation for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="569 889 1115 954">&lt; 97% &amp; &gt;= 96%</td> <td data-bbox="1115 889 1669 954">1</td> </tr> <tr> <td data-bbox="569 954 1115 1019">&lt; 96%</td> <td data-bbox="1115 954 1669 1019">2</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the six-month period falls below 96%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p> | Availability over the six month period | Violation for calculation of penalty | < 97% & >= 96% | 1 | < 96% | 2 |
| Availability over the six month period | Violation for calculation of penalty   |  |                                      |                |   |       |   |
| < 97% & >= 96%                         | 1  |  |                                      |                |   |       |   |
| < 96%                                  | 2  |  |                                      |                |   |       |   |

## SERVICE LEVELS...Contd.

### Post Implementation Phase SLAs

| Description                            | Measurement  |  |                                      |              |   |              |   |      |   |
|--|--|--|--------------------------------------|--------------|---|--------------|---|------|---|
| <p><b>Application Performance</b></p>  | <p>Average application response time during peak usage hours as measured from a client terminal within the Data Center shall not exceed 4 seconds.</p> <p>Severity of Violation: High</p> <p>The list of critical business functions and peak usage hours will be identified by the state / UT during the Supply and System Integration Phase.</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="571 909 1669 1209"> <thead> <tr> <th data-bbox="571 909 1081 1019">Availability over the six month period</th> <th data-bbox="1081 909 1669 1019">Violation for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="571 1019 1081 1084">&gt; 4s &amp; &lt;= 5s</td> <td data-bbox="1081 1019 1669 1084">2</td> </tr> <tr> <td data-bbox="571 1084 1081 1149">&gt; 5s &amp; &lt;= 6s</td> <td data-bbox="1081 1084 1669 1149">4</td> </tr> <tr> <td data-bbox="571 1149 1081 1209">&gt; 6s</td> <td data-bbox="1081 1149 1669 1209">5</td> </tr> </tbody> </table> <p>In addition to the above, if the average turnaround time in any month in the six-month period goes beyond 6s, one (1) additional violation will be added for each such month to the overall violations for this service level.</p> | Availability over the six month period | Violation for calculation of penalty | > 4s & <= 5s | 2 | > 5s & <= 6s | 4 | > 6s | 5 |
| Availability over the six month period | Violation for calculation of penalty   |  |                                      |              |   |              |   |      |   |
| > 4s & <= 5s                           | 2  |  |                                      |              |   |              |   |      |   |
| > 5s & <= 6s                           | 4  |  |                                      |              |   |              |   |      |   |
| > 6s                                   | 5  |  |                                      |              |   |              |   |      |   |

## PRE QUALIFICATION CRITERIA

### ➤ For Large and Medium States / UTs

- The Bidder should be a Information Technology System Integrator with a registered office and operations in India. The company should be **operational in India for at least the last five financial years**. The Prime Bidder (System Integrator) will be a single legal entity.
- The bidder must have an **office in the State/UT** or should furnish an undertaking that the same would be established within two months of signing the contract

## PRE QUALIFICATION CRITERIA...*Contd.*

### ➤ For Large and Medium States / UTs

- 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 **<<three to five times the project cost>>** for the last three financial years (as on 31-03-2010).
- 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 **<< 20% of the project cost>>** 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) must have a proven track record of **implementing at least two (2) e-Governance projects** summing up to a value of **<< 10% of the project cost>>** or above.

## PRE QUALIFICATION CRITERIA...*Contd.*

### ➤ For Large and Medium States / UTs

- The bidder must have prior experience of working on **at least 1 Software Services Project** for Government of India, any of the State/UT governments or Public Sector Units. The project must be worth at least Rs. 1 Crore .
- The bidder (System Integrator) must have been assessed and certified for **CMMi Level 3 or above.**

### ➤ For Small States / UTs

- The Bidder should be a Information Technology System Integrator with a registered office and operations in India. The company should be **operational in India for at least the last five financial years.** The Prime Bidder (System Integrator) will be a single legal entity.
- The bidder must have an **office in the State/UT** or should furnish an undertaking that the same would be established within two months of signing the contract



## PRE QUALIFICATION CRITERIA...*Contd.*

### ➤ For Small States / UTs

- 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 << **Five times the project cost (subject to a minimum of 100 crores)** >> for the last three financial years (as on 31-03-2010).
- 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 << **20% of the project cost** >> 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.

## PRE QUALIFICATION CRITERIA...*Contd.*

### ➤ For Small States / UTs

- The Bidder (System Integrator) must have a proven track record of implementing **at least two (2) e-Governance projects** summing up to a value of << 10% of the project cost >> or above
- The bidder must have prior experience of working on **at least 1 Software Services Project** for **Government of India, any of the State/UT** governments or Public Sector Units. The project must be worth at least Rs. 50 Lakhs .
- The bidder (System Integrator) must meet **at least one** of the below criteria:
  - The bidder must have been assessed and certified for **CMMi Level 3 or above**
  - The bidder must have been assessed and certified for **ISO 9001 or above**

