

**Request for Proposal
for
Selection of System Integrator for Comprehensive AMC (Annual
Maintenance Contract) support of CAS Application, Data Centre &
Disaster Recovery Centre**

RFP No. CRM/SCRB/CCTNS/SI/23/

Dated: 15th February 2024

Crime and Criminal Tracking Network & Systems (CCTNS)



Mizoram Police, Government of Mizoram

REQUEST FOR PROPOSAL

RFP No: CRM/SCRB/CCTNS/SI/23/

Dated: 15th February, 2024

(Please specify RFP No. in all your correspondence)

Mizoram Police on behalf of Government of Mizoram invites bids for appointment of a suitable System Integrator (hereinafter referred to as “Bidder” till the award of Contract and thereafter on award of contract, referred to as “System Integrator”) for Comprehensive AMC (Annual Maintenance Contract) support of CAS application, Data Centre & Disaster Recovery Centre for a period of two (02) year in accordance with the various provisions of this RFP document. The System Integrator shall be finalized based on competitive bidding process

Proposals in the form of bids are invited from interested bidders as per requirements and guidelines given below:

Bidders should submit Bid Documents through Mizoram e-Procurement portal (<https://mizoramtenders.gov.in>). Bid documents may be in three parts such as

- PART-I: Pre-Qualification Bid complete with all details.
- PART-II: Technical Bid complete with all relevant details.
- PART-III: Financial Bid with full price details.

Note: Filling up prices in Part II will render the bidder disqualified.

Once quoted, the bidder shall not make any subsequent price changes. Such price changes shall render the bid liable for rejection.

Bidder shall quote prices of products and services as mentioned with a validity of 60 days.

The complete RFP document is available at websites namely, <http://tender.mizoram.gov.in> , <https://mizoramtenders.gov.in> and <https://police.mizoram.gov.in/tender-notice/>)

Pre-Bid meeting will be held on 4th March, 2024; 11:00 Hrs.

Bids complete in all respects must reach submitted online at Mizoram e-Procurement portal (<https://mizoramtenders.gov.in>) on or before the BID DUE DATE i.e 15th March, 2024; 16:00 Hours. Part-I (Prequalification Bids) will be opened on 18th March, 2024; 11:00 Hours and Part-II (Technical Bids) will be opened on the same 18th March, 2024; 11:00 Hours.

Addl SP(Tech), Mizoram Police reserves the right to accept or reject any or all the responses to the said RFP without assigning any reason.

Sd/-

Addl SP (Tech),
SCRB Office,
SP Aizawl Office Building, Top Floor,
Treasury Square, Aizawl, Mizoram

IMPORTANT INFORMATION

S. No	Information	Details
1	RFP No. and Date	RFP No. CRM/SCRB/CCTNS/SI/23/ Date: 15 th February, 2024
2	Publication details	The RFP would be published at http://tender.mizoram.gov.in , https://mizoramtenders.gov.in and https://police.mizoram.gov.in/tender-notice/
3	Date of commencement of Bid	15 th February, 2024; 11:00 Hours
4	Earnest Money Deposit (EMD/Bid Security) and should be valid for at least 60 days after the bid submission deadline date.	Rs. 3,00,000/- (Three Lakh) only in the form of Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee in favour of MCOPS (Mizoram Computerization of Police Service Society) (Account Number: 30955089707; IFSC: SBIN0001539; MICR Code: 796002002; Branch- Aizawl) from any of the Commercial Banks payable at Aizawl, valid for a period of 60 days beyond the final bid validity period.
5	Last date for submission of written queries for clarifications	28 th February, 2024; 16:00 Hours Email: cctns_mz@ncrb.gov.in
6	Pre-bid conference	Pre-bid meeting will be held on 4 th March, 2024 11:00 Hours. The bidders may send their queries in the email cctns_mz@ncrb.gov.in by 28 th February, 2024; 16:00 Hours as per Annexure-5. No query will be entertained post the above- mentioned date.
7	Release of response to clarifications	6 th March, 2024; 16:00 Hours
8	Last date (deadline) for submission of bid documents	15 th March, 2024; 16:00 Hours
9	Bid validity period	60 days from the last date (deadline) for submission of proposals.
10	Opening of Pre-Qualification Bids	18 th March, 2024; 11:00 Hours
11	Date, Time and Venue of Opening of Technical Bids	18 th March, 2024; 11:00 Hours
12	Technical Presentation by the Bidders	Will be intimated to the Bidders who are qualified for technical evaluation.
13	Place, Time and Date of opening of financial proposals received in response to the RFP notice	Will be intimated to the bidders later.
14	Contact person for queries	Addl SP (Tech) SCRB Office, SP Aizawl Office Building, Top Floor, Treasury Square, Aizawl Email: cctns_mz@ncrb.gov.in Phone - 0389 2314966

LIST OF ABBREVIATIONS

Abbreviation	Meaning
AT	Acceptance Testing
AMC	Annual Maintenance Contract
BOM	Bill of Material
BPR	Business Process Reengineering
BG	Bank Guarantee
CAS	Core Application Software
CBI	Central Bureau of Investigation
CCTNS	Crime & Criminal Tracking Network and Systems
CID	Criminal Investigation Department
DD	Demand Draft
SPMU	State Project Management Unit
CrPC	Criminal Procedure Code
DCRB	District Crime Record Bureau
DGP	Director General of Police
DIG	Deputy Inspector General of Police
DRC	Disaster Recovery Centre
DSP	Deputy Superintendent of Police
EMD	Earnest Money Deposit
EMS	Enterprise Management System
FIR	First Information Report
FRS	Functional Requirement Specifications
GCC	General Condition of Contract
GIS	Geographical Information System
GPS	Global Positioning System
GRP	Government Railway Police
HLD	High Level Design
HO	Higher Office
IGP	Inspector General of Police
IIF	Integrated Investigation Forms
IO	Investigation Officer
IPC	Indian Penal Code
ITB	Instruction to bidders
LAN	Local Area Network
LIMS	Lawful Interception Monitoring System
LLD	Low Level Design
MCOPS	Mizoram Computerization of Police Service Society
MHA	Ministry of Home Affairs
MIS	Management Information System
MPLS	Multiprotocol Label Switching
NCR	Non-Cognizable Report
NCRB	National Crime Record Bureau
NeGP	National e-Governance Plan
NIC	National Informatics Centre
PCR	Police Control Room

Abbreviation	Meaning
PHQ	Police Headquarters
PS	Police Station
RFP	Request for Proposal
SAN	Storage Area Network
SCRB	State Crime Record Bureau
SDA	Software Development Agency
SDC	State Data Centre
SDPO	Sub-Division Police Office
SHO	Station House Officer
SI	System Integrator
SLA	Service Level Agreement
SOA	Service Oriented Architecture
SP	Superintendent of Police
SPMC	State Project Management Consultants
SPMU	State Program Management Unit
SRS	Software Requirement Specifications
SSL	Secure Sockets Layer
SWAN	State Wide Area Network
ITB	Instructions to Bidders
VPN	Virtual Private Network
VAPT	Vulnerability Assessment & Penetration Testing
XML	Extensible Markup Language

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1. ABOUT THIS DOCUMENT

The purpose of this document is to select a System Integrator for the comprehensive onsite AMC of CCTNS Data Centre, DR & CAS Application of Mizoram Police for a period of 02 (Two) years. Bidders are advised to study this document carefully. Submission of RFP shall be deemed to have been done after careful study and examination of this document with full understanding of its implications. This RFP document is not transferable. This document must be read in its entirety. Please verify that you have a complete copy.

2. PROJECT PROFILE

2.1. Project Background

The Crime and Criminal Tracking Network Systems (CCTNS) was conceptualized by the Ministry of Home Affairs in detailed consultation with all stakeholders and implemented as a “Mission Mode Project (MMP)” and which has adopted the guidelines of the National e-Governance Plan (NeGP).

CCTNS aims at creating a comprehensive and integrated system for enhancing the efficiency and effectiveness of policing at all levels and especially at the Police Station level through adoption of principles of e-Governance. CCTNS will operate through the creation of a nationwide networked infrastructure for evolution of IT enabled state-of-the-art tracking system around “investigation of crime and detection of criminals” in real time, which is a critical requirement in the context of the present-day internal security scenario.

The scope of CCTNS spans all 35 States and Union Territories and covers all Police Stations (20,000+ in number) and all Higher Police Offices (6,000+ in number) in the country. The CCTNS project includes vertical connectivity of police units (linking police units at various levels within the States – police stations, district police offices, state headquarters, SCRB and other police formations – and States, through state headquarters and SCRB, to NCRB at GOI level) as well as horizontal connectivity, linking police functions at State and Central level to external entities. CCTNS also provides for a citizen’s interface to provide basic services to citizens.

2.2. Implementation Schedule

S. No.	Scope of Work Area	Time Frame (Elapsed Months)	Remarks
1	Issue of Letter of Intent (LoI)	T1	
2	Signing of Agreement with the System Integrator & release of Work Order.	T1+7 Days	
3	Kick Off meeting		
4	Deployment of resources for Knowledge Transfer (KT) activity	T2=T1 + 17 days (25 days)	
5	Knowledge Transfer completion including all the queries and mitigation measures	T3=T2 + 20 days (45 days)	
6	Deployment of the team for project takeover and operation & management support	T3+ 5 days	Till the end of the contract period

2.3. Stakeholders of the Project

The impact of the police subject being sensitive, a consultative and a bottom-up approach has to be adopted in designing the MMP impacting the following stakeholders:

- MHA/NCRB/Others

- Govt. of Mizoram
- State Police department
- Citizens/ Citizens groups
- External Departments of the State
- Non-Government/Private sector organizations

2.4. State Designated Agency & Governance structure.

Mizoram has been designated as State Designated Agency at the state level that to serve as a channel for transfer of funds from GOI to State and from State governments to the vendors implementing CCTNS.

- i. Payment & fund management
- ii. Work completion audit
- iii. Contract signing

The Governance Structure of State Designated Agency is as follows:

- i. State Apex Committee
 - ii. State Empowered Committee
 - iii. State Nodal Officer
 - iv. State Mission Team
- (i) State Project Management Unit (SPMU)

The Administrative and Financial decision is taken by the State Nodal Officer on the advice of State Mission team and SPMU. The monitoring and tracking will be done by the state project management unit (SPMU) for day-to-day operation for all the engaged vendors for DC & Client site infrastructure. The report and financial report submitted by the selected SI will be received by State Mission Team and will be audited and monitored by the SPMU within a 15 days' time from the date of receipt of the document. However, for the clarification it is stated that the functional control will be with state nodal officer and the activity will be monitored and communicated with state nodal officer at o/o Mizoram. No correspondence should be made in the name of MIZORAM POLICE. All communication and correspondence will be accepted at the office only.

2.5. Data Centre/ National Data Centre/ Disaster Recovery Centre:

The CCTNS Data Centre is currently operational at SDC Mizoram. The Data Centre is successfully catering the physical infrastructure, Internet Bandwidth, IPs and power back up for CCTNS Rack containing the servers, storage & other hardware deployed for CCTNS operation in the state. The data Centre is connected to 91 client site locations covering 44 police stations and 53 Higher Offices across the state.

CCTNS Data Centre is currently connected with National Data Centre and data is shared regularly with the NDC using dedicated link provided by NIC. The Disaster Recovery site is located at New Delhi with 1 no. of rack having 2 rack servers and 6 nos. of blade servers

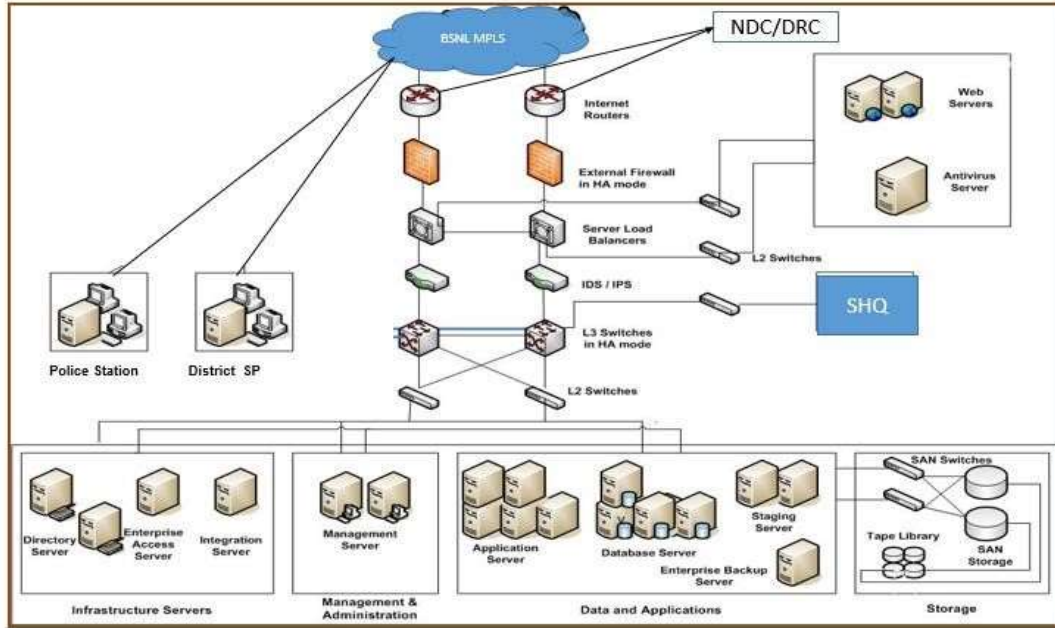


Figure 1 CCTNS Datacentre Architecture

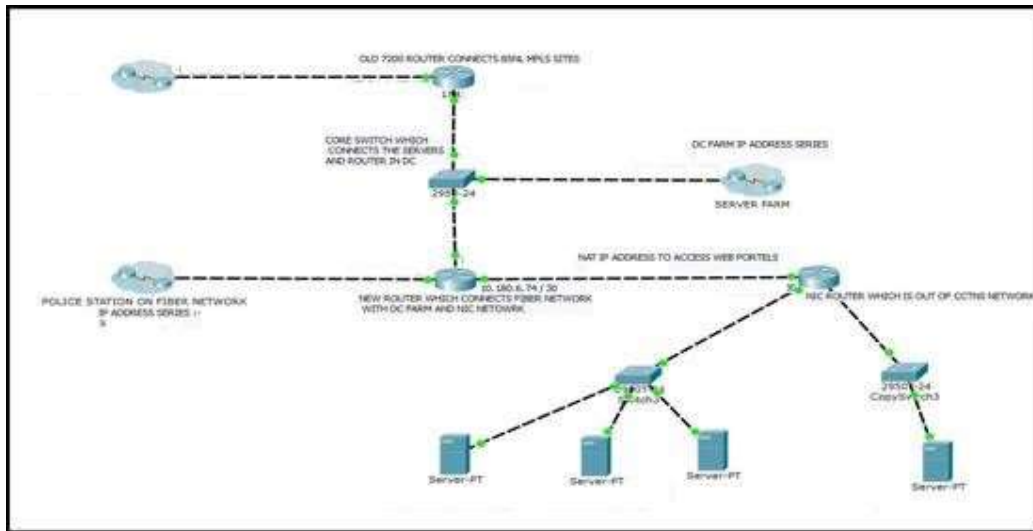


Figure 2 Schematic Diagram of CCTNS Mizoram

The Core Application Software (CAS 4.5) is deployed at the SDC Mizoram which is developed centrally by Software Development Agency under the aegis of NCRB for every states/UTs. The CAS Centre is shared with State for roll out in the state with scope of state level testing, customization and management support. CCTNS Mizoram is using Java Stack platform along with the key services not limited to the below:

- i. CAS 4.5 version of Java stack application and the database MySQL
- ii. The servers for CCTNS Mizoram are running with Sun Solaris.
- iii. CAS testing, customization, Integration testing for other services at state level
- iv. MIS report design and customization for state specific requirements

- v. Entry of case records at the Police Stations across the State.
- vi. Data digitization and migration of Historical records

2.6. Client Site Infrastructure

Mizoram Police have 11 police districts and Mizoram city police Commissionerate where the 44 police stations and 53 higher offices are spread across in a geography largely consisting of plane, valley and hilly region. The districts are controlled by District SP where the SDPO, CI & OCs of police stations are responsible for operation of police activity in the districts. Each PS is having Two (2) Desktop machine acting as Offline Server for CAS Application and the rest minimum Two (2) desktop PC will function as client. The districts are provided with hardware & accessories, Generator, Network connectivity, LAN & Electrical including chemical Earthing in every police Stations for CCTNS operation. The core application software (CAS) has been designed for online and offline mode operation at PS level where data digitization and process of various services is done. In other hand in few higher offices using online CAS application for monitoring and supervisory role. Every district has District e-Mission Team and Knowledge Partner to monitor and manage the CCTNS project.

2.7. Connectivity at the client locations

The Airtel link is the primary connectivity for CCTNS Mizoram. Airtel is providing MPLS Link to 81 CCTNS Sites.

3. ELIGIBILITY CRITERIA

Please note that Bidders should submit all documents confirming the qualification as per the Eligibility Criteria mentioned. The bid is liable to be rejected without submission of relevant documents.

Mizoram Police will examine the bids to determine whether they are complete, required information have been provided as underlined in Section 3 Eligibility Criteria of the bid document, the documents have been properly signed, and whether bids are generally in order.

The bidder should meet the Qualifying Requirements/Criteria as mentioned below:

3.1. Pre-Qualification Criteria

The following are the conditions, which are to be necessarily fulfilled, to be eligible for technical evaluation. Only those interested BIDDERS who satisfy the following eligibility criteria should respond to this RFP as per Annexure-6.

S.N	Qualification Criteria	Documents Required
1.	The responding firm / agency should have submitted a Bid Security (EMD) of Rs. 3,00,000/- (Three Lakh) only.	Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee drawn in favour of MCOPS (Mizoram Computerization of Police Service Society) (Account Number: 30955089707; IFSC: SBIN0001539; MICR Code: 796002002; Branch-Aizawl) from any of the Commercial Banks payable at Aizawl, valid for a period of 60 days beyond the final bid validity period.
2.	Non-refundable tender fee	Receipt of payment of INR 1,500/- (One thousand five hundred only) in favour of MCOPS (Mizoram Computerization of Police Service Society) (Account Number: 30955089707; IFSC: SBIN0001539; MICR Code: 796002002; Branch-Aizawl) as tender fee
3.	Legal Entity 1. Company should be registered under Companies Act, 1956 or 2013 2. Registered with the Service Tax Authorities	Certificate of Incorporation. Registration Certificate
4.	The bidder should be CMMi Level 3 company or above	Copy of valid CMMi certificate.
5.	The bidder should have average annual turnover of INR 5 Crore for the last 3 Financial years from IT/ITES business during each of the three financial years (F.Y. 2020-21, F.Y. 2021-22, and F.Y. 2022-23 respectively).	Certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be submitted with the bid along with filled Financial Information as per Annexure-3.

S.N	Qualification Criteria	Documents Required
6.	The Bidder should have a positive net worth for at least three financial years during the last five financial years ending March 2023.	The audited balance sheet and Profit & loss statement for last 03 financial years are to be submitted as documentary evidence duly certified by statutory auditor along with filled Financial Information as per Annexure-3.
7.	Bidder should have at least 5 years of experience in design and development of application, customization, bug testing along with Operation & Maintenance support for any Government / PSU / Government Organization/ Government Institution within India as on 31 December, 2023.	Copies of relevant P.O./ Work Order/Agreement dated on or before 31 December, 2023, as well as the completion certificate of such projects if any, must also be attached along with filled project citations as per Annexure-2
8.	<p>The bidder should have experience on design and development of application, customization, bug testing along with Operation & Maintenance support for projects meeting the criteria mentioned below.</p> <p>(i) 01 Project of value INR 2 Crore or more OR (ii) 02 projects of value INR 1 Crore or more OR (iii) 3 projects of value of INR 0.75 crore or more</p> <p>Project credentials of Government and Public sector Undertakings within India will be considered. The value mentioned above should be for design and development of application, customization, bug-testing along with Operation & Maintenance.</p>	Copies of relevant P.O/ LOI / Work order including value needs to be submitted for proof. If the work has been completed the completion certificates provided by the engaging agency or agencies should be submitted along with filled project citations as per Annexure-2.
9.	<p>The bidder should have provided AMC support for IT infrastructure (Server/Storage/Firewall/Network equipment) at Data Centre meeting the criteria mentioned below.</p> <p>(i) 01 project of value INR 2 Cr or more OR (ii) for 2 Projects of value INR 1 Cr or more OR</p>	<p>Copies of relevant P.O/ LOI / Work order including value needs to be submitted for proof.</p> <p>If the work has been completed the completion certificates provided by the engaging agency or agencies should be submitted along with filled project citations as per Annexure-2.</p>

S.N	Qualification Criteria	Documents Required
	(iii) for 3 projects of value INR 0.75 Cr or more Project credentials of Government/PSU and Public sector Undertakings within India will be considered. The value mentioned above should be for AMC support / supply/ installation and commissioning for IT hardware at Data center/DRC.	
10.	The BIDDER shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Central/State Government/ Government agencies/ PSUs etc.	BIDDER should submit a duly notarized affidavit in this regard.
11.	Bidder shall submit Power of Attorney, duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder	Power of Attorney in favour of Authorized Signatory

Functional Requirements:

Mizoram Police reserves the right to ask for any additional information and also reserves the right to reject or accept the bid of any/all bidder(s), if in the opinion of Mizoram Police the qualification data is incomplete or the bidder(s) is found not qualified to satisfactorily execute the requirements of the project and no communication shall be entertained in this regard in future what so ever.

3.2. Technical Evaluation Criteria and Scoring

1. The Technical Evaluation of only those Vendors would be carried out who qualify the eligibility criteria as mentioned in Section 3.1 of the RFP.
2. Bidders must fill the Technical Compliance sheet as per Annexure-8
3. The board of officers evaluating the technical bids may call for additional documents, presentation etc. in support of the facts and figures provided by the Bidder Vendors in the technical bids.
4. Mizoram Police may interact with the Customer's whose references are submitted by bidder, if required.
5. Vendors not cooperating in the bid evaluation or failing to produce the additional documents etc. as required by the Technical Committee will be rejected.
6. The Technical Evaluation Committee report will be approved by MIZORAM POLICE post which the Price Bids of only those Firms/Vendors will be opened for whose Technical Bids who clear the technical evaluation with 70% marks out of 100 marks.

S. No	Criteria	Requirements	Max Mark	Supporting Documents
1.	The Bidder should have average turnover of not less than INR 15 Crores during three financial years (F.Y. 2020-21, F.Y. 2021-22, and F.Y. 2022-23) respectively.	<p>≥25 Cr and <30 Cr= 5 marks</p> <p>≥20 Cr and <25 Cr=4 marks</p> <p>≥15 Cr and <20 Cr=3 marks.</p>	5	Certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be submitted with the bid along with filled Financial Information as per Annexure-3.
2.	2.1 The Bidder should have successfully designed and developed application, customization, testing along with Operation & Maintenance support, including for projects of value 1 Crore or more. Project credentials of Government and Public sector undertakings within India will be considered.	<p>1 to 2 projects: 6 marks</p> <p>3 to 4 projects: 8 marks</p> <p>> 4 projects: 10 marks</p>	10	Copies of relevant P.O/ LOI / Work order/ Agreement + certificate from client, the document must include value needs to be submitted for proof along with filled project

S. No	Criteria	Requirements	Max Mark	Supporting Documents
				citations as per Annexure-2.
	2.2 Marks for the submission of work completion documents/ certificates: Weightage of work completion certificate marks will be given to the value of the projects and not on the quantity of completion of work orders	One project completion of value >3 Crore = 5 marks; One project completion of value >2 Crore = 4 marks; One project completion of value >1 Crore = 3 mark.	5	Copies of relevant P.O/ LOI / Work order/ Agreement + certificate from client, the document must include value needs to be submitted for proof along with filled project citations as per Annexure-2. Completion certificates provided by the engaging agency.
3.	3.1 The Bidder should have provided support to IT infrastructure (Server/Storage /Firewall/ Network equipment) at Data center having minimum value of Rs. 1 Crore.	1 project: 3 marks 2 to 3 projects: 6 marks > 3 projects: 10 marks	10	Copies of relevant P.O/ LOI / Work order/ Agreement + certificate from client, the document must include value needs to be submitted for proof along with filled project citations as per Annexure-2.
	3.2. The bidder has to provide the work completion documents/ certificates for AMC support / supply/ installation and commissioning for IT hardware at Data center/DRC having minimum value of Rs. 1 Crore.	One project completion of value >3 Crore = 5 marks; One project completion of value >2 Crore = 4 marks; One project completion of value >1 Crore = 3 mark	5	Copies of relevant P.O/ LOI / Work order/ Agreement + certificate from client, the document must include value needs to be submitted for

S. No	Criteria	Requirements	Max Mark	Supporting Documents
	<p>Weightage of work completion certificate marks will be given to the value of the projects and not on the quantity of completion of work orders.</p> <p>Project credentials of Government and Public sector undertakings within India will be considered.</p>			<p>proof along with filled project citations as per Annexure-2.</p> <p>Completion certificates provided by the engaging agency</p>
4.	Technical Presentation on understanding, approach and methodology and proposed solution	<p>a) Understanding of the CCTNS project & Mizoram Police requirement- 5 Marks</p> <p>b) Approach and Methodology for CAS support – 10 Marks</p> <p>c) Solution for the project for MIS report, Data Digitization, Integration solution, Project Support -10 Marks</p> <p>d) Helpdesk support SLA & documentation- 5 Marks</p>	30	<p>Presentation in form of PPT and hardcopy of 03 sets in colour print needs to be submitted on the day of presentation as specified in Annexure-16.</p> <p>One copy of presentation in soft copy also to be submitted.</p> <p>Hardcopy and softcopy of all the document and claims for point a,b,c,d should also be submitted.</p>
5.	Key Resources (As per qualification criteria mentioned in the RFP Annexure-11)			
	5.1 CAS Application Developer/ Customization & integration expert & Software Developer (Mobile and Web Application) (1 resource)		10	Relevant CV as per the format in Annexure-11.2

S. No	Criteria	Requirements	Max Mark	Supporting Documents
	5.2 CAS Application support Expert & Database Developer for Mobile Application (1 resource)		10	Relevant CV as per the format in Annexure-11.2
	5.3 System Admin (1 resource)		10	Relevant CV as per the format in Annexure-11.2
	5.4 Network and Security Expert (1 resource)		2	Relevant CV as per the format in Annexure-11.2
	5.5 DB Admin / Storage admin (1 resource)		1	Relevant CV as per the format in Annexure-11.2
6.	5.6 Mobile Application Developer (1 resource)		1	Relevant CV as per the format in Annexure-11.2
7.	5.7 Helpdesk Support (1 resource)		1	Relevant CV as per the format in Annexure-11.2

3.3. Evaluation of Commercial Bids

1. Bidders must submit filled form of the Commercial Bid format as per Annexure-12.
2. Commercial bids of only the technically qualified short-listed bidders will be opened and evaluated. The qualifying marks of Technical Proposal is 70% out of 100 Marks.
3. The evaluation committee will determine if the price proposals are complete and without computational errors.
4. Bidder should note that the AMC Price has to be quoted for total quantity of work for the period of 02 (two) year. The Price quoted must be inclusive of taxes shall be used for the purpose of evaluation.

Arithmetic errors in the Bids submitted shall be treated as follows:

1. Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and
2. Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of MIZORAM POLICE, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.
3. Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the Commercial Bid, the amount obtained on totalling the line items in the Commercial Bid will govern.

3.4. Successful Evaluated Bidder

The final evaluation of bids will be conducted using a 70:30 QCBS methodology. Following will be the final evaluation scheme:

1. Each technical bid shall be awarded an absolute technical score of 'T1' marks out of a total of 100 marks.
2. Only bidding entity that has score a total technical score of seventy percent (70%) or more out of a maximum of one hundred (100) marks will qualify for the evaluation of their commercial bids.
3. The final normalized commercial score of the bidder shall be calculated as follows –
Normalized Commercial Score of a bidder (C1) = [lowest quote/ bidding entity's quote] X 100
4. The final score will be calculated through QCBS method based with the following weight ages
 - Final Score = (0.7*T1) + (0.3* C1).
5. The bidder who secures the maximum final score will be declared as successful bidder and the purchaser will award the contract to the successful bidder.

4. INSTRUCTION TO BIDDERS

Bidders are advised to study this RFP document carefully before participating. It shall be deemed that submission of bid by the Bidder has been done after their careful study and examination of the RFP with full understanding to its implications. Any lack of information shall not in any way relieve the bidders of his responsibility to fulfil his obligations under the Bid.

4.1. Definitions

In this document, the following terms shall have following respective meanings:

“Applicable Law/Governing Law”	means the laws and any other instruments having the force of law in the India and the state of Mizoram as they may be issued and enforced from time to time
“Agreement”	means the Agreement to be signed by the successful System Integrator and Mizoram Police
“Authorized Representative”	shall mean any person/agency authorized by either party.
“Bank”	means any Scheduled/Nationalized Indian Bank as notified by Reserve Bank of India, having a branch at Aizawl, Mizoram
“Bidder”	means any firm offering the solution(s), service(s) and/ or materials required in the RFP. The word Bidder, when used in the pre-award period shall be synonymous with Bidder, and when used after intimation of Successful Bidder shall mean the System Integrator, with whom Govt. signs the Contract.
“Client/Purchaser/Employer”	means Mizoram Police, with its present address at Mizoram Police Headquarter, Aizawl Mizoram
“Currency”	means the Indian Rupees
“Contract”	is used synonymously with agreement.
“Corrupt Practice”	means the offering, giving, receiving or soliciting of anything of value or influence the action of a public official in the process of Contract execution.
“Coercive Practices”	means harming or threatening to harm, directly or indirectly, persons, or their property to influence their participation in a procurement process, or affect the execution of a contract
“Collusive Practices”	means a scheme or arrangement between two or more bidders, with or without the knowledge of the Purchaser, designed to influence the action of any party in a procurement process or the execution of a contract
“Documentary evidence”	means any matter expressed or described upon any substance by means of letters, figures or marks intended to be used for the recording of that matter and produced before a court.
“Default Notice”	shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
“Effective Date”	means the date on which this Agreement comes into force and effect pursuant to signing of the contract.

“Fraudulent Practice”	means a misrepresentation of facts to influence a procurement process or the execution of a Contract and includes collusive practice among IPs (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive Mizoram Police Department and /or GoM of the benefits of free and open competition.
“LOI”	means issuing of Letter of Intent which shall constitute the intention of the Tenderer to place the purchase order with the successful BIDDER.
“Mizoram Police”	shall mean Police Department, Govt. of Mizoram.
“Party”	means the Client or the System Integrator, as the case may be, and Parties mean both of them.
“PBC”	means Pre-Bid Conference.
“Performance”	means accomplishment of the project in terms of Standards, Quality, SLA for implementation, maintenance, and support.
“Period of Agreement”	means project period as defined in RFP.
“Personnel”	means persons hired by the System Integrator or by any sub-Service provider as employees and assigned to the performance of the Services or any part thereof
“Rates/Prices”	means prices of services quoted by the BIDDER in the Commercial Bid submitted by him and/or mentioned in the Contract.
“RFP”	means the detailed notification seeking a set of solution(s), service(s), materials and/or any combination of them.
“System Integrator”	means the successful bidder who has been awarded the Contract for the Comprehensive AMC (Annual Maintenance Contract) support of CAS Application, Data Centre & Disaster Recovery Centre of CCTNS Mizoram
“Services”	means the work to be performed by the BIDDER pursuant to this Contract, as detailed in the Scope of Work.
“Tenderer” / “Purchaser”	shall mean the authority issuing this Request for Proposal (RFP) and the authority under whom the services is to be implemented, operated, managed etc. i.e Police Department, GoM
“Termination notice”	means the written notice of termination of the Agreement issued by one party to the other in terms hereof.
“Work Order”	means tasks/activities which will be assigned or scheduled to the successful BIDDER.

4.2. Eligible Bidders

The following are the conditions, which are to be necessarily fulfilled, to be eligible for technical evaluation. Only those interested bidders qualifying the eligibility criteria mentioned in the RFP Section 3 document shall be termed as Eligible Bidders and shall be eligible for opening of their Technical proposal.

The Bidder must be a company, which has the capabilities to deliver the entire scope of work as mentioned in the RFP.

Bidder should not be a blacklisted entity by any of the Central/State Government/ Government agencies/ PSUs etc..

4.3. Cost of Bidding

The Non-refundable Tender Cost, the Bidder shall bear all costs associated with the preparation and submission of the Bid including surveys (if required), and Mizoram Police will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

4.4. RFP Document

Bidder is expected to examine all instructions, forms, terms, specifications, and other information in the RFP document. Failure to furnish all information required by the RFP document or to submit a Bid not substantially responsive to the RFP document in every respect will be at Bidder's risk and may result in the rejection of its Bid.

4.5. Language of Bid

The bid prepared by the bidder, as well as all correspondence and documents relating to the Bid exchanged between the bidder and Mizoram Police, shall be in English. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation certified by Mizoram Police / approved translator of the relevant pages in English. For the purposes of interpretation of the bid, the translation shall govern. Information supplied in another language without proper translation shall be rejected.

4.6. Amendment of RFP Document

1. At any time prior to the deadline (or as extended by Mizoram Police) for submission of bids, Mizoram Police, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder may modify the RFP document by issuing amendment(s)
2. All bidders will be notified of the amendment(s) by publishing on the websites, and these will be binding on them.
3. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, Mizoram Police, at its discretion, may extend the deadline for the submission of bids.

4.7. Clarification of RFP document and Pre-Bid Conference

1. Pre-Bid conference will be held on 4th March, 2024; 11:00 Hours The bidders may send their queries in the email cctns_mz@ncrb.gov.in by 28th February, 2024; 16:00 Hours as per Annexure-**No query will be entertained post the above-mentioned date.**
2. Tenderer reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it.

4.8. Period of Validity of Bids

The bid shall remain valid for 60 days from the date of Bid-Submission Deadline being specified. Bidder should ensure that in all circumstances, its Bid fulfils the validity condition. Any bid valid for a shorter period shall be rejected as non-responsive.

4.9. Tender cancellation or Bid rejection

The Tenderer will have the right to cancel the tender and reject the commercial bid at any time without giving any explanation to the bidder.

4.10. Alternative Bids

Alternative (alternate technology/architecture/design/ functionality or Proposals with multiple options) bids shall be rejected.

4.11. Bid Currency

Prices for services offered shall be quoted in Indian National Rupees (INR) only.

4.12. Bid Security

1. All Bidder's shall deposit, as part of its Bid, an Earnest Money amounting to **Rs. 3,00,000 (Rupees Three Lakhs only)**. Bids without this bid security will be rejected.
2. The Bid Security shall be in Indian Rupees and shall be in the form of Demand Draft/ Bank Guarantee/Pay Order, issued by any Scheduled/Nationalized bank in India, drawn in favour of **MCOPS (Mizoram Computerization of Police Service Society) (Account Number: 30955089707; IFSC: SBIN0001539; MICR Code: 796002002; Branch-Aizawl)** payable at Aizawl, and shall be valid for at least 60 days. Such negotiable instrument should be valid for at least sixty (60) days beyond the validity of the Bid.
3. Unsuccessful bidder's Bid security will be discharged or returned within sixty (60) days after the expiration of the period of Bid validity prescribed.

4.13. Format and Signing of Bid

1. The Soft copy of the bid documents with all supporting documents shall be signed in all pages and uploaded in the Online tender portal.
2. The written confirmation of Authorization to sign on behalf of the Bidder shall consist of Notarized Power of Attorney shall be attached to the Bid. The name and position held by each person signing the authorization must be typed or printed below the signature.
3. All pages of the Bid, except for un-amended printed literature, shall be signed or initialed by the person signing the Bid.
4. Response Formats duly filled along with supporting documents shall be page numbered as one volume. Each page of the bid (along with the supporting documents including CVs) should be signed by the authorized signatory. The scanned documents shall be uploaded at the online tender portal. The documents submitted in any other way is liable to be rejected.
5. Any interlineations, erasures, or overwriting shall be valid in the soft copy only if they are signed or initialed by the person signing the Bid.

4.14. Forfeiture of Bid Security

The Bid security may be forfeited either in full or in part, at the discretion of Mizoram Police, on account of one or more of the following reasons:

- I. If the bidder withdraws his Bid during the period of Bid validity specified by him on the Bid Letter Form;
- II. If the bid or its submission is not in conformity with the instruction mentioned herein
- III. If the bidder violates any of the provisions of the terms and conditions of the tender
- IV. In case, a successful bidder fails to (a) accept award of work, (b) sign the Contract Agreement with Mizoram Police, within the stipulated time after acceptance of communication on placement of award, (c) furnish performance security, (d) fails to sign the Contract Agreement in time, (e) or the bidder violates any of such important conditions of this tender document or indulges in any such activities as would jeopardize the interest of Mizoram Police in timely finalization of this tender. The decision of Mizoram Police regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances. A default of such type or nature may involve black-listing of the bidder by Mizoram Police /Govt. of Mizoram.

5. SUBMISSION AND OPENING OF BID

5.1. Submission of the Bid

The bidders should submit bid documents through Mizoram e-Procurement portal at <https://mizoramtenders.gov.in/>

PART-I: Pre-Qualification Bid.

Pre-qualification bid response documents need to be digitally signed before uploading in the Mizoram e-Procurement Portal. All documents to be uploaded for Pre-qualification as per Section 3.1 are free-format, except “BIDDER’s Profile as per Annexure-1 and experience as per Annexure-2” in this Bid document. For all the free-format documents, Bidder is expected to scan the relevant documents into PDF format (in 100 dpi scan resolution).

PART-II: Technical Bid

Technical bid response documents need to be digitally signed before uploading in the Mizoram e-Procurement portal. Complete technical details, data sheet and any other relevant documents.

PART-III: Financial Bid

Financial bid response documents need to be digitally signed before uploading in the said portal. Complete financial details as per specified format. Financial Bid will be considered for evaluation for those Bidders who are qualified in the Part-II.

5.2. Deadline for Submission of Bids

Bids must be uploaded by the Bidder no later than the date and time specified in the “**Important Information**” Section.

The Purchaser may, at its discretion, extend the deadline for the submission of Bids by amending the Bidding Document, in which case all rights and obligations of the Purchaser and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

5.3. Opening of Bids

The Technical Evaluation Committee will open and evaluate the pre-qualification bid and technical bid whereas the Financial Evaluation Committee will open and evaluate the Financial Bid at the place and time mentioned at “**Important Information**” section. During the Bid opening, the interested bidders (Maximum 2) are allowed to participate.

6. EVALUATION AND COMPARISON OF BIDS

6.1. Confidentiality

- I. Information relating to the examination, evaluation, comparison and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process.
- II. Any attempt by a Bidder to influence the Purchaser in the examination, evaluation, comparison, and post qualification of the Bids or Contract award decisions may result in the rejection of its Bid.
- III. From the time of opening the Technical Proposals to the time of Contract award, if any Bidder wishes to contact the Purchaser on any matter related to the bidding process, it should do so in writing. If the bidder meet the Purchaser's personnel, it will be considered as "coercive practices", and may result in rejection of the bid.

6.2. Clarifications of Bids

- I. To assist in the examination, evaluation, comparison and post qualification of the Bids, the Purchaser may, at its discretion, ask any Bidder for a clarification of its Bid. Any clarification submitted by a Bidder that is not in response to a request by the Purchaser shall not be considered. The Purchaser's request for clarification and the response shall be in writing.
- II. No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the documents submitted for technical evaluation/ documents submitted which is not readable/ arithmetic errors of the price proposal discovered by the Purchaser.
- III. However, in case the document not submitted for pre-qualification criteria/ eligibility criteria will be rejected for bid acceptance for further technical and financial evaluations

6.3. Evaluation of Bids

- I. The Purchaser shall evaluate Price Proposals of each Bid for which the Technical Proposal has been determined to be responsive.
- II. To evaluate a Price Proposal, the Purchaser shall only use all the criteria and methodologies defined in this Clause and in Section 3. (Eligibility Criteria). No other criteria or methodology shall be permitted.
- III. To evaluate a Price Proposal, the Purchaser shall consider the following:
 - a. The Bid Price quoted in Price Proposal Submission Sheet inclusive of all duties, levies and taxes.
 - b. Price for missing or non-conforming item(s) or component(s) will not be considered.
- IV. The Purchaser shall award the Contract to the Bidder on QCBS basis among responsive bidders.
- V. The bids shall be evaluated on total cost not on individual item cost.

6.4. Responsiveness of Technical Proposal

The Purchaser's determination of the responsiveness of a Technical Proposal is to be based on the contents of the Technical Proposal itself.

1. A responsive Technical Proposal is one that conforms to all the mandatory requirements, terms, conditions, and specifications of the Bidding Document without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:
 - a. does not meet all terms and conditions of the RFP;

- b. affects the scope, quality, or performance of the Goods and Related Services specified in the Contract; or limits or is inconsistent with the Bidding Document, the Purchaser's rights or the Bidder's obligations under the Contract;
 - c. If rectified it would unfairly affect the competitive position of other Bidders presenting responsive Technical Proposals.
2. If a Technical Proposal is not responsive to the Bidding Document, it shall be rejected by the Purchaser.

6.5. Minor Errors, and Omissions

Provided that a Technical Proposal is responsive, the Purchaser may waive any minor errors or omission in the Bid that does not constitute a material deviation.

- I. Provided that a Technical Proposal is responsive, the Purchaser may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial, minor errors or omissions in the Technical Proposal related to documentation requirements. Such omission shall not be related to any aspect of the Price Proposal of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.
- II. Provided that a Technical Proposal is responsive, the Purchaser will rectify nonmaterial, minor errors or omissions. To this effect, the Bid Price shall be adjusted during evaluation of Price Proposals, for comparison purposes only, to reflect the price of the missing or non-conforming item or component without any additional cause by the bidder.
- III. In case the Technical Proposal is responsive in compliance with materials/goods/ services/ support the purchaser will rectify the price proposal in case it is non-conformities, errors and omissions and ask the bidders to reflect the price for the non-conforming items or component without any additional cost of the proposed bid by the bidder.
- IV. In case the bidder failed to address, the bid will be rejected and the EMD will be forfeited.

6.6. Comparison of Bids

- I. The Purchaser shall compare all responsive bids, in accordance with RFP.
- II. In case of single bid, the purchaser will have the right to accept or reject the price bid as per their budget availability

6.7. Purchaser's Right to Accept Any Bid, and to reject any or All Bids

- I. The Purchaser reserves the right to accept or reject any Bid, and to annul the bidding process and reject all Bids at any time prior to Contract award, without thereby incurring any liability to the Bidders.

7. AWARD OF CONTRACT

7.1. Award Criteria

The Purchaser shall award the Contract to the one successful Bidder.

7.2. Purchaser's Right to Vary Quantities at Time of Award

During or before execution of the Contract, the Purchaser reserves the right to increase or decrease the BOM for AMC up to 15% of the discovered price.

7.3. Notification of Award

- I. Prior to the expiration of the period of bid validity, the Purchaser shall notify the successful Bidder, in writing, that its Bid has been accepted.
- II. Until a formal Contract is prepared and executed, the notification of award shall not constitute a binding Contract.

7.4. Signing of Contract

- I. Promptly after notification, the Purchaser shall send to the successful Bidder the Agreement with the Conditions of Contract.
- II. Within fourteen (14) days of receipt of the Agreement, the successful Bidder shall sign, date, and return it to the Purchaser.
- III. The successful Bidder shall provide an undertaking that the key staff identified for the project (as submitted in its bid proposal) shall be available for the respective proposed work requirement, all the time during the duration of the project, till its successful completion.

7.5. Performance Security

- I. The Performance Security shall be in the form of Bank Guarantee issued by a Scheduled/Nationalized Indian Bank, having a branch in Aizawl, Mizoram, as notified by Reserve Bank of India.
- II. Within fourteen (14) days of the receipt of notification of award from the Purchaser, the successful Bidder shall furnish the Performance Security in accordance with the GCC.
- III. Failure of the successful Bidder to submit the above-mentioned Performance Security or sign the Contract Agreement within 14 days of the receipt of notification of award shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security without any notice. In that event the Purchaser may award the Contract to the next top scoring Bidder whose offer is responsive and is found by the Purchaser to be qualified to perform the Contract satisfactorily.
- IV. On acceptance of offer, the successful bidder shall provide Performance Security of ten (10) percent of the total Contract value with a validity for a Period of 60 days beyond the date of completion of contractual obligations/warranty.

7.6. Local Conditions

It will be imperative on each bidder to fully inform himself of all local conditions and factors which may have any effect on the execution of the works covered under these documents and specifications. The purchaser shall not entertain any request for clarifications from the bidders, regarding such local conditions. It must be understood and agreed that such factors have properly been investigated and considered while submitting the proposals. No claim for

financial adjustment to the contract awarded under these specifications and documents will be entertained by the purchaser. Neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the purchaser, which are based on the lack of such clear information or its effect on cost of the works to the bidder.

7.7. Contacting Mizoram Police

- I. BIDDER shall not approach Mizoram Police officers beyond office hour and/ or outside Mizoram Police office premises, from the time of the Bid opening to the time of finalization of successful BIDDER.
- II. Any effort by a BIDDER to influence Mizoram Police officers in the decisions on Bid evaluation, Bid comparison or finalization may result in rejection of the BIDDER's offer. If the BIDDER wishes to bring additional information to the notice of the Mizoram Police, they should do so in writing.

7.8. Mizoram Police Right to Accept Bid and to reject any or all Bids

- I. Prior to expiration of the period of Bid validity, Mizoram Police will notify the successful BIDDER in writing that their Bid has been accepted.
- II. Within 7 days of receipt of such intimation, successful BIDDER shall give its acceptance to Mizoram Police.
- III. Upon the successful BIDDER's furnishing of Performance Security, Mizoram Police will notify all unsuccessful BIDDERS and discharge their Bid security within **XXX**.
- IV. The contract shall be signed within 15 days of the notification of the successful bidder.
- V. Mizoram Police will have the right to accept bid and to reject any or all bids.

7.9. Lack of Information to BIDDER

The BIDDER shall be deemed to have carefully examined RFP document to his entire satisfaction. Any lack of information shall not in any way relieve the BIDDER of his responsibility to fulfil his obligation under the bid.

7.10. Fraudulent & Corrupt Practice

Purchaser requires bidders to observe the highest standard of ethics during the execution of the contract.

- I. The following practices apply:
 - a. "Corrupt practice"
 - b. "Fraudulent practice"
 - c. "collusive practices"
 - d. "coercive practices"
- II. Purchaser shall reject a proposal for the award of Contract if it finds/come to know that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the Contract.
- III. Purchaser shall declare a firm ineligible, either indefinitely or for a stated period of time, for execution of such contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing the contract OR if it at any time determines that corrupt or fraudulent practices were engaged in by representatives of the Purchaser or a beneficiary of the fund, during the procurement or

the execution of that contract, without the Purchaser having taken timely and appropriate remedial action

- IV. Any communication between the bidder and the purchaser related to matters of alleged fraud or corruption must be made in writing.
- V. No margin of preference shall apply.

7.11. Settlement of Disputes

- I. Governing Law
 - a. Any law for the time being in force as they may be issued and enforced from time to time.
- II. Resolution of Disputes
 - a. The formal mechanism for the resolution of disputes shall be: If the parties fail to resolve such a dispute or difference by mutual consultation within twenty-eight (28) days from the commencement of such dispute and difference, either party may require that the dispute be referred for resolved through arbitrator mutually nominated by Mizoram Police and the bidder apart from appointment of independent arbitrator individually by both parties. The place of arbitration shall be Mizoram and provisions of Arbitration and Conciliation Act 1996 & rules made there under shall be applicable.
- III. For any legal issue, which may arise within the Purchaser and the bidder, the jurisdiction of the court will be Aizawl, Mizoram.

7.12. Payment Condition

Payments made under the Contract shall be in accordance with the terms and conditions of the Agreement between the Purchaser and the Bidder.

8. SCOPE OF WORK

8.1. Broad Scope of Work

- I. The selected bidder to provide comprehensive support and maintenance for the infrastructures at Data Center and DR locations consisting of application, Database, storage, backup, Network & security assets.
- II. The maintenance service shall consist of Preventive, Breakdown maintenance of all IT Hardware Assets and Network Infrastructure at DC and DR. SI will take corrective and remedial measures providing technical and FMS support for O&M. Maintenance support for existing software of OS/ applications/Database / AV License management for DC and DRC.
- III. Maintenance support of existing Core Application Software (CAS) and customization of the CAS application to ensure continuity of business at Data Center, CAS Offline at 91 end locations, Citizen Portal website hosted at State Data Center, DRC & NDC.
- IV. The Bidder must provide suitable cloud solutions for migrating the CCTNS Data Centre during their contract period. However, the cloud setup which may include the cost of the cloud design, implementation and infrastructure set up will be borne by Mizoram Police.
- V. The Bidder will do the testing of bug for new CAS version released by Software Development Agency (SDA) of GOI for CAS online & offline version for State, uploading of bugs in Bugzilla, identify the scope for fixations of bugs as a work around solution.
- VI. The Bidder must conduct timely Security Audit of the entire CCTNS systems to ensure system security and for the prevention of attacks and breaches by malicious users.
- VII. Development of additional modules if required for Integration with other services in the state, customization of Police Portal, Citizen Portal and design and development of MIS dashboard as per state requirements.
- VIII. Integration of CCTNS CAS using web services with external agencies/departments/ICJS
 - a.projects
- IX. The customization of CAS will be carried out by selected SI as per the state Specific requirements. The bidder will write additional code, script or modify the e-form of existing application, work flow on the request of state.
- X. Management support for the storage and backup of the CCTNS data at DC & DR.
- XI. Liaison with the Network Service Provider for troubleshooting the Connectivity issue to resolve the application issues at the client locations.
- XII. Maintenance support to existing Networking, Switch, Firewall, and integrating with aggregated bandwidth from various network service provider i.e. BSNL/ NIC /SWAN/others for data exchange with client, DC, DR & NDC.
- XIII. For providing the bundle of services as per the scope of work and for meeting the SLA defined in RFP, the successful bidder has to deploy resources for Data Centre, CAS application, Software & application, mail, Operation & Maintenance. The bidder must deploy good quality resources as per the details given in Annexure-11. Any resources not found suitable, will be replaced with equivalent or higher skill set resource, after getting necessary approval of state within 30 days of notice by client.
- XIV. The bidder may propose additional resources and support staff to carry out the defined task to meet the project objectives, timeline, scope of work and service level agreement defined in RFP as per their understanding.
- XV. Support for the integration of SMS gateway service provided by NICS I or other external agency where SMS/OTP is to be provided for Citizen Service request tracking and user login. xiv. Integration support for external agency like passport, Prison, FSL, Court, Prosecution, State Portal services for data exchange and single sign on for using CCTNS Services by the state

users. Also support integration with UIDAI / state level database / Digi Locker or any external agency for seamless data exchange during the contract period.

8.2. Detailed Scope of Work

1. Takeover of existing CCTNS project on as is where is basis:

- a. M/s CMS IT Services Pvt. Ltd. is the existing CCTNS System integrator. New System Integrator should ensure the continuity of exiting DC, DRC, CAS application and its modules.
- b. The bidder should prepare a comprehensive plan for take over from the existing SI.
- c. The bidder should deploy qualified senior resources for Knowledge Transfer/ Training/Briefing & document collection from the existing SI related to application & Data Centre support.
- d. Preparation of detailed check list for proper KT and discussion with purchaser for approval as and when required.
- e. The bidder must take necessary precaution to extract critical information for DC and DRC related activity and application support, so that the operation is not impacted post exit of the existing SI.
- f. At least 45 days will be planned for knowledge transfer from the outgoing SI to the new SI. This exercise needs to be planned immediately after date of signing of contract and the Bidder must have a plan ready.

2. AMC support for DC and DR infrastructure and application support:

- a. The Bidder has to render comprehensive AMC support service for CCTNS Data Centre and DR on 24X7 basis for all kind of support services for the Hardware, software, and services running in the CCTNS Data Centre. However, the resource deployment will be during the business hours only with a contingency plan for non-working hours, Holidays including sat/Sunday.
- b. Maintenance & Troubleshooting of Servers (Application, Database, and Email) installed at the DC and DR such as patches update, taking back up of log files, system files, regular changing of password of the equipment.
- c. Updating of the System Software, Application software and Antivirus, Database, Routers, Switches & Firewall so that the system firmware or patches should be up to date.
- d. Maintenance of the infrastructure/ Sever health as per the service level defined in the SLA or as per the requirement of Mizoram Police.
- e. The Bidder has to support in taking backup of the file system, database and server log files on Daily/Weekly/Monthly basis with the storage provisioned by SDC Mizoram or as per the requirement of CCTNS Mizoram.
- f. Technical support to migrate the CCTNS DC/Disaster Recovery Center to Cloud platform. The resource deployed by the bidders for the DC operations should extend the technical support in migrating DC/DR Site to cloud platform on need basis without any financial implication.
- g. Technical support to migrate the CCTNS DC data to the new CCTNS server. The resources deployed by the bidders should extend the technical support in the migration of CCTNS data from the existing Solaris Server to the new Windows Server.
- h. Overall the equipment should be maintained in full working condition as per the industry standard
- i. The Bidder should extend technical resource support for the DR site for CCTNS Mizoram during the contract period.

- j. The Bidder should help in configuration of DC-DR for data replication/ restoration at DC as well as DR end.
- k. The Bidder should help providing support including writing/executing script/ configuration management for the data backup and replication of the CCTNS Database.
- l. The team will also support for data sharing, data restoration and data quality checking between the DC, DR and NDC.
- m. Any additional Hardware/Software required (if any) for DC/DR commissioning will be procured through Change Request
- n. All DC and DR hardware and software related configuration is the sole responsibility of the bidders.
- o. Co-ordination with Software Development Agency at GOI level for correction of bugs / any addition of acts/section of police / new suggestions / issue & challenges for smooth project operation.

3. Management of System Software / Application licenses at DC and DR with AMC support:

- a. The comprehensive AMC support includes management of the OEM, License renewal management. The details of software/ application are attached as Annexure-9.
- b. The successful bidder shall co-ordinate with OEMs for support for configuration issues, hardware replacement, etc.
- c. The Bidder has to give support for the management of the OEM the existing various software licenses for CCTNS Mizoram namely Oracle Sun Solaris, Qmail Mail, MySQL and other related software which are running in the data center.
- d. The Bidder has to give back to back solution for up-gradation, validation of the existing software from the respective OEM. In case any license /OS /DB is outdated which may be required for upgradation, the bidder has to plan the feasibility for the upgradation and needs to verify the compatibility with the existing hardware with due diligence process. Further, the bidder may quote separately for the upgradation suggestion to the latest version at the time of bidding.
- e. The SSL certificate installation on DC server to allow https access with encryption.
- f. The bidder may also be required to install and configure Digital Signature procured through third party vendor for the CCTNS purpose at DC & Client locations.
- g. The bidder must support the SMS/OTP services for maintenance, configuration of API in the Data Centre Application server as and when required.
- h. The bilingual and Unicode of local language may be supported, integrated in the DC for local language typing in the CAS application and browsing of websites in local language.
- i. The bidder has also to configure e-mail for Police communication and SMS services through API in CAS application for both Police Application and citizen portal services.
- j. Creation of a Centralized Repository for file Sharing.

4. Application Management Support

a. CAS Application management & support:

- i. The SI has to support the day to day support of CAS for resolution of issues.
- ii. Functionality testing of new build of Core Application Software (CAS) periodically released by MHA / NCRB/SDA for identification of any functionality bugs and glitches.
- iii. Testing to be carried out at state testing environment set up at SP office Aizawl. The testing of the new build has to be done for CAS online, offline and citizen Portal module.

- iv. Post the identification of bugs, the severity of the bug has to be categorized into-Major, minor, Critical, Showstopper and the bugs has to be fixed by the bidder.
- v. Along with functionality testing, SI will re-verify the existence of old bugs in new version, in case of any further bugs, the work around solution has to be provided for business continuity at the PS/HO level.
- vi. Reporting of the bugs has to be done to CAS Helpdesk or in Bugzilla for rectification of issues by SDA further the same has to be apprised to State/SPMU for further discussion.
- vii. SI will submit the testing report containing the Package Deliverables, New Enhancements, Features, Fixes and correction, status of sync utility & the issues reported with no of bugs found out for all the three modules of CAS - offline, online and citizen portal
- viii. In case of new releases or customization SI will plan for CAS rollout activity post the completion of the testing after discussion with State Nodal Officer/State team/SPMU.
- ix. The selected SI needs to share and submit the plan for CAS rollout activity which will be based on push/pull mechanism using BSNL intranet connectivity.
- x. SI needs to migrate the state specific customization carried out in earlier version to the newer version before rollout of latest version of CAS across the state.
- xi. The new version of CAS application to be released by MHA/NCRB needs to be roll out across all the Police Stations which are covered under CCTNS System.

b. CAS customization support:

The requirement of the customization as in the following will be required but not limited to:

- i. SI needs to conduct the gap analysis for state specific requirements after discussion with State team.
- ii. SI will share a feasibility for the customization to be carried out as per the Do's & Don'ts guidelines provide by SDA and is within the purview of SRS. And any customization requirement will be given as per the approved guidelines of Software Development Agency and being followed by other States on CCTNS.
- iii. The testing and customization primarily need to be carried out at testing environment followed by successful completion of work and will provide demo to State Team.
- iv. Post the completion of the testing the go-ahead will be given by the State to SI for deployment to production environment.
- v. SI will not make any changes in CAS structure without the prior approval from State.
- vi. The State specific requirements of customization of CAS & Citizen Portals will be the responsibility of the SI and the same has to be completed during the contract period. If additional back office resource support is required to supplement the effort of onsite team, the bidder must plan the same.
- vii. Creation of Module for capturing Motor Accident Cases report
 - Developing module for motor accident cases which is linked to FIR.
 - Cases related to motor accident will capture important motor accident cases details so that it will enable creation of state database and generation of analytical report.
- viii. Enabling access with other portal such as Vahan / Sarathi portal to all PS over CCTNS Network for decentralized data entry.
 - Registration of Theft/Recovered vehicles can be done directly by PS
 - Vehicle Ownership search can be done by PS/District instantly using CCTNS network
 - Track the missing child / Khoya Paya access to all PS using CCTNS Network

- PS can do the data entry directly using CCTNS network.

c. Citizen Portal:

- i. The bidder has to fully operationalize the Citizen portal and related services across the state of Mizoram within the first 06 months of onboarding with necessary bug testing, validation of data & additional customization.
- ii. These Services are Protest/Strike, procession, Event/Performance request, Character Certificate, Tenant Verification, Domestic Help Verification and Employee Verification.
- iii. SI will do the content updating of website on periodical basis based on the go-ahead received from state such as Phone Directory, email list, needs to be done after thorough testing at UAT environment.
- iv. The Bidder needs to customize, update or create new and innovative pages keeping the security features in high priority.
- v. Citizen portal will be customized to accept OTP based login, security features like CAPTCHA and two-level authentication method, forgot UID / Password support to help citizen for smooth use of portal.
- vi. The citizen portal may be protected at all time by ensuring industry standard security process enablement and periodical audit to detect malware, Intrusion attempt, DOS or any suspicious activity by analyzing the logs of servers, applications.

d. MIS Dashboard Reports:

The indicative list of the activity but not limited to are Generation of MIS Dashboard report, development of Search Analytical tool, Citizen Services Tracker

- i. SI will do the customization of MIS dashboard for generation of various types of reports for monitoring and review by supervisory authorities.
- ii. The dashboard reports will be customized by selected bidder based on the input provided by State/SPMU.
- iii. Selected bidder will do the POC for report at UAT followed by demo to state team and once approved the same needs to be deployed at production environment.
- iv. The generated dashboard reports need to have clarity for the purpose and may be extracted in various formats (Doc, excel, PDF, TIFF)
- v. The generated reports will be in statistical as well as in graphical form.
- vi. Each report will have the provision to select one or multiple sub-criteria from the drop-down list.
- vii. The MIS dashboard should be designed for three level reports i.e. State level data, District level data & PS level data.
- viii. The dashboard should be able to generate various reports such as
 - Total GD and IIF/ Total IIF forms/ Total FIR forms/ Total Final forms/ Total IIF count
 - Crime against women & Children/ Senior Citizens/ SC/ST
 - Reports on Acts & Section say, Arms Act/ Juvenile Justice Act
 - Monthly/ Quarterly/ yearly reports Accident Statistics/ Crime Comparison/ Heinous Crime / Total arrest/surrender forms/ Dacoity/ Murder, etc.
- ix. MIS on crime comparison report should be provided for two consecutive years.
- x. MIS report should facilitate search by accused name, Modus Operandi, by acts / section /FIR Search by Act or Sections/ FIR Search by Major and Minor Head/ Cases

pending for a particular day say 60/90 days/ Report on rape POCSO cases by acts or sections

- xi. The Citizen will be able to search/track submitted Services available on portal.
- xii. Online registration of complaint / Lost & found Property / PRC Verification/ Domestic Help verification / Employee verification / Protest/Strike request / Procession request / Event performance request / Tenant verification/ Foreigner Registration /Vehicle inquiry.
- xiii. the Real Time information/ MIS report over smart phone / Can save/print in PDF, Excel, Word format/
- xiv. SMS/e-mail alert to supervisory officer for submitted citizen services / delay in delivery / completion of task.
- xv. The MIS dashboard should provide tracking of heinous crime and help to generate Alert on Cases such as POCSO, Rape, Heinous cases for not filling charge sheet after a stipulated timeline. For easy management and tracking alert dashboard has to be developed for below:
 - POCSO dashboard for registered cases to track case status where accused is arrested by charge-sheet pending for disposal.
 - Supervisory officers can track the disposal of cases of any PS/District/State.
 - POCSO cases pending for charge sheet for 45 days, 60 days and 90 days
 - Similarly, user can search for any ACT and SECTION using the MIS dashboard
 - Mandatory provisions have been made for completion of investigations of Rape cases for which alert dashboard has been facilitated.
 - Supervisory officers can track the disposal of cases of any PS/District/State.
 - Enabled alert SMS to SHO and SP for Rape, POCSO & Heinous cases.
 - Alert will be sent on completion of 45/60/75/90 days from the date of arrest for Rape/POCSO cases.
 - For heinous cases the SMS alert will be sent in 90th Day from the date of FIR registration.
 - Process enabled to comply with latest Supreme Court guideline.
- xvi. Crime comparison report of PS/District/State.
- xvii. Additional customization may be done as per client requirement.
- xviii. Apart from the above the indicative list of customization requirement may be mentioned as Lost & found property, Customized Case Diary for CCTNS auto-generating, Passport verification using CCTNS
- xix. Alert Dashboard and SMS Alert for POCSO, Rape, Heinous cases, etc.
- xx. Additional customization may be done as per client requirement.
The report should have a provision to select multiple options for the purpose of comparison.

e. Development of additional modules at state level with Change Request.

- i. State may desire for development of additional modules not limited to, Wild life, Narcotics & Drugs, Extremist or Terrorism module, Immigration and Border Module, Jail Management as per requirement during the contract period under Change Request with additional cost limited to 15% of contract value.

f. Integration with external agencies with CCTNS for electronic exchange of Data/information.

- i. CCTNS Mizoram is expected to be integrated with other agencies for sharing of data electronically such as e-court, Passport, FSL, Prosecution, Prison, State Portal services for data exchange and single on (SSO) and other external departments. Selected Bidder will support in integration of CCTNS with other external agencies as mentioned above by developing e-forms for electronic exchange of data using web-services or connectors other technical requirements to integrate and enable the exchange of data electronically between CCTNS and external agencies.
- ii. Selected bidder will support integration and design and develop web services through APIs / Scripts / Coding as applicable for enabling the data exchange. The integration process includes authentication, encryption, log tracking, archiving, process and exchanging of data using CCTNS services by the state users.
- iii. Integration with ICJS / e-district / SSDG portal will be the primary role of SI during the contract period to support.

g. Security Audit and testing/ VAPT:

- i. SI will do periodical security audit and testing of Data Center Servers / Application / Database / network & security infrastructure to avoid any security lapses.
- ii. SI must facilitate third party VAPT audit annually by authorized agencies empanelled in CERT-IN or similar organization recognized by Govt. of India / State Govt.
- iii. Security audit of the system needs to be carried out for, but not limited to:
 - Audit of Network, Server and Application security mechanisms
 - Assessment of authentication mechanism provided in the application /components/ modules
 - Assessment of data encryption mechanisms implemented for the solution
 - Assessment of data access privileges, retention periods and archival mechanisms
 - Hardening of Server, networking equipment and Application security features incorporated
- iv. Performance review of parameters include request-response time, work-flow processing time, concurrent sessions supported by the system Performance review to avoid all single point of failures.
- v. The SI/ Third party auditor has to submit the VAPT report which will be further evaluated by Mizoram Police or its nominee. The commercial implications, if any, as per the recommendations of the auditor will be taken up as per the requirement.
- vi. However, the necessary configurations or settings for compliance as recommended by the auditor will be under the scope of SI.

5. Manpower Resource

- i. SI has to provide manpower support for both onsite and off-site support for the CCTNS Mizoram. For the onsite support SI has to deploy 01 full time resources for System Administration of existing Data Centre / DR and 02 Application/software developer resources for a period of 02 year with knowledge and experience on application development, customization, multiple layering architecture, conversant with web integration of application for inter/intra domain. For the off-site SI has to provide manpower support 01 Mobile Application Developer, 01 Helpdesk Support. Resources for DB Admin/Storage Admin, Network & Security expert through remote support / need base visit support for the Network Security and Database (DB) Admin / Storage admin as and when required.

- ii. Application resources should have strong experience in SRS/FRS Design and architecting work flow solutions and conversant with Technology Platforms such as Java, J2EE, Jasper, XML etc., Strong Database skills including MS SQL Server, MySQL etc.
- iii. SI to provide offsite support resources through remote support / need base visit support of database, Network & security, CAS application customizations and new development activity, storage & backup support as per SLA for smooth operation of project.
- iv. Further, if additional back office resource support is required to supplement the effort of onsite team, the bidder must plan the same for the AMC of the DC & DR as well as the Application support.
- v. The resources should be conversant with the latest open source platform for development and design of application, Conversant with platforms, tools and frameworks used in application development.
- vi. The AMC support for DRC infrastructure and application support will be mainly through remote support however the SI may be required to deploy manpower and visit the DRC site as and when required.
- vii. The details of the Manpower requirement are Attached as Annexure-11.

6. Development of Mobile Application

Development of Mobile Application software for Mizoram CCTNS which should include the following features:

- a. CCTNS credentials to be used for accessing the mobile application. A new user ID will be created for the CCTNS Mobile App Developer for accessing certain data in the CCTNS database.
- b. View the status of Case Investigation from CCTNS database based on FIR number. The CCTNS Mobile Application should have a module to view the status of Case Investigation based on FIR Number and should have a feature to filter the search based on Police Station/District/Year.
- c. View the daily FIR registered from CCTNS database with alerts for new case registration. The CCTNS Mobile Application should have a module to view the daily FIR registered in CCTNS and should further have a feature to filter search based on Police Station/District.
- d. Search for Vehicles from VAHAAN database. The CCTNS Mobile Application should have a VAHAAN module which will allow users to open VAHAAN portal.
- e. Accused Person Search from CCTNS database. The CCTNS Mobile Application should have a module to search for accused person based on First Name/ Last Name/ Age/Relative Name etc.
- f. Missing Person Search from CCTNS database. The CCTNS Mobile Application should have a module to search for accused person based on First Name/ Last Name/ Age/Relative Name etc.
- g. Customisable Reports from CCTNS database. The CCTNS Mobile Application should have a module to generate customisable reports.
- h. Will allow passing of instruction by senior officers and monitor compliance. The CCTNS Mobile Application should have a module to for passing of instruction to officers and further monitor the compliance of the instruction.
- i. Incident Report by OC to be sent to selected supervisory officer with feature of uploading images and videos. (Meta data of geotagged images to be collected and

- displayed). The CCTNS Mobile Application should have a module to raise incident with features to upload images and videos.
- j. Conducting of security audit by CERT-In - Empanelled Information Security Auditor before FAT and deployment of the application.
 - k. The CCTNS mobile application shall be made available in two languages – Mizo and English.
 - l. Customizable based on new requirement. The CCTNS Mobile Application should be customizable based on the new requirements (if any).
 - m. The mobile application shall be made available for both Android and iOS.
 - n. Customizing of the application as required by the Mizoram Police, if any.
 - o. Conducting of yearly security audit by CERT-In - Empanelled Information Security Auditor.

7. Change Management support

- i. Selected SI will support the Change Management initiative organized by the employer. The Technical resources needs to travel for conducting workshop, change management meeting along with the state team to various district headquarter as and when requested.
- ii. SI will support the change management activity through technical presentation, knowledge sharing of CAS, MIS report & dashboard and other citizen services related to CCTNS project including hands on demo through web-based services of CCTNS. The SI will share other relevant technical information like mobile app, integrated services or any similar application as and when provided by the Employer or developed by the SI through Change Request.
- iii. SI in consultation with State/SPMU will develop the contents, presentations and sample videos to explain the objectives of the program, what is in it for them and their people, what the benefits they are going to receive.
- iv. SI shall define the requirements based on the detailed analysis and design the necessary content (reading material, presentations) in English, Hindi, or possibly in Local Language (Mizo) for the Change Management Workshops.

8. Project Documentation & Reporting

- i. The Bidder will update the project progress on daily/weekly basis as agreed upon during the contract signing.
- ii. The reporting template will be shared by the state to the Bidder which may likely to change during the progress of the project.
- iii. The reporting should mention any issues and challenges faced by the Bidder during project rollout.
- iv. Monthly SLA report for every month by 7th of following month needs to be submitted.
- v. Documentations to be maintained by the selected bidder:
 - User Documents
 - Project Component Documentation
 - Training Material
 - User Manual
 - Project Plan
 - Weekly/Monthly/yearly Review Sheet as desired.

- Test Cases, Test Report, Traceability Matrix, GAP Analysis document, Standard Operating Procedure Documents, KT documents etc.
- System Requirements Specifications
- System Design Document
- Project Source Code
- SRS, FRS, HLD, LLD, UTC etc.
- vi. All MOM / SOPs / letters to be shared in mail / hardcopy as applicable.

9. Risk Mitigation & Planning

- i. Data Centre Network Security for external threat & the mitigation plan
- ii. Identification various threat perception for Data Centre & on the best practices as per the industry standard
- iii. Risk identification & mitigation plan for Data backup, recovery and disaster management
- iv. Issue related to application testing, customization & rollout challenges in client location
- v. Risk identification for, OS patch management & licensing.
- vi. Risk identification for Servers, mail back up
- vii. Risk identification of CAS & other applications
- viii. Risk identification & mitigation plan based on the ITIL/ ITSM as per the industry standard

10. Approach for Taking over

- i. The bidder should prepare a comprehensive plan for understanding of the project by visiting the data center if required.
- ii. The bidder should deploy qualified senior resources for assessment of exiting DC/Application and other relevant activity of infrastructure & Data Centre. A detail checklist needs to be submitted to client. The bidder must take necessary precaution to extract critical information for DC related activity and application support, so that the operation is not impacted. This exercise needs to be planned immediately after issue of LOI/Work order and the bidder must have a plan ready.

11. Data digitization support by developing an integrated tool with CAS application:

- i. Data Digitization and migration for historical records needs to be carried out by the respective Police Stations. SI has to develop an inbuilt Data digitization tool integrated with CAS online application for digitization of historical records by the police station.
- ii. The application will help PS to digitize historical data directly to the centralized database without any migration utility tool.
- iii. The scope of the SI will be the customization of the tool so that Mizoram Police will be able to carry out the data digitization process. The SI has to assist in the migration of such data digitized without any additional financial burden to Mizoram Police.
- iv. SI will also support digitization / migration of any bulk data as and when required by the Client through change request.

12. Helpdesk support:

- i. SI will deploy a tool for helpdesk support to call logging, response monitoring & call resolutions to ensure the call is properly logged, tracked and managed by SI with a measurable and auditable parameter. The call logging facility may be provisioned using existing CCTNS system by integrating open-source tools / customizing a call log application which can be monitored at multiple levels.
- ii. The tool should have the capability for the asset management of DC & DRC, SLA monitoring. In addition to the above the tool may have the provision for network and security device monitoring also.
- iii. The management of the assets of the client sites PS & HOs will not be in the scope.
- iv. The help desk function has to be handled by the resource deployed by the bidder for CCTNS Mizoram. The bidder may propose additional help desk resource for smooth operation in the interest of the project without any financial implications to Mizoram Police.

13. Exit Management

- i. Submission of exit management plan 60 days prior to end of the contract and discussion with Nodal Officer for approval.
- ii. Exit management will be initiated minimum of 30 days prior to end of the contract
- iii. Proper Knowledge transfer to the designated team for smooth handover
- iv. Knowledge and documentation transfer as per exit plan.
- v. To build and train in house team of the department for complete take over the project subsequent to the exist of SI.

9. GENERAL CONDITIONS OF CONTRACT

These general conditions shall apply to the extent that they are not superseded by provisions of other parts of the bid document.

9.1 Law Governing the Agreement

This Agreement, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law. All the services provided & manpower deployed under the contract should be governed by the applicable law and has to be insured and should indemnify the client from all the liabilities.

9.2 Applicable Law

Applicable law shall be laws and any other instruments having the force of law in the India and the state of Mizoram as they may be issued and enforced from time to time.

9.3 Governing Language

The Contract shall be written in English language. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language.

9.4 Change Orders

I. The Mizoram Police may at any time, give written order to the System Integrator to make changes for additional functionalities specifically required, but not falling within the general scope of the current project. If any such change causes an increase in the cost of, or the time required for, the System Integrator's performance of any provisions under the Contract, the System Integrator should notify Mizoram Police in terms of the person, month, efforts required for executing the change requests. Mizoram Police will examine the efforts estimate & agreed efforts will be compensated in terms of person, month charges quoted as a part of the commercial bid.

II. Any claims by the System Integrator for adjustment under this clause must be asserted within 6 working days from the date of the System Integrator's receipt of the Mizoram Police's change order.

9.5 Source Code & IPR

The ownership of the source code of the application developed by the System Integrator should be transferred to Mizoram Police and also the System Integrator is not supposed to use the same for any other Government projects without the prior written consent of Mizoram Police.

9.6 Notices

Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by telex, email, cable or facsimile to the other party's address, and confirmed in writing by the other party.

A notice shall be effective when delivered or tendered to other party whichever is earlier.

9.7 Effectiveness of Agreement

This agreement shall come into force and effect on the date of the signing of the contract agreement.

9.8 Termination of Agreement for Failure to Become Effective

If this Agreement has not become effective within such time period after the agreement signed by the Parties as shall be specified in this agreement, either party may, by not less than 15 (fifteen) days written notice to the other Party, declare this Agreement to be null and void, and in the event of such a declaration by either party, neither Party shall have any claim against the other party with respect hereto.

9.9 Failure to Agree with the Terms and Conditions of the RFP

Failure of the System Integrator to agree with the Terms and Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Mizoram Police may award the Contract to the next best value Bidder or call for new Bids.

9.10 Commencement of Services

The System Integrator shall begin carrying out the Services at the end of such period after the effective date as specified in the agreement.

9.11 Expiration of Agreement

Unless terminated earlier pursuant to GCC Clause 9.19 hereof, the Agreement shall expire when services have been completed and all payments have been made at the end of such time period after the 'Effective date' as shall be specified in this agreement.

9.12 Patent Rights

The System Integrator shall indemnify Mizoram Police against all third-party claims of infringement of patent, trademark or industrial design and intellectual property rights arising from the use of equipment and services or any part thereof.

9.13 Taxes and Duties

I. All the taxes, duties, levies and all other charges applicable and shall be valid for delivery on FOR basis to the designated delivery points. All payments will be subjected to tax deduction at source as applicable/required at the prevailing tax rates.

II. Govt. of Mizoram / Mizoram Police shall not pay any increase in duties, taxes and surcharges and other charges on account of any revision, enactment during the period of validity of the Bids and also during the contract period. The decision of Mizoram Police in this regard will be final and binding and no disputes in this regard will be entertained.

9.14 Insurance

System Integrator shall acquire and maintain insurance coverage till acceptance and during the contract period of 02 year from the date of acceptance that are standard and customary in the industry to protect Mizoram Police and the total system from any losses, damages including but not limited to the damages during transit or claims. The insurance should cover full replacement of the equipment. Further, the System Integrator is to take all required insurance coverage in respect of all its personnel who shall be working on this engagement. The cost of all such

insurance shall be borne by the System Integrator. Mizoram Police has the right to inspect such policies.

9.15 Packing

- I. The System Integrator shall provide packing of systems in such a manner as to prevent their damage or deterioration during transit to the project sites. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposures to extreme temperatures, humidity, sleet and precipitation during transit and open storage.
- II. The System Integrator shall promptly replace any system that is damaged in transit. The packing, marking and documentation within and outside the packages shall also comply strictly with the requirements.
- III. There shall be a packing list, in each case, fully itemized to show case number, contents, gross and net weight and cubic measurement.

9.16 Operation and Maintenance

The System Integrator will accomplish preventive and breakdown maintenance activities to ensure that all hardware execute without defect or interruption. If the critical component of the entire configuration is out of service for more than three days, the System Integrator shall either immediately replace the defective unit or repair it at its own cost. The I System Integrator will respond to a site visit and commence repair work on the equipment within 2 working days of being notified of equipment malfunction.

9.17 Force Majeure

For the purpose of this Article, Force “Majeure” means any cause, which is beyond the control of the System Integrator or Mizoram Police as the case may be, which such party could not foresee or with a reasonable amount of diligence could not have foreseen, and which substantially affect the performance of the Contract, such as:

- War / hostilities
- Riot or civil commotion
- Earth Quake, Flood, Fire, Tempest, Epidemics, Lightning or other natural physical Disaster, Quarantine restricts and Freight embargoes
- Restrictions imposed by the Government or other statutory bodies, beyond the control of the System Integrator, which prevent or delay the execution of the order by the System Integrator.

If a Force Majeure situation arises, the System Integrator is required to promptly notify Mizoram Police in writing of such condition and the cause thereof within a period of three (3) days from the date of happening of such an event requiring invocation of this force majeure article. Unless otherwise directed by Mizoram Police in writing, the System Integrator will continue to perform its obligations under this supply order as far as is reasonably practical and shall seek all reasonable alternative means for performances of this order.

9.18 Handing Over and Annual Maintenance

At the end of the services period, Mizoram Police may exercise its option to renew the AMC with the existing System Integrator or may invite fresh bids for subsequent AMC.

If handover is required to any other Vendor other than the System Integrator, at the end of the existing AMC or otherwise, the System Integrator would be responsible for handing over the complete know-how documentation records/software logs and all such relevant items that may be necessary for the transition process

9.19 Termination

Termination for Default: If the bidder fails to carry out the award / work order in terms of this document within the stipulated period or any extension thereof, as may be allowed by Mizoram Police, without any valid reasons acceptable to Mizoram Police, Mizoram Police may terminate the contract after giving one month notice, and the decision of Mizoram Police on the matter shall be final and binding on the bidder. Upon termination of the contract, Mizoram Police shall be at liberty to get the work done at the risk and expense of the bidder through any other agency, and to recover from the bidder compensation or damages.

Termination for Insolvency: Mizoram Police can terminate the contract if the bidder becomes bankrupt and/or losses the desired state of insolvency with a notice of 15 days. Mizoram Police, in such cases of termination, will not be responsible for any loss or financial damage to the System Integrator resulted due to the termination. The Mizoram Police will also, in such cases have the right to recover any pending dues by invoking the performance bank guarantee or any such instrument available with the Government.

Payment upon Termination

Upon termination of this agreement, the Mizoram Police shall make the payment for services satisfactorily performed prior to the effective date of termination, subject to other conditions of this agreement, to the System Integrator (after offsetting against these payments any amount that may be due from the System Integrator to Mizoram Police).

9.20 Standard of Performance

- a) The selected System Integrator is obliged to work closely with concerned Officers of Mizoram Police, and act within its own authority and abide by directives issued by Mizoram Police.
- b) The System Integrator shall abide by the job safety measures prevalent in India and shall free Mizoram Police from all the demand of responsibilities arising from accidents or loss of life in the cause of which is the System Integrator's negligence. The System Integrator shall pay all indemnities arising from such incidents and shall not hold Mizoram Police responsible or obliged.
- c) The System Integrator is responsible for managing the activities of its personnel or sub contracted personnel and shall be responsible for any misdemeanours.
- d) The System Integrator shall take up all regulatory and other issues concerned with any Government of India bodies.
- e) The System Integrator shall take the respective license required from concerned authorities for handling customers in any part of Mizoram/India.
- f) The job shall be carried out generally as per the acts, rules, regulations and other details as applicable in Mizoram.

- g) The manpower deployed, for all service purposes, shall be the sole responsibility of the System Integrator alone and under no circumstances they would claim to be the employees of Mizoram Police. The bidder shall take care of the manpower deployed for their welfare and duties.

9.21 Resolution of Disputes and Arbitration

Mizoram Police and the System Integrator shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

If, after thirty (30) days from the commencement of such informal negotiations, Mizoram Police and the System Integrator have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation and mediation by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996.

All Arbitration proceedings shall be held at Aizawl, Mizoram, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

9.22 Acquaintance with Local Conditions

- I. The System Integrator is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.
- II. The System Integrator is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of Letter of Intent/Award as described in the bidding documents. Mizoram Police shall not entertain any request for clarification from the vendor regarding such local conditions.
- III. It is the System Integrator responsibility that such factors have properly been taken into account and considered while submitting the bid proposals and no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by Mizoram Police. Neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the Mizoram Police on account of failure of the Vendor to know the local laws / conditions.

9.23 Statutory and Regulatory Approvals

The System Integrator shall be responsible for obtaining approvals for any statutory and regulatory requirements from any of the authorities. Further, the vendor shall be responsible to get required documentation completed for obtaining such approvals from time to time.

9.24 Confidentiality

Any information pertaining to Mizoram Police or any other agency involved in the project, matters concerning Government of Mizoram that comes to the knowledge of the System Integrator in connection with this contract, will be deemed to be confidential and the System Integrator will be fully responsible, for the same being kept confidential and held in trust, as

also for all consequences of its concerned personnel failing to observe the same. The System Integrator shall ensure due secrecy of information and data not intended for public distribution.

9.25 Limitations and Liability

The liability of the Mizoram Police for its obligations under the Contract shall in no case exceed the total value of the Contract.

9.26 Conflict of Interest

Bidder shall not have a conflict of interest that may affect the Bidding Process or the Solution delivery (the “Conflict of Interest”). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Mizoram Police shall forfeit and appropriate the EMD, if available, and as mutually agreed genuine pre-estimated compensation and damages payable to the Mizoram Police for, *inter alia*, the time, cost and effort of the Mizoram Police including consideration of such Bidder’s Bid, without prejudice to any other right or remedy that may be available to the Purchaser hereunder or otherwise.

The Mizoram Police requires that the System Integrator provides solutions which at all times hold the Mizoram Police interest’s paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The System Integrator shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the Mizoram Police.

Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Bidding Process, if:

- a) The Bidder or its Associates (or any constituent thereof) and any other Bidder, or its Associate (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding or ownership interest of a Bidder, or Associate (or any shareholder thereof having a shareholding of more than 5% (Five percent) of the paid up and subscribed share capital of such Bidder, or Associate, as the case may be) in the other Bidder, or Associate is less than 5% (five per cent) of the subscribed and paid up equity share capital thereof. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:
 - i. Where any intermediary controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the “Subject Person”) shall be taken into account for computing the shareholding of such controlling person in the Subject Person; where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this Sub-clause if the shareholding of such person in the intermediary is less than 26% (twenty six per cent) of the subscribed and paid up equity shareholding of such intermediary; or
 - ii. A constituent of such Bidder is also a constituent of another Bidder; or
 - iii. Such a Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or

- iv. such a Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's' information with regard to this RFP, or to influence the Bid of either or each of the other Bidder; or
- v. There is a conflict among this and other software solution and services assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the System Integrator will depend on the circumstances of each case. While providing software implementation and related solutions to the Purchaser for this particular assignment, the System Integrator shall not take up any assignment that by its nature will result in conflict with the present assignment; or
- vi. A firm hired to provide software solution and services for the implementation of a project, will be disqualified from subsequently providing goods or works or services related to the same project;
- b) A Bidder eventually appointed to implement the Solutions for this Project, its Associates, affiliates, shall be disqualified from subsequently providing goods or works or services related to the construction and operation of the same Project and any breach of this obligation shall be construed as Conflict of Interest; provided that the restriction herein shall not apply after a period of 12 months from the completion of this assignment; provided further that this restriction shall not apply to software solutions delivered to the Purchaser in continuation of this systems implementation or to any subsequent systems implementation executed for the Purchaser in accordance with the rules of the Purchaser.

9.27 Accounting, Inspection and Auditing

The System Integrator

- a) shall keep accurate and systematic accounts and records in respect of the Services, hereunder, in accordance with accepted accounting principles and in such form and detail as will clearly identify all relevant time charges and cost, and the bases thereof and
- b) Shall permit Mizoram Police or its designated representative periodically, and up-to one year from the expiration or termination of this agreement, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by Mizoram Police.

9.28 Documents Prepared by the System Integrator to be the Property of the Client

All plans, drawings, specifications, designs, reports, other documents and software prepared by the System Integrator for Mizoram Police under this agreement shall become and remain the property of Mizoram Police. The System Integrator shall, not later than upon termination or expiration of this Agreement, deliver all such documents etc. to Mizoram Police, together with a detailed inventory thereof.

10. SPECIAL CONDITIONS

1. Period of Contract: The total contract period will be of 02 year. The contract period can be further extended for another 01 year on satisfactory performance & mutual agreement with the SI & fulfilling the specified terms and conditions and at the sole discretion of the authority.
2. The services shall be rendered onsite from the Mizoram Police designated premises such as the Data Center, DR across the Mizoram Police where the software, hardware, and other infrastructure.
3. The number of IT equipment under AMC can be increased or decreased at the discretion of Mizoram Police.
4. In case any hard disk drive (HDD) of any server, is replaced during warranty / AMC the unserviceable HDD will be property of Mizoram Police and will not be returned to SI.
5. The Bidder should cooperate and support, if Mizoram Police buys, any other supplemental hardware from a third party and installs it within these machines under intimation to the Bidder. However, the penalty charges/ outages will not apply to SI for such supplemental hardware items installed.
6. Bidder shall have to stock and provide adequate onsite and offsite spare parts and spare component to ensure that the uptime commitment as per SLA is met.
7. Any component that is reported to be down on a given date should be either fully repaired or replaced within the time frame indicated in the Service Level Agreement (SLA).
8. The Bidder shall develop and maintain an inventory database of all the DC & DR.
9. Updates/Upgrades/New releases/New versions: The SI shall provide from time to time the Updates/Upgrades/New releases/New versions of the Application software, operating systems, etc. as required. The SI should provide free Updates and Patches of the software and tools to Mizoram Police as and when released by OEM.
10. Software License Management: The Bidder shall provide software license management and control. Bidder shall maintain data regarding entitlement for application software upgrades, enhancements, refreshes, replacements, and maintenance.

11. The Bidder shall have complete manufacturer's technical support for all the licensed software problems and/or questions, technical guidance, defect and non-defect related issues.
12. The Bidder shall provide a single-point-of-contact for software support and provide licensed software support including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, and management reporting.
13. The Bidder would be responsible for arrangements with Manufacturer for all the technical support which shall at a minimum include but not limiting to online technical support and telephone support during the Mizoram Police's business hours (Business hours in Mizoram Police will be from 0900 hours to 1700 hours from (Mon-Sat) with one-hour break for lunch. Again, for Servers and other components for Data Centre which enable successful usage of CCTNS solution the working time should be considered as 24 hours for all the days of the week. It is desired that IT maintenance, other batch processes (like backup) etc. should be planned. So that such backend activities have minimum effect on the performance.
14. Any up-gradation or schedule maintenance activity should be done after business hours preferably in weekend if not urgent.
15. Access for SI to the manufacturer's technical support staff to provide a maximum of 4-hour response turnaround time. There should not be any limits on the number of incidents reported to the manufacturer by SI as part of provisioning of support services to Mizoram Police. SI shall have access to the online support and tools provided by the manufacturer as well as should have 24x7 access to a variety of technical resources including the manufacturer's knowledge base with complete collections of technical articles specifically for Mizoram Police.
16. Whenever required by Mizoram Police, Bidder should be able to provide additional reports in a pre-specified format. The indicative services as part of this support are as below:
 - 16.1. System Administration, Maintenance & Management Services
 - 16.2. Application Monitoring Services
 - 16.3. Backend Services (Mail, messaging, etc.)
 - 16.4. IT Security Administration Services and Services as per industry standard
 - 16.5. Backup and Restore Services
 - 16.6. SMS Gateway
 - 16.7. Work flow design, analysis
 - 16.8. Additional Scripting of CAS application
 - 16.9. Any hard disk that becomes faulty will be kept at PS level as it contents confidential client data.

17. The details of the existing equipment to be covered under AMC, are given in the Annexure- 9 attached to this RFP. The bidders are required to quote comprehensive AMC charges for each of the item in existing hardware list for the period of One year.
18. The quoted rates will include the cost of all labour, material and Transport & Packaging to complete the job in totality.
19. Bidders are expected to inspect the equipment's before quoting the price for the AMC after obtaining prior approval from Mizoram police.
20. The bidder must share the name of project director and escalation matrix within 07 days of issue of LOI/purchase order from the Employer.
21. Senior most of the Application Team will act as project manager for Data Centre. The senior of FMS / Helpdesk team will act as project manager for Infrastructure. However, the application project manager will be the single point of contact for all activity. However, the bidder may propose additional resources and project manager as per the requirements if feel so without any additional cost other than the resources proposed by the employer for this assignment.
22. The project director must supervise the activity and may have regular interaction with the Employer and onsite team to ensure quality of the work and prompt action for any kind of issue escalated to him/her.
23. The scope of the services for the Data Centre shall be on 365x24x7 basis. However, for the client locations it will be based on business hours as defined in this RFP.
24. On acceptance of offer, the successful bidder shall provide Performance Security of ten (10) percent of the total Contract value with a validity for a Period of 60 days beyond the date of completion of contractual obligations/warranty.
25. The PBG should remain valid for a period of 60 days beyond the date of completion of contractual obligations/warranty. The PBG will be returned to the Vendor on successful completion of all his obligations under the contract/work order. In case the execution of the contract/work order is delayed beyond the contracted period and the Client grants extension of delivery period, with or without LD, the supplier must get the BG revalidated, if not already valid.

26. Payment schedule:

Payment for **the AMC of DC, DR and Application Support:** The successful bidder will sign a Service Level Agreement (SLA) with Mizoram Police covering all the required services. The yearly contract amount of Comprehensive warranty will be equally divided into 4 quarterly payments. The payment will be made on completion of the quarter. The payment milestone is mentioned in the Annexure-13. Pro-rata payment for delivery-based activity will also be considered for monthly / quarterly payment as applicable.

27. All payments to the System Integrator shall be made upon submission of invoices along with relevant sign-offs reports from Mizoram Police.
28. The bidder shall provide support for the OS support, firmware up-gradation of the hardware equipment of Data Centre & DRC from their respective OEM to avoid any support related issue during operation & maintenance phase. However, the SI may propose a best effort model keeping the quality work in mind.
29. Any change in payment process will be done on mutual consent of both the parties in the interest of the project.
30. Deduction of penalty as per SLA will be done for every quarterly payment of AMC.
31. The payment of the bidder will be released after necessary deduction of taxes as applicable.

32. Quality of Spares:

The equipment parts replaced must be new and equivalent in performance of existing parts or higher. Any deviation detected shall be considered as SLA violation and the contract may be terminated with additional penalty with two times the cost of the original equipment at the present rate where the quality is compromised. However, in case of unavailability or declaration of the End of support/ End of sales from the OEM and the spares are not available in the market. In such a condition, the best solution suggested for the AMC and spare replacement by the SI may be considered on mutual agreement subject to the quality of spares/work.

33. Additional Charges:

The AMC cost includes the traveling cost for rendering service throughout the year for one or all locations & for one or all systems.

34. Replacement of all the spares in Data center and Disaster Recovery (excluding consumables such as Printer Toner, UPS Batteries, and POL for generator) are included under the AMC. The replacement of defective spares with good quality and standard spares will be done by the bidder without any extra charge of any kind.
35. The maintenance work shall normally shall be done during business hours as defined under Service Level Agreement (SLA). However, in case of emergency maintenance may have to be

done beyond office hours and even on holidays prior arrangement through proper communication should be worked out in all cases by the servicing agencies.

36. The operating environment condition in which the equipment is presently installed is quite satisfactory and the Bidder will not raise any condition with regard to the working environments for the equipment covered under AMC.
37. The vendor has to do the overall management of the existing OEM of CCTNS Mizoram. The vendor has to co-ordinate, liaison and manage the software licenses of all the IT infrastructures of DC in compliance to the SLA.
38. The bidder shall have to abide by all “terms & conditions” of the RFP, bidder may please note that the prices quoted shall include all required works to be done for the satisfactory completion of the entire scope during the contracted period.
39. Replacement of burnt part of equipment’s is also covered under the scope of the successful bidder, for which no extra payment shall be made excluding force majeure conditions
40. The Purchaser reserves right to modify the terms and conditions of the Contract, during the Project execution, so as to meet contingency situations, which can arise from time to time. Such modifications would be discussed and agreed upon by the successful bidder taking into consideration the Cost, time and other implications. After finalization of modification, the Contract Agreement may be suitably amended, if required.
41. Successful bidder shall provide comprehensive maintenance services, including labor, repair and replacement of the faulty parts, for equipment specified in Annexure-9 in order to keep the equipment’s in good working condition. The successful bidder shall keep sufficient quantity of spare parts as applicable to the items in the scope of coverage for rendering AMC services with the minimum possible downtime throughout the tenure of the contract.
42. The maintenance service does not include Electrical work external to equipment or maintenance of accessories, attachments, equipment or other devices not covered under the agreement
43. Document submission & approval process:

The document submitted by the bidder during the period of the contract will be vetted by Mizoram Police and the feedback or the approval will be intimated to the bidder within 15 business days of the submission of the document.

44. The identified “Key Personnel” shall not be removed or replaced without the prior written consent of client.
45. Under exceptional circumstances, if the Key Personnel are to be replaced or removed owing to factors beyond the control of the bidder, the bidder shall provide the profiles of personnel being proposed as replacements, which will be equivalent or better than the resource being replaced. Client will have the right to accept or reject these substitute profiles. Final decision on replacement will remain with the client. In case client not responding within 30 working days of replacement profile being submitted and evaluated, it would be deemed to be accepted.

46. Change Request:

Any addition of Scope of Work and deliverables added for execution of the work which is not part of the Terms of the Reference or during the contract negotiation will be done through the Change request process with a limit of 15% of the Total contract value by the purchaser. The additional order can be given to the bidder for the procurement of Hardware, Software or rendering services which is required for smooth functioning of CCTNS project without any further bid process during the contract period.

47. Liquidated Damages:

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, Criminal Investigation Department, Mizoram Police may at its discretion withhold any payment until the completion of the contract. Criminal Investigation Department, Mizoram 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 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 Criminal Investigation Department, Mizoram Police under the contract and law.

48. Exit Management:

The notice period for the exit management of the bidder will be 60 days prior to end of the contract and the bidder has to plan the exit management as per the Exit management Schedule given in the RFP.

49. Contract Extension:

The employer may extend the contract up to 01 year on mutual agreement on successful of project contract completion with high performance delivery.

50. Resource leave:

The onsite deployed resources will avail leave as per company policy with due approval from client. However, in case the resources avail more than 2 weeks of leave, the bidder should provide a suitable replacement.

51. Replacement of resources:

The SI may replace resources with equivalent or higher skill set post client interview and approval. No resources will be allowed to be replaced for the first 06 months of contract which will attract 10% penalty of the resource cost.

52. Local office:

The SI should have an existing local office or setup a new local office at Aizawl during the signing of the contract agreement with Mizoram Police.

11. ANNEXURES

ANNEXURE-1: BIDDER'S PROFILE

RFP No. CRM/SCRB/CCTNS/SI/23/

Dated.....

Name of the Project: Selection of System Integrator for Comprehensive AMC (Annual Maintenance Contract) support of CAS Application, Data Centre & Disaster Recovery Centre.

1.	Name of the company	
2.	Company registered office address Telephone number Fax number e-mail	
3.	Correspondence/ contact address	
4.	Details of contact person (Name, designation, address etc.) Telephone number Fax number e-mail	
5.	Is the company a registered company? If yes, submit documentary proof. Year and place of the establishment of the company	
6.	Former name of the company, if any.	
7.	Is the company? - a Government/ Public Sector Undertaking? - a proprietary firm? - a partnership firm (if yes, give partnership deed)? - a limited company or limited corporation? - a member of a group of companies (if yes, give name and address, and description of other companies)? - a subsidiary of a large corporation (if yes give the name and address of the parent Organization) If the company is subsidiary, state what involvement if any, will the parent company have in the project? - a joint venture consortia (if yes, give name and address of each partner)?	
8.	Is the company registered with sales tax department? If yes, submit valid sales tax registration certificate.	
9.	Is the company registered for service tax with Central Excise Department (Service Tax Cell)? If yes, submit valid service tax registration certificate.	
10.	Attach the organizational chart showing the structure of the organization including the names of the directors and the position of the key officers.	

	What is the total number of employees?	
11.	Number of years in the relevant field	
12.	Are the company registered with any Government/ Department/ Public Sector undertaking? (if yes, give details)	
13.	What type best describes your company? (Documentary proof to be submitted) _ Manufacturer _ Supplier _ System Integrator _ Consultant _ Service Provider (pl. specify details) _ Software Development _ Total solution provider (Design, Supply, Integration, etc)	
14.	Number of offices / project locations in India Mizoram	
15.	Do you have a local representation /office in Aizawl? If so, please give the address and the details of staff, infrastructure etc in the office and no. of years of operation of the local office	
16.	Please give details of staff those will be involved in this project.	
17.	List the major clients with whom your organization has been/ is currently associated.	
18.	What is the total year of experience of handling Government projects?	
19.	Have you ever been denied tendering facilities by any Government/ Department/ Public sector Undertaking? (Give details)	
20.	Submit receipt of latest Income Tax Return filed with Income Tax Department and PAN no.	

Signature: -

Name of the Authorized signatory:

Company Seal: -

ANNEXURE-2 : FORMAT FOR PROJECT CITATIONS

The bidder needs to submit the details/supporting documents of relevant project citation required for Pre-Qualification and Technical evaluation Criteria of this RFP in Section-3.

Relevant IT project	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of relevant P.O/ LOI / Work Order / Agreement	

The Citations should be given in the above format.

Signature:

Name of the Authorized signatory:

Company seal:

ANNEXURE-3 : FORMAT FOR FINANCIAL INFORMATION

RFP No. CRM/SCRB/CCTNS/SI/23/

Dated.....

Name of the Project: Selection of System Integrator for Comprehensive AMC (Annual Maintenance Contract) support of CAS Application, Data Centre & Disaster Recovery Centre.

Name of the Bidder	Equity Contribution Proposed	Turn Over (Rs Crore)			Net Worth (Rs Crore)		
		2020-21	2021-22	2022-23	2020-21	2021-22	2022-23

Signature: -

Name of the Authorized signatory:

- Company Seal: -

Note:

1. *Submit the audited financial statement/ audited annual report of the last three financial years.*
2. *Bidder should have a positive Net worth. In this regard bidder should submit a certificate in original from a chartered account.*

ANNEXURE-4 : FORMAT FOR PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with Stamp Act)

Ref: Bank Guarantee No. _____

Date: _____

To

Addl SP (Tech)

SCRB Office,

SP Aizawl Office Building, Top Floor, Treasury Square, Aizawl

Email: cctns_mz@ncrb.gov.in

Phone - 0389 2314966

Dear Sir,

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP # <<RFP Number>> dated <<Date>> for <<Name of the assignment>> (hereinafter called "the Bid") to <<Nodal Agency>>

Know all Men by these presents that we << >> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the <<Nodal Agency>> (hereinafter called "the Purchaser") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - (a) Withdraws his participation from the bid during the period of validity of bid document; or
 - (b) Fails or refuses to participate in the subsequent Tender
 - (c) process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- I. Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)
- II. This Bank Guarantee shall be valid up to <<insert date>>)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

Dated this the Day of2024

Witness

(Signature)
(Name)
(Office Address)

(Signature)
(Name)
Bank Rubber Stamp
Designated with Bank

Stamp Plus Attorney as per Power of Attorney No. _____ Dated: _____

ANNEXURE-5 : FORMAT FOR QUERIES

Bidder's requiring specific points of clarification may communicate with Mizoram Police, during the specific period using the following format.

RFP No. CRM/SCRB/CCTNS/SI/23/

Name of the Project: Selection of System Integrator for Comprehensive AMC (Annual Maintenance Contract) support of CAS Application, Data Centre & Disaster Recovery Centre.
Name of the BIDDER :

Contact Address of the BIDDER :

SI No.	Section No.	Page No	Query

Signature:

Name of the Authorized signatory:

Company seal:

ANNEXURE-6 : COMPLIANCE SHEET FOR PRE-QUALIFICATION

S.N	Qualification Criteria	Documents Required	Compliance (Yes/No)	Reference & Page No. (Mandatory)
1.	Particulars of the Bidder	As per Annexure-1		
2.	The responding firm / agency should have submitted a Bid Security (EMD) of Rs. 3,00,000/- (Three Lakh) only.	Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee drawn in favour of MCOPS (Mizoram Computerization of Police Service Society) (Account Number: 30955089707; IFSC: SBIN0001539; MICR Code: 796002002; Branch-Aizawl) from any of the Commercial Banks payable at Aizawl, valid for a period of 60 days beyond the final bid validity period.		
3.	Non-refundable tender fee	Receipt of payment of INR 1,500/- (One thousand five hundred only) in favour of MCOPS (Mizoram Computerization of Police Service Society) (Account Number: 30955089707; IFSC: SBIN0001539; MICR Code: 796002002; Branch-Aizawl) as tender fee		
4.	Legal Entity 1. Company should be registered under Companies Act, 1956 or 2013 2. Registered with the Service Tax Authorities	Certificate of Incorporation. Registration Certificate		
5.	The bidder should be CMMi Level 3 company or above	Copy of valid CMMi certificate.		
6.	The bidder should have average annual turnover of INR 5 Crore for the last 3 Financial years from IT/ITES business during each of the three financial years (F.Y. 2020-21, F.Y. 2021-22, and F.Y. 2022-23 respectively).	Certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be submitted with the bid along with filled Financial Information as per Annexure-3.		
7.	The Bidder should have a positive net worth for at least three financial years	The audited balance sheet and Profit & loss statement for last 03 financial years are to be submitted		

S.N	Qualification Criteria	Documents Required	Compliance (Yes/No)	Reference & Page No. (Mandatory)
	during the last five financial years ending March 2023.	as documentary evidence duly certified by statutory auditor along with filled Financial Information as per Annexure-3.		
8.	Bidder should have at least 5 years of experience in design and development of application, customization, bug testing along with Operation & Maintenance support for any Government / PSU / Government Organization/ Government Institution within India as on 31 December, 2023.	Copies of relevant P.O./ Work Order/Agreement dated on or before 31 December, 2023 along with filled project citations as per Annexure-2		
9.	<p>The bidder should have experience on design and development of application, customization, bug testing along with Operation & Maintenance support for projects meeting the criteria mentioned below.</p> <p>(3) 01 Project of value INR 2 Crore or more</p> <p>OR</p> <p>(3) 02 projects of value INR 1 Crore or more</p> <p>OR</p> <p>(3) 3 projects of value of INR 0.75 crore or more</p> <p>Project credentials of Government and Public sector Undertakings within India will be considered. The value mentioned above should be for design and development of application, customization, bug-testing along with Operation & Maintenance.</p>	<p>Copies of relevant P.O/ LOI / Work order including value needs to be submitted for proof.</p> <p>If the work has been completed the completion certificates provided by the engaging agency or agencies should be submitted along with filled project citations as per Annexure-2.</p>		
10.	The bidder should have provided AMC support for IT infrastructure	Copies of relevant P.O/ LOI / Work order including value needs to be submitted for proof.		

S.N	Qualification Criteria	Documents Required	Compliance (Yes/No)	Reference & Page No. (Mandatory)
	<p>(Server/Storage/Firewall/Network equipment) at Data Centre meeting the criteria mentioned below.</p> <p>(3) 01 project of value INR 2 Cr or more</p> <p>OR</p> <p>(3) for 2 Projects of value INR 1 Cr or more</p> <p>OR</p> <p>(3) for 3 projects of value INR 0.75 Cr or more</p> <p>Project credentials of Government/PSU and Public sector Undertakings within India will be considered. The value mentioned above should be for AMC support / supply/ installation and commissioning for IT hardware at Data center/DRC.</p>	<p>If the work has been completed the completion certificates provided by the engaging agency or agencies should be submitted along with filled project citations as per Annexure-2.</p>		
11.	<p>The BIDDER shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Central/State Government/ Government agencies/ PSUs etc.</p>	<p>BIDDER should submit a duly notarized affidavit in this regard.</p>		
12.	<p>Bidder shall submit Power of Attorney, duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder</p>	<p>Power of Attorney in favour of Authorized Signatory</p>		

ANNEXURE-7 : TECHNICAL BID LETTER

Reference. RFP No. CRM/SCRB/CCTNS/SI/23/

<Location, Date>

To,

Addl SP (Tech)
SCRB Office,
SP Aizawl Office Building, Top Floor, Treasury Square, Aizawl
Email: cctns_mz@ncrb.gov.in
Phone – 0389 2314966

Sir/Madam,

We hereby declare

1. that we have domain knowledge in Government workflow processes, office automation processes, High-end computing servers, data centre management Internetworking, Web Application Development, Multiple Database Handling, Database Synchronization, generic report generation software, Training on Networking and Software, Cloud computing, data analysis, IT security
2. We/our principals are equipped with adequate manpower / machinery / technology for providing the Services as per the parameters laid down in the Bid Document and we are prepared for live/technical demonstration of our capability and preparedness before the representatives of the Purchaser and We/our principals are also equipped with adequate maintenance and service facilities within India for supporting the offered document.
3. We hereby offer to provide the Services at the prices and rates mentioned in the Commercial Bid at Annexure 12.
4. We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.
5. We enclose herewith the complete Technical Bid as required by you. This includes:
 - i) Compliance Sheet for Technical Bid Evaluation
 - ii) Approach & Methodology
 - iii) Proposed Work Plan
 - iv) Team Composition & Curriculum Vitae (CV) of Key Personnel

We agree to abide by our offer for a period of 60 days from the date fixed for opening of the Technical Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions.

Certified that the Bidder is a Company and the person signing the tender is the duly constituted attorney. Bid Security (Earnest Money) for an amount equal to Rs. 3,00,000 (Rupees Three Lakhs Only) is enclosed in the cover containing the letter for Pre-Qualifying requirements.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this Day of 2024

(Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

ANNEXURE-8 : COMPLIANCE SHEET FOR TECHNICAL BID EVALUATION

S. No	Criteria	Requirements	Max Mark	Supporting Documents	Compliance (Yes/No)	Reference Page No. (Mandatory)
1.	The Bidder should have average annual turnover of not less than INR 15 Crores during three financial years (F.Y. 2020-21, 2021-22 and 2022-23) respectively.	<p>≥25 Cr and <30 Cr= 5 marks</p> <p>≥20 Cr and <25 Cr=4 marks</p> <p>≥15 Cr and <20 Cr=3 marks.</p>	5	Certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be submitted with the bid along with filled Financial Information as per Annexure-3.		
2.	2.1 The Bidder should have successfully designed and developed application, customization, testing along with Operation & Maintenance support, including for projects of value 1 Crore or more. Project credentials of Government and Public sector undertakings within India will be considered.	<p>1 to 2 projects: 6 marks</p> <p>3 to 4 projects: 8 marks</p> <p>> 4 projects: 10 marks</p>	10	Copies of relevant P.O/ LOI / Work order/ Agreement + certificate from client, the document must include value needs to be submitted for proof along with filled project citations as per Annexure-2.		
	2.2 Marks for the submission of work completion documents/ certificates: Weightage of work completion certificate marks will be given to the value of the projects and not on the quantity of completion of work orders	<p>One project completion of value >3 Crore = 5 marks;</p> <p>One project completion of value >2 Crore = 4 marks;</p> <p>One project completion of value >1 Crore = 3 mark.</p>	5	Copies of relevant P.O/ LOI / Work order/ Agreement + certificate from client, the document must include value needs to be		

S. No	Criteria	Requirements	Max Mark	Supporting Documents	Compliance (Yes/No)	Reference Page No. (Mandatory)
				submitted for proof along with filled project citations as per Annexure-2. Completion certificates provided by the engaging agency.		
3.	3.1 The Bidder should have provided support to IT infrastructure (Server/Storage /Firewall/ Network equipment) at Data center having minimum value of Rs. 1 Crore.	1 project: 3 marks 2 to 3 projects: 6 marks > 3 projects: 10 marks	10	Copies of relevant P.O/ LOI / Work order/ Agreement + certificate from client, the document must include value needs to be submitted for proof along with filled project citations as per Annexure-2.		
	3.2 The bidder has to provide the work completion documents/ certificates for AMC support / supply/ installation and commissioning for IT hardware at Data center/DRC having minimum value of Rs. 1 Crore. Weightage of work completion certificate marks will be given to the value of the projects and not on the quantity of completion of work orders. Project credentials of Government and Public	One project completion of value >3 Crore = 5 marks; One project completion of value >2 Crore = 4 marks; One project completion of value >1 Crore = 3 mark	5	Copies of relevant P.O/ LOI / Work order/ Agreement + certificate from client, the document must include value needs to be submitted for proof along with filled project citations as per Annexure-2. Completion certificates provided by the engaging agency		

S. No	Criteria	Requirements	Max Mark	Supporting Documents	Compliance (Yes/No)	Reference Page No. (Mandatory)
	sector undertakings within India will be considered.					
4.	Technical Presentation on understanding, approach and methodology and proposed solution	<p>e) Understanding of the CCTNS project & Mizoram Police requirement- 5 Marks</p> <p>f) Approach and Methodology for CAS support – 10 Marks</p> <p>g) Solution for the project for MIS report, Data Digitization, Integration solution, Project Support -10 Marks</p> <p>h) Helpdesk support SLA & documentation- 5 Marks</p>	30	<p>Presentation in form of PPT and hardcopy of 03 sets in colour print needs to be submitted on the day of presentation as specified in Annexure-16.</p> <p>One copy of presentation in soft copy also to be submitted.</p>		
5.	Key Resources (As per qualification criteria mentioned in the RFP Annexure-11)					
	5.1 CAS Application Developer / Customization & integration expert & Software Developer (Mobile and Web Application) (1 resource)		10	Relevant CV as per the format in Annexure-11.2		
	5.2 CAS Application support Expert & Database Developer for Mobile Application (1 resource)		10	Relevant CV as per the format in Annexure-11.2		
	5.3 System Admin (1 resource)		10	Relevant CV as per the format in Annexure-11.2		

S. No	Criteria	Requirements	Max Mark	Supporting Documents	Compliance (Yes/No)	Reference & Page No. (Mandatory)
	5.4 Network and Security Expert (1 resource)		2	Relevant CV as per the format in Annexure-11.2		
	5.5 DB Admin/ Storage admin (1 resource)		1	Relevant CV as per the format in Annexure-11.2		
	5.6 Mobile Application Developer (1 resource)		1	Relevant CV as per the format in Annexure-11.2		
	5.7 Helpdesk Support (1 resource)		1	Relevant CV as per the format in Annexure-11.2		

ANNEXURE-9 : BILLS OF MATERIAL

Please give a confirmation that the AMC support will be provided for all the hardware, license for OS & application software, and tools as per the bill of material for Data Centre and DRC as per the bill of material for Data Centre Hardware. If any suggestion the bidder may furnish the details here.

Existing Data Center equipment, Software and license

Note: Most of the hardware of CCTNS Data center were procured during the FY 2012-15. Currently all hardware are not covered under AMC. The list is furnished below.

9.1. DC-Network, Firewall, Rack Server, Chassis and Blade Servers

Equipment	Make & Model	Quantity
Router	Cisco 7200	1
	Cisco 2900	1
SWITCH	Cisco Catalyst 2970	1
KVM Switch	16 Port Aten PS/2-USB CS1316	1
Firewall	Sophos XG 135	1
SAN Switch	Connectrix DS-6610B-L 8P/24P switch w/rear-to-front afw (incl 8x32Gb SFPs and rack mount kit)	1
Ethernet Switch	Dell EMC Switch S4128T-ON, 1U, 28 x 10Gbase-T, 2 x QSFP28, IO to PSU, 2 PSU	1
Rack Server		
Oracle Rack Server	X 4270 600GBx2 HDD/64GB RAM/2xHBA/1 Processor 16 core	2
Dell Rack Server	Intel Xeon Silver 4314 2.4G, 16C/32T, 10.4GT/s, 24M Cache, Turbo, HT (135W) DDR4-2666	6
Local Backup Storage	1.92TB SSD SAS ISE Read Intensive 12Gbps 512 2.5in Hot-plug AG Drive	1
Blade Chassis and Blades		
Blade Chassis	Sun Blade chassis 6000 series with redundant power supply, Fan PCI express card and NEM card	1
Blades Servers	X6270 Blade 300GB x2 HDD/36GB RAM/Dual Port HBA/2xNEM Card/1 Processor 12 Core	10

9.2. DR- Rack Server, Chassis and Blade Servers

Rack Server		
Rack Server	X 4270 600GBx2 HDD/64GB RAM/2xHBA/1 Processor 16 core	02
Blade Chassis and Blades		
Blade Chassis	Sun Blade chassis 6000 series with redundant power supply, Fan PCI express card and NEM card	1
Blades Servers	X6270 Blade 300GB x2 HDD/36GB RAM/Dual Port HBA/2xNEM Card/1 Processor 12 Core	06

Other Devices	USB KB/USB Mouse/8 Port KVM switch with USB Cable/USB External DVD Writer/17" TFT Monitor	01
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9.3. DC and DR Software, Application and License

Sl. No.	Software Description	Qty
1.	Sun OS Solaris 10	20
2.	My SQL 5.5	4
3.	Windows Server 2022 Standard,16CORE	12

9.4. Serial number details of the DC & DRC Servers

Details of DC

Item	Make/Model	S/No.	Quantity
Rack Server	X 4270 600GBx2 HDD/64GB RAM/2xHBA/1 Processor 16 core	1220FMM043	2
		1220FMM042	
Chassis	Sun Blade chassis 6000 series with redundant power supply ,Fan PCI express card and NEM card	1219BD3048	1
Blade Servers	X6270 Blade 300GB x2 HDD/36GB RAM/Dual Port HBA/2xNEM Card/1 Processor 12 Core	1219FMN070	10
		1219FMN079	
		1219FMN071	
		1219FMN076	
		1219FMN077	
		1219FMN074	
		1219FMN06U	
		1219FMN06E	
		1219FMN06F	
		1219FMN06X	
Firewall	Sophos XG 135	C1709C3Y9BGMM1C	1
Switch	Cisco Catalyst 2970	CAT0824N1DG	1
Router	Cisco 7200 Series VXR	31540680	1
	Cisco 2900 Series	F0C19253D23	1
KVM Switch	Aten 16 Port	Z3BBCO22DEV00440044	1
Server	Dell PowerEdge R650 Server	8LDPXW3	1
Server	Dell PowerEdge R650 Server	9LDPXW3	1
Server	Dell PowerEdge R650 Server	BLDPXW3	1
Server	Dell PowerEdge R650 Server	CLDPXW3	1
Server	Dell PowerEdge R650 Server	DLDPXW3	1
Server	Dell PowerEdge R650 Server	7LDPXW3	1
SAN Switch	Connectrix DS-6610B-L 8P/24P switch w/rear-to-front afw (incl 8x32Gb SFPs and rack mount kit)	78GZ153	1
Ethernet Switch	Dell EMC Switch S4128T-ON, 1U, 28 x 10Gbase-T, 2 x QSFP28, IO to PSU, 2 PSU	COSRV43	1

Item	Make/Model	S/No.	Quantity
Local Backup Storage	Dell ME5024 Storage Array	4218ZW3	1

Details of DRC

Item	Make/Model	S/No.	Quantity
Rack Server	X 4270 600GBx2 HDD/64GB RAM/2xHBA/1 Processor 16 core	1220FMM02D	2
		1220FMM02E	
Blade Servers	X6270 Blade 300GB x2 HDD/36GB RAM/Dual Port HBA/2xNEM Card/1 Processor 12 Core	1219FMN06J	6
		1219FMN06K	
		1219FMN06L	
		1219FMN06N	
		1219FMN06M	
KVM Switch	Aten 16 Port	F3C40020DCMO221	1

9.5. Specifications of the SSL Certificate

Sl. No.	Specification	Quantity
1	SSL certificate HTTPS support with strongest encryption DV + OV SSL Certificates. 2048-bit (RSA) SSL Secure Sockets Layer with TLS Encryption Compatible with Apache, IIS, Tomcat, Exchange Server, and other servers. Compatible with Linux, Windows, and Sun Solaris with a validity of 3 years.	3

Note: CCTNS Mizoram is currently not having any SSL Certificate software. The bidder has to propose for the same as per the specification as mentioned above.

ANNEXURE-10 : PROPOSED WORK PLAN

SL No	Activity	Calendar Months											
		1	2	3	4	5	6	7	8	9	10	11	12
1													
2													
3													
n													

1. Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Purchaser approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
2. Duration of activities shall be indicated in the form of a bar chart.
3. All activities should meet the 8/80 criteria i.e. should at least take 8 hours and a maximum of 80 hours.

ANNEXURE-11 : TEAM COMPOSITION

Please refer Annexure-11.1 for the manpower requirement for Data Centre support along with their qualification and experience and provide summary of the resource in the format attached hereby. The bidder needs to submit the details/supporting documents as per Technical evaluation scoring matrix in Section-3 of this RFP. The onsite resource requirement areas follows

One (01) number of System Administrator

Two (02) number of Application Developer

Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement

ANNEXURE-11.1 : DETAILS OF MANPOWER REQUIRED FOR AMC SUPPORT

SNo	Resource Detail	Academic Qualifications	Total Experience in related field
1	CAS Application Developer / Customization & integration expert & Software Developer (Onsite)	BE/B.Tech/MCA	<ul style="list-style-type: none"> Min. 5 years' experience in SRS/FRS design Application Support/ Issue resolution customization, Design and architecting work flow, Application customization and design of MIS dashboard, integrating with external application Conversant with Technology Platforms such as Java, J2EE, Jasper, HTML, XML, SQL Server, MySQL Web Server technology such as Apache Tomcat SMS/email gateway integration Good working knowledge on Linux & Sun Solaris
2	CAS Application support Expert (Onsite)	BE/B.Tech/MCA/	<ul style="list-style-type: none"> Min. 3 years' experience in SRS/FRS design Application customization, with experience in providing Application support, troubleshooting, issue resolution support in a project of similar scope and complexity Conversant with Technology Platforms such as Jasper, Postgres, Java, J2EE, HTML, XML, SQL Server, MySQL Web Server technology such as Apache Tomcat SMS/email gateway integration Good working knowledge on Window/Linux & Sun Solaris for Data Centre version Knowledge on AV server management Knowledge on creating secured FTPs Knowledge on patch management
3	System Admin (Onsite)	BE/B.Tech /MCA / M. Sc. IT or equivalent	<ul style="list-style-type: none"> Min. 5 years' experience in maintaining Linux & Sun Solaris Experience to work as system Admin with at least 03 years' experience on large IT projects Good experience in Exchange Server, Qmail-mailing solutions
4	Network & Security Expert (Off-site: Remote support / need base visit support)	BCA/MCA/B.Sc. (CS/IT)/M.Sc. (CS/IT) /BE/B.Tech preferably with CCNA or equivalent certifications	<ul style="list-style-type: none"> Min. 5 years' experience in maintaining NOC/ DC networking equipment (Router/Switch/Firewall) Experience in maintenance in LAN/WAN/FM Support troubleshooting
5	DB Admin / Storage admin	BE/B.Tech/MCA/	DB Admin:

SNo	Resource Detail	Academic Qualifications	Total Experience in related field
	(Off-site: Remote support / need base visit support)	M.Sc. IT or equivalent. Any certification on database management, design will be preferred.	<ul style="list-style-type: none"> • Min of 5 years of experience managing DC/DR of enterprise environment for database. • Experience on My SQL / MS SQL mandatory. • Experience on Govt. projects like MMP projects / e-governance project will be preferred. • Should have decent experience on BCP, performance tuning, preventive & proactive action for security of database against security breach, data loss, theft etc. as per industry standard. <p>Storage / backup Admin:</p> <ul style="list-style-type: none"> • Min of 5 years of experience managing DC/DR of enterprise environment for database. • Experience on storage technology mandatory. • Exp. on govt. projects like MMP projects / egovernance project will be preferred. • Should have decent experience on BCP, performance tuning, preventive & proactive action for security of storage against security breach, data loss, theft as per industry standard. • Clustering, redundant architecture planning experience, • Storage planning, retention period, backup using LTOs
6	Mobile Application Developer (Off-site: Remote support)	MCA/B.E/ B.Tech in CS or IT	<ul style="list-style-type: none"> • Min of 5 Years experience in Android/iOS application development. • Good working knowledge on software development for Mobile & Web Application Good working knowledge on database design for Mobile & Web Application
7	Helpdesk Support (Off-site: Remote support)	MCA/B.E/ B.Tech in CS or IT	<ul style="list-style-type: none"> • Ability to respond to user inquires, incidents, and service requests related to the technical issues raised via phone, email or ticketing system. • Ability to provide timely and courteous assistance to resolve technical issues. • Strong troubleshooting and problem-solving skills.

ANNEXURE-11.2 : CV OF KEY RESOURCES

General Information	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none"> • Degree • Academic institution graduated from • Year of graduation • Specialization (if any) • Key achievements and other relevant information (if any) 	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: <ul style="list-style-type: none"> • Organizations worked for in the past <ul style="list-style-type: none"> ○ Organization name ○ Duration and dates of entry and exit ○ Designation Location(s) ○ Key responsibilities • Prior project experience <ul style="list-style-type: none"> ○ Project name ○ Client ○ Key project features in brief ○ Location of the project ○ Designation ○ Role ○ Responsibilities and activities ○ Duration of the project Please provide only relevant projects.	
Proficient in languages (Against each language listed indicate if speak/read/write)	

ANNEXURE-12 : COMMERCIAL BID LETTER

Reference. RFP No. CRM/SCRB/CCTNS/SI/23/ <Location, Date>

To:

Addl SP (Tech)
SCRB Office,
SP Aizawl Office Building, Top Floor, Treasury Square, Aizawl
Email: cctns_mz@ncrb.gov.in
Phone - 0389 2314966

Subject: Submission of the Financial bid for <Provide Name of the Implementation Assignment> Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for <<Title of Implementation Services>> in accordance with your Request for Proposal dated <<Date>> and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <<Amount in words and figures>>. This amount is inclusive of the local taxes.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of <days> calendar days from the date of opening of the Bid.
- We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. DEVIATIONS

This is a ZERO Deviation Bidding Process. Bidder is to ensure compliance of all provisions of the Bid Document and submit their Bid accordingly. Tenders with any deviation to the bid conditions shall be liable for rejection.

4. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

5. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

6. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated Commercial Bid attached with our Tender as part of the Tender.

Dated this Day of 2024

(Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Witness Signature:

Witness Name:

ANNEXURE-12.1 : COMMERCIAL OFFER FOR DC & DRC

S. No.	Item	Total Price	Taxes (wherever applicable)	Total cost (total price + taxes)
1.	DC Hardware/Software/ AMC costs for 02 year			
2.	DC AMC cost for OS, Application and License Support for 02 year			
3.	DC/DRC Manpower cost for 02 year onsite deployment			
4.	DC/DRC Manpower FMS Cost for Remote support / need base visit support			
5.	Security audit and testing VAPT			
6.	DR Hardware/Software/ AMC costs for 02 year			
7.	DR AMC cost for OS, Application and License Support for 02 year			
Total Cost				
Total cost in figures:				

ANNEXURE-12.2 : DETAILS OF COMMERCIAL OFFER FOR DC & DRC

12.2.1. Financial Proposal for DC Hardware/Software/ AMC costs for 02 year

SLNO	Component	Specs	OEM	Quantity	Total AMC Cost for 02 year exclusive of Tax (in Rs.)	GST on total AMC Cost (in Rs.)	Total Amount Inclusive of All Taxes (in Rs.)
1	Blade chassis	Make – Oracle Sun Blade 6000 Chassis	Oracle	1			
2	Blade Servers	Make & Model Oracle X6270 300GBx2 HDD,36GB RAM, Dual port HBA,1 CPU with 12 core,2xNEM card	Oracle Sun Solaris	10			
3	Rack Servers	Make and Model Oracle X4270 600GBx2HDD,64 GB RAM, Dual Port HBA,1 CPU with 16 core	Oracle	2			
4	Core Switch 24 Port	Make & Model-CISO Catalyst 2970	Cisco	1			
5	KVM Switch	16 Port Aten PS/2-USB CS1316 KVM Switch	Aten	1			
6	Router	Make & Model -Cisco 7200 and 2900	Cisco	2			
7	Sophos Firewall	Make & Model –Sophos XG135	Sophos	1			
8	Server	Dell PowerEdge R650 Server	Dell	1			
9	Server	Dell PowerEdge R650 Server	Dell	1			
10	Server	Dell PowerEdge R650 Server	Dell	1			
11	Server	Dell PowerEdge R650 Server	Dell	1			
12	Server	Dell PowerEdge R650 Server	Dell	1			
13	Server	Dell PowerEdge R650 Server	Dell	1			
14	SAN Switch	Connectrix DS-6610B-L 8P/24P switch w/rear-to-front afw (incl 8x32Gb SFPs and rack mount kit)	Dell	1			
15	Ethernet Switch	Dell EMC Switch S4128T-ON, 1U, 28 x 10Gbase-T, 2 x QSFP28, IO to PSU, 2 PSU	Dell	1			

16	Local Backup Storage	Dell ME5024 Storage Array	Dell	1			
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12.2.2. Financial Proposal for DC AMC cost for OS, Application and License Support for 02 year

Sl. no	License Description	Qty	Hardware		Licence Part No	License Version	Total AMC Cost for 02 year exclusive of Tax (in Rs.)	GST on total AMC Cost (in Rs.)	Total Amount Inclusive of All Taxes (in Rs.)
			Hardware Description	Operating Systems Used in the Server					
1	Sun Solaris 10	12							
2	My SQL5.5	2							
3	Windows Server 2022 Standard,16CORE	12							
4	Qmail mailing Solution	1	Mail Storage & Mail Relay						
5	SSL Certificate	3							
6	Upgradation of license and support cost for software (if any)	--							

Note: SI may propose suitable OS/application with open-source license compatible for DC operation of exiting application & Database.

12.2.3. Financial Proposal for DC/DRC Manpower cost for 02 year onsite deployment:

SL No	Resource Detail	Quantity	Total man-month estimated	Unit man-month Cost	Total man month Cost exclusive of GST for 02 year (in Rs.)	Applicable GST (in Rs.)	Total Cost inclusive of GST (Rs.)
1.	CAS Application Developer / Customization & integration expert & Software Developer (Mobile and Web Application)	1	12				
2.	CAS Application support Expert & Database Developer for Mobile Application	1	12				
3.	System Admin	1	12				

12.2.4. Financial Proposal for DC/DRC Manpower FMS Cost for Remote support / need base visit support

SL No	Resource Detail	Quantity	Total Cost for 02 year exclusive of GST (in Rs.)	Applicable GST (in Rs.)	Total Cost inclusive of GST (in Rs.)
1.	Network & Security Expert	1			
2.	DB Admin / Storage admin	1			

The offsite resources will support onsite team as and when required to support as per SLA parameters. The remote access will be provided only through a secured VPN access which needs to be provisioned by SI.

12.2.5. Financial Proposal for Security audit and testing VAPT

Sl. No.	Component Description	Qty	Unit cost	GST	Total (incl. of GST)
1.	Security audit and testing VAPT (1 time minimum during the 1 year period)	1 time			

12.2.6. Financial Proposal for DR Hardware/Software/ AMC costs for 02 year

SLNO	Component	Specs	OEM	Quantity	Total AMC Cost for 02 year exclusive of Tax (in Rs.)	GST on total AMC Cost (in Rs.)	Total Amount Inclusive of All Taxes (in Rs.)
1	Blade chassis	Make – Oracle Sun Blade 6000 Chassis	Oracle	01			
2	Blade Servers	Make & Model Oracle X6270, 300GBx2 HDD,36GB RAM, Dual port HBA,1 CPU with 12 core,2xNEM card	Oracle Sun Solaris	06			
3	Rack Servers	Make and Model Oracle X4270 600GBx2HDD,64 GB RAM, Dual Port HBA,1 CPU with 16 core	Oracle	02			
4	KVM Switch	16 Port Aten	Aten	01			

12.2.7. Financial Proposal for DR AMC cost for OS, Application and License Support for 02 year

Sl. no	License Description	Qty	Hardware		Licence Part No	License Version	Total AMC Cost for 02 year exclusive of Tax (in Rs.)	GST on total AMC Cost (in Rs.)	Total Amount Inclusive of All Taxes (in Rs.)
			Hardware Description	Operating Systems Used in the Server					
	<u>Sun Solaris</u>								
1	Sun Solaris 10	08							
2	My SQL5.5	02							
3	Upgradation of license and support cost for software (if any)	--							

*The bidders are free to quote open-source license with support to migrate the existing OS/Application/Database which are compatible and secured for DC/DR operation and cost-effective solutions, compared to the existing system.

The bidders are requested to include all the components of the DC & DR infrastructures as given in the Annexure of the RFP in case inadvertently missed out.

ANNEXURE-13 : PAYMENT MILESTONES

1. Payment for the AMC of DC and DR:
The successful bidder will sign a Service Level Agreement (SLA) with Mizoram Police covering all the required services. The total contract of Comprehensive warranty/ Operational maintenance services will be equally divided into quarterly payments for the contract period. The payment will be made on completion of each quarter.
2. The VAPT completion payment may be considered annually post the completion and submission of the completion reports. Payment towards VAPT will be released within 30 days of invoice after completion of the activity and submission of the VAPT report.
3. The payment terms may be revised on mutual agreement with the successful bidder as per requirement during the contract negotiation.

The relevant documents and sign off has to be submitted for release of payment for each deliverable.

S.No	Milestone	Deliverables	Payment to be released
1.	AMC cost of Hardware, OS, application and license support of DC/DRC	Monthly/quarterly O&M report	Payment will be released as per equal quarterly payments instalments
2.	Manpower Cost for support for CAS Application and Uptake, Helpdesk Support, Reporting	Monthly/quarterly report	
3.	Manpower Cost for DC/DR support/ Customization / Integration/ application support	SLA report / Customization Report / Integration report / Roll out report / new development report	
4.	Security audit and testing VAPT	VAPT report, recommendations	Annually

The deliverable details are mentioned in Annexure-14.

ANNEXURE-14 : DELIVERABLES

Following table details the deliverables to be submitted by the selected bidder:

Sl.No.	Activities	Deliverables	Frequency
1.	Quarterly payment for AMC shall be made on submission of invoice/bills in triplicate within 45 days from the date of completion of the quarter.	<ol style="list-style-type: none"> Any support and maintenance carried out by bidder will be taken in sign off report to be signed by Nodal officer for release of quarterly payment at the end of every quarter. SLA report needs to be submitted on monthly basis by the successful bidder. The invoices for payment should be submitted in triplicate for the quarterly payment. 	Monthly/ Quarterly
2.	Regular supervision, monitoring and extending support to department for smooth functioning of project/ Helpdesk support, etc.	Reports, completion, SOPs, Manuals.	On completion/ as per the requirement of the State.
3.	Completion of customization of CAS & the Citizen Portal, Integration of CAS with the external agencies	Reports, completion, SOPs, Manuals.	On completion/ as per the requirement of the State.

ANNEXURE-15 : SERVICE LEVEL AGREEMENT

This section describes the service levels to be established for the Service offered by the SI to the state. The SI shall monitor and maintain the state service levels to provide quality service to the state.

15.1. Definitions

- (a) **“Scheduled Maintenance Time”** shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA. The scheduled maintenance time would not be during 8x6 timeframe. Further, scheduled maintenance time is planned downtime with the prior permission of the state.
- (b) **“Scheduled operation time”** means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the systems and applications within the Primary DC and critical client site infrastructure will be 24x7x365. The total operation time for the client site systems shall be 8 hours on the normal business days. However, the SI has to extend support on holidays and when requirement comes.
- (c) **“Scheduled Business Operation Time”** means the scheduled availability of the support for the application and services for the month. All scheduled maintenance time on the system would be deducted from this time. This will be 8 X 6 on Business Days.
- (d) **“System or Application downtime”** means accumulated time during which the System is totally inoperable within the Scheduled Operation Time but outside the scheduled maintenance time and measured from the time the state or its employees log a call with the SI team of the failure or the failure is known to the SI from the available measurement tools to the time when the System is returned to proper operation.
- (e) **“Availability”** means the time for which the services and facilities are available for conducting operations on the state system including application and associated infrastructure during the “Scheduled Business Operation Time”.
- (f) **“Helpdesk Support”** shall mean the 8x6 basis. Support which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract during the business hours. Any call logged after 17:00 hrs or in a public holiday, the same will be calculated from the next business hours for SLA calculations. The Selected bidder to plan accordingly in the helpdesk service application and include the state Gazette holiday of the client accordingly for each calendar year.
- (g) **“Incident Logging”** refers to any event / abnormalities in the functioning of the end location Equipment that may lead to disruption in normal operations of the business.
- (h) **Response:** Response of helpdesk support team once the call is raised in the call logging systems. The response time is 30 minutes during the business hours.
- (i) **Resolution** – The time agreed to make the faulty system up and operational by the SI support team post call logging in the system. Also, time agreed to replace the hardware/Accessories within 15 days from the date of response.

- (j) **Reporting** – The monthly / quarterly SLA report to client for SLA performance calculations. The report should be submitted on the 5th of the following month.

15.2. Interpretation

- (a) The peak hours are 9:00AM to 5:00PM on all working days (Mon-Sat) excluding Public Holidays or any other Holidays observed by the Mizoram Police (Except Police Stations). The SI however recognizes the fact that the Mizoram Police offices will require to work beyond the Peak hours on need basis.
- (b) "Lean Hours" shall mean hours excluding "Peak Hours".
- (c) The business hours are 09.00 AM to 5:00 PM on all working days (Mon-Sat) excluding Public Holidays or any other Holidays observed by the state. The SI however recognizes the fact that the state offices will require to work beyond the business hours on need basis.
- (d) "Non-Business Hours" shall mean hours excluding "Business Hours".
- (e) The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. However, if the performance of the system/services is degraded significantly at any given point of time during the contract without any immediate measures and issues are not rectified to the complete satisfaction of the state or an agency designated by them, then the state will have the right to take appropriate disciplinary actions including termination of the contract.
- (f) A Service Level violation will occur if the SI fails to meet Minimum Service Levels, as measured on a quarterly basis, for a particular Service Level. Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An "Availability and Performance Report" will be provided by the SI on monthly basis in the state suggested format and a review shall be conducted based on this report.
- (g) A monthly Availability and Performance Report shall be provided to the state at the end of every month containing the summary of all incidents reported and associated SI performance measurement for that period. The monthly Availability and Performance Report will be deemed to be accepted by the State upon review and signoff by both SI and the state. Where required, some of the Service Levels will be assessed through audits or reports e.g. utilization reports, measurements reports, etc., as appropriate to be provided by the SI on a monthly basis, in the formats as required by the state. The tools to perform the audit will need to be provided by the SI.
- (h) SLA Monitoring report in the end of every month which is to be shared with the state on a monthly basis.
- (i) SLAs will be subject to being redefined, to the extent necessitated by field experience at the end locations. The SLAs may be reviewed on an annual/bi-annual basis as the state decides after taking the advice of the SI and other agencies. All the changes would be made by the state in consultation with the SI.

- (j) The SI is expected to provide the following service levels. In case these service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and invoke the penalty clause. Payments to the SI are linked to the compliance with the SLA metrics laid down in the tables below. The penalties will be computed and calculated as per the computation explained in SLA document. During the contract period, it is envisaged that there could be changes to the SLA, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e. the state and SI.
- (k) Mean Time Between Failures (MTBF): If during contract period, any equipment has a hardware failure on four or more occasions in a period of less than three months, it shall be replaced by equivalent or higher-level new equipment by the SI at no cost to Mizoram Police. However, if the new equipment supplied is priced lower than the price at which the original item was supplied, the differential cost should be refunded to Mizoram Police. For any delay in making available the replacement and repaired equipment for inspection, delivery of equipment or for commissioning of the systems or for acceptance tests / checks on per site basis, Mizoram Police reserves the right to charge a penalty. SI shall track and report observed Mean Time Between Failures (MTBF) for Hardware.
- (l) SLAs will be subject to being redefined, to the extent necessitated by field experience at the end locations and offices and the developments of technology practices globally. The SLAs may be reviewed on an annual/bi-annual basis as the state decides after taking the advice of the SI and stakeholders. All the changes would be made by the state in consultation with the SI.
- (m) The Service Level Agreements (SLAs) definition facility must support defining a set of one or more service Guarantees that specify the Service obligations stipulated in an SLA contract for a particular time period (weekly, monthly, and so on). Mean Time between Failure (MTBF), and Maximum Outage Time thresholds) and the other that monitors service transaction response time.
- (n) Following tables outlines the key service level requirements for the system, which needs be ensured by the SI during the operations and maintenance period. These requirements shall be strictly imposed and either the state or a third-party audit/certification agency shall be deployed for certifying the performance of the SI against the target performance metrics as outlined in the tables below.

15.3. Primary DC & DRC Application Availability and Performance

- a) **Production Systems:** The failure or disruption has a direct impact on the state's ability to work in CCTNS application, ability to perform critical back-office functions or a direct impact on the organization. This includes but not limited to: -
- Storage and related switches at Primary DC/DRC.
 - Web, Application, Database, and Backup at Primary DC/DRC.
 - Primary DC/DRC network infrastructure.
 - Primary DC/DRC security infrastructure.

- b) **CCTNS Solution Components:** The failure or disruption has a direct impact on the state’s ability to provide service to its offices, ability to perform critical back-office functions or a direct impact on the organization.

15.4. Data Centre/ DRC Infrastructure Support

The below tables give details on the Service Levels the SI should maintain for the Data Centre & DRC support.

- (a) **Level 1/ High Incidents.** The incident has an immediate impact on the state’s ability to service its offices, to perform critical back-office functions or has a direct impact on the organization.
- (b) **Level 2/ Medium Incidents.** The incident has an impact on the state’s ability to service its offices that while not immediate, can cause service to degrade if not resolved within reasonable time frames
- (c) **Level 3/ Minor Incidents.** The incident does not have a direct impact on the state’s ability to service its offices.
- (d) The scheduled operation time for the Data Centre / DRC systems shall be on 24 hours basis.

15.4.1. Availability of DC/ DRC CCTNS Application:

Service Level Description	Measurement	
Application Availability	Availability of CCTNS solution components measured within the Data Center/ DRC shall be at least 99%	
	Severity: High This service level will be monitored on a monthly basis.	
	Availability over the three-month period	Imposed Penalty
	< 99% & >= 98.5%	1%
	< 98.5% & >= 98%	2%
	< 98%	5%
	Availability Calculation	
	Monthly Calculation: Availability = $\frac{\text{No. of days App down time}}{\text{No. of Working Days within a month}} * 100$	
	Quarterly calculation Availability = $\frac{\text{Sum of the Availability for 3 Months}}{3}$	
	Severity of Violation: Medium This service level will be measured on a monthly basis.	
	Availability / Uptime Performance over the threemonth period	Penalty Charges
	< 99% & >= 98.5%	1%
	< 98.5% & >= 98%	2%

Service Level Description	Measurement	
	< 98%	3%
	<p>Availability Calculation</p> <p>Monthly Calculation: Availability = $\frac{\text{(No. of days App down time)}}{\text{No. of Working Days within a month}} * 100$</p> <p>Quarterly Calculation Availability = $\frac{\text{Sum of the Availability for 3 Months}}{3}$</p>	

15.4.2. Availability of DC/DRC infrastructure:

Service Level Description	Measurement	
DC Infrastructure Availability	Availability of production DC/DRC systems shall be at least 99% Severity of Violation: High	
	Availability over the three month period	Penalty Charges
	< 99% & >= 98.5%	1%
	< 98.5% & >= 98%	2%
	< 98%>	3%
	<p>Availability Calculation</p> <p>Monthly Calculation: Availability = $\frac{\text{(No. of days system down time)}}{\text{No. of Working Days within a month}} * 100$</p> <p>Quarterly Calculation Availability = $\frac{\text{Sum of the Availability for 3 Months}}{3}$</p>	
Replacement of hardware	Replacement of hardware equipment shall be done within 15 days of notification by the state. These equipment would have failed on four or more occasions in a period of less than three months or six times in a period of less than twelve months. (Mean Time Between Failure Condition) Severity of Violation: High	
	Resolution Period In days	Imposed Penalty
	< 15 & >= 20%	1%
	< 20% & >= 30%	2%
	>31%	3%

15.4.3. Categorization of severity levels of the client site application systems & Incident:

The severity of the client site application will be customized as per the field level experience and to simplify the call logging. The details of the customization are given below. The SI has to maintain the service levels.

- i. The application installed at the client locations will be categorized as High and Medium level only based on the nature of impact on business performance and on business day basis.
- ii. The High priority application calls will be resolved within 16 hours and Medium priority calls will be resolved within 24 hours.

Sl. No.	Category	Details of Components/Incidents	Severity	Incident Resolution Time	Availability/ Performance
1.	Client Application	Online/ Offline incidents	High	16hrs	99%
		User ID creation			
		User ID Transfer			
		User right assignment			
		Unable to Login/ Access			
		User unable to enter data			
		Unable to submit Form	Medium	24hrs.	95%
		User ID Role Change/ Modification			
		user password reset	Low	32hrs.	90%
Patches					

Client site Application Support & Incident Resolution

Service Description	Level	Measurement	
Application Support Performance & Incident Resolution		High Level severity incident resolution shall not exceed 16 business hours. Severity of Violation: High	
		This service level will be monitored on a monthly basis.	
		Resolution Period	Imposed Penalty
		<16 hrs	0%
		< 16hrs & >= 24hrs	2%
		< 24hrs & >= 32hrs	4%
		>32hrs	6%
The total cumulative sum of the penalty for each incident will be the total penalty for the quarter.			
		Medium Level severity incident resolution shall not exceed 24 business hours. Severity of Violation: Medium	
		This service level will be monitored on a monthly basis.	
		Resolution Period	Imposed Penalty
		<24 hrs	0%
		< 24hrs & >= 32hrs	2%
		< 32hrs & >= 48hrs	4%
>48hrs	6%		

Service Description	Level	Measurement
		The total cumulative sum of the penalty for each incident will be the total penalty for the quarter.

15.4.4. Helpdesk Support:

- a) **Level 1 Calls.** The failure to fix has an immediate impact on the state’s ability to service its end user offices, inability to perform critical back-office functions or a direct impact on the organization.
- b) **Level 2 Calls.** The failure to fix has an impact on the state’s ability to service its offices that while not immediate, can cause service to degrade if not resolved within reasonable time frames.
- c) This service level will be monitored on a daily/weekly/monthly basis.
- d) The below tables give details on the Service Levels the SI should maintain.

Service Level Description	Measurement	
Helpdesk Performance	98% of the calls shall be answered within 30 minutes from the time of call logged to helpdesk during the business hour defined in the RFP.	
	Severity of Violation: High This service level will be monitored on a monthly basis	
	Performance over the three month period	Penalty Charges
	< 98% & >= 90%	1%
	< 90% & >= 80%	2%
	< 80%	3%
	Performance = $\frac{\text{Total no. of calls picked up}}{\text{Total no. of calls}} * 100$	
All calls pertaining to DC/CCTNS Application shall be resolved as per the timeline defined in the Incident Resolution period.		

15.4.5. Reporting:

The below tables give details on the Service Levels the SI should maintain for client site systems availability.

Service Level Description	Measurement
Availability and Performance Report	Provide monthly SLA compliance reports, monitoring and maintenance related MIS reports by the 5 th of the following month. Severity of Violation: Medium This service level will be monitored on a monthly basis. If the monthly SLA compliance report related to the service level metrics is not provided in the given timeframe each month, it will be treated as a violation. For the first instance, 1% penalty will be imposed. For a 2 consecutive month during the quarter, 2% penalty will be imposed. For 3 consecutive month, 4% penalty will be imposed.

Service Level Description	Measurement	
	Total number of instances over the three-month period	Penalty Charges
	1 st month	1%
	2 nd month	2%
	3 rd month	4%

15.4.6 Resources

The below tables give details on the Service Levels the SI should maintain for client site systems availability.

Service Level Description	Measurement	
Availability of Resources	Availability of resources will be monitored on an hourly basis. SI are required to be at the Office premises for 8 hours daily with a concession of 7.5 hours. If resources are not available for 7.5 hours daily, penalty will be imposed.	
	The cumulative sum of each individual will be the total penalty imposed for the quarter.	
	Severity of Violation: High	
	Availability of resources during three months	Penalty Charges
	< 99% & >= 95%	2%
	< 95% & >= 90%	4%
< 90%>	8%	
	If the System Integrator fails to deploy the OnSite resources as per the terms agreed during a month/quarter, payment will be deducted for the resource not deployed.	
	Availability Calculation:	
	Availability during the month = $\frac{\text{No of hours available during the month}}{\text{No. of working hours during the month}} * 100$	
	Availability during the quarter = $\frac{\text{Sum of Availability of during the three month}}{3}$	
	Resources with approved leave application for 1 week will be exempted.	

15.4.7. Violations and Associated Penalties during the AMC/ Operation & Maintenance Phase:

- The primary intent of Penalties is to ensure that the system performs in accordance with the defined service levels. Penalties are not meant to be punitive or, conversely, a vehicle for additional fees.
- A quarterly performance evaluation will be conducted using the three-monthly reporting periods of that period.
- Penalty Calculations:** The framework for Penalties, as a result of not meeting the Service Level Targets are as follows:

- i. The performance will be measured for each of the defined service level metric against the minimum / target service level requirements and the deductions will be calculated accordingly.
- ii. The total of each penalty will be calculated and the final sum total will be the penalties for the quarter.
- iii. The SLA penalty will be levied during Operation and Maintenance phase.
- iv. The SLA penalty will be levied for the respective period and shall not exceed 20% of the billing value.
- v. The Liquid damage (LD) will be levied during the contract period with a cap of 20% of the contract value.

15.4.8. Other Penalties:

Sl. No.	Activity	Target / Service Level	Penalty for delays beyond target level
1.	Submission of PBG as per Annexure-4	30 days from the date of contract/issue of work order	Rs. 500/- per day maximum upto 10% of monthly invoice
2.	Signing of the contract and written submission regarding technical and management point of contact for the project	14 days of receipt of the Agreement	Rs. 1000/- per day
3.	Deployment of Onsite manpower	As per timelines mentioned.	Rs. 500/- per days per resource person, maximum upto 15 days
4.	Complete KT (knowledge transfer) and handover of source code, database backup / schema, creative, designs or any other material related to the project	15 days from the issue of LoI/agreement	Rs. 500/- per day for maximum upto 15 days.
5.	<ul style="list-style-type: none"> • Security incident • Misuse of data • Loss of data • Adherence to the security compliances and guidelines issued by MeitY & CERT-In 	The System Integrator shall ensure data security and there shall be no unauthorized usage of Government data in any manner without prior written permission from the Client	Rs. 10,000 per instance along with a letter of warning
6.	Ensure that updated admin access credentials of Cloud, Database, code repository, all dashboards etc. are shared with the Client at all times	-	Rs. 5,000 per instance. Quarterly payments to be released only after verifying the admin access.
7.	Non availability of On-Site manpower	No absence of manpower for more than 7 days.	Rs. 1000/- per day per resource

ANNEXURE-16 : APPROACH AND METHODOLOGY

The bidder needs to submit the details/supporting documents as per Technical evaluation scoring matrix in Section-3 of this RFP. Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal divided into the following three chapters:

1. Understanding of the project
 - a) About Mizoram Police
 - b) Objective about the assignment

2. Understanding of Core Application Software (State) for CCTNS on MS Stack and Integration with other agency
 - a) Understanding of CAS State
 - b) CAS customization approach, bug testing and rollout strategy
 - c) MIS report customization
 - d) Integration with other e-Gov services
 - e) Understanding for bi-lingual support
 - f) Understanding of the project (how the solution proposed is relevant to the understanding)
 - g) Technical Approach and Methodology

3. Understanding of Client Site and Data Centre
 - a) Understanding of Client site activity
 - b) Understanding of Data Centre Activity
 - c) Understanding on VM ware & cloud services
 - d) Understanding on DR data replication, data integrity check

4. Proposed Work Plan (as per Annexure-10)
5. Risk and Mitigation Plan
6. Approach for taking over the project from existing SI
7. Exit management and KT planning