

**Response to Bidder's Queries**

**Ref. No: KP/ SCRB/CCTNS/SI.RFP/09/11**

**Date: 27/07/2011**

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
<b>TATA Consultancy Services Ltd</b>				
1.	ANNEXURE – XI / 1.1. Citizen Interface- Portal Service / 13 / 183	Should have the facility of online payment of fine for Traffic Challans.	We understand that any cost related to payment gateway (hardware, software or licensees, etc.) for online payment facility is out of the scope of SI. Please confirm.	Integration of existing payment gateway of Kerala Police with CAS shall be the responsibility of SI. Hardware and licenses are not under the scope of SI.
2.	ANNEXURE – XI / 1.1. Citizen Interface- Portal Service / 28 / 185	Should allow periodic uploading of following information of the customers staying at Hotel: Customers Name and Identification Proof Address Nationality (for non-Indian nationals Passport Number is mandatory) Customer journey details (From Place, Destination, Purpose of Travel, No. of days to stay)	Is there any existing solution for Tourism departments and offices?  Does SI need to provide integration with the system with such systems or SI needs to provide access rights of portal to the Hotels?  Please confirm.	Kerala tourism department has the facility to submit e-submission of C-forms. SI needs to integrate CCTNS with the existing solution and provide access rights of portal to the Hotels.
3.	ANNEXURE – XI / 1.1. Citizen Interface- Portal Service / 36 / 185	System should allow the user to submit C-form to register foreigners 1. Provide for notices to foreigners (leave India notices) 2. Alerts to Interpol 3. Overstay checks and alerts 4. Alerts to immigration database (interface once created)	Does SI need to provide an interface with Interpol solution? Please confirm.	Interface to Interpol is a futuristic requirement. Interface to State counter part of the Interpol is required.

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4.	ANNEXURE – XI / 1.1. Citizen Interface- Portal Service / 47 / 186	Should provide the Police Officials with comprehensive Search capability to access any type of information which is desirable for e.g.) e-learning course material, area specific information, crime & criminal information, etc. Search would run on the knowledge base using business intelligence methods	Please elaborate required Business Intelligence methods.	The system has to provide search capabilities to access any type of information like e-learning course material depend upon the user role, type of work he is involved in, area specific location he belongs to, crime and criminal information based on location, type of crime etc. Bidder may also refer Vol-I ; Section 6.
5.	ANNEXURE – XI / 1.1. Citizen Interface- Portal Service / 57 / 187	Should support Mass import export tools	Please elaborate required Mass import export tools.	It is to export/import all required fields in to different formats (eg. excel, pdf, doc, XML etc)
6.	ANNEXURE – XI / 1.2. Petition Management Service / 4 / 189	The system should provide acknowledge to the requester through email/SMS/on the screen	We understand that the cost of service providers shall not be under the scope of SI for sending SMS alerts. Please confirm.	It is under the scope of SI to provide acknowledgement to the requester through email/SMS/on the screen
7.	ANNEXURE – XI / 1.4. Complaint and FIR Management Service / 39 / 194	System should provide for automatic dispatch of notifications to Airports & Seaports (ports of entry and exit) on criminal movements	Is there any existing solution for Airports & Seaports? Does SI need to provide integration with the system with Airports & Seaports? Please confirm.	SI needs to integrate with Kerala Police counterpart like special branch, etc. for seaports and airports
8.	ANNEXURE – XI / 1.4. Complaint and FIR Management Service / 40 / 194	System should allow the user to capture Finger Print and Retina Scan for accused in FIR	We understand registration & comparison of Finger Print and Retina Scan is part of bio-metric based verification. Does SI need to procure devices and software licenses for Retina Scanner? Please confirm.	Procurement of Finger print scanner and Retina Scanner is excluded from the scope of SI Refer corrigendum to RFP
9.	ANNEXURE – XI / 1.5. PCR Call Interface and Management Service /	Should support automatic entry of caller's details attached to the telephone used for calling through a	We understand that CAD solution is out of the scope of SI. Pls confirm	CAD based solution is under the scope of SI.

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	21 / 196	CAD based system.		
10.	ANNEXURE – XI / 1.6. Investigation Management Service / 30 / 201	System should be able to record the following details of the arrested person, as proposed by the Planning Commission, Government of India : - Finger Prints - IRIS -Facial Maps (Facial Recognition System)	SI understands registration & comparison of Finger Print, IRIS & Facial Maps is part of bio-metric based registration & verification.  Does SI need to procure software licenses for all bio-metric solution? Please confirm.	Procurement of IRIS and Facial Recognition System is excluded from the scope of SI
11.	ANNEXURE – XI / 1.7. Court and Jail Interface & Prosecution Management Service / 33 / 208	System should have an interface with Age Progression Technology software for getting updated pictures of missing persons/ fugitives/ POs.	SI understands that procurement of Age Progression Technology software is out of the scope of SI.	Procurement of Age Progression Technology software is excluded from the scope of SI
12.	ANNEXURE – XI / 1.8. Crime and Criminal Records and Query Management Service / 29 / 211	External Search	SI understands that department mentioned in last column “Integration Requirements” are having existing solutions and SI need to integrate the application for search from existing database(s) of various mentioned department solution(s)  Department name(s) are not mentioned for few of the functionality i.e. Ration Card, Voters List, Education System Tracking. Please provide the name of the department. SI understands these functionalities have an existing solution.	Ration Card Search : Kerala Civil supplies Voter List Search: Kerala Chief Electoral officer Education Tracking System: Kerala Education Department
13.	ANNEXURE – XI / 3.1. Traffic Monitoring	Should support Handheld devices for – issuing challan, accessing databases,	SI understands that the procurement of such handheld devices is out of the scope of SI. Please	Procurement of handheld devices is out of the scope of SI.

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	Service / 4 / 228	reporting violation, acknowledging receipt of documents obtained from the offender, Compounding of challan on the spot, etc.	confirm.	
14.	ANNEXURE – XI / 3.1. Traffic Monitoring Service / 10 / 228	Should have the facility to pay the challan money at the kiosks at the Traffic Police Office.	SI understands that the procurement of such kiosk is out of the scope of SI. Please confirm.	Procurement of Kiosk is out of the scope of SI.
15.	RFP Vol –I – Page No 19	CCTNS Phase – III- During this phase additional services and interfaces to external agencies like courts, prisons, hospitals, transport, regional passport offices etc will be developed and deployed	We understand that , this is an additional scope and number of locations / departments etc to be clarified . Hope this will be done as a Change request with additional budget. Pls confirm	This is not an additional Scope . Refer RFP for details.
16.	Annexure RFP Vol I pg 178	Digitisation - Scanned documents 600 DPI	Normal scanning good quality is of 200DPI. If we are planning 600 DPI, the image size would be 5 times bigger, and we required a higher data storage . We request this to reduce to 200 DPI	No change in RFP condition is allowed.
17.	RFP Vol I pg 96	FIR	Pls clarify the page size – A4 or A2?	It is A4
18.	RFP Vol I pg 96	FIR Volume last 10 years - 2240071	What is the number of average Pages per file? And what would be the number of data entry field per page?	No. of pages cannot be specified. It may vary from case to case.
19.	Integrated Investigation Pg 97	Integrated Investigation Volume - 2128067	What is the page size – A4/Legal A3 A2 What is the number of average Pages per file? Number of data entry field?	The Page size would be A4/legal. No. of pages cannot be specified. It may vary from case to case.
20.	5.2. Annexure – B: List of Services to be provided by the SI – Vol III	vi. Data Entry and digitization of the records available in the paper files and migration of the data available in the existing databases,	Can we get access to Database look up during Data entry work?	Yes.

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21.	RFP Vol I Pg 122	General questions on Data migration	<ol style="list-style-type: none"> <li>1. Can we plan the Scanning &amp; digitization work in Central location or district wise to avoid the infrastructure deployment in each police stations?</li> <li>2. Document scanning colour or gray?</li> <li>3. Photographs is colour or Gray ? – If combination, what may be percentage of Colour and Gray. How many photos will be there in each document?</li> </ol>	<ol style="list-style-type: none"> <li>1. SI has to decide it with Kerala Police</li> <li>2. Gray</li> <li>3. Color</li> </ol>
22.	RFP Vol I Pg 82	Site Preparation : Provision of computer furniture for Police Offices	Request you to kindly avoid this from scope of SI	No change in RFP condition is allowed
23.	RFP Vol I Pg 83	Site Preparation : Ensure adequate number of power points with proper electric-earthing (In case the adequate number is not there, SI shall be responsible for undertaking this exercise of providing adequate number of power points with proper electric earthing)	<p>Pls confirm the electrical distribution in locations like PS . Do we need to connect the MFP Printers / Laser Printers and scanners to UPS system . We feel the 2 KVA UPS may not be sufficient , if we need to connect the Printers and scanners to UPS.</p> <p>Also 2 KVA DG set cannot power 2 KVA UPS , we may required more capacity on DG sets. Pls confirm</p>	No change in RFP condition is allowed
24.	RFP Vol I Pg 83	Network Connectivity - Ensuring last mile connectivity and testing. (At some locations SWAN may be available, SI may propose to use the existing SWAN connectivity or implement VPN over	We understand that , last mile connectivity in not coming under SI's scope – Department shall discuss and finalize the last mile connectivity options with BSNL /KSWAN etc . Pls confirm this point	<p>10% of the Police offices will be connected with MPLS VPN and the rest of the Police Stations will be connected with VPNoBB.</p> <p>SWAN needs to be the backup redundant connection where it is available. Last mile connectivity in not coming under SI's</p>

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		broadband.		scope but <b>SI should take initiative to get these connections from BSNL/IT Mission.</b>
25.	RFP Vol I Pg 87	Last Mile connectivity : Mentioning that SI will be responsible for the last mile connectivity for CCTNS project, which includes, but not limited to provisioning and maintenance of new connectivity from the bandwidth providers and liaisoning with the existing SWAN	More clarity is required on this point . Pls elaborate it with number of locations / Band width requirement in locations , where SI need to provide the last mile connectivity . Also, pls confirm , if we need to consider the recurring charges for bandwidth for last mile connectivity for 5 years .	SI should take initiative for the last mile connectivity from KSWAN /BSNL.For all Network connectivity charges, the payments would be made on actuals to the State separately by MHA.
26.	RFP Vol I Pg 88	e) The Police Stations and Higher Offices which are within the proximity of SWAN PoP (Point of Presence) will be connecting on LAN directly from SWAN PoP.	Pls provide the list number of Police stations / Offices collocated with SWAN POPs	Refer Vol –I, ANNEXURE – IV:
27.	RFP Vol I Pg 90	Enterprise Management System (EMS)	Pls share the details of EMS ( OEM name and Licenses ) present in DC and DR locations . Hope SI need to quote only for additional licenses for EMS . Pls confirm this point	SI need not quote for EMS related licenses.
28.	RFP Vol I Pg 90	Intrusion Protection System	A dedicated IPS/Firewall for CCTNS project will be good for a better control. Pls add IPS/Firewall for DC /DR locations	Already available at Data Centre
29.	RFP Vol II Pg 20	Bidders declared by Kerala Police/ Kerala State to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices	As per normal government tender rules , bidders declared blacklisted by any Government agency / PSUs / Central government organizations will not be allowed to participate. Please include this clause as per government guidelines and stores	Refer Corrigendum to RFP

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		shall not be eligible.	purchase rules	
30.	RFP Vol II Pg 20	Pre- Qualification IV/V : At least one of the 5 quoted projects should be an integrated turnkey project of a value of not less than <b>Rs. 10 Crores</b> or above in India	Pls confirm this point – as per general thumb rules , the bidder should have done minimum one project at least 1.5 times of the project budget . Request to increase this to 1.5 to 2 times of project budget to ensure the technical and financial back grounds of bidders	No change in RFP condition is allowed
31.	Annexure RFP Volume 1 / Page No. 339	Network Controller- Integrated Quad Port Multifunction Gigabit Server Adapter	Most of the Server is configured with Dual Port Multifunction Gigabit Server adapter. Can we provide additional dual port gigabit server adapter to meet the requirement.	Can provide additional dual port gigabit server adapter to meet the requirement
32.	Annexure RFP Volume 1 / Page No. 340	Network RJ-45- 4 Nos	Pls confirm is it 10/100 or Gigabit	It is 10/100/1000
33.	Volume – II, Section 6.3, Page 33	Liquidated Damages	Request that Liquidated damages shall be levied for delays that are solely and entirely attributable to Bidder and shall be limited to 0.5% of the value of delayed/ undelivered services for every week of delay or part of a week, subject to maximum liquidated damages not exceeding 5% of the value of delayed/ undelivered services.	No change in RFP condition is allowed
34.	Volume – II, Section 10.1, Clause 3, Page 64	Non-Disclosure Agreement	Request to insert further standard exclusions to confidential information as follows :  d. Is obtained from another source without	No change in RFP condition is allowed

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			restriction; or  e. is required to be provided under any law, or process of law duly executed.	
35.	Volume – II, Section 10.1, Clause 7, Page 64	Non-Disclosure Agreement	Request that the confidentiality obligation of Bidder shall continue for a period of two (2) years from the date of disclosure of Information.  The parties agree that the obligations to maintain confidentiality shall reciprocally apply to all confidential information of Bidder shared, made available or disclosed by Bidder to Purchaser (as a recipient) and the provisions stated herein shall apply mutatis mutandis to all confidential information of Bidder.	No change in RFP condition is allowed
36.	Volume – II, Section 10.4, Page 70	Earnest Money Deposit	The Standard Bank Clause is not appearing in the format for Earnest Money Deposit. Request to insert the following paragraph towards the end of the Format:  Notwithstanding anything contained hereinabove:  a) Our liability under this Bank Guarantee shall not exceed and is restricted to Rs. _____ (Rupees _____ only)	No change in RFP condition is allowed

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			<p>b) This Guarantee shall remain in force up to and including _____.</p> <p>c) Unless the demand/claim under this guarantee is served upon us in writing before _____ all the rights of Government under this guarantee shall stand automatically forfeited and we shall be relieved and discharged from all liabilities mentioned hereinabove.</p>	
37.	Volume – III, Section 2.7.2, Page 15	Final Testing and Certification	This provision for acceptance is incomplete and does not have a provision for deemed acceptance of deliverables in the event of failure by Kerala Police to confirm acceptance within a reasonable period of time or to notify System Integrator about any defects in the system, within a reasonable period of time. Further, the system shall also be deemed accepted by Kerala Police in the event Kerala Police uses the deliverables in live environment.	No change in RFP condition is allowed
38.	Volume – III, Section 2.15.3, Page 24	Tax	Request that System Integrator shall be responsible for payment of all other taxes, except service tax and value added taxes, which shall be paid at actuals by Kerala Police. Also, request that any increase or decrease in the rate of taxes, or introduction of new taxes shall be to the account of Kerala Police.	No change in RFP condition is allowed

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39.	Volume – III, Section 2.16.1(a) (i), Page 25	Material Breach	Request that Kerala Police shall provide at least thirty (30) days notice period to System Integrator for curing material breach, before terminating the Contract for material breach.	No change in RFP condition is allowed
40.	Volume – III, Section 2.17(a), Page 26	Indentification	Request to make this provision mutually applicable.	No change in RFP condition is allowed
41.	Volume – III, Section 2.19 (e), Page 30	Confidentiality	Request to insert further standard exclusions to confidential information as follows :  (v) Information which is in the possession of, or was known to, the System Integrator prior to its receipt, without an obligation to maintain confidentiality;  The confidentiality obligations of System Integrator herein shall continue for a period of two (2) years from the date of disclosure of information.	No change in RFP condition is allowed
42.	Volume – III, Section 2.20, Page 30	Audit, Access and Reporting	Request that the third party auditor appointed by Kerala Police shall not be a competitor of System Integrator. Further, the auditors shall comply with the security and confidentiality requirements of System Integrator while accessing the premises/ facilities of System Integrator.	No change in RFP condition is allowed
43.	Volume – III, Section	Bespoke Development	Request to modify the provision as follows: The IPR rights for any bespoke development	No change in RFP condition is allowed

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	2.21.3, Page 31		(custom Software) done during the implementation of the project, <b>subject to System Integrator’s pre-existing work and third party intellectual property rights</b> , will lie with Kerala Police.	
44.	Volume – III, Section 4, Clause 2 (d), Page 59	Définitions – ‘Availiability’	<p>Request to insert the following provision:</p> <p>The time lost due to any of the following reasons shall be taken into account while calculating Service Level/ uptime/ availability: (a) Time lost due to power or environmental failures; (b) Time taken to recover the system because of power or environmental failures; (c) Time lost due to damage or malfunction in the system or any units thereof due to causes attributable to Kerala Police, such as attachment of additional devices, making alteration to the system, maintenance of the system, etc. without System Integrator’s consent and/ or failure to maintain the site as required by the System Integrator; (d) Time taken for scheduled maintenance/ troubleshooting either for preventive purposes or improvement in function or other purposes; (e) Time taken for reconfiguration or other planned downtime situations; (f) Scheduled shutdowns as required by Kerala Police; (System Integrator may also request Kerala Police for a shutdown for maintenance purpose, which request will not be denied unreasonably by</p>	No change in RFP condition is allowed

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			Kerala Police); (g) Time taken for booting the system (h) Time lost due to unavailability of links.	
45.	Volume – III, Section 4.3.4, Page 67 & Section 4.4.9, Page 82	Violations and Associated penalties	Request that the overall cumulative penalty levied under this Agreement shall not exceed 1% of the Contract Value.	No change in RFP condition is allowed
46.		Limitation of Liability	<p>Request to insert a provision for <b>limitation of liability</b> of both parties as follows:</p> <p><b>Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages.</b></p> <p><b>The total cumulative liability of either party arising from or relating to this Agreement shall not exceed the total amount paid to System Integrator by Kerala Police under that applicable work that gives rise to such liability (as of the date the liability arose).</b></p>	Refer corrigendum to RFP
47.	Annexures RFP Volume I , GIS based crime mapping, Page - 235	<p>1. Facility to analyze data pertaining to crimes, traffic accidents and other law and order problems in each location.</p> <p>3. Facility to incorporate GPS reading in FIR registration to point out the</p>	<p>Is crime and criminal data repository proposed under CCTNS capable of storing spatial data?</p> <p>If RSMS is storing spatial data of traffic accidents then what is a base map, what are the data in</p>	<p>1. crime and criminal data repository would have the capability to store spatial data</p> <p>2. RSMS is to capture the parameters for the cause and location of road accidents.</p> <p>3. SI can propose a solution</p>

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		location of occurrence of crime 4. Facility to automatically capture data from RSMS and FIR details	that base map and what is the coordinate system?  Is proposed FIR Management system capable of storing spatial data?  What method should be practical for taking spatial data for crime, traffic accidents, law and order problems? (i.e. GPS based handheld device or manual click on a map)	
48.	Annexures RFP Volume I , GIS based crime mapping, Page - 235	1. Facility to analyze data pertaining to crimes, traffic accidents and other law and order problems in each location.  3. Facility to incorporate GPS reading in FIR registration to point out the location of occurrence of crime  4. Facility to automatically capture data from RSMS and FIR details	If current database and data model is not suitable to GIS system, is data replication an option?	SI can propose a solution without data replication
49.	Annexures RFP Volume I , GIS based crime mapping, Page - 235	2. Facility for police officers to generate customized maps.	It is mentioned that system should allow user to customize the map, what does that mean?	The system should have the facility to add place marks, pictures, can change the color of maps, etc.
50.	Annexures RFP Volume I , GIS based crime mapping, Page - 235	7. System should have functionality of a distance measuring tools to help identify the shortest route to crime scene.	Is route tracing required to find shortest route? Do they have road network data?	Kerala police have the route map of Kerala

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51.	Annexures RFP Volume I , GIS based crime mapping, Page - 235	<p>9. System should generate alert based on proper analysis of crime occurrence and pattern of crime of previous data using algorithms.</p> <p>10. Environmental factors influencing theft of vehicle/others also could be integrated into algorithms suitable for identification of markets and Potential victim locations. Vehicle/Property theft can be mapped based on following criteria:</p> <ul style="list-style-type: none"> <li>• Crime rates of the locality</li> <li>• Owner-occupied housing</li> <li>• Presence of garage</li> <li>• On- and off-street parking facility</li> <li>• Through pathways on the property</li> </ul>	Few analysis are required based on algorithms, are such algorithms predefined or SI has to suggest such algorithms?	SI has to suggest the solutions and algorithms.
52.	Annexures RFP Volume I , GIS based crime mapping, Page - 235	11. System should have the facility to pass on information regarding crime trend analysis or crime data analysis to cops in real time.	What methods should be used to pass crime and crime analysis data to cops on field on real time?(i.e. by call, by sms, by gprs, by handheld device). Is that device in scope?	Supply of Hand held devices are not in the scope of SI. SI can suggest any/multiple solution for real time alerts to copes
53.	Annexures RFP Volume I , GIS based crime mapping, Page - 235	12. System should have the facility to map trail of suspect to help investigation officer	Criminal trailing data with spatial information is required, which system should keep this data?	It is a separate module from CAS, but the database should be the same.
54.	Annexures RFP	17. System should supports a number	Which system has patrolling staff/vehicle	Police beat record has the patrolling staff/vehicle information

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	Volume I , GIS based crime mapping, Page - 236	of department functions including patrol deployment, special operations, tactical units, investigations, Planning and research, crime prevention, law enforcement planning and law enforcement policy-making and administrative services.	information? Is this system capable to store spatial data?	
55.	Annexures RFP Volume I , GIS based crime mapping, Page - 236	24. System should have the facility for mapping based on victimizations.	From which system data for victimization comes to GIS? And what is victimization?	Map has to spot the victims of a particular crime
56.	Annexures RFP Volume I , 1.5. PCR Call Interface and Management Service, Page 195-198		<ol style="list-style-type: none"> <li>1. How many Vehicles will have CAD system installed?</li> <li>2. Total number of CAD users statewide?</li> <li>3. Number of Cities to use CAD system?</li> </ol>	Currently there is no CAD system available in Kerala Police
57.	Annexures RFP Volume I , GIS based crime mapping, Page - 236	General – GIS	<ol style="list-style-type: none"> <li>1. Please provide the Total number of GIS Users and Total number of Concurrent GIS Users</li> <li>2. Please provide the details of GIS data available in current system.</li> <li>3. Our understanding is that Base map, Road Network map and Demographic and other related maps will be provided by department (GIS base data map of district, Zone, Beats, Circle and Police</li> </ol>	<ol style="list-style-type: none"> <li>1. Total number of GIS Users will be 500 and Total number of Concurrent GIS Users will be 200</li> <li>2. Currently there is no GIS based system available in Kerala Police</li> <li>3. Currently Kerala Police does not have any GIS maps. It is the responsibility of the SI to develop a GIS maps and GIS based crime mapping solutions.</li> <li>4. Kerala police will provide support for SI</li> <li>5. NO</li> </ol>

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			<p>station) – pls confirm.</p> <p>4. Will Police personal support at district in locating the police station on map and demarcating jurisdiction boundary? Please suggest</p> <p>5. Does existing FIR's or Crime data have their GPS locations to point out the location of occurrence of crime (like Traffic accidents, type of crime, modus operandi, frequency, days, time)</p> <p>6. Whether Kerala CCTNS recommends/ suggests any approach for creation of the following layers/ attributes?</p> <p>a. Police Stations with their jurisdiction area</p> <p>b. Police Sub-Divisions with their jurisdiction area</p> <p>c. Police Commissionerate / District Office with their jurisdiction area</p> <p>d. Police Range Office with their jurisdiction area</p> <p>e. Location of Police HQs, Police Commissionerates and District HQs and other buildings like Hospitals, Hotels, Jail, Cyber café, school. Collages etc.</p> <p>7. What all functionality is expected by GIS</p>	<p>6. SI can suggest a solution</p> <p>7. GIS based crime mapping solution has to access different departments over web</p> <p>8. It varies between 100-200</p> <p>9. Yes</p>

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			<p>System module over web?</p> <p>8. Pls confirm the number for Vehicles to be tracked?</p> <p>9. Will GIS be used for Route management of patrol Vehicles?</p>	
58.	Annexure to Volume- I	Handholding support	Pls confirm the number of people to be deployed for handholding in Police stations and other higher offices	As part of handholding support the System Integrator will provide one qualified and trained person exclusively per two police stations and Higher Offices for a period of 1 year to handhold the staff in the police station / higher office
59.	General	<b>CV / Personnel Profile of Man power deployed</b>	The indicative resumes / CVs can be provided at the time of bidding. Equally or better qualified / experienced personnel will be positioned during the implementation whose named CVs can be submitted at the time of award of the contract – Pls confirm	The indicative resumes/CV can be accepted. At implementation, SI has to provide equally or better resume/CV subjected to approval of Kerala Police/SPMC.
60.	Vol 1 Annexure - Page No 229	Fingerprints: AFIS Services	Does the records from UIDAI, the master database etc using scan fingerprints or the latest prints collected from the scene of crime etc is part of scope and are to be the system supported in Real-time exact and relaxed matches of fingerprints from the master database using live scan fingerprints or the latest prints collected from the scene of crime.	The scope of SI is excluded from IRIS and Facial maps

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			<p>Please clarify as whether matching based on IRIS and Facial maps is also required or not, in addition to fingerprints.</p> <p>Does System allow the user to capture Finger Print and Retina Scan for accused in FIR</p>	
61.	Vol 1 - Page No 19	Phase III-Interfaces need to be built with external agencies like courts, transport authorities, hospitals, and municipal authorities etc. to be able to share information between departments.	Please provide exhaustive scope as per the list of external departments to be interfaced and integrated in scope of this RFP. Agency wise existing data structure and data type with the technology stake in use be intimated. The timelines too are very tight- pls consider genuine timelines for such integrations	No change in RFP condition is allowed
62.	Volume 1 Annexure- 170	<b>Single-Sign On</b>	Does the System Integrator must design the portal to enable single-sign-on so that any user once authenticated and authorized by the portal would not need to be re-authorized for completing any services. How many users? PI clarify	<p>Yes. This is a desirable feature and SI should provide.</p> <p>Total no. of department users are approximately 60000. These are indicative figures &amp; may change depending upon actual usage.</p>
63.	Volume 1- Page No 18	The Core application Software CAS (Centre)	PI intimate the likely date of availability of CAS (Centre) application and code with SRS for study. The delay of availability of the centre application will affect the overall application, SDLC & implementation? Will we be able to see the HLD / SRS for customization?	The expected readiness of the CAS (State) would be on October 2011.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
64.	Volume1- Page 70	PKI: <b>Support for PKI based Authentication and Authorization</b>	<p>Does the portal shall be enabled to support digital certificates which may be incorporated after statutory changes to enable citizens to file FIRs and complaints online.</p> <p>How many users are in scope for digital certificates provisioning ?</p>	The digital signature is mandatory to give acknowledgement to compliant registration, issue of certificates, etc. SI to finalize with KP
65.	Volume1- Page 56	Traffic Monitoring Service & ANPR	<ol style="list-style-type: none"> <li>1. It will be comprising of three separate sub Services – <b>Traffic Challaning Service, ANPR Service and City Wide Surveillance system</b>. It is essential to have the integration of these Services with the CCTNS master database for effective monitoring/ functioning of the traffic in the State of Kerala. Kindly intimate the level of preparedness and existing system with the scope of integration and services.</li> <li>2. Complete ANPR system mentioned where Half Plate View, Full Plate view, color and category of vehicle to be capture, the CCTV cameras and other devices required is not mentioned in Vol-2.</li> <li>3. No technical specifications are mentioned for CCTV cameras used in</li> </ol>	In large cities of Kerala the ANPR service and City wide surveillance already implemented. SI has to integrate the CCTNS with already available system. Procurement of Hardware devices like cameras, poles, etc. are not in the scope of SI.

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			ANPR. Similarly NO specifications of CCTV cameras and system is mentioned in RFP for City Surveillance. How many cameras for how many districts with junctions etc, are not mentioned. Please share the detailed plan and scope with these details .	
66.	REF – Vol 1- Annexure- Page No 280	SLA – Penalties: <b>3.1 Delivery Related Service Level Agreement (SLA) Criteria</b>	These penalties are very tight and harsh, request you to relax on this.	No change in RFP condition is allowed
67.	Annexure RFP Vol 1. Page 325. 16 Ports Network Switch	Operation Range 0 45 °C . Request to change the specification as "Operation Range 0 40 °C"	Request to change the specification as "Operation Range 0 40 °C" Reason: Temperature in Kerala ranges from 28 - 36 °C (Summer) will not exceed more than that and the switch will be positioning in indoor. Therefore the switch temperature will not exceed more than 35- 36°C. Hence request to modify the specification as "Operation Range 0 40 °C"	No change in RFP condition is allowed
68.	Annexure RFP Vol 1. Page 325. 16 Ports Network Switch	RFP: 16 Port Switch - Unmanaged.	Request to change the specification as "16 Port Web managed/Managed Switch" Reason: For a better Management of Network from end to end through EMS/NMS, it is recommended to ask for Web managed/Managed Switch	Bidder is welcome to quote for higher quality/specification.

Queries and their Clarification on Tender – No: KP/SCRB/CCTNS/SI-RFP/07/11 for CCTNS Project in Kerala Police

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
69.	Annexure RFP Vol 1. Page 325. 16 Ports Network Switch	No OEM Certifications and benchmarks is asked for Networking products. This will result in inferior products coming in without any product roadmap	We request you to include the clause, "The Networking OEM should be Leaders in the Latest Gartner Report" This will ensure the quality of the networking products.	No change in RFP condition is allowed
70.	Annexure RFP Vol 1. Page 339. Server Specifications	RAID Controller	Request to change the specification as "RAID Controller supporting RAID 0,1& 5 with minimum 512 MB Non-Volatile cache, Upgradable to 1G Non-Volatile cache" for future expansion .	Bidder is welcome to quote for higher quality/specification
71.	Annexure RFP Vol 1. Page 339. Server Specifications	Benchmarks	Bench mark mentioned are too generic – requesting you to include certifications like “ TPC-c OR SAP Benchmarks ” that is much accepted in industry	No change in RFP condition is allowed
72.	Annexure to Volume-I 11. Finger Print Reader Page No 326	Operating System Support: Windows XP/Vista/7 or Linux	Since Kerala Govt applications are on Linux, it is advisable that the product support both Windows and Linux operating system. Request you to modify this accordingly	Refer corrigendum to RFP.
73.	Volume-2 Page 14	All the taxes of any nature whatsoever shall be borne by the Bidder including any additional taxes/levies due to change in tax rates through the validity of the bid and contract.	We suggest that, the taxes should be as applicable as on the date of billing. i.e. In case of any changes/increase in taxes or statutory duties or new taxes are introduced during the contract period the additional costs/ benefit should be on Customer	No change in RFP condition is allowed
74.	General	Interest of delay in payment	Request you to include a clause for “interest for delayed payment” from department side, If	Refer corrigendum to RFP.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			there is a delay in payment release after acceptance.	
75.	Volume-2 Page 35	The operations and maintenance phase is for a period of five years. post Go-Live in the last district. The lump-sum cost quoted for the Operations and Maintenance Phase will be divided into 10 equated installments and made as 10 equal payments upon satisfactorily adhering to the SLAs. The payments during the Operations and Maintenance Phase will be made at the end of every six months after the delivery of the services upon satisfactorily adhering to the SLAs defined in the volume III of this RFP.	We request you to consider the “ O&M payment made on quarterly, otherwise it should be made half yearly in advance”	No change in RFP condition is allowed
76.	Annexure to Volume-I Digital camera Page No 328	Digital Camera : Change to Focus range of 3CM-80 CM or focal length of 5-20 mm	Standard specification in CCTNS projects across India is focus range of 3cm -80 cm. As the Increase in focal length will increase the cost of digital camera , we request you to review this . Also this may not be required as the pictures will be captured at crime scene on close shots .	Refer Corrigendum to RFP
77.	Annexure to Volume-I Digital camera Page No 328	Digital Camera : Resolution	Standard Image resolution is 640*480 , having higher resolutions will only increase the file size and less space on memory card . .Request to	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			relax this	
78.	Annexure to Volume-I Digital camera Page No 328	Video Format MPEG- MOV/MPEG	Both are standard formats – hope either one will be sufficient – pls confirm	Bidder is welcome to quote for higher quality/specification.
79.	Annexure to Volume-I Digital camera Page No 328	Shutter Speed- ¼-1/4000 sec	As the given spec is leading to a high end camera, we request you to relax it to 1 - 1/1600sec.	Refer Corrigendum to RFP
80.	Annexure to Volume-I UPS Page No 322	UPS – Warranty	UPS battery warranty is normally 1-2 year maximum, we request you to remove the battery warranty clause form this. We will provide UPS with five year warranty, we request you to change the battery warranty to 1 year.	No change in RFP condition is allowed
81.	Tech Evaluation	The scores will be calculated as: $B_n = (0.3) * ((T_n / T_{max}) * 100) + (0.7) * ((C_{min} / C_b) * 100)$	Request the scores be calculated as: $B_n = (0.7) * ((T_n / T_{max}) * 100) + (0.3) * ((C_{min} / C_b) * 100)$	No change in RFP condition is allowed
<b>CMC Limited</b>				
1.	Annexure II - Existing Legacy System - 5- RSMS	The backend is mentioned as oracle/MySQL / ms sql	Please confirm the same. Also are three databases are supporting single system?	Refer Corrigendum to RFP
2.	Annexure II - Existing Legacy System - 5- RSMS	The OS is Linux / Windows	Please confirm how two OS are supporting single system ?	Refer Corrigendum to RFP

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
3.	Annexure II - Existing Legacy System - 6- Computer Aided Police Service	The backend is mentioned as oracle/MySQL / ms sql	Please confirm the same. Also are three databases are supporting single system?	Refer Corrigendum to RFP
4.	Annexure II - Existing Legacy System - 6- Computer Aided Police Service	The OS is Linux / Windows	Please confirm how two OS are supporting single system?	CAPS is a browser based application. Can work in both Windows and Linux
5.	Annexure II - Existing Legacy System - 12- Cyber Forensic Tools For Cyber Cell	in C, CPP with Linux	DB is in which format, whether to migrate the data to new system ?	SI's scope is excluded from the data migration from Cyber Forensic Tools
6.	Annexure II - Existing Legacy System - 16- Web Portal	it is mentioned that "Relevant Data could be fetched from the Kerala Police Official Web Portal"	It is a simple HTML based website. Does it have any Data base too? Please confirm.	Refer Corrigendum to RFP
7.	Annexure X - Suggested Technical Architecture for CAS - 6 - Tech Specs for Solution Components - Database	The database should be able to support various types of content like Texts, Images, Multi-media, Spatial and XML content natively	We do not recommend this and file should be stored in file system to ensure future scalabilities. However, In case of any specific requirement, please confirm the same.	The database should support all type of contents
8.	Annexure X - Suggested Technical Architecture for CAS - 5 - Security	Digital Signatures	How many digital signatures are required and where are the same are to incorporated [used / implemented]?	The digital signature is mandatory to give acknowledgement to compliant registration, issue of certificates, etc. SI to finalize with KP

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	Requirement - L - PKI service requirements/ digital signatures			
9.	Annexure X - Suggested Technical Architecture for CAS - 3 - State Solution Arch	SI is responsible for integrating and deploying the additional modules / applications along with the CAS provided by the NCRB in the State Data Center. The SI is responsible for integrating the services from the multiple police applications in the State and deliver the services through:	For the CAS [State] module, which are developed by SDA - will SDA provide SI the required integration services / components for SI to integrate with state specific systems [those are being developed by SI] ? Can we assume that SI is responsible for consuming these integration services ?	Additional modules in different technologies developed by SI should be functionally and technically compatible with base CAS (State) and CAS (Centre) developed by SDA. SDA will not be responsible for any support, updates, modifications, and integrations etc., of CAS on any other additional modules developed by SI on different technologies.
10.	Annexure XI - Functional Requirement Specs - 1 - 1.1 Citizen interface / portal services	The browsers compatibility requirements in Pt. no. 75 & 51	The IE ver mentioned are 7.0 & 6.0 respectively. Please confirm which ver of IE version we need to conform with. ?	Refer Corrigendum to RFP
11.	Annexure XI - Functional Requirement Specs - 1 - 1.11 to 1.17	17 modules	We assume these 17 modules will be provided by SDA by Aug 2011, along with integration services & knowledge transfers for SI to consume. SI will integrate the 6 modules developed by them [ in the 3.1 to 3.6] to these 17 modules, wherever required.	SI scope is to develop and integrate the 6 additional modules to CAS(state) proposed by Kerala Police
12.	Annexure XI - Functional Requirement Specs -	Pt no. 10 Should have the facility to pay the challan money at the kiosks at the Traffic Police. Pt no. 13 The money	in the bill of material there is no mentioning of Kiosks required. Please let us know is this the requirement. If yes, please let us know the Bill of	Kiosk is not in the scope of SI.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	3.1 Traffic Monitoring Services	from the Kiosks at the Traffic Police office would be collected in cash and the system would be updated	Material with technical specifications.	
13.	Annexure XI - Functional Requirement Specs - 3.1 Traffic Monitoring Services	Pt no. 4 : handheld devices for issuing challan	Any specific requirement including printing requirement along with the consumables specs.. If any, pls confirm ?	Procurement of Handheld devices are not in the scope of SI.
14.	Annexure XI - Functional Requirement Specs - 3.5 GIS Based Crime Mapping Service	Pt. No. 28. Maps should be exportable in several different formats	Could you please specific the major format requirements vis-à-vis the business process as this is a generic requirement	SI has to finalize with Kerala Police
15.	Annexure XI - Functional Requirement Specs - 3.6 Software tools for integrating intelligence input in crime investigation	Pt. no. 13 System should be compatible with OCR add on ( text recognition) and Template Manager utility software's	Is there any accuracy requirement as OCR's accuracy is heavily dependent on the document legibility, clarify and specific templates.	OCR is excluded from the scope of SI
16.	Annexure - XIX : Business Process Reengg - 1.4.3 Investigation Mgmt service	Step : 2 : IO is equipped with Audio / Visual Tools, Speech Recognition System to take witness statements and image of scene of crime	Could you please specify where the Speech Recognition System is to be incorporated - in a desktop or hand held. ? Also please inform us the specifications or any specific requirement on this .	Speech Recognition System is excluded from the scope of SI

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17.	Annexure - XIX : Business Process Reengg - 1.4.4 Investigation Mgmt service - Benefits	Barcode / RFID	in case of barcode : please inform us the barcode symbology expected to be used and explanation of the usage of tracking as the same is not mentioned in the workflow. Also please inform us the BOM for the barcode readers and the quantity required	RFID is excluded from SI's scope
18.	Annexure - XIX : Business Process Reengg - 1.4.4 Investigation Mgmt service – Benefits	Barcode / RFID	OR In case of RFID - pls inform us the exact requirement, including the chipsets, trackers, specification and Bill of Material along with quantity	RFID is excluded from SI's scope
19.	Volume I - Func & Tech Requirements - 4.76 Role of SDA in supporting CAS	Language Localization Support	Will SDA be providing in Malayalam too, apart from supporting English and Tamil? Consequently, is SI expected to deliver in Malayalam for the customized modules too ?	The whole system should customized in Malayalam language
20.	Volume I - Func & Tech Requirements - 5 - Geographical Scope	Units & Offices	Could you please inform us the concurrent users to be logged in to the module during peak and off-peak offers. This information will help us in sizing	Total no. of department users are approximately 60000. Total number of concurrent users will be approximately in the range of 800-1000 users. These are indicative figures & may change depending upon actual usage.

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21.	General Query	Existing modules	are the existing modules having capabilities of SOA architectures ? Few of them resembles old technologies and will SDA provide API or web services?	Role of SDA provided in RFP Vol -I, Sec. 4.7
22.	General Query	Total number of users & concurrent users	We request you to please provide us the total no. of users / concurrent users [esp. for peak & off peak hours] for modules, portals, services like GIS, GPS, digital signatures etc., so that appropriate sizing can be done	Total no. of department users are approximately 60000. Total number of concurrent users will be approximately in the range of 800-1000 users. These are indicative figures & may change depending upon actual usage.
23.	General Query	For all external agencies	There integration sought "FROM" other agencies regional transport, tourism, social networking etc., Would request for their readiness and their capability index	CCTNS has to integrate with existing systems of external departments.
24.	General Query	For all external agencies	no. of concurrent users expected for the integration "TO" be provided to external agencies	SI has to finalize with External agencies /KP
25.	Volume I - Func & Tech Requirements - 5 - Geographical Scope - Page no. 48	Expected readiness of CAS State would be on Aug 2011	The expected readiness is tight and back-to-back arrangements for roll out of customize modules and other SLA. Hence could you confirm the same and request you to relax the penalties	No change in RFP condition is allowed
26.	Annexure XI - Functional Requirement Specs - 3.3 AFIS Service	pt 7. Facial Maps	Could you please inform us the current capabilities and elaborate the requirement, as the requirement given is generic in description.	Facial maps are not in the scope of SI

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27.	VOLUME - II: COMMERCIAL AND BIDDING TERMS -	pt 2. Instructions to Bidders - EMD	Request the EMD be please allowed to be submitted in form of bank gaurantee from a scheduled bank.	No change in RFP condition is allowed
28.	General Query	SSO	Please confirm if the System Integrator must design the portal to enable single-sign-on so that any user once authenticated and authorized by the portal would not need to be re-authorized for completing any services.	Single sign on with one time authenticity
29.	General Query	SSO	How many users are required under this?	Total no. of department users are approximately 60000. These are indicative figures & may change depending upon actual usage.
30.	Volume- I - Pg no. 47	Helpdesk Support: SDA shall provide Helpdesk support to the State SIs during customization, deployment and stabilization phases with 8 contact hours (during normal business hours of 10 AM to 6 PM), 6 days (Monday through Saturday, both included). The SDA shall deploy a team of at least 5 qualified and certified resources in NCRB to	is SI required to be in place during implementation too ? Please let us know the location	Helpdesk Support: SDA shall provide Helpdesk support to the State SIs during customization, deployment and stabilization phases with 8 contact hours (during normal business hours of 10 AM to 6 PM), 6 days (Monday through Saturday, both included). Helpdesk during the implementation period would be the responsibility of SI. <b>The helpdesk is expected to be positioned in the district headquarters to enable quick access for departmental personnel in the event of troubleshooting</b>

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		address the questions from the SIs.		
31.	VOLUME - II: COMMERCIAL AND BIDDING TERMS -	6.3 Liquidated Damages	Request for restricting the LD clause entirely attributing to System Integrators and shall be limited to 0.5% of the value of delayed / undelivered services for every week of delay or part of a week, subject to maximum not exceeding to 5% of the value of delayed / undelivered services.	No change in RFP condition is allowed
32.	VOLUME - II: COMMERCIAL AND BIDDING TERMS -	6.3 Liquidated Damages	Request for restricting the LD clause entirely attributing to System Integrators	No change in RFP condition is allowed
33.	VOLUME - II: COMMERCIAL AND BIDDING TERMS -	6.6. Milestones and payment Schedules for Operations and Maintenance  Phase:	Request for review of payment terms for payment at quarterly interval instead of half yearly intervals	No change in RFP condition is allowed
34.	Vol - I, 4.3. pg no. 36	customization in CAS State	Will there be customization in CAS (State) provided by SDA? If yes, what is the percentage of customization expected?	Yes, State specific customization requirements are provided in FRS
35.	Vol - I, 6.9.2 pg no. 95	Data Digitization	With respect to the volumes of documents, could you please also confirm the no. of approximate pages expected in each documents?	No. of pages cannot be specified. It may vary from case to case

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36.	Vol II - Matrix for evaluation of team - pg no.27	Proposed team & profiles for data digitization and data migration	Request to include the profiles with qualification for Diplomas and other bachelor degree as well. As data migration and digitization are not at par to other high tech jobs	No change in RFP condition is allowed
37.	Vol II - Matrix for evaluation of team - pg no.28 & 29	Proposed team & profiles for operation and maintenance	Request to include the profiles with qualification for Diplomas and other bachelor degree as well. As support and maintenance are not at par to other high tech jobs	No change in RFP condition is allowed
38.	Vol II - Matrix for evaluation of team - pg no.28 & 30	Proposed team & profiles – General	Request to binding the named resources at the time of bidding.	No change in RFP condition is allowed
39.	Generic	Performance of solution	The technology opted are subject to external market factors like merger, take over, accusations, technological changes. Moreover, the vendors providing such technologies would be subject to limitations in providing performance related results. Hence SI may please be exempted from such technology related performance issues.	No change in RFP condition is allowed
40.	Vol - I - IMPLEMENTATION AND ROLL-OUT PLAN	Activity-wise Implementation and Project Roll-Out Plan:	In case CAS State is not made available on time, request for payment be made to SI for the site preparation and other readiness ensured by SI.	Site preparation is already linked with delivery of CAS state. CAS (State) shall be available by October 2011.
41.	Vol II - 3 - B- commercial proposal - v. Prices and Price	The price would be inclusive of all taxes, duties, charges and levies as	The taxed and duties are as per government levies and as per statutory requirement. During the billing cycle and implementation cycle, if	Taxes, duties, change in accordance with government policy

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	Information - pg no. 13	applicable.	there is any surge in the taxes or any change in the government policy, we request to charge additionally.	
42.	Vol II - 3 - 6. PAYMENT TERMS AND SCHEDULE - 6.1 Advance Bank Guarantee - pg no. 33	An advance Bank guarantee equaling to 10% of value of the contract would be furnished by the bidder	Since payment clause are very strict and spread across over a huge period of time, requesting for waiving off bank guarantee for advance.	No change in RFP condition is allowed
43.	Volume III – Contractual and Legal Specifications - 2.15.2. Invoicing and Settlement	Payment shall be made within 30 working days of the receipt of invoice	Request for inclusion of interest charged for any delay in payment to SI beyond 30 days, for the reasons, not attributing to SI.	No change in RFP condition is allowed
44.	Volume II - 10.1. Non – Disclosure Agreement (NDA)	generic - request for inclusion	The parties agree that the obligations to maintain confidentiality shall reciprocally apply to all confidential information of System Integrator shared, made available or disclosed by Bidder to Purchaser (as a recipient) and the provisions stated herein shall apply mutatis mutandis to all confidential information of System Integrator	No change in RFP condition is allowed
45.	Vol III - generic	Warranties	Standard exceptions to warranty are not appearing in the RFP. Request to insert standard exceptions to warranty herein.	No change in RFP condition is allowed
46.	Vol III - 2.19.	Request to insert a further exclusion to	Information which is in the possession of, or was	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	Confidentiality	Confidential Information under this clause :	known to, the System Integrator prior to its receipt, without an obligation to maintain confidentiality;	
47.	Vol III - 2.19. Confidentiality	Request to insert a further exclusion to Confidential Information under this clause :	Further, the parties agree that the obligations to maintain confidentiality shall reciprocally apply to all Confidential Information shared, made available or disclosed by System Integrator to SCRB, as a recipient, and the provisions stated in this section shall apply mutatis mutandis to all Confidential Information of System Integrator.	No change in RFP condition is allowed
48.	Vol III - 2.19. Confidentiality	Request to insert a further exclusion to Confidential Information under this clause :	Confidentiality obligations of SI herein shall continue for a period of 2 years from the date of disclosure of information	No change in RFP condition is allowed
49.	Vol III - 2.20. Audit, Access and Reporting	generic - request	Request that the third party auditor appointed by SCRB, Kerala Police not be a competitor of System Integrator. Further, the auditors should comply with the security and confidentiality requirements of System Integrator while accessing the premises/ facilities of System Integrator.	No change in RFP condition is allowed
50.	Volume III : 4.3.4. Violations and Associated Penalties	generic - request	It was proposed to insert a clause “The maximum penalty applicable under this agreement is limited to 5% of the annual contract value.”	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
51.	Volume III : Acceptance criteria	generic - request	Proposed new point in this clause "UAT and Go-Live shall happen as the Project Timelines mentioned in the Agreement/RFP or any other timelines as mutually agreed by the Parties in writing. In case, the UAT and/or Go-Live is delayed solely due to the failure of BSNL to provide connectivity or due to conditions not attributable to the SI for more than 7 days from the date on which the UAT and/or Go-live was to happen, then those Police Site shall be deemed accepted for the purpose of UAT and /or Go-live and the Payment shall be released for the accepted as well deemed accepted Police Sites to SI. The Deliverable/ Equipment/ Software/Product which requires Acceptance Test shall be deemed to be accepted, for the purpose of release of payment and/or for start of the warranty period and/or otherwise, on occurrence of any one of following events, whichever occurs earlier: a. if Police and/or its nominated agencies fails to conduct or attend the acceptance test ,or does not provide a written notice of any rejection/confirmation of acceptance test ,within 7 days from the date of Test readiness notification by the System Integrator, or b. if the Police puts the	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			<p>Deliverable/Equipment/Software/Product into operational use prior to successful acceptance test, or                      c. if Equipment/ Software/Deliverable/Product has been installed but, due to reasons beyond the control of the System Integrator, it has not been possible</p>	
52.	Volume III : Acceptance criteria	generic - request	<p>to add following standard exclusions to such requirements                      The time lost due to any of the following reasons shall be taken into account while calculating the availability/ uptime requirement: (a) Time lost due to power or environmental failures; (b) Time taken to recover the system because of power or environmental failures; (c) Time lost due to damage or malfunction in the system or any units thereof due to causes attributable to SCRB, Police such as attachment of additional devices, making alteration to the system, maintenance of the system, etc. without System Integrator's consent and/ or failure to maintain the site as required by the System Integrator ; (d) Time taken for scheduled maintenance/ troubleshooting either for preventive purposes or improvement in function or other purposes; (e)</p>	Refer Corrigendum to RFP

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			<p>Time taken for reconfiguration or other planned downtime situations; (f) Scheduled shutdowns as required by SCRB, Police; (System Integrator may also request SCRB, Police for a shutdown for maintenance purpose, which request will not be denied unreasonably by SCRB, (Police ); (g) Time taken for booting the system ; (h) Time lost due to unavailability of links</p>	
53.	General	Site readiness	<p>Request for inclusion of new clause: The Kerala Police shall be responsible for acquiring and providing legal and physical possession of the Site and access thereto, and for providing possession of and access to all other areas reasonably required for the proper execution of the Contract, and making the site ready complete in all respect to enable the System Integrator to commence the Work . The Police shall give full possession of and accord all rights of access thereto on or before the date(s) as specified in the Contract. The Police agrees that the System Integrator shall not in any manner be liable for any delay arising out of Police's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in</p>	Refer Corrigendum to RFP

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			performance of Services under the terms of this Contract. Further any idle time resulted due to non availability of site or infrastructure or data, the Police shall make payment to the System Integrator for the same.	
54.	Annexure RFP Vol 1. Page 325. 16 Ports Network Switch	Operation Range 0 45 °C . Request to change the specification as "Operation Range 0 40 °C"	Reason: Temperature in Kerala ranges from 28 - 36 °C (Summer) will not exceed more than that and the switch will be positioning in indoor. Therefore the switch temperature will not exceed more than 35- 36°C. Hence request to modify the specification as " <b>Operation Range 0 40 °C</b> "	No change in RFP condition is allowed
55.	Annexure RFP Vol 1. Page 325. 16 Ports Network Switch	No OEM Certifications and benchmarks is asked for Networking products. This will result in inferior products coming in without any product roadmap	We request you to include the clause, "The Networking OEM should be a Leaders in the Latest Gartner Report" This will ensure the quality of the networking products.	No change in RFP condition is allowed
56.	Annexure RFP Vol 1. Page 325. 16 Ports Network Switch	RFP: 16 Port Switch - Unmanaged Request to change to " <b>16 Port Switch Web managed/Managed "</b>	Request to change the specification as " <b>16 Port Web managed/Managed Switch</b> "  Reason: For a better Management of Network from end to end through EMS/NMS, it is recommended to ask for Web managed/Managed Switch	No change in RFP condition is allowed
57.	Annexure to Volume –	OEM Certifications	Servers required for DC/ DR are ranked based on	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	I, Page 339, i. Database Server		performance TPC-c benchmark, so request you include the following benchmark rating. " The Server model quoted should have TPC-c rating"	
58.	Annexure to Volume – I, Page 340, ii. Application and Reporting Server	OEM Certifications	Servers required for DC/ DR are ranked based on performance TPC-c benchmark, so request you include the following benchmark rating. " The Server model quoted should have TPC-c rating"	No change in RFP condition is allowed
59.	Annexure to Volume – I, Page 339- 345, iii. Web Server	OEM Certifications	Servers required for DC/ DR are ranked based on performance TPC-c benchmark, so request you include the following benchmark rating. " The Server model quoted should have TPC-c rating"	No change in RFP condition is allowed
60.	Annexure to Volume – I, Page 339-345,iv. Antivirus & Mail Server	OEM Certifications	Servers required for DC/ DR are ranked based on performance TPC-c benchmark, so request you include the following benchmark rating. " The Server model quoted should have TPC-c rating"	No change in RFP condition is allowed
61.	Annexure to Volume – I, Page 339- 345,v. Directory Access Server	OEM Certifications	Servers required for DC/ DR are ranked based on performance TPC-c benchmark, so request you include the following benchmark rating. " The Server model quoted should have TPC-c rating"	No change in RFP condition is allowed
<b>Wipro</b>				
1.	Annexures RFP		<b>For Hard Disk Drive</b>	Bidder is welcome to quote for higher quality/next level

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	Volume 1 / Pg: 316		<p>Hard disk size should be specified.</p> <p>Speed has to be specified.</p> <p>Note: 160 GB HDD with 5400 rpm is end of life.</p>	
2.	Annexures RFP Volume 1 / Pg: 328		<p><b>For Digital Camera</b></p> <p>Focus Length:</p> <p>5.2-78 mm</p> <p><b>Requested Change:</b> Change to Focus range of 3CM-80 CM or focal length of 5-20 mm</p> <p><b>Remarks:</b></p> <p>Standard specification in CCTNS projects across India is focus range of 3cm -80 cm. This needs correction as Increasing the focal length will increase the cost of digital camera by min 300% which is not required as pictures will be captured at crime scene or at police station where the distance of the subject is not far</p>	Refer corrigendum to RFP.
3.	Annexures RFP Volume 1 / Pg: 328		<p><b>For Digital Camera</b></p> <p>Image Resolutions :</p> <p>3264x2448 3 3264x2592 32592x19443 2048x15363 1920x1080</p>	Bidder is welcome to offer higher quality/specifications

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			<p><b>Requested Change:</b></p> <p>Large: 4000 x 3000,                      Medium 1: 2816 x 2112,                      Medium 2: 1600 x 1200,                      Small: 640 x 480,                      Widescreen: 4000 x 2248</p> <p><b>Remarks</b></p> <p>Standard Image resolution is 640*480 , having higher resolutions will only increase the file size and more less space on memory card .Every brand had different resolutions and given resolution is specific to one brand and cannot be matched .Request this spec to be modified or removed.</p>	
4.	Annexures RFP Volume 1 /  Pg: 328		<p><b>For Digital Camera</b></p> <p>Video</p> <p><b>Change requested:</b></p> <p>with HD Ready</p> <p><b>Remarks</b></p>	Bidder is welcome to quote for higher quality/next level

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			HD ready cam will help in better video quality	
5.	Annexures RFP Volume 1 / Pg: 328		<p><b>For Digital Camera</b></p> <p>Video Resolutions 320x240(QVGA) 640x480(VGA) or higher</p> <p><b>Change Requested</b></p> <p>1280 x 720</p> <p><b>Remarks:</b></p> <p>For better video quality</p>	Bidder is welcome to quote for higher quality/next level
6.	Annexures RFP Volume 1 / Pg: 328		<p><b>For Digital Camera</b></p> <p>Video Format MPEG</p> <p><b>Change requested :</b></p> <p>MOV/MPEG</p> <p><b>Remarks</b></p> <p>Both are standard formats, request for options as limiting to one format will cut competition.</p>	No change in RFP condition is allowed
7.	Annexures RFP Volume 1 / Pg: 328		<p><b>For Digital Camera</b></p> <p>Shutter Speed</p>	Refer Corrigendum to RFP

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			<p>¼-1/4000 sec</p> <p><b>Change Requested</b></p> <p>1 - 1/1600sec</p> <p><b>Remarks</b></p> <p>Request for change as the given specification will again lead to higher end camera. Is the department looking to buy High-end Digital camera or entry -mid level camera? If dept is looking to buy high-end digital cam its better to buy a Digital SLR as they provide higher clarity in picture and video.</p>	
8.	Annexures RFP Volume 1 / Pg: 323		<p>For 2 KVA Generator set</p> <p>Rated Power Output</p> <p>2000 W</p> <p><b>Change Requested</b></p> <p>2500 W power output</p> <p><b>Remarks</b></p> <p>2000W genset cannot take the load of the equipment mentioned in the RFP ie 5 PC's, 01-MF Printer,01 Finger Print Reader, 01- 2KVA</p>	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			<p>online UPS and basic lighting load. Ideally the genset should be about 25% above the UPS rating, so it should be 2500W rated power</p>	
9.	Annexures RFP Volume 1 / Pg: 323		<p>For 2 KVA Generator set</p> <p>Fuel Type</p> <p>Petrol/ Diesel/ Kerosene</p> <p><b>Change Requested</b></p> <p>LPG or Dual Fuel Gensets</p> <p><b>Remarks:</b></p> <p>Dual fuel generator will bring down the running cost in comparison to kerosene generators. Since kerosene uses sidewall engines and they consume 2 litres of kerosene per hour and availability of kerosene is challenging. In fact OEMs are planning to stop the production of Kerosene generators by next year. Also, The grey market price is Rs. 40 per liter.</p> <p>Whereas if dual fuel generator is allowed to run on petrol it will consume only 800 ml , which is again cheaper and petrol is readily available.</p>	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
10.	Annexures RFP Volume 1 / Pg: 320		<p><b>For 2 KVA Online UPS</b></p> <p>Output Frequency</p> <p>50Hz ± 0.5% (free running)</p> <p>± 3% (Sync mode)</p> <p><b>Change Requested</b></p> <p>50Hz ± 0.5% (free running) during Battery operation Mode Only</p> <p>± 3% (Sync mode) during mains operation ONLY</p>	No change in RFP condition is allowed
11.	Annexures RFP Volume 1 / Pg: 320		<p><b>For 2 KVA Online UPS</b></p> <p>Battery backup time on full rated</p> <p>Load</p> <p>2 hours</p> <p><b>Change Requested</b></p> <p>Greater or minimum 7680 VAH</p> <p><b>Remarks</b></p> <p>Please specify VAH recommended - greater or Minimum -7680 VAH</p>	No change in RFP condition is allowed
12.	Annexures RFP Volume 1 / Pg: 322		<p><b>For 600 VA UPS</b></p> <p>Warranty</p>	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			<p>5 years onsite comprehensive warranty directly from the OEM</p> <p><b>Change Requested</b></p> <p>1 year on battery and 5 years on UPS</p> <p><b>Remarks</b></p> <p>Battery life is not more than 18 months in lower AH like 7 AH.</p>	
13.	Annexures RFP Volume 1 / Pg: 317 & 318		<p>The clarification required for the <b>MFP</b> is against the below specification:</p> <p>“Scan size flatbed (maximum) 216 x 297 mm (A4,A3)</p> <p>Scan size ADF (maximum) 216 x 356 mm (A4,A3)”</p> <p>The minimum dimension mentioned is only for A4</p> <p>The maximum dimension mentioned is only for Legal</p> <p>For A3 the size needs to be 297x420 mm.</p> <p>Hence A3 should be amended to legal.</p> <p>The clarification required for the <b>duplex printer</b></p>	Refer Corrigendum to RFP

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			<p>is against the below specification:</p> <p>“Interface USB 2.0 (High Speed) with USB Cable Parallel”</p> <p>1. The parallel needs to be omitted or more detail required.</p> <p>Clarity required on interface whether plain or network</p>	
14.	Volume I / 6.2.3 / Pg: 71		Enterprise Ecops – what is expected number of internal users needs access? External user count – for single sign on?	Total no. of department users are approximately 60000. The external user count can be approximately 5000. These are indicative figures & may change depending upon actual usage.
15.	Volume I / 6.2.3 / Pg: 71		Number of user identities that to be managed on role based Access control Mechanism?	Total no. of department users are approximately 60000. Indicative figures & may change depending upon actual usage.
16.	Volume I / 6.2.3 / Pg: 71		Are you considering two factors Authentication for key Critical Ecops Applications for Single Sign on Authentication Mechanism? Software token with PKI Based technology to add multilayer authentication for key transactions.	Kerala police is considering PKI Based technology
17.	Volume I / 6.2.3 / Pg: 71		Are you also considering securing sensitive data at endpoints( laptops/desktops) , emails, stored data , net work layer ?	Yes

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
18.	Volume I / 6.2.3 / Pg: 71		Log Management- Could you state number of key servers, Applications, Databases, network, security devices –where logs has to be collected?	Log has to be managed in all servers, network devices, security devices, storage devices , etc
19.	Volume I / 6.2.3 / Pg: 71		For Enterprise Single Sign on for internal employees – could you state if there are any client server applications (thick client/thin client apps) requires single sign on enablement?	Web based application is envisaged. Single Sign On from any client side is required.
20.	Annexures RFP Volume 1 / Pg: 314		Expansion Slots to be changed to 4 PCI series slot  OEM certifications to be changed to AS TOP 2 INDIAN BRANDS OR TOP 6 BRANDS IN INDIAN MARKET	No change in RFP condition is allowed
21.	Annexures RFP Volume 1 / Pg: 315		Expansion Slots to be changed to 4 PCI series slot  OEM certifications to be changed to AS TOP 2 INDIAN BRANDS OR TOP 6 BRANDS IN INDIAN MARKET  Intel® Core i5 2300 processor will not work with Intel® H55/H57 Chipset. Hence the compatible processor and chipset to be mentioned in the amendment.	No change in RFP condition is allowed
22.	4.4 of volume II of the tender / Pg: 20 & 97		As per the blacklisting clause mentioned on page 20 in volume II of the tender, the clause is bound to Kerala State which is contradictory to the self declaration for bidders mentioned on page 97 in volume II. We request you to kindly amend the self declaration as per the clause mentioned on page 20 in volume II of the main tender	Refer corrigendum to RFP

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			document.	
23.	Volume II - Commercial and Bidding terms / Pg: 59		List of VPNoBB for 798 locations split up required.	Refer Vol - I , Annexure IV
24.	Volume II - Commercial and Bidding terms / Pg: 59		List of MPLS-VPN for 80 locations split up required.	Refer Vol - I , Annexure IV
25.	Volume II - Commercial and Bidding terms / Pg: 59		Are the Bandwidth charges to be given on a YoY basis for 5 years?	Refer Vol - I , Annexure IV
26.	Vol 1 / Pg 47		Please clarify whether the Helpdesk support during implementation period is the responsibility of SI? Where will be the location of HelpDesk?	Refer corrigendum to RFP
27.	Vol 1/ Sec 6.13 / Pg 117		What is the service Window expected for handholding support?	The deployed qualified trained person should support the office from 7 AM in the morning till 11 PM in the night on all weekdays and may remain off from duty on Sundays. However, if situation demands the trained person shall remain present late during the day or on the holidays (including Sundays).
28.	Vol2/Pg 69/Price Summary		RFP Vol 1 asks for 1 year handholding support while price summary is for 6 months support. Pls clarify?	Handholding for 6 months for a Police station/ one person for two PS for one year

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
29.	General		What is the number of Operations and maintenance team members expected in DC post go live?	Outsourced Manpower for Data Centers 2nos. x 3shifts
30.	General		When should the O&M support starts at DC, DR and Locations? Is it after go live at each phase location or after state wide go live?	After the go live of last District
31.	Vol 1 / Pg 114 / Sec 6.12		Pls explain the table (Estimate for number of personnel for direct training), it is not inline the above given numbers of people to be trained?	Awareness and Sensitization of benefits of IT (Group I, II, III): 851 Approximately.  Role based training (Group I, II, III): 21439 Approximately.  Trainers Training (Group II, III): 122 Approximately.  System Administration (Group III): 1397 Approximately
32.	Vol 1 / Pg 114 / Sec 6.12		How many days of training should be provided for each type of training?	SI has to prepare a training plan and adhere to SLA
33.	Vol 1 / Pg 95 / Sec 6.9.2		Pls share the no. of pages of registers to be digitised per case file.	No. of pages cannot be specified. It may vary from case to case
34.	Vol 2/ Pg 60 / Pricing summary		As per the Vol 1, the digitization involves only data entry where in price summary asks for scanning prices. Please share the no. Of pages to be scanned?	Digitization does not include Scanning. However man power required for scanning is indicated separately for which bidder has to quote.  Refer corrigendum for further details.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
35.	Vol 1 / Pg 95 / Sec 6.9.2		Would the infrastructure (Desktops, Scanners, UPS etc) for data entry be provided by Police?	SI has to facilitate the infrastructure for Data entry
36.	Vol 1 / Pg 95 / Sec 6.9.2		Would the Police Dept. bring the records to be digitised in to a central location? If not; in how many locations should the digitization be done ?	The digitization work has to be done in all 482 police stations
37.	General		Please share the total number of users for the application and the no. of concurrent application users.	Total no. of department users are approximately 6000. Total number of concurrent users will be approximately in the range of 600-1000 users. These are indicative figures & may change depending upon actual usage.
38.	General		Where is the DR located? Should SI deploy onsite resources at DR?	DR will most probably be at UP State. SI has to deploy Hardware and Software items listed in BOM for DR Centre.
39.	RFP Vol 1: 6.11./ Pg: 103 Change Management		RFP Clause – “Develop Stakeholder Engagement Content: Recurring activity over the entire duration of the SI”.  Query  Please defined the entire duration of Project – <ul style="list-style-type: none"> <li>• Is it T’ + 60 Weeks</li> <li>• Does it also includes – {T’ + 60 Weeks + 5 years from the Go-Live of complete CCTNS solution}</li> </ul>	Entire project duration includes 5 years maintenance period after project Go-live.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
40.	RFP Vol 1: 6.11./ Pg: 104 Change Management		<p>RFP Clause</p> <p>SI shall conduct 4 Cycles of Change Readiness Survey: Recurring Activity (at least four times in two years)</p> <p>Query</p> <ul style="list-style-type: none"> <li>As per project plan, Go Live of complete CCTNS is happening in Is it T' + 60 Weeks". Is the survey required after this timeframe.</li> </ul>	The survey is to be carried out even after the T' + 60 Weeks if required.
41.	RFP Vol 1: 8. / Pg: 135 IMPLEMENTATION AND ROLL-OUT PLAN		<p>RFP Clause</p> <p>SI shall put together a team of at least three domain experts with a minimum of 10 years of experience in the Kerala State Police Department who will work on this project on a full time basis during the entire duration of the project.</p> <p>Query</p> <p>Please defined the entire duration of Project</p> <ul style="list-style-type: none"> <li>Is it T' + 60 Weeks</li> <li>Does it also includes – {T' + 60 Weeks + 5 years from the Go-Live of complete CCTNS solution}</li> </ul>	Entire project duration includes 5 years maintenance period after project Go-live.
42.	RFP Vol 1: 6.11. Change Management - Communication and		<p>RFP Clause –</p> <p>“Develop Develop Communication Content and</p>	Entire project duration includes 5 years maintenance period after project Go-live.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	Awareness		<p>Deliver</p> <p>Communication Events: Recurring activity over the entire duration of the SI”.</p> <p>Query</p> <p>Please defined the entire duration of Project</p> <ul style="list-style-type: none"> <li>• Is it T’ + 60 Weeks</li> </ul> <p>Does it also includes – {T’ + 60 Weeks + 5 years from the Go-Live of complete CCTNS solution}</p>	
43.	RFP Vol 1: 6.11. Change Management – Pg: 109		<p>RFP Clause</p> <p>“At least one Change Management Workshop (minimum of one-day) all of the Districts (at the District Headquarters) covering at least 3 officers/constables (SHO, SI/ASI/HC, and Station Writer) from each police station in the district.</p> <p>Query</p> <ul style="list-style-type: none"> <li>• Do we consider police district whose number is given as 20 or do we consider Administrative district whose number is given as 15?</li> <li>• As per our calculation, considering police district per workshop participant is very high as shown below.</li> </ul>	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP								
			<table border="1" data-bbox="900 333 1433 608"> <tr> <td data-bbox="909 333 1352 389">No. of Police Stations</td> <td data-bbox="1361 333 1424 389">482</td> </tr> <tr> <td data-bbox="909 395 1352 451">No of Police District</td> <td data-bbox="1361 395 1424 451">20</td> </tr> <tr> <td data-bbox="909 458 1352 544">Total No. of Change Management Workshop participant</td> <td data-bbox="1361 458 1424 544">144 6</td> </tr> <tr> <td data-bbox="909 550 1352 608">Per Workshop No. of Participant</td> <td data-bbox="1361 550 1424 608">72.3</td> </tr> </table> <p data-bbox="900 675 1433 746">Does the department to go ahead with this number for each workshop?</p>	No. of Police Stations	482	No of Police District	20	Total No. of Change Management Workshop participant	144 6	Per Workshop No. of Participant	72.3	
No. of Police Stations	482											
No of Police District	20											
Total No. of Change Management Workshop participant	144 6											
Per Workshop No. of Participant	72.3											
44.	RFP Vol 1: 6.11. Change Management – Pg: 109		<p data-bbox="900 777 1433 946">RFP Clause: SI shall conduct at least three Change Management Workshops (minimum of one-day) in the State Headquarters</p> <p data-bbox="900 986 965 1010">Query</p> <ol data-bbox="947 1050 1433 1206" style="list-style-type: none"> <li data-bbox="947 1050 1433 1106">1. Please specify the number of participant for these workshop.</li> <li data-bbox="947 1112 1433 1206">2. Do the vendor need to conduct all the 3 workshop with same set of identified personal or different set of personal.</li> </ol>	SI has to work out a training plan in consultation with Kerala Police.								
45.	RFP Vol 1: 6.11. Change Management - Assess change readiness / Pg:104-		<p data-bbox="900 1212 1433 1236">RFP Clause: Change Readiness Survey</p> <p data-bbox="900 1275 965 1299">Query</p> <p data-bbox="900 1337 1433 1361">Please define the sample size for these surveys?</p>	Selected SI has to arrive at the sample size in consultation with Kerala Police.								

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	105			
46.	RFP Volume II - 9.3. Form 2: Detailed Component-Wise Pricing / Pg: 61		<p>RFP Clause:</p> <p>Point H. Training Cost</p> <p>Query</p> <ul style="list-style-type: none"> <li>• Please provide row item to include the following cost –                             <ul style="list-style-type: none"> <li>○ Awareness and Communication Cost</li> <li>○ Change Management Cost including workshops</li> <li>○ Survey Cost</li> </ul> </li> </ul>	The cost is to be included in the already defined items.
47.	RFP Vol 1: 8. IMPLEMENTATION AND ROLL-OUT PLAN / Pg: 135		<p>RFP Clause:</p> <p>SI shall put together a team of 3 domain experts with a minimum of 10 years of experience in the State Police Department who will work on this project on a full time basis during the entire duration of the project.</p> <p>Query</p> <p>We understand that the requirement is very high and would have cost implication on the project.</p> <ul style="list-style-type: none"> <li>• Based on other states RFP requirement of Domain Expert, we suggest 1 domain expert requirement</li> <li>• Requirement of Domain expert is</li> </ul>	<ul style="list-style-type: none"> <li>• No change in RFP condition is allowed.</li> <li>• SI can make their own assessment of the requirement based on the available resources.</li> </ul>

Queries and their Clarification on Tender – No: KP/SCRB/CCTNS/SI-RFP/07/11 for CCTNS Project in Kerala Police

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			suggested for specific project period eg. finalization of FRS, CRP, Change Management, expert, etc. Please provide required clarification	
48.	RFP Vol 1: 6.11. Pg: 109 Change Management		General Query Will the venue for Capacity Building training provided by the department?	Kerala police would give venue for the capacity building. SI has to conduct capacity building program in training institutions like RTC, PTC, DTC, etc.
49.	RFP Vol 1: 6.11. Pg: 109 Change Management		General Query Will the venue for Change Management workshop provided by the department?	Kerala Police has set up IT Infrastructure at District Training Centers, Police Training Colleges, Regional Training Centre, and Kerala Police Academy. The venue can be any of these institutions
50.	RFP Vol 1: 6.11. Pg: 109 Change Management		General Query Will other requirements - infrastructure, IT, lunch, snacks and tea provided by department for Change Management Workshops?	All requirements related to change management/Capacity building should be borne by SI.  For capacity building, Kerala Police has already set up IT infrastructure in all districts. This infrastructure can be used by SI.
51.	RFP Vol 1: 6.11. Pg: 109 Change Management		General Query Will other requirements - infrastructure, IT, lunch, snacks and tea provided by department for Capacity building trainings?	All requirements related to change management/Capacity building should be borne by SI.  For capacity building, Kerala Police has already set up IT infrastructure in all districts. This infrastructure can be used by SI.
52.	ANNEXURE TO VOLUME – I Pg : 275		RFP Clause  At least 80% of the trainees within the training	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			<p>program should give a rating of satisfactory or above</p> <p>Query</p> <p>The SLA does not seem to be appropriate for training activity. We request to convert this SLA into KPIs for the SI.</p>	
53.	General		Is the GIS map of Kerala already developed and exists with Kerala police, Is this RFP scope is to integrate the State SDA application with the existing GIS module? Or Is the development of the GIS MAP of entire Kerala is in the scope of this RFP and State SI?	Currently Kerala Police does not have GIS based maps for all the districts. Kerala Police can provide available maps.
54.	Annexure of Volume I Pg : 186		Is the development of application for finger print image capture, and authentication is in the scope of state SI or SDA.	CAS would have the functionality of integration with Finger print device
55.	Annexure of Volume I pg 187		Searching to be done from approximately how many records (number of people)?	The searching has to be done in all the records across India
56.	Annexure of Volume I pg 194		Is development of GIS map of Kerala in the scope of this RFP and Sate SI?	Currently Kerala Police does not have GIS based maps for all the districts. Kerala Police can provide available maps.
57.	Annexure of Volume I pg 194		Do you need IRIS scanners & Face Scanners? If yes pls provide the specifications and required QTY?	CAS would have the functionality of integration with IRIS scanner & Face Scanners however scanners will not be procured currently as it is a

Queries and their Clarification on Tender – No: KP/SCRB/CCTNS/SI-RFP/07/11 for CCTNS Project in Kerala Police

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
				futuristic requirement
58.	Annexure of Volume I pg 197		DO you mean Alerts to PCR VANS? If How the information to be communicated to PCR VANS? DO you need a GPS device with display screen for message flashing on each PCR VANS	SI to propose as part of solution
59.	Annexure of Volume I pg 197		How the Operator will get the GPS coordinated to enter in the CAD system against any crime spot?	It can be through SMS/GPS/by call
60.	Annexure of Volume I pg 197		Is the supply of a GPS device with display & navigation application on the PCR van in the scope of this RFP, So that the VAN location will be avialble to PCR and PCR can send information to the PCR VAN using the same device.	PCR vehicles at large cities in Kerala are equipped with GPS. Supply of GPS device is not under the scope of SI. SI's scope is to integrate the system with already available GPS.
61.	Annexure of Volume I pg 201		is the supply of Devices to capture IRIS and Facial Maps is the scope of this RFP? If yes pls give specifications and required qty?	Supply of IRIS Scanner and Facial Maps are not under the scope of SI.
62.	Annexure of Volume I pg 196		Do you need Patrol vehicle location display on a GIS map in the control room? Is the GPS device supply and installation on vehicles in the scope of this RFP? If yes pls give the specification and required qty	Supply of GPS device is not under the scope of SI.
63.	Annexure of Volume I pg 196		DO you need Police staff at the PCR VAN to enter his ID on a Display unit in the VAN when he starts	SI to propose as part of solution

Queries and their Clarification on Tender – No: KP/SCRB/CCTNS/SI-RFP/07/11 for CCTNS Project in Kerala Police

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			his duty?	
64.	Annexure of Volume I pg 196		Pls explain the data which is to be automatic entered of the caller ( landline and mobile) to a CAD based system?Is the "CAD based system" is GIS MAP of Kerala state	Currently Kerala Police is not using any CAD based application
65.	Annexure of Volume I pg 197		Pls confirm types of alerts and use cases for the alerts	It can be through SMS/GPS/by call
66.	Annexure of Volume I Gen		Pls explain the usage of digital pen and modules where it will be used, who will be the users of the pen?	Station House Officer and Police Personnels.
67.	Annexure of Volume I pg 203		Do you mean fingerprint to be captured and uploaded to database using a fingerprint reader?	Yes
68.	Annexure of Volume I pg 204		Development of GIS map is in the scope of this RFP & state SI?	Development of GIS map is excluded from the scope of SI
69.	Annexure of Volume I pg 204		Pls provide specification for IRIS and facial patterns devices with required qty	Procurement of IRIS and facial patterns devices are excluded from the scope of SI
70.	Annexure of Volume I pg 211		Does this RFP require the Sate SI to develop and supply Deduplication, Authetication application for fingerprints or this will be a part of CAS state/ center developed by SDA ? What is the scope of State SI in AFIS application?	CAS would have the functionality of integration with Finger print device. Scope is defined in FRS
71.	Annexure of Volume I		How many concurrent users will use the GIS	Total number of concurrent users will be approximately in the

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	pg 288		map. Does the access to the MAP is to be provided to each police station	range of 100-200 users. These are indicative figures & may change depending upon actual usage.
72.	Annexure of Volume I pg 288		Are these solutions a part of State SI scope under this RFP, with concerned Hardwares ( Cameras, poles etc) and application and integration with CCTNS application	Supply of cameras, poles, etc are not in the scope of SI
73.	Annexure of Volume I pg 288		Is the supply of these handheld devices in the scope of this RFP, If yes what is the required qty and specification of the devices	Supply of handheld device is not in the scope of SI
74.	Annexure of Volume I pg 288		Is the supply of these Kiosk in the scope of this RFP, If yes what is the required quantity and specifications of the Kiosk	Kiosk is not in the scope of SI.
75.	Annexure of Volume I pg 288		Do you need automatic cash acceptance feature in the Kiosk ( currency note scanning )	Kiosk is not in the scope of SI.
76.	Annexure of Volume I pg 231		Is the supply of ANPR hardware( Camera, poles and other hardware) in the scope of this RFP, if yes what is the qty required and locations to install the system	It is not in the scope of SI. It is a futuristic requirement
77.	Annexure of Volume I pg 230		Is the supply of City Wide Surveillance System( Camera, poles and other hardware) in the scope of this RFP, if yes what is the qty required and locations to install the system	It is not in the scope of SI. It is a futuristic requirement

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
78.	Annexure of Volume I pg 233		Is this feature available in the currently used AFSI system by kerala police or is in the scope of State SI for this RFP	Scope of SI is to integrate currently available AFIS with CCTNS, adhering to FRS.
79.	Annexure of Volume I pg 233		Is this feature available in the currently used AFSI system by kerala police or is in the scope of State SI for this RFP	Scope of SI is to integrate currently available AFIS with CCTNS, adhering to FRS
80.	Annexure of Volume I pg 233		Is this feature available in the currently used AFSI system by kerala police or is in the scope of State SI for this RFP	Scope of SI is to integrate currently available AFIS with CCTNS, adhering to FRS
81.	Annexure of Volume I pg 233		Is this feature available in the currently used AFSI system by kerala police or is in the scope of State SI for this RFP	Scope of SI is to integrate currently available AFIS with CCTNS, adhering to FRS
82.	Annexure of Volume I pg 233		Is this feature available in the currently used AFSI system by kerala police or is in the scope of State SI for this RFP	Scope of SI is to integrate currently available AFIS with CCTNS, adhering to FRS
83.	Annexure of Volume I pg 233		Is this feature available in the currently used AFSI system by kerala police or is in the scope of State SI for this RFP	Scope of SI is to integrate currently available AFIS with CCTNS, adhering to FRS
84.	Annexure of Volume I pg 233		Is this feature available in the currently used AFSI system by kerala police or is in the scope of State SI for this RFP	Scope of SI is to integrate currently available AFIS with CCTNS, adhering to FRS
85.	Annexure of Volume I		Is this feature available in the currently used AFSI system by kerala police or is in the scope of State	Scope of SI is to integrate currently available AFIS with CCTNS,

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	pg 233		SI for this RFP	adhering to FRS
86.	Annexure of Volume I pg 233		Is this feature available in the currently used AFSI system by kerala police or is in the scope of State SI for this RFP, if yes what is the hardware device used ?	Scope of SI is to integrate currently available AFIS with CCTNS, adhering to FRS
87.	Annexure of Volume I pg 233		Is this feature available in the currently used AFSI system by kerala police or is in the scope of State SI for this RFP, if yes what is the hardware device used ?	Scope of SI is to integrate currently available AFIS with CCTNS, adhering to FRS
88.	Annexure of Volume I pg 233		Is this feature available in the currently used AFSI system by kerala police or is in the scope of State SI for this RFP, if yes what is the hardware device used ?	Scope of SI is to integrate currently available AFIS with CCTNS, adhering to FRS
89.	Annexure of Volume I pg 233		Is this feature available in the currently used AFSI system by kerala police or is in the scope of State SI for this RFP	Scope of SI is to integrate currently available AFIS with CCTNS, adhering to FRS
90.	Annexure of Volume I pg 233		Is this feature available in the currently used AFSI system by kerala police or is in the scope of State SI for this RFP	Scope of SI is to integrate currently available AFIS with CCTNS, adhering to FRS
91.	Annexure of Volume I pg 234		Is this a scope of this RFP & State SI or will be in the scope of application developed by of SDA ? If only integration is in the scope of this RPF pls elaborate the scope of integration	Scope of SI is to integrate currently available AFIS with CCTNS, adhering to FRS

Queries and their Clarification on Tender – No: KP/SCRB/CCTNS/SI-RFP/07/11 for CCTNS Project in Kerala Police

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
92.	Annexure of Volume I pg 235		Is this a scope of this RFP & State SI or will be in the scope of application developed by of SDA ? If only integration is in the scope of this RPF pls elaborate the scope of integration	GIS based crime mapping service is a state specific application module. SI scope is to develop the application adhering to the FRS
93.	Annexure of Volume I pg 236		How the GPS reading will be captured for the location of occurrence of crime	It is a futuristic requirement
94.	General		How the information to be delivered to cops? Is this required on a Desktop PC or on a Handheld device?	Refer RFP.
95.	Annexure of Volume I pg 352		Is the supply of the said GPS devices in the scope of this RFP? How many such GPS devices required? What are the specification for this device	Supply of GPS devices is not in the scope of SI
96.	Annexure of Volume I pg 405		How many Handheld devices required, What is the specifications of these devices	Supply of handheld devices not in the scope of SI
97.	Annexure of Volume I pg 405		PLs confirm supply of GPS Device for the PCR VAN is in the scope of this RFP, pls confirm how many such devices would be required with specification of the devices	Supply of GPS devices is not in the scope of SI
98.	Annexure of Volume I pg 405		Pls confirm a large display with navigation map required on each PCR VAN	Not necessary
99.	RFP Volume I,		1. Please confirm if the EMS proposed should also monitor any existing Infrastructure for	The existing systems at CIPA phase II & III locations should be

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	Section 6.15 / Pg: 125		<p>Server Monitoring, Database Monitoring, Application Monitoring and Network monitoring.</p> <p>2.If yes, please provide us the following details for the existing IT infrastructure:</p> <ul style="list-style-type: none"> <li>• Total Number of existing Network devices to be monitored for Fault monitoring? (With Make and model)</li> <li>• Total Number of existing Network devices to be monitored for Performance monitoring? (With Make and model)</li> <li>• Total Number of existing Servers to be monitored for Fault and Performance? (With Server model, cpu &amp; core count and OS type)</li> <li>• Total number of existing Application Servers to be monitored and the corresponding applications (With Server model, cpu &amp; core count and OS type)?</li> <li>• Total number of existing Database servers to be monitored and the type of databases? (With Server model, cpu &amp; core count and OS type)</li> </ul>	monitored.
100.	RFP Volume I, Section 6.15 / Pg: 125		<ul style="list-style-type: none"> <li>• Is there a need of disaster recovery setup for EMS solutions?</li> <li>• Is there a need of high Availability setup for EMS solutions?</li> <li>• Please Identify the product/domain where an EMS solution is required for High Availability or</li> </ul>	EMS solutions are not required to be provided by the System Integrator.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			Disaster recovery	
101.	RFP Volume I, Section 6.15 / Pg: 125		Are Test and development environments needed for EMS solutions?	EMS solutions are not required to be provided by the System Integrator.
102.	RFP Volume I, Section 7 / Pg: 127		Should the Bidder also provide Support/Maintenance activities for maintaining the EMS tools. If so what should be the nature of Support. Should it be 24*7 onsite or 8*5 onsite or Incident based support(Eg 10 incidents per year). Please also specify the duration of Support. (Years).	EMS solutions are not required to be provided by the System Integrator.
103.	RFP Volume III, Section 4.4.1 / pg:67		<ul style="list-style-type: none"> <li>• Do you need an Application Monitoring tool to tell you how your end-user experience is?</li> <li>• Do you need tools that will help you triage and find root-cause of application performance problems?</li> </ul>	SI can suggest required solution.
104.	RFP Volume I, Section 6.6 / pg:83		Do you need Patch Management, Software Delivery & Configuration management software for Desktops/Servers? Do you want this solution to be a part of EMS.	SI should provide the required software separately.
105.	RFP Volume I, Section 6.8 / pg:90		Do you want the EMS to monitor both DC and DR Servers?	EMS monitoring for both DC & DR shall be done by SDC and DR centre.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
106.	RFP Volume I, Section 7 / pg:131		<ol style="list-style-type: none"> <li>1. Identify the maximum number of analysts (helpdesk technicians) required for helpdesk.</li> <li>2. Identify the maximum number of end User for Helpdesk.</li> <li>3. Identify the maximum number for tickets that would be raised in Helpdesk solution per day.</li> </ol>	SI should make their own assessment
107.	RFP Volume I, Section 6.15 / pg:125		<ol style="list-style-type: none"> <li>1. Do you need the Asset Management solution for managing the lifecycle of asset including financial data?</li> <li>2. Do you need an asset management solution to integrate with helpdesk and automatically raise tickets when a desktop or server violates the policy?</li> <li>3. Do you require the asset management solution to track the vendors details?</li> <li>4. Identify Number of Desktops and Servers (OS wise break up is desirable) to be managed by IT Asset Management solution?</li> <li>5. Do you require High Availability for Asset Management software?</li> <li>6. Do you require DR setup for Asset Management software?</li> </ol>	SI can provide suitable solutions.
108.	RFP Volume I, Section 6.8 / Pg 91		<ol style="list-style-type: none"> <li>1. Please tell us which EMS solutions are you having at the SDC?</li> <li>2. Can we propose alternate EMS to manage Kerala CCTNS?</li> <li>3. Do we need to propose high availability for all</li> </ol>	EMS solutions are not required to be provided by System Integrator.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			EMS solutions? 4. Is there a specific requirement of EMS Hardware/OS?	
109.	Annexures RFP Volume I, Annexure X, Pont 6. / pg: 177		Can the EMS be on Standard Windows/Solaris/Linux 32/64 Bit Platform?	Not under the scope of System Integrator
110.	Annexures Volume I / Pg: 275-295		<p>There are SLAs on Infrastructure Availability and Application Availability which overlap. For exp consider the following 2 SLAs.</p> <p>1. Availability of productions CAS systems shall be at least at 99%.</p> <p>2. Availability of CAS solution components measured within the Data Center shall be atleast 98%.</p> <p>Our assumption is that the result of Infrastructure Availability SLA does not have any impact on the Application Availability SLA i.e. if the availability of production CAS server is &lt; 99%, the SI is not penalized for this SLA as well as the SLA on availability of CAS solution components. Suggest appropriate clarification and correction.</p>	No change in RFP condition is allowed
111.	Annexures Volume I /		This is a difficult to measure and monitor SLA. As long as the Availability and Performance SLAs are	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	Pg: 275-295		met, CPU utilization should not be a concern. Also the associated penalty is very high for this SLA. Suggest that we monitor the CPU usage and if the average daily utilization goes up beyond 70%, then we should be treated as a Medium violation.	
112.	Annexures Volume I / Pg: 275-295		Same as above for I/O utilization. Suggest that we monitor the I/O usage and if the average daily utilization goes up beyond 70%, then we should be treated as a Medium violation.	No change in RFP condition is allowed
113.	Annexures Volume I / Pg: 275-295		Same as above for memory utilization. Suggest that we monitor the memory usage and if the average daily utilization goes up beyond 70%, then we should be treated as a Medium violation.	No change in RFP condition is allowed
114.	Annexures Volume I / Pg: 275-295		Availability of at least 99% of all critical site infrastructure (anything that is shared by multiple users at the site) such as routers, switches, printer/scanner, digital pen, finger print readers etc., will be very difficult as most of these are ONE in number at the PS/HOs.  Also, this SLA is measured monthly. Statistically, 99% is actually 100%. Exp., If there are 5 instances in a month per site, 99% availability cannot be less than 5. Suggest that the	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			availability of the critical client site infrastructure components at all the implementation sites on an average shall be atleast 95%.	
115.	Annexures Volume I / Pg: 275-295		<p>1. Since the number of P1 calls at a site per month may be small, meeting the 80% resolution norm is practically impossible to meet.</p> <p>2. Resolving a P1 call in 2 hours at a remote site is a challenge if it is a break-fix call.</p> <p>3. This could lead to double penalty if it affects the availability of 99% uptime at each site. Suggest 80% of the Level 1 incidents at all sites on an average should be resolved within 6 business hours from the time call is received/logged whichever is earlier. Suggest the impact of non-compliance of this SLA not have any bearing on the availability SLA and the SI not penalized twice.</p>	No change in RFP condition is allowed
116.	Annexures Volume I / Pg: 275-295		Same as the Level 1 incident resolution SLA. Suggest 80% of the Level 2 incidents at all sites on an average should be resolved within 12 business hours from the time call is received/logged whichever is earlier. Suggest the impact of non-compliance of this SLA not have any bearong on the availability SLA and the SI	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			not penalized twice.	
117.	Annexures Volume I / Pg: 275-295		Since CAS State is developed by SDA, this should not be in the scope of SI. Suggest this SLA be removed.	No change in RFP condition is allowed
118.	Annexures Volume I / Pg: 275-295		Since CAS State is developed by SDA, this should not be in the scope of SI. Suggest this SLA be removed.	No change in RFP condition is allowed
119.	Annexures Volume I / Pg: 275-295		Since CAS State is developed by SDA, this should not be in the scope of SI. Suggest this SLA be removed.	No change in RFP condition is allowed
120.	Annexures Volume I / Pg: 275-295		Difficult SLA to meet as: 1.Uptime of 99% at each site. 2. Covers network equipment and bandwidth. 3. In the current form of the SLA, if network equipment is down and is not resolved within 2 hours, we could be paying penalty at 3 places - client site uptime of less than 99%, P1 issue not resolved in 2 hours and NW uptime less than 99%. suggest the SLA be measured across all sites and Suggest the impact of non-compliance of this SLA be restricted to this SLA only and not have impact on the availability SLA and resolution of Level 1 calls SLA and the SI not penalized three times.	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
121.	Annexures Volume I / Pg: 275-295		<p>1. Continuously measuring this over a period of time will have impact on the system resources and performance.</p> <p>2. What is the tool to be used to measure this?</p> <p>3. What type of query to be used to measure the response time? Define the criteria for measuring this SLA such as query type, size of the database, no of records etc., The 4 second response time should be measured as a test and when required and not on a continuous basis.</p>	No change in RFP condition is allowed
122.	Annexures Volume I / Pg: 275-295		<p>1. Not clear whether it is for application or infrastructure or both.</p> <p>2. Appear that they are a repeat here. If not we will be paying penalty for the same again.</p> <p>3. They should be applicable only for the DC solution and not Help Desk. Our assumption is that these SLAs are a repeat of other SLAs as all calls will be logged in Help Desk only. Suggest appropriate clarification and correction.</p>	No change in RFP condition is allowed
123.	Annexures Volume I / Pg: 275-295		<p>The SLA on Capacity Building is repeated twice in this section with varying methods of penalty calculation. Not sure which one is applicable.</p> <p>In one place the severity of violation is treated as High and the penalty is a percentage of</p>	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			<p>respective payment-period payment to the SI.</p> <p>In the Delivery Related SLA criteria in the same section for Capacity Building, the penalty is % of underperformance + 5 or 10% of the total training cost of the batch + retraining of the underperformed candidates. Request clarification on the same.</p>	
124.	Annexures Volume I / Pg: 275-295		<p>The SLA on Data Digitization is repeated twice in this section with varying methods of penalty calculation. Not sure which one is applicable.</p> <p>In one place the severity of violation is treated as High and the penalty is a percentage of respective payment-period payment to the SI.</p> <p>In the Delivery Related SLA criteria in the same section for Data Digitization, the penalty is based on error rate per batch and it could be 25% of 50% of the total amount(???) and correction of data free of cost. Request clarification on the same.</p>	Delivery related SLA deduction is from amount per batch.
125.	Annexure RFP Volume 1, SAN Storage/ Pg: 89		Replication Software to be provided as the same is been missed in the RFP “Storage based replication to be provided by the Vendor to replicate between TN CCTNS and Kerala CCTNS”	Storage based replication software for DR site is not required. For SDC, it shall be provided by SDC itself.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			<p>JUSTIFICATION: As Per Page Number 89 of Volume 1 of the RFP The DR Site for Kerala CCTNS will be TN CCTNS and the same clause is been mentioned in the TN CCTNS RFP as well. Please find the RFP at “<a href="http://www.tnpolice.gov.in/cctns.html">http://www.tnpolice.gov.in/cctns.html</a>” We request Kerala Police to include storage based replication software to be provided to cater the mirror replication between these two sites. As without this software the mirror copy replication will not be possible between these two sites.</p>	
126.	Annexure RFP Volume 1, SAN Storage/ Pg: 89		<p>Storage Array Interface “2 Nos of Fiber Channel Ports per controller “ request this to be changed to “2 Nos of 8GB Fiber Channel ports and 2 1G iSCSI per controller”</p> <p>JUSTIFICATION: With inclusion of iSCSI Ports in the Storage Interface. Kerala Police will be able to use the 1GB iSCSI advantage.</p>	No change in RFP condition is allowed
127.	Annexure RFP Volume 1, SAN Storage/ Pg: 89		<p>Backend Controller missing “The Storage array should be provided with 4 Backend ports across dual controllers”</p> <p>JUSTIFICATION: We have participated in CCNTS RFP’s across the Nation and as per the RFP’s rolled out across the Nation. In Kerala CCTNS one of the major component missed is the Backend</p>	Bidders are welcome to offer higher quality/specification.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			Ports. As the Backend ports plays a major role in providing the connectivity between the Front End controller and Disc. This plays a major role and help Kerala Police to fully utilized the performance of the storage array provided by the Vendor.	
128.	Annexure RFP Volume 1, Server/ Pg: 339		Expansion Slots - Min. 5 (Five) PCI-e slots standard. Upgradeable to 11 slots (optional mixed PCI-X / PCI-Express)	No change in RFP condition is allowed
129.	Annexure RFP Volume 1, Server/ Pg: 339		RAID : SAS RAID Controller supporting RAID 0,1& 5 with minimum 512 MB Non-Volatile cache, Upgradable to 1G Non-Volatile cache. Hardware-based system security feature that can securely store information, such as passwords and encryption keys, which can be used to authenticate the platform. It can also be used to store platform measurements that ensure that the platform remains trustworthy.	No change in RFP condition is allowed
130.	Page 8/ Vol II		The bid security may be forfeited: If the bidder fails to sign the contract (ii) In case of a successful bidder, if the bidder fails to sign the contract subject to suggestions/deviations submitted along with the Bid in accordance with terms and conditions.	No change in RFP condition is allowed
131.	4.7/Page 21/ Vol II		Bidder request deletion of " or invoke the EMD"	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
132.	Page 35/ Vol II		Any change in tax structure or Statutory amendment subsequent to submission resulted into any change in taxes ,duties shall be borne by customer	No change in RFP condition is allowed
133.	2.15.3/Page 24/ Vol III/ Taxes		Any change in tax structure or Statutory amendment subsequent to submission resulted into any change in taxes ,duties shall be borne by customer	No change in RFP condition is allowed
134.	2.23/Page 36/ Vol III- Dispute Resolution		Bidder request deletion of this para:-The Arbitration proceedings will be held at Chandigarh, India. Bidder would like to add this clause:-If the dispute cannot be settled by mutual discussions within the thirty (30) day period, either party may refer the matter to a panel of three arbitrators. Each party shall choose one arbitrator, both of whom shall elect the third arbitrator who shall be the presiding arbitrator. The arbitration proceedings shall be held under the provisions of the Arbitration and Conciliation Act, 1996 or any of its subsequent amendments. The arbitration proceedings shall be in English and the venue of arbitration shall be at Thiruvananthapuram, Kerala, India	The comment by the bidder is wrong. There is no such paragraph in the RFP section referred.
135.	2.23/Page 36/Vol III- Dispute Resolution		Wipro's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if	Failure or delay of customer is not considered for penalty in SLA

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			and to the extent Wipro’s non-performance is caused by Customer’s omission to act, delay, wrongful action, failure to provide inputs, or failure to perform its obligations under this Agreement.	
136.	2.23/Page 36/Vol III- Dispute Resolution		All Products/ services rendered hereunder shall be deemed accepted, if Customer does not provide a written notice of any rejection/confirmation of acceptance or when Customer uses the Product/deliverable in its business, whichever occurs earlier. In the event of any rejected product/service, Wipro shall be given a 30 day period to correct the same.	Changes from RFP conditions are not acceptable
137.	2.23/Page 36/Vol III- Dispute Resolution		Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Wipro shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Contract. Further any idle time resulted due to non available of site or infrastructure or data, Customer shall make payment to Wipro for the same.	Failure or delay solely due to customer is not considered for penalty in SLA

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
138.	2.23/Page 36/Vol III- Dispute Resolution		Clause 2.15.1 Vol III MSA: Sub-clause a) Termination for cause b) Termination for Change of control. Effect: a) Forfeiture of performance guarantee, b) compliance with exit management schedule c) compensation in accordance with Terms of payment Schedule. (the compensation should be for all the Hardware/Software Licenses delivered and services rendered along with Items ordered specially for this project and in transit.	No change in RFP condition is allowed
139.	2.15.2/Page 24/Vol III- Invoicing and settlement		Since this clause against the natural justice ,Bidder request deletion of this para	No change in RFP condition is allowed
140.	3.3.2/Page 47 /Vol III- Transfer of asset		We request you to consider the fact that title and risk transfer happens on dispatch of goods from the vendors factory / warehouse as the same has been billed in the name of the customer. The bidder / vendor would be liable to take transit insurance till the equipment gets delivered to customers premises. The vendor / bidder would also take necessary insurance with department as beneficiary till the site gets implemented.	No change in RFP condition is allowed
141.	general		SLA to be confirmed by Service Delivery & LoB Teams	Question is not clear
142.	general		All declaration/Cover letter to be run through	Intention is not clear

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			Finance and Legal	
143.	General , Tax deduction at source		Bidder would like to understand the applicability of WCT in this project	WCT is applicable.
144.	3.3.9/Page 51/Vol III- Termination for Default-Payment Compensation		Need Cure period of 60 days instead of 7 days In case of Termination payment to the Outgoing SI should be made for all the hardware/Software Licenses delivered and Services provided till that day along with Hardware/Software ordered & in transit	No change in RFP condition is allowed
145.	2.16.2/Page 26/Vol III- Termination for Default-Effects of Termination		Bidder request deletion of this unlimited risk purchase clause and request for capping on undelivered items @ 10% over and above values	No change in RFP condition is allowed. Capping of overall liability of the bidder is given in the corrigendum.  Refer Corrigendum to RFP
146.	Limitation of liability		Wipro shall not be liable for any indirect, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury, including, without limitation, loss of use, data, revenue, profits, business interruption, and loss of income or profits, that may arise out of or result from this Agreement, irrespective of whether it had an advance notice of the possibility of any such damages. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of Wipro for all	Refer Corrigendum to RFP

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			claims under or in relation to this Agreement, shall be, regardless of the form of claim(s), the Total Contract Value.	
<b>RoIta</b>				
1.	<p>Volume II, page No. 19 and 20</p> <p>Clause No. 4.4, Pre-Qualification Criteria.</p> <p>AND</p> <p>Volume II, page No. 22 and 23</p> <p>Clause No. 4.5.1 - Technical Evaluation Scoring matrix</p>	<p>1. Bidder must have successfully executed 5 nos. of SI (turnkey) projects in the last five years.</p> <p>Out of these 5 Projects :-</p> <p>a) At least one quoted project should be an integrated IT turnkey project of value not less than Rs.10 crore or above in India.....</p> <p>b) Bidder must have a proven track record of implementing at least two (2) e-Governance projects summing to a value of Rs.5 crore or above in last 2 years as on 31<sup>st</sup> Mar 2011.</p>	<p>1. Technical Evaluation Scoring matrix states that the projects to be submitted should start within last 3 years however, the Pre-qualification states that the project should start within last 5 years as on 31 Mar 2011.</p> <p>Please clarify the projects to be submitted should start within last 5 or 3 years.</p>	<p>Project completed within last 3 years will be eligible for score as per evaluation matrix</p>
2.	Vol I, General Query	Total Users / Concurrent Users	<p>1. What is the total no of users will be accessing CCTNS application?</p> <p>2. How many concurrent users will be accessing CCTNS application?</p>	<p>Total no. of department users are approximately 60000. Total number of concurrent users will be approximately in the range of 800-1000 users. These are indicative figures &amp; may change depending upon actual usage.</p>
3.	Vol I, General Query	Digital signature	1. How many digital signatures will be required	The digital signature required as approximately 1500 Nos.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			for CCTNS application?	
4.	Vol I, Page No 122	Finger print scanning	Finger print scanning - We understand that only finger print scanning and storing is in scope. Comparison of two finger print instances in out of scope. Kindly confirm the same.	Finger print scanning is part of CCTNS Implementation. Apart from CAS (State) services, Kerala Police suggested a new module for AFIS services. FRS for AFIS is provided in Annexure to Volume- I
5.	Vol I Page 154	Emergency Response Management	Emergency Response Management - CAS-State will provide this functions under PCR Call Interface and Management Service. Do you expect any additional functionality on top of PCR Call Interface and Management Service? Do we need to cater for the H/W for Distress Call Management?	SI need not to cater any additional hardware for Emergency Response Management. State specific customization requirements for PCR Call Interface and Management Service are given in FRS.
6.	Vol1 Section 8.1 Page 178	Configuration of CAS (State)	Configuration of CAS -State: Developing Local Language Interfaces and Support - Please specify script to be supported.	The SDA shall build CAS (State) with interfaces in English and Hindi; and also build CAS (State) in such a way that it can be configured for interfaces in Malayalam by the State SIs.
7.	Vol I, General Query	Payment Gateway	Do you have requirement of interface with Payment Gateways?	Yes
8.	Vol I, General Query	Local language	Do you have language specific requirements other than English?	The SDA shall build CAS (State) with interfaces in English and Hindi; and also build CAS (State) in such a way that it can be configured for interfaces in Malayalam by the State SIs.
9.	RFP Vol .1, Section 3.6, page no. 276	3.6. Existing Capacity Building Infrastructure (DTCs, PTCs, RTCs and PA)	Please clarify seating capacity at each of the Training Center(s).	Refer Annexure – VI, Capacity Building Details of Kerala Police : “Annexure to Volume I ”
10.	RFP Vol .1, Section	6.12. Capacity Building	What is the exact nos of police personnel's to be	The indicative list of police personnel’s to be trained under each category is clearly specified in 6.12 Capacity Building. SI

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	6.12, page no. 113	<p>(1. Awareness and sensitization of benefits of IT program for approximately 851 Police officials</p> <p>2. Role-based training on the CCTNS application for approximately 21439 Police officials</p> <p>3. “Train the Trainer” programs for approximately 122 Police officials,</p> <p>4. System Administrator training for approximately 1397 Police officials:)</p>	<p>trained under capacity building Training</p> <p>21439 nos of persons are including or excluding all training modules</p> <p>i.e. 21439 OR 23809(addition of all participants given on training modules)?</p> <p>Please clarify Duration of each Training module.</p>	has to set the Training schedules.
11.	RFP Vol .1, Section 6.9, page no. 95	6.9. Data Migration and Data Digitization	<p>Please clarify no. of records to be Digitized.</p> <p><b>In RFP given following:</b></p> <p>(1. 2128067 to be digitized,</p> <p>2. 22.40 lacks data to be digitized,</p> <p>3. 2240071 data to be digitized)</p>	2240071 records to be digitized and migrated.
12.	RFP Vol .1, Section 6.9, page no. 95	6.9. Data Migration and Data Digitization	How much records containing each case files?	No. of pages cannot be specified. It may vary from case to case
<b>HCL</b>				
1.	RFP-1/Configuration, Customization and	CAS (State) would be configured, customized, extended by	While customization, can we know percentage of customization.	CAS (State) has been developed by SDA as a generalized solution to all States. State specific customization

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	Extension (New Modules) of CAS (State) and Integration with CAS (Centre) and integration with existing Identified Applications/72	the SI based on the unique requirements of the State and deployed at the State Data Centre		requirements are given in FRS.
2.	RFP-1/Application Management Services for CAS (State) and CAS (Centre)/45	Any changes to CAS code that may be required because of patches to licensed software being used	in one of the application i.e. Updating and maintenance of all project documents, in case of enhancement of existing State module, will SDA update its code document as well	changes must be documented with the help of SDA
3.	RFP-1Language Localization Support/48	The SDA shall build CAS (State) with interfaces in English and Hindi; and also build CAS (State) in such a way that it can be configured for interfaces in other local languages at the State level by the State SIs.	As stated: The SDA shall build CAS (State) with interfaces in Hindi, English and also build CAS (State)in such a way that it can be configured for interfaces in other local languages at the State level by the SIs. It is the responsibility of the SI to customize CAS (State) for development of local language interfaces. AS IT IS ALRAEDY AVAILABLE IN Hindi and english, WHAT KIND OF LOCAL LANGUAGE CUSTOMIZATION IS REQUIRED	SI has to customize the CAS in Malayalam language
4.	RFP-1/Regression, Integration, System and Functional Testing/79	This would include exhaustive testing including functional testing, performance testing (including load and stress), scalability testing and security testing. Functional testing will be led by the SI's experts	After enhancement of CAS(State) module as per state requirement, then for load and stress testing, how it would be decided, which portion of the modules are bottled necked., Can we know the bench marking report of CAS(state) and CAS(Center)	Not available. SDA will provide the details

Queries and their Clarification on Tender – No: KP/SCRB/CCTNS/SI-RFP/07/11 for CCTNS Project in Kerala Police

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
5.	RFP-1/Regression, Integration, System and Functional Testing/79	Making all necessary arrangements for testing including the preparation of test data, scripts if necessary and setup of test environment (across multiple platforms) shall be the responsibility of the SI.	How only SI can plan for test data, where in overall testing exiting modules would be used with customized modules, so whether test data for exiting module would be provided by SDA or not, do we need to Provision for servers for testing	Testing data will be provided by Kerala Police. SI should provide Developing &Testing Servers. SI is responsible for testing of the system. Responsibilities are provided in RFP Vol 1, sec. 6.3.5 and sec 6.3.6
6.	RFP-1/CAS (State) Solution – Stack 2 Items Proposed Technologies by/41	Email/Messaging	While opting Stack 2( MS Stack), how this qmail can be integrated with MS stacked solution, as this is being provided by center, is there any interface, which can be used to MS based solution	No change in RFP condition is allowed
7.	RFP-1/ITIL framework/Scope of Services during Operations and Maintenance Phase/127	The scope of the services for overall IT infrastructure management as per ITIL framework shall include 365x24x7 on site Monitoring, Maintenance and Management of the server and related infrastructure supplied and commissioned by the SI for the application at the Data Centre and Disaster Recovery Centre	is ITIL based helpdesk mandatory?	No change in RFP condition is allowed
8.	RFP-1/6.3.2. Conduct Conference Room Pilot/74	The SI shall interact closely with the user groups and gather detailed feedback. During the CRP, an exhaustive set of scenarios and associated GUI screens covering all the functionalities developed would be presented by SI.	Whether these GUI and scenarios would be form existing CAS and you will be looking CAS customized meta data	GUIs and scenarios would be from CAS. SI needs to customize it according to KP requirements.
9.	RFP-1/CAS (State)	Email/Messaging	While opting Stack 2( MS Stack), how this qmail	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	Solution – Stack 2/41		can be integrated with MS stacked solution, as this is being provided by center, is there any interface, which can be used to MS based solution	
10.			Whether existing modules would provide extensibility points by way of web services and API	Yes
11.			Are existing modules are based on SOA architecture	SI has to confirm with SDA
12.			Is there will be transition and training from NCRB/SDA whose modules will be customized for state	Provided in RFP Vol 1, sec 4.7: Role of Software Development agency (SDA) in supporting CAS
13.			How many ESB licenses are required for SOA based architecture	SI has to confirm with SDA
14.	VOL 3	Be responsible for undertaking comprehensive insurance including liability insurance, system and facility insurance and any other insurance for the personnel, Assets, data, software, etc.	<b>We request the following amendment. The term "etc" must be deleted.</b>	No change in RFP condition is allowed
15.	VOL 3, Pg.No:24,2.15.2 (d)	The KERALA POLICE shall be entitled to delay or withhold payment of any invoice or part of it delivered by the System Integrator under Schedule VI of this Agreement where the KERALA POLICE disputes/ withholds such invoice or part of it provided that such	We request the following change in this clause "The KERALA POLICE shall be entitled to delay or withhold payment of any invoice or part of it delivered by the System Integrator under Schedule VI of this Agreement, where the KERALA POLICE disputes/ withholds such invoice or part of it provided that such dispute is bona	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
		<p>dispute is bona fide. The withheld amount shall be limited to that which is in dispute. The disputed / withheld amount shall be settled in accordance with the escalation procedure as set out in Schedule V of this Agreement. Any exercise by the KERALA POLICE under this Clause shall not entitle the System Integrator to delay or withhold provision of the Services.</p>	<p>fide <b><u>and KERALA POLICE has served fifteen days advance showcause notice to the SI about its intention to deduct, offset or retain any amount under this clause along with reason(s)for the said delay or withhold and the System Integrator has failed to provide a satisfactory response and action to the said showcause notice within seven (7) days of the receipt of the said notice. If any amount is required to be returned to the System Integrator on account of having been wrongfully deducted / offset / retained, the KERALA POLICE agrees to pay an interest of twenty percent (18%) per annum on such amount.</u></b> The withheld amount shall be limited to that which is in dispute. The disputed / withheld amount shall be settled in accordance with the escalation procedure as set out in Schedule V of this Agreement. Any exercise by the KERALA POLICE under this Clause shall not entitle the System Integrator to delay or withhold provision of the Services.</p>	
16.	VOL 3, Pg.No:24,2.15.3 (c)	<p>"In the event of any increase or decrease of the rate of taxes due to any statutory notification/s during the Term of the Agreement the consequential effect shall be to the account of the System Integrator" and Point no. 7 "Any fluctuation in prices</p>	<p><b><u>Following amendment in this clause is requested:"In the event of any modification in any taxes, duties or statutory levies due to any statutory notifications or changes in the relevant applicable tax laws during the Term of the Agreement or any extension thereof, the consequential effect shall be to the account of</u></b></p>	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
		due to inflation, tax regulations, will be borne by the bidder and not be passed on to KERALA POLICE."	<b><u>KERALA POLICE and the same shall be borne by the KERALA POLICE at actual". Point 7 to be amended as "Any fluctuation in prices due to inflation, tax regulations, will be borne by the KERALA POLICE"</u></b>	
17.	VOL 3, Pg.No:26,2.17 (a)	Subject to Clause below, System Integrator (the "Indemnifying Party") undertakes to indemnify PUNJAB POLICE (the "Indemnified Party") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favor of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's performance or nonperformance under this Agreement or the SLA to the extent of the Indemnifying Party's comparative fault in causing such Losses.	<b>The indemnification clause is not mutual in nature. Following addition is requested in this clause :</b> "Subject to Clause below, each Party (the "Indemnifying Party") undertakes to indemnify <b><u>the other party (the "Indemnified Party")</u></b> from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favor of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's performance or nonperformance under this Agreement or the SLA to the extent of the Indemnifying Party's comparative fault in causing such Losses....."	No change in RFP condition is allowed
18.	VOL 3, Pg.No:29,2.18.4 (b);2	.....upon occurrence of an Other Event of Force Majeure, all Force Majeure Costs attributable to such Other Event, and not exceeding the Insurance Cover for such Other Event, shall be borne by the Implementing Partner and to the extent Force Majeure costs exceed such Insurance Cover, one half of such	<b>Following amendment in this clause is requested:</b> ".....upon occurrence of an Other Event of Force Majeure, all Force Majeure Costs attributable to such Other Event, and not exceeding the Insurance Cover for such Other Event, shall be borne by the Implementing Partner and to the extent Force Majeure costs exceed such Insurance Cover, <b><u>whole of such</u></b>	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
		excess amount shall be reimbursed by KERALA POLICE to the Implementing Partner.	excess amount shall be reimbursed by KERALA POLICE to the Implementing Partner.	
19.	VOL 3, Pg.No:36,2.23 (b)	Any dispute or difference whatsoever arising between the parties to this Contract out of or relating to the construction, meaning, scope, operation or effect of this Contract or the validity of the breach thereof shall be referred to a sole Arbitrator to be appointed by the KERALA POLICE only.If the System Integrator cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the ultimate Arbitrator shall be designated authority by KERALA POLICE....."	The following clause is not mutual in nature. We request that the appoinment of arbitrator to resolve any dispute should be done mutually by the Parties.	No change in RFP condition is allowed
20.	VOL 3, Pg.No:47,3.3.1(a)	This Schedule sets out the provisions, which will apply on expiry or termination of the Agreement, the Project Implementation, Operation, and Management SLA.	<b>In case the agreement is terminated by SI due to KERALA POLICE Material breach, then this clause needs to be amended as follows</b> "This Schedule sets out the provisions, which will apply on expiry or termination of the Agreement, the Project Implementation, Operation, and Management SLA. <b><u>Notwithstanding anything contrary contained herein, in case the agreement is terminated by SI due to KERALA</u></b>	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			<b><u>POLICE Material breach, then this Schedule of Exit Management shall be applicable only at the choice of the SI."</u></b>	
21.	VOL 3, Pg.No:47,3.3.2(b)	In case of contract being terminated by KERALA POLICE, KERALA POLICE reserves the right to ask SI to continue running the project operations for a period of 6 months after termination orders are issued.	<b>We request the following change in this clause "In case of contract being terminated by the KERALA POLICE <u>as per termination clause 2.16.1</u> , the KERALA POLICE reserves the right to ask SI to continue running the project operations for a period of 6 months after termination orders are issued <u>provided that the KERALA POLICE shall be liable to make corresponding payment for such services to the System Integrator.</u></b>	No change in RFP condition is allowed
22.	VOL 3, Pg.No:48,3.3.2(i)	.....if the Assets to be transferred are mortgaged to any financial institutions by the SI, the SI shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to the KERALA POLICE.	<b>This clause shall not be applicable in case the Agreement is terminated by System Integrator due to default by the KERALA POLICE. We request the said clause needs to be amended to cover this intention as follows" in the event, if the Assets to be transferred are mortgaged to any financial institutions by the SI, the SI shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to the KERALA POLICE. <u>Provided that this clause shall be not be applicable in case the termination is done by the System Integrator due to breach of the Agreement by the KERALA POLICE"</u></b>	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
23.	VOL 3, Pg.No:83,4.4.9(c)	It is to be noted that if the overall penalty applicable for any of the review period during the currency of the contract exceeds 25% or if the overall penalty applicable for any of the successive quarter during the currency of the contract is above 15%; then the KERALA POLICE shall have the right to terminate the contract.	<b><u>Request following amendment in this clause to avoid open ended SLA liability" Notwithstanding anything contrary contained herein or anywhere else in the RFP, the Parties hereby agree that the overall cumulative penalty applicable for any of the review period during the currency of the contract for single or series of events shall not exceed 25 % of the amount to be in the review period or if the overall penalty applicable for any of the successive quarter during the currency of the contract is above 15%; then the KERALA POLICE shall have a right to terminate the contract."</u></b>	No change in RFP condition is allowed
24.	VOL 3	<b>Insertion of new clause- Deemed Acceptance clause</b>	<b><u>Following clause needs to be included in this Agreement" The SI may issue the acceptance certificate alone if (i) the KERALA POLICE fails to attend the acceptance tests and the SI alone conducts successful tests, (ii) the KERALA POLICE does not sign an acceptance certificate within two (2) working days following successful acceptance tests, (iii) the KERALA POLICE puts the equipment into commercial use prior to successful acceptance tests or (iv) if Equipment or Software has been installed but, due to reasons beyond the control of SI, it has not been possible during a period of three (3) months, to proceed with the acceptance tests. Acceptance test if delayed by the KERALA</u></b>	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			<u>POLICE beyond 15 days from the date of testing Schedule or notification by SI, then the item will be deemed to be accepted by the KERALA POLICE for the purpose of release of payment and/or for start of the warranty period."</u>	
25.		New Proposed Clause Insurance	<u>In the event of any loss which is subject matter of claim under the Agreement against the System Integrator and which is covered under any insurance policy by KERALA POLICE then in such an event KERALA POLICE shall use all its efforts to claim the same from the concerned insurance company and in case of any shortfall in realization from the Insurance Company, same may be claimed from the System Integrator in accordance with the terms of the Agreement.</u>	Insurance part is mentioned in the RFP
26.		New Proposed Clause Site not ready	<u>The KERALA POLICE shall be responsible for providing physical possession of the Site and access thereto, and for providing possession of and access to all other areas reasonably required for the proper execution of the Contract, and making the site ready complete in all respect to enable the SI to commence the Work. The KERALA POLICE shall give full possession of and accord all rights of access thereto on or before the date(s) as specified in the Contract. The KERALA POLICE agrees that the SI shall not in any manner be liable for any</u>	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			<u>delay arising out of KERALA POLICE's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Contract. Further any idle time resulted due to non availability of site or infrastructure or data, KERALA POLICE shall make payment to SI for the same.</u>	
27.		<b>Others</b>	<b>Is the SI authorised to create charge over the Project Assets in favour of the financial instituion before the transfer of the said assets to KERALA POLICET?</b>	No change in RFP condition is allowed
28.		<b>Others</b>	<b>When will the title of Project Assets shall get transfer to KERALA POLICE?</b>	Refer RFP
29.	Annexure RFP Vol 1. Page 325. 16 Ports Network Switch	Operation Range 0 45 °C . Request to change the specification as "Operation Range 0 40 °C"	Reason: Temperature in Kerala ranges from 28 - 36 °C (Summer) will not exceed more than that and the switch will be positioning in indoor. Therefore the switch temperature will not exceed more than 35- 36°C. Hence request to modify the specification as " <b>Operation Range 0 40 °C</b> "	Refer corrigendum to RFP
30.	Annexure RFP Vol 1. Page 325. 16 Ports Network Switch	No OEM Certifications and benchmarks is asked for Networking products. This will result in inferior products coming in without any product roadmap	We request you to include the clause, "The Networking OEM should be a Leaders in the Latest Gartner Report" This will ensure the quality of the networking products.	No change in RFP condition is allowed
31.	Annexure RFP Vol 1.	RFP: 16 Port Switch - Unmanaged		Bidder is welcome to quote for higher quality/specification.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	Page 325. 16 Ports Network Switch	Request to change to " <b>16 Port Switch Webmanaged/Managed</b> "	Request to change the specification as " <b>16 Port Webmanaged/Managed Switch</b> " <b>Reason:</b> For a better Management of Network from end to end through EMS/NMS, it is recommended to ask for Web managed/Managed Switch	
32.	Annexures RFP Volume-1, Page no 355, Section 26.xiv.6	Facilities provided by SDC for Kerala CCTNS	It is written on page 355 that Server Load Balancer will be provided by SDC but on 312 total qty. of SLB to be given is mentioned as 4. Please clarify that Server Load Balancer to be given or not	Refer Corrigendum to RFP.
33.	Annexures RFP Volume-1, Page no 345, Section 26.vi	Memory: Minimum 1GB	As per the traffic throughput requirement the Memory supported in the appliance is less per the present specifications. Also there should be scalability wrt the future needs also within the same appliance. Please change the clause as " Memory supported in the appliance should be minimum 4 GB and can be upgraded to 8 GB based on requirement"	Bidder is welcome to offer higher quality/specification.
34.	Annexures RFP Volume-1, Page no 345, Section 26.vi	Minimum of 1 Gbps throughput	The layer 7 throughput should be scalable enough so as to meet the future demands within the same appliance/hardware."The Appliance should have a Layer 7 throughput of 1 Gbps and should have capability to get upgraded to 4 Gbps within the same appliance from day 1"	Bidder is welcome to offer higher quality/specification.
35.	Annexures RFP Volume-1, Page no 345, Section	Minimum of 3000 SSL connections	The SSL capability of the appliance is measured in Transaction Per Second; please mention the SSL TPS keeping in mind the scalability factor	Bidder is welcome to offer higher quality/specification.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	26.vi		also."The minimum SSL TPS should be 5000 and appliance should have capability to get upgraded to 15000 SSL TPS within same appliance"	
36.	General Clause	NO SPECIFICATION FOR MTBF (Mean time between failure)	The CCTNS data center hosts applications and servers for various government departments. server load balancer will be very critical componenet for user accessing CCTNS application from out side hence its failure will affect entire CCTNS operation. Considering the same it must have proposed MTBF. "The Mean Time Between Failure (MTBF) of the appliance should be 190000 Hours."	Refer Volume – I of RFP.
37.	General Clause	NO SPECIFICATION FOR Global Server Load Balancing	According to RFP there is a requirement for DC-DR seamless failover. So there should be a feature within the same SLB to ensure the global server load balancing without the requirement for any additional hardware. Request you to add the clause as "Global Server Load Balancing capability should be there within the server load balancer appliance and should not require any additional Hardware."	Refer the RFP
38.	General Clause	NO SPECIFICATION FOR DUAL POWER SUPPLY	The CCTNS Data Center hosts applications and servers for various government departments. Server load balancer will be very critical componenet for user accessing CCTNS application from out side hence its failure will affect entire CCTNS operation. Considering the same it must have dual power supply, and this	Refer corrigendum to RFP.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			infrastructure is in hosted environment where rack space is costlier hence 1U size is preferred. Please add the clause "Should be dual power supply and of 1U size."	
39.	General Clause	OEM SPECIFICATION NOT MENTIONED	The Appliance original manufacturer should be a public listed company. Please add the clause "The Appliance original manufacturer should be a public listed company & should have reference for atleast 10 implementation in government projects."	No change in RFP condition is allowed
40.	RFP Vol-1, Page no 124, Section 6.15.3(c)	Assessment of data encryption mechanisms implemented for the solution	As we understand that security should be an integral part of the infrastructure and therefore to ensure integrity and confidentiality, the data collected (both online and offline) at the police location should be digitally signed and encrypted before it is sent from one location to other / central data center. Appliance based FIPS certified Hardware Security module shall help in security of the signing key, key management and multifactor authentication to access the key and most significantly it will enhance the performance of the complete system by offloading the complete cryptography. All data interchanged among various police offices and between the users of an application interface, Core application, Police agencies and CCTNS databases should be digitally signed and	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			<p>encrypted using the PKI infrastructure. Hardware Security Module should be used to provide a higher level of security. The PKI public and private keys will be stored inside the hardware module thus making it inaccessible, tamper proof and highly secure. Please add the HSM at both DC &amp; DR in HA.</p>	
41.	RFP Vol-1, Page no 124, Section 6.15.3(e)	Server and Application security features incorporated etc	<p>Request you to add Server and Client agent based HIPS solution to protect all servers in the Data Centre because today's attacks are targeted to DC and all Server in the Data Centre should be self-defending. OS and Application patches are critical but really difficult to deploy on time. We suggest to add HIPS solution with Virtual patching functionality. HIPS should be deployed on all the servers proposed &amp; should be supported with virtual patching functionality on the following platforms:</p> <ul style="list-style-type: none"> <li>• MS Windows</li> <li>• Solaris (SPARC)</li> <li>• SUSE Linux Server</li> <li>• Red Hat Enterprise Linux</li> </ul>	No change in RFP condition is allowed
42.	Annexures RFP Volume-1, Page no 353, Section 26.xiii	Antivirus Software for Servers and Desktops.	As the Reputation based Cloud Architecture help to minimize the pattern file load at the end point and provide better performance. Please add the clause "End Point Anti Virus should use Cloud architecture"	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
43.	General Clause	Recommendation	For the purpose of content filtering, URL filtering, we recommend to deploy a virtual appliance that can be installed on the Server and can be easily scaled by increasing RAM and Cores. If the same solution can be deployed as reverse proxy which will help to protect the Web Servers from outside/inside threat. Please add the clause "Should have integrated Virtual appliance based solution to provide HTTP/ FTP/ HTTPS/ IM Anti-Virus, Content Filtering, Categorized URL Filtering and Web Proxy Caching. The Web Security solution should be able to deployed as Forward, Reverse and Transparent Proxy"	SI can suggest a solution
44.	Page 90 of 144 of volume 1	<p>The following common data Centre services will be available to the SI through the Data Centre Operator / Data Centre Service Provider (DCO):</p> <ul style="list-style-type: none"> <li>• Rack</li> <li>• Power and Cooling</li> <li>• WAN Connectivity (SWAN)</li> <li>• LAN Connectivity</li> <li>• VPN</li> <li>• Firewall</li> <li>• Intrusion Protection System</li> <li>• Fire prevention</li> <li>• Physical security surveillance</li> </ul>	As EMS Services shall be offered by SDC and hence bidder is not supposed to quote any hardware for EMS solution at CCTNS DC. Please confirm.	EMS solutions are not required to be provided by System Integrator.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
		<ul style="list-style-type: none"> <li>• Network operation centre</li> <li>• Common data centre facility maintenance and support</li> <li>• Enterprise Management System (EMS)</li> </ul>		
45.	Page 90 of 144 of volume 1	<p>The following common data Centre services will be available to the SI through the Data Centre Operator / Data Centre Service Provider (DCO):</p> <ul style="list-style-type: none"> <li>• Rack</li> <li>• Power and Cooling</li> <li>• WAN Connectivity (SWAN)</li> <li>• LAN Connectivity</li> <li>• VPN</li> <li>• Firewall</li> <li>• Intrusion Protection System</li> <li>• Fire prevention</li> <li>• Physical security surveillance</li> <li>• Network operation centre</li> <li>• Common data centre facility maintenance and support</li> <li>• Enterprise Management System (EMS)</li> </ul>	Is bidder supposed to offer comprehensive (hardware and software) EMS Solution for CCTNS DR site?	EMS solutions are not required to be provided by System Integrator.
46.	Page 90 of 144 of volume 1	<ul style="list-style-type: none"> <li>• CAL license of EMS for Police department equipments</li> </ul>	Is bidder supposed to offer CAL licenses for all existing modules/components of the EMS Solution to monitor all the managed IT infrastructure DC, DR and sites ?	EMS solutions are not required to be provided by System Integrator.

Queries and their Clarification on Tender – No: KP/SCRB/CCTNS/SI-RFP/07/11 for CCTNS Project in Kerala Police

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
47.	Page 90 of 144 of volume 1	<ul style="list-style-type: none"> <li>CAL license of EMS for Police department equipments</li> </ul>	Please provide BOM and architecture of existing EMS Solution of SDC	EMS solutions are not required to be provided by System Integrator.
48.	Annexure RFP Volume 1 / Page No. 339	Integrated Quad Port Multifunction Gigabit Server Adapter	Server is configured with Dual Port Multifunction Gigabit Server adapter. Additional dual port gigabit server adapter can be given as per the requirement.	Bidder is welcome to offer higher quality/specification.
49.	Annexure RFP Volume 1 / Page No. 340	RJ 45 Ports- 4	Server is configured with dual port Ethernet card. So, 2 RJ-45 are available on the server. After configuring additional Ethernet card on the server no. of RJ-45 will increase from 2 to 4	Acceptable.
50.	Annexure RFP Volume 1 / Page No. 340	SD Slot 1	IBM server have internal USB ports to support USB 2.0 Flash memory key with embedded hypervisor. Request you to please relax on this point.	No change in RFP condition is allowed
51.	Annexure RFP Volume 1 / Page No. 340	Integrated ATI ES1000 with 64MB embedded video SDRAM Max Resolution 1280 x 1024 x 16M colour	As servers are not meant for high end graphics, we have Matrox G200eV graphic controller integrated in IMM. Graphics controller card supports 16MB DDR2 SDRAM. Request you to please relax on this point.	Refer Corrigendum
52.	Annexure RFP Volume 1 / Page No. 340	Integrated Quad Port Multifunction Gigabit Server Adapter	Server is configured with Dual Port Multifunction Gigabit Server adapter. Additional dual port gigabit server adapter can be given as per the requirement.	Bidder is welcome to offer higher quality/specification
53.	Annexure RFP Volume 1 / Page No. 341	RJ 45 Ports- 4	Server is configured with dual port ethernet card. So, 2 RJ-45 are available on the server. After configuring additional ethernet card on the server no. of RJ-45 will increase from 2 to 4	Acceptable.

Queries and their Clarification on Tender – No: KP/SCRB/CCTNS/SI-RFP/07/11 for CCTNS Project in Kerala Police

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
54.	Annexure RFP Volume 1 / Page No. 341	SD Slot 1	IBM server have internal USB ports to support USB 2.0 Flash memory key with embedded hypervisor. Request you to please relax on this point.	No change in RFP condition is allowed
55.	Annexure RFP Volume 1 / Page No. 341	Integrated ATI ES1000 with 64MB embedded video SDRAM Max Resolution 1280 x 1024 x 16M colour	As servers are not meant for high end graphics, we have Matrox G200eV graphic controller integrated in IMM. Graphics controller card supports 16MB DDR2 SDRAM. Request you to please relax on this point.	Refer Corrigendum
56.	Annexure RFP Volume 1 / Page No. 342	Integrated Quad Port Multifunction Gigabit Server Adapter	Server is configured with Dual Port Multifunction Gigabit Server adapter. Additional dual port gigabit server adapter can be given as per the requirement.	Bidder is welcome to offer higher quality/specification
57.	Annexure RFP Volume 1 / Page No. 342	RJ 45 Ports- 4	Server is configured with dual port ethernet card. So, 2 RJ-45 are available on the server. After configuring additional ethernet card on the server no. of RJ-45 will increase from 2 to 4	Acceptable.
58.	Annexure RFP Volume 1 / Page No. 342	SD Slot 1	IBM server have internal USB ports to support USB 2.0 Flash memory key with embedded hypervisor. Request you to please relax on this point.	No change in RFP condition is allowed
59.	Annexure RFP Volume 1 / Page No. 342	Integrated ATI ES1000 with 64MB embedded video SDRAM Max Resolution 1280 x 1024 x 16M colour	As servers are not meant for high end graphics, we have Matrox G200eV graphic controller integrated in IMM. Graphics controller card supports 16MB DDR2 SDRAM. Request you to please relax on this point.	Refer Corrigendum
60.	Annexure RFP Volume 1 / Page No. 343	Integrated Quad Port Multifunction Gigabit Server Adapter	Server is configured with Dual Port Multifunction Gigabit Server adapter. Additional dual port	Bidder is welcome to offer higher quality/specification

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			gigabit server adapter can be given as per the requirement.	
61.	Annexure RFP Volume 1 / Page No. 343	RJ 45 Ports- 4	Server is configured with dual port ethernet card. So, 2 RJ-45 are available on the server. After configuring additional ethernet card on the server no. of RJ-45 will increase from 2 to 4	Acceptable
62.	Annexure RFP Volume 1 / Page No. 343	SD Slot 1	IBM server have internal USB ports to support USB 2.0 Flash memory key with embedded hypervisor. Request you to please relax on this point.	No change in RFP condition is allowed
63.	Annexure RFP Volume 1 / Page No. 343	Integrated ATI ES1000 with 64MB embedded video SDRAM Max Resolution 1280 x 1024 x 16M colour	As servers are not meant for high end graphics, we have Matrox G200eV graphic controller integrated in IMM. Graphics controller card supports 16MB DDR2 SDRAM. Request you to please relax on this point.	Refer corrigendum
64.	Annexure RFP Volume 1 / Page No. 344	Integrated Quad Port Multifunction Gigabit Server Adapter	Server is configured with Dual Port Multifunction Gigabit Server adapter. Additional dual port gigabit server adapter can be given as per the requirement.	Bidder is welcome to offer higher quality/specification
65.	Annexure RFP Volume 1 / Page No. 344	RJ 45 Ports- 4	Server is configured with dual port ethernet card. So, 2 RJ-45 are available on the server. After configuring additional ethernet card on the server no. of RJ-45 will increase from 2 to 4	Acceptable.
66.	Annexure RFP Volume 1 / Page No. 344	SD Slot 1	IBM server have internal USB ports to support USB 2.0 Flash memory key with embedded hypervisor. Request you to please relax on this point.	No change in RFP condition is allowed
67.	Annexure RFP Volume	Integrated ATI ES1000 with 64MB	As servers are not meant for high end graphics,	Refer Corrigendum to RFP

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	1 / Page No. 345	embedded video SDRAM Max Resolution 1280 x 1024 x 16M colour	we have Matrox G200eV graphic controller integrated in IMM. Graphics controller card supports 16MB DDR2 SDRAM. Request you to please relax on this point.	
68.	Annexure RFP Volumel - 26- Technical Specification- vii(Page 346)	Minimum of 4GB of cache per controller.	4GB Cache should be dedicated for data.Hence would suggest to have cache of 8GB per controller scalable to 16GB per controller by option to upgrade by addition of controllers or cache modules	Bidder is welcome to offer higher quality/specification
69.	Annexure RFP Volumel - 26- Technical Specification- vii(Page 346)	Storage Capacity- Storage array should be configured with minimum 10 TB usable capacity (after Raid 6 configuration) using 450GB 15K RPM SAS/FC DP ENT HDD or same capacity higher configuration drives.	10TB Usable capacity using 450GB 3.5" 15krpm SAS/FC disks. Vendors can quote 450GB 2.5" 10krpm SAS/FC disks but with 20% additional disks against 450Gb 3.5" 15krpm SAS/FC disks	Bidder is welcome to quote for higher quality/specification.
70.	Annexure RFP Volumel - 26- Technical Specification- vii(Page 346)	hard Disk Drive Support- The storage shall support SAS/FC and SATA based disks simultaneously	NL-SAS disks are SATA based disks,hence would suggest to include SATA/NL-SAS based disks simultaneously	Refer Corrigendum to RFP.
71.	Annexure RFP Volumel - 26- Technical Specification- vii(Page 346)	Controller Interface- 8 Gbps Fibre Channel, Gigabit Ethernet	Since iSCSI interface is moving towards 10Gig, hence would propose to include 10Gig interface cnnectivity to have future protection. Change requested: 8Gbps Fibre Channel, 1/10Gig Gigabit Ethernet	Bidder is welcome to quote for higher quality/specification
<b>Nest</b>				
1.	RFP Volume II Pg: 20, 4.4.6.1	SFO will be the main bidder and NeST, TVM will be its Consortium Partner	Holding company of NeST-TVM is SFO MD of SFO & NeST-TVM is same.	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			Company Secretary of SFO is acting CS of NeST-TVM <b>Change Request</b> Consider parent company and subsidiary companies as single legal entity.	
2.	RFP Volume II Pg: 20 ,4.4.6.1	The Bidder should be an Information Technology System Integrator with a registered office and operations in India	SFO shall be a system Integrator after merging of NeST-Systems to SFO NEST-TVM also System Integrator by taking TNEB Project <b>Change Request</b> Consider parent company and subsidiary companies as single legal entity.	No change in RFP condition is allowed
3.	RFP Volume II Pg: 21, 4.4.6.7	valid ISO 9001 and CMMi level 3 or above certificate	NeST-TVM Certificate <b>Change Request</b> Consider parent company and subsidiary companies as single legal entity.	No change in RFP condition is allowed
4.	RFP Volume I / Pg:86/6.7	512 kbps Broad band connectivity to all police offices	Can we take Broad Band connectivity from any Service providers ? Is SI can select multiple service provider based on location?	NCRB will provide BSNL connectivity (BSNL will act as Service Provider). For redundancy KSWAN connectivity should be provided, wherever available
5.	RFP Volume I / Pg:88 6.7 sub	VPN Over Broadband	IS internet VPN allowed?	Presently, it will not be allowed.
6.	RFP Volume I / Pg:88 6.7 sub	The SI will also be coordinating with BSNL and State Police Department for SLA Monitoring, Fault Reporting & Troubleshooting of the links for meeting the Service levels and Master Service Agreement.	Is BSNL SLA failure will account to SI's failure?	No
7.	RFP Volume I / Pg:81/ 6.5	2 KVA Generator for 2 KVA online UPS	by calculating 80% effecnicy of generator 3 KVA is required for 2 KVA UPS. What is KP decision	2kVA suggested. Bidder can quote for 3kVA generator (optional)

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			on this ?	
8.	Annexure to Volume-I /Pg:340 / 26-i	Database Server	Integrated ATI ES1000 with 64MB embedded video SDRAM Max Resolution 1280 x 1024 x 16M colour. Max Resolution 1280 x 1024 x 16M colour.	Refer Corrigendum to RFP
9.	Annexure to Volume-I /Pg:341 / 26-ii	Application & Reporting Server	Integrated ATI ES1000 with 64MB embedded video SDRAM Max Resolution 1280 x 1024 x 16M colour.	Refer Corrigendum to RFP
10.	Annexure to Volume-I /Pg:342 / 26-iii	Web Server	Integrated ATI ES1000 with 64MB embedded video SDRAM Max Resolution 1280 x 1024 x 16M colour.	Refer Corrigendum to RFP
11.	Annexure to Volume-I / Pg:343 / 26-iv	Anti Virus Server	6 Nos. of 600 GB, 3.5” 10 K RPM, 6Gbps SAS HDD. <b>Change Request</b> 10K RPM disks are available in 2.5 inch form factor only. So please change the requirement as 6 Nos. of 600 GB, 2.5” 10 K RPM, 6Gbps SAS HDD.	Refer Corrigendum to RFP
12.	Annexure to Volume-I / Pg:343 / 26-iv	Anti Virus Server	Integrated ATI ES1000 with 64MB embedded video SDRAM Max Resolution 1280 x 1024 x 16M colour	Refer Corrigendum to RFP
13.	Annexure to Volume-I / Pg:345 / 26-v	Directory Access Server	Integrated ATI ES1000 with 64MB embedded video SDRAM Max Resolution 1280 x 1024 x 16M colour.	Refer Corrigendum to RFP
14.	Annexure to Volume-I / Pg:346 / 26-vii	SAN Storage	The processors in SAN storage are referred to as storage processors. So we request you to kindly use the wording “STORAGE PROCESSOR” to avoid ambiguity and confusion	No change in RFP condition is allowed.
15.	Annexure to Volume-I / Pg:186 / 44	The portal should support bi lingual. English and Malayalam	Will the resource files in malayalam equivalent to the English strings will be provided?	The SDA shall build CAS (State) with interfaces in English and Hindi; and also build CAS (State) in such a way that it can be configured for interfaces in Malayalam by the State SIs.
16.	Annexure to Volume-I	Should support content creation and	Need more clarification on Content creation /	It is to electronically route documents for review, action, or

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	/ Pg:187/ 55	workflow management tools	Workflow tools	approval
17.	Annexure to Volume-I / Pg:187/ 57	Should support Mass import export tools	Need more clarification on different import export tools meant here.	It is to export/import names, contacts, Case files etc. in different formats (excel, pdf, etc.)
18.	Annexure to Volume-I / Pg:191/ 24	System should have the facility to add the digital signatures from the electronic pen wherever the signature is required.	Is there any interface provided in CAS System to capture digital signatures?	CAS(State) is supposed to provide the interface. Otherwise SI should develop the interface
19.	Annexure to Volume-I / Pg:194/ 40	System should allow the user to capture Finger Print and Retina Scan for accused in FIR	Is there any interface provided in CAS System to capture Finger Print and Retina Scan and Facial Maps (Facial Recognition System) ?	Finger print interface would in CAS, Retina Scan and Facial maps are futuristic requirements
20.	Annexure to Volume-I / Pg:195/ 6	The system should allow the user to record the call.	Is there any provision or API in CAS system to record telephonic calls?	Yes
21.	Annexure to Volume-I / Pg:200/ 17	System should allow the user to prepare, preview and print arrest card.	Does the Arrest card to print on Pre-printed format.	Yes
22.	Annexure to Volume-I / Pg:236/ 15	Facility to make thematic maps (e.g. map based on zone, range, district, sub-division, circle and police station level.) to aid in the analysis of crime patterns.	In this case, will the "shape" (location files) files will be provided?	SI can suggest a solution
<b>Infinite Computer Solutions(India) Limited</b>				
1.	Page 27, Vol1, 3.2		<b>Existing Legacy Systems</b> - Would the SI be required to operate and maintain existing DC/remote site infrastructure.	NO, Only to integrate/migrate those existing legacy systems demanded by Kerala Police
2.	Page 29, Vol1		<b>Services offered from the Data centre include</b> - Mail services are already provided at the SDC. Is the SI required to provide a separate mail service	Kerala Police has a separate mail service for different offices. Police Email and Messaging Service” is a part of CAS (State) provided by NCRB. However SI has to ensure integrated

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			or augment the existing Mail services? If so, Please give details of the existing mail service.	operation.
3.	Page 40, Vol1, 3.6		<b>Web Server</b> - Indicate the number of registered users	800-1000 concurrent users at a time
4.	Page 43, Vol1, 8.2		<b>Directory Services</b> - Please specify user licenses required	SI shall procure full use perpetual licenses in the name of Kerala Police for the selected technology stack
5.	Page 70, Vol1, 6.2.3		<b>Support for PKI based Authentication and Authorization</b> - How many Digital Certificate and type of certificate to be provided? Are there any requirements for HSM appliance to be provided as part of the RFP?	The required digital signatures are approximately 1500.
6.	Page 81, Vol1, 6.5		<b>Site Preparation at Police Stations and Higher Offices</b> - Please indicate the average distance between computers and printers in the following locations District Headquarters/ CBCID/ SBCID/Commissionerates/Police Headquarters	Refer RFP.
7.	Page 81, Vol1, 6.5		<b>Site Preparation</b> - Please indicate the required number of electrical points, sockets and switches per point. No. of 5 amps and 15 amps sockets for each office.	Refer RFP
8.	Page 88, Vol1,		<b>IT Infrastructure at the Data Center and Disaster Recovery Center</b> - Please Provide the location of the DC and DR.	Ref: 3.3 of Vol. I (Exiting Data Centre Infrastructure). DC is part of SDC setup at Thejeswini building, Technopark. DRC will most probably be at UP State.
9.	Page 90, Vol1, 6.8		<b>CAL license of EMS for Police department equipments</b> - Request information on the various modules of EMS/NMS implemented at SDC for which Cals are required.	EMS solutions are not required to be provided by System Integrator.
10.	Page 91, Vol1, 6.8		<b>The selected SI will ensure that the reports for monitoring of most of the SLAs like system uptime, connectivity uptime, performance of servers etc. are generated</b>	EMS/NMS solutions are not required to be provided by System Integrator.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			<b>automatically from the system and calculation of applicable penalties as indicated in the RFP.</b> - Kindly elaborate on the sharing of the EMS/NMS systems with SDC for Call tracking, system monitoring, and performance and report generation.	
11.	Page 124, Vol1, 3		<b>Security Review</b> - Would the SI be required to provide and facilitate 3rd party audits.	SI should provide all the certified documents and audit reports.
12.	Page 135, Vol1, 8		<b>SI shall put together a team of domain experts with a minimum of 10 years of experience in the State/UT Police Department who will work on this project on a full time basis during the entire duration of the project.</b> - Request Further clarification. Not Mentioned in scope for sourcing and staffing.	SI should train selected Kerala Police staffs as Domain experts (KP will list the details of staffs)
13.	Page 42, Vol2, 8		<b>FORMATS FOR RESPONSE –TECHNICAL BID</b> - Request forms in excel format	Format in excel is not available. However SI is encouraged to quote in excel format.
14.	Page 43, Vol2, 8.3		<b>Bill of Materials</b> - Request forms in excel format	Format in excel is not available the bidder is encouraged to quote in excel format
15.	Page 57, Vol2, 9.2		<b>Form 1 – Pricing Summary: – Pricing Summary Form 2: Detailed Component-Wise Pricing</b> - Request forms in excel format	Format in excel is not available the bidder is encouraged to quote in excel format
16.	Page 77, Annexure		<b>EXISTING KERALA POLICE INFRASTRUCTURE</b> - Is the SI required to maintain the existing systems? If so, Please provide Make , Model, Monitor type/screen size and age of these devices	SI is requested to maintain existing infrastructure at CIPA locations of Phase-II and Phase-III. The existing Kerala Police infrastructure is provided in RFP Annexure to Vol-1, Annexure - V
17.	Page 179, Annexure		<b>Database</b> - What is the expected growth of the database in the next few years.	Approximately 1 TB/ year
18.	Page 212, Annexure		<b>Police Email and Messaging Service</b> - Request information on total no. of staff for whom Email	SI has to decide in consultation with Kerala Police.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			and Messaging solution to be provided, Avg emails / day, Avg mail size, Type of email access (Web vs Client), Mail security, Archival & Retention policy.	
19.	Page 277, Annexure		<b>The selected System Integrator (SI) must deploy EMS tool and develop additional scripts (if required) for capturing the required data for SLA report generation in automated way. This tool should generate the SLA Monitoring report in the end of every month which is to be shared with the Kerala Police on a monthly basis. The tool should also be capable of generating SLA reports for a half-year. The Kerala Police will audit the tool and the scripts on a regular basis.</b> - Please clarify if the SI is required to provide EMS tools. If so, please provide specifications and include in the BOQ.	All EMS solutions and licenses will be provided by SDC.
20.	Page 280, Annexure		<b>SLA</b> - What is the maximum concurrent users.	Approximate concurrent users will be 800-1000
21.	Page 284, Annexure		<b>RPO (zero data loss in case of failure of Primary DC) should be zero minutes</b> - This could be an objective and cannot be a requirement as performance expectation is too high.	No change in RFP condition is allowed
22.	Page 287, Annexure		<b>Availability of the critical Kerala Police site infrastructure components at all the Implementation sites shall be at least 99%</b> - Availability of the Client site equipments cannot be 99% as may be applicable to Networks Devices.	No change in RFP condition is allowed
23.	Page 290, Annexure		<b>Availability of the network and all related components at all the implementation sites shall be at least 99%</b> - Availability of the network would depend on WAN Link provider. The ISP	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			must be made a party to this SLA.	
24.	Page 347, Annexure		<b>Storage Area Network</b> - What would be the required storage capacity	10 TB. Refer RFP
25.	Page 347, Annexure		<b>Storage Area Network</b> - How much data growth is expected in 4 years	Approximately 1 TB/ year
26.	Page 307, Annexure		<b>Data Centre and DR centre Hardware and Software</b> - Would the Network security of the SDC be in scope of the SI	Not under the scope of SI.
27.	Page 307, Annexure		<b>Data Centre and DR centre Hardware and Software</b> - We would wish to propose separate firewalls, switches for the CCTNS implementation	SDC would provide the firewalls, switches and related hardwires.
28.	Page 347, Annexure		<b>Storage Area Network</b> - The RFP does not mention any replication Licenses for max capacity.	Replication licenses will be provided by SDC.
29.	Page 172, Annexure		<b>Enabling integration with a payment gateway for paid user services</b> – Is the SI required to provide the payment gateway software.	Integration of existing payment gateway of Kerala Police with CAS shall be the responsibility of SI.
	<b>Keltron</b>			
1.	Volume II: Commercial and Bidding Terms; Clause 4.4; Page no. 21	The bidder must have been assessed and must possess a valid ISO 9001 and CMMi level 3 or above certificate as on the date of contract signing and the certificate should be valid for at least a period of one year from the date of submission of the bid.	This clause shall be amended as "ISO 9001 certificate covering Hardware / Software products and services / projects including design, development, networking, installation and commissioning and after sales support and or CMMi level 3 <b>or above certificate. However in the case of State/Central PSUs and government organisations it is relaxed as ISO 9001 certificate covering Hardware / Software products and services / projects including design, development, networking, installation and commissioning and after sales support and or</b>	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			<p>CMMi level 3 or above certificate".</p> <p>This is because government organisations/PSUs generally will go only for ISO 9001 certification with software development also in the scope of ISO 9001 certification <b>like what is done by C-DAC Thiruvananthapuram</b> whereas CMMi Level 3 certification is generally taken only by private players in the domain. Otherwise it will eliminate most of the PSUs/government organizations from participating in the bid which is not a desirable factor as the project is concerned with homeland security. Moreover, it may be noted that the scope of ISO 9001 shall include Hardware / Software products and services / projects including design, development, networking, installation and commissioning and after sales support in the certification. By merely stating ISO 9001 it will not cover the entire scope of your requirement and any vendors can walk away with that.</p>	
2.	Annexure XVI: Specifications for Hardware Components(Indicative); Specification of SAN Storage Box ; Page no.347	Hard Disk Drives support: The storage shall support SAS/FC and SATA based disks simultaneously	<b>SATA/FATA</b>	Refer corrigendum to RFP.
3.	Annexure XVI: Specifications for Hardware Components (Indicative); Specification of Server	Memory: Minimum 1 GB	<p>Request to change the specification as <b>"Memory: Minimum 4 GB"</b></p> <p>Reason: All OEM have 4 GB as default for base model and 4 GB is important to perform various functions at good performance</p>	Bidder is welcome to quote for higher quality/specification.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	Load Balancer; Page no.345			
4.	Annexure XVI: Specifications for Hardware Components (Indicative); Specification of Server Load Balancer; Page no.345	Request to include "The appliance should have minimum 2 Gbps compression support "	<b>Reason:</b> Web compression makes application become 3x to 5x faster thus improving application performance and enhancing user access for the site. Therefore it is requested to have 2 Gbps compression support for the proposed 2 Gbps scalable to 4 Gbps load balancer.	Bidder is welcome to quote for higher quality/specification.
5.	Annexure XVI: Specifications for Hardware Components (Indicative); Specification of Server Load Balancer; Page no.345	Request to include "Dual power appliances"	<b>Reason:</b> The appliances should be dual power to have higher MTBF and hardware resiliency	Refer corrigendum to RFP.
6.	CAS (Role of Software Development Agency (SDA) in Supporting CAS) - Section 4.7	Language Localization Support: Providing interface in local languages is a key requirement of CAS (State). The SDA shall build CAS (State) with interfaces in English and Hindi; and also build CAS (State) in such a way that it can be configured for interfaces in other local languages at the State level by the State SIs. In addition, the SDA shall assist the State SIs in customizing CAS (State) to support local language interface and ensure the development of interface in local languages.	Apart from Hindi and English how many and which languages is the CAS application interface required to be built.	Malayalam and other local languages in State border districts.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
7.	CAS (Functional Scope) - Section 5.2	Complaint and FIR Management Service	How are the existing process of filing an FIR e.g. Writing a Mazhar which is supposed to be written at Scene of Crime be replicated/replaced within the system	The written statements at the scene of crime can be typed/scanned and feed to the system
8.	CAS (Functional Scope) - Section 5.2	PCR Call Interface and Management Service	What is the level of integration Is the SI expected to integrate with the System	CAS(State) will provide this and SI has to customize as per state requirements
9.	CAS (Functional Scope) - Section 5.2	Police Email and Messaging Service	Please provide indicative figures of usage transactions of SMS Gateway and Payment Gateways.	SI has to finalize with KP
10.	CAS (Functional Scope) - Section 5.2	Police Email and Messaging Service	Is the SI expected to procure the Services of SMS and Payment Gateways or CCTNS UT team provision the same?	Integration of existing SMS and payment gateways of Kerala Police with CAS shall be the responsibility of SI.
11.	CAS (Functional Scope) - Section 5.2	Police Email and Messaging Service	Please detail on the Email and Messaging Services which would be integrated with CAS Applications	CAS(State) will provide this and SI has to customise as per state requirements
12.	Section 6 - Data migration and Digitization of Historical Data	Data migration and Digitization of Historical Data	Within the Data Migration activity from these Legacy Systems, since the SI expected to do the Data Cleansing. Can the quantum of the data correction and Insufficiency be defined e.g. 20% of the overall are records.	No change in RFP condition is allowed
13.	Annexure XVI: Specifications for Hardware Components(Indicative) ;Specification of SAN Storage Box ; Page no.347	Storage array should be configured with minimum 10 TB usable capacity and Storage Array should be Scalable upto minimum 90 hard disk drives	Please share the guidance/Calculations on the recommendation of the 10 TB usable storage space scalable upto 90 hard disk drives.	90 hard disk drives mentioned for expansion support only.  No change in RFP condition is allowed.
14.	Annexure XV: Bill of Material (Indicative) - Bills of Material for DC, DR and other locations	Specification of Application and other servers for DC and DR	Its assumed that the recommendations for the Applications and other server Roles are minimum recommendations, in case the on the basis of the load perceived and application performance requirements SI can recommend a	Bidder is welcome to offer for higher quality/specification.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			higher configuration/quantity of such server roles. Please comment	
<b>ITI Limited</b>				
1.	Volume II section 4.4 Prequalification criteria / Page No 19 clause 1	All the pre qualification criteria have to be met by the bidder on its own.	To make the bid competitive, <b>consortium</b> may be allowed as being allowed in CCTNS tenders of other States	No change in RFP condition is allowed
2.	Volume II section 4.4 Prequalification criteria / Page no 20, Clause no 6.iii	The Bidder, a single legal entity registered in India, should be a profitable vendor for the last three years	Central PSU's may please be exempted for Profitability Clause	No change in RFP condition is allowed
3.	Volume II section 4.4 Prequalification criteria / Page no 20, Clause no 6.vii	The bidder must have been assessed and must possess a <b>valid ISO 9001 and CMMi level 3 or above certificate</b> as on the date of contract signing and the certificate should be valid for at least a period of one year from the date of submission of the bid.	Bidder may be allowed to meet any one of the following condition (as allowed in CCTNS tenders of other states):  i. The bidder must have been assessed and certified for CMMi Level 3 or above. ii. The bidder must have been assessed and certified for ISO 9001 or above.	No change in RFP condition is allowed
4.	Volume II section 4.4 Technical evaluation matrix / Page no 20, Clause no	Technical evaluation-scoring matrix	For meeting the requirements as per the evaluation matrix also manpower requirements, the experience of consortium may be considered.	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	6.vii			
<b>Payoda Technologies</b>				
1.	VOL - 2, Pg. 20 , Pt. 6(iii)	The Bidder, a single legal entity registered in India, should be a profitable vendor for the last three years as on 31st March 2011 and must have an annual turnover of not less than Rs. 150 Crores in each of the last three financial years (as on 31-03-2011) from IT services (IT Infrastructure procurement and commissioning, IT Application Customization, Integration with legacy systems, Deployment and Maintenance).	Request to reduce the turnover from RS. 150 Crores to Rs. 100 Crores in each of the last three financial years (as on 31-03-2001) from IT services (IT Infrastructure procurement and commissioning, IT Application Customization, Integration with legacy systems, Deployment and Maintenance).	No change in RFP condition is allowed
2.	VOL-2, Pg.21, Pt. 6(vi)	The bidder must have prior experience of working on at least 1 Software Services Project for Government of India, any of the State/UT governments or Public Sector Units. The project must be worth at least Rs. 1 Crore.	Request to kindly change the clause as "The project must be worth at least Rs. 50 Lakhs or above".	No change in RFP condition is allowed
3.	VOL-2, Pg.21, Notes	Consortium Not Allowed	Request to allow a consortium of not more than three companies	No change in RFP condition is allowed
4.	VOL-2, Pg.21, Pt. 6(vii)	The bidder (System Integrator) must have been assessed and certified for CMMi Level 3 or above and ISO 9001 in IT services	Request to change the clause as " The bidder (System Integrator) must meet at least one of the below criteria: i. The bidder must have been assessed and certified for CMMi Level 3 or above. The certificate should be valid for atleast a period of one year from the date of submission of the bid.	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			ii. The bidder must have been assessed and certified for ISO 9001 or above. OR i. All the bidders in the consortium must have been assessed and certified for ISO 9001 or above. ii. The prime bidder must have been assessed and certified for CMMi Level 3 or above and certified for ISO 9001 or above. The certificate should be valid for at least a period of one year from the date of submission of the bid.	
5.	VOL-2, Pg.24, Pt. 4.5.1.2 Technical Evaluation Scoring Matrix/ <b>Detailed Methodology/Methodology for Data Migration/Data Digitization</b>	Basic Project structure, feasibility and risk analysis= 2 Management / Technical approaches = 1 Implementation Management, Quality assurance and estimates of efforts = 2	Request to render cut-off marks as NA, since evaluation is subjective	No change in RFP condition is allowed
6.	VOL-2, Pg.25, Pt. 4.5.1.4 Technical Evaluation Scoring Matrix/ <b>Project Plan/Comprehensiveness of the project plan and Resource planning, allocation and loading</b>	Solution meeting the technical requirement of project = 2, Not meeting the technical requirement = 0 & Proper implementation plan given using project management tool = 1, No project management tool = & Proper allocation plan for proposed deployment of manpower for timely completion of project = 1, Resource Allocation planning not given = 0	Request to render cut-off marks as NA, since evaluation is subjective	No change in RFP condition is allowed
7.	VOL-2, Pg.26, Pt. 4.5.1.5 Technical	OEMs of the proposed items are in the list of top 5 Brands of India as per IDC	Request to render the clause as NA as higher marks for top vendors would restrict	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	Evaluation Scoring Matrix/ <b>Proposed Technical Solution/Quality of Hardware Proposed</b>	report published during year 2010 =2 OEM not in the IDC List = 1 Proposed Specifications are higher than the Specifications given in RFP = 2 Proposed Specifications are equivalent to the Specifications in RFP=1	competition. Also, sufficing the given requirements should be awarded maximum marks. Up scaling the quality would result in the SI incurring higher costs.	
8.	VOL-2, Pg.26, Pt. 4.5.1.5 Technical Evaluation Scoring Matrix/ <b>Proposed Technical Solution/Proposed Software Platform</b>	Security Certification = 0.5, No Security Certification = 0	Request to clarify whether the following criteria is mandatory or optional. Moreover, this is irrelevant with respect to the technical proposal. It also contradicts the hardware requirements criteria which awards higher marks for offering products from top 5 OEM brands	No change in RFP condition is allowed
9.	VOL-2, Pg.26, Pt. 4.5.1.5 Technical Evaluation Scoring Matrix/ <b>Proposed Technical Solution/Proposed Solution</b>	Solution meeting the requirements = 0.5, Non compliance =0 & Clarity on Solution offered =0.5, No Clarity on solution = 0 & Sequencing and Dependencies among activities = 0.5, No clear definition of activities = 0	Request for rendering the clause of Solutions meeting requirements' as NA as it is subjective. Also, please clarify what is being meant by the phrase activities.	No change in RFP condition is allowed
10.	VOL-2, Pg.26, Pt. 4.5.1.5 Technical Evaluation Scoring Matrix/ <b>Proposed Technical Solution/Proposed Innovative Idea</b>	Solution Strategy to Implement	Request for clarification for the phrase "innovative solution" as the milestone solution per se has not been defined.	The Term is self explanatory
11.	VOL-2, Pg.26 & 27, <b>Matrix for Evaluation of Team/Proposed</b>	>= 10 Years Experience = 0.5 < 2 Years Experience= 0	Request for one more interval (say <=8 years) for better distribution of marks and increased participation	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
	<b>team and profiles for Domain Experts</b>			
12.	VOL-2, Pg-22	Undertaking from OEM on Authorization of use of their OEM products	Request for relaxation on this point.	No change in RFP condition is allowed
13.	VOL-2, Evaluation of Commercial Bids, Pg-31	$B_n = 0.3 * T_n + (0.7) * (C_{min} / C_b * 100)$ Where a) $B_n$ = Overall score of bidder under consideration (calculated up to two decimal points) b) $T_n$ = Technical score for the bidder under consideration c) $C_b$ = NPV (as calculated above) for the bidder under consideration d) $C_{min}$ = Lowest NPV (as calculated above) among the financial proposals under consideration	We request for a clarification on the basis of putting the 30:70 ratio.  With npv calculation on commodity and 9% disc ref (pg no. 30 pt 4 Para 2) , is leading towards an L1 being nominated as the winner. This does not allow a level playing field to all. It also does not show an transparent QSBC system which being said in the RFP. The marks obtained on the Technical front holds very less significance.	No change in RFP condition is allowed
14.	VOL-2, Pg-34	Payments Terms and Conditions	We request for a relook at the payment terms and conditions and suggest for a linkage (a certain percentage) to be done between delivery and Installation according to the Milestone.	No change in RFP condition is allowed
<b>Champ</b>				
1.	Annexures RFP Volume 1; Page: 323		For 2 KVA Generator set  Rated Power Output  2000 W	Offer as per the RFP.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			<p><b>Change Requested</b></p> <p>2500 W power output</p> <p><b>Remarks</b></p> <p>2000W genset cannot take the load of the equipment mentioned in the RFP ie 5 PC's, 01-MF Printer,01 Finger Print Reader, 01- 2KVA online UPS and basic lighting load. Ideally the genset should be about 25% above the UPS rating, so it should be 2500W rated power</p>	
2.	Annexures RFP Volume 1; Page: 323		<p>For 2 KVA Generator set</p> <p>Fuel Type</p> <p>Petrol/ Diesel/ Kerosene</p> <p><b>Change Requested</b></p> <p>LPG or Dual Fuel Gensets</p> <p><b>Remarks:</b></p> <p>Dual fuel generator will bring down the running cost in comparison to kerosene generators. Since kerosene uses sidewall engines and they consume 2 litres of kerosene per hour and</p>	Refer Corrigendum to RFP

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			<p>availability of kerosene is challenging.</p> <p><b>In fact OEMs have already started focusing on Petrol generators as the government too is getting serious on imposing a ban on kerosene. The kerosene generators are likely to get obsolete by next year.</b></p> <p>Also, The grey market price is Rs. 40 per liter.</p> <p>Whereas dual fuel generator being the latest technology OHV engine driven are cheaper in running cost compared to kerosene generators.</p>	
<b>NetApp</b>				
1.	Annexure to Volume-I, Point No. vii-SAN Storage , page number 347	Protocol Support ISCSI, FCP	Change Requested :Request you to include the support for NAS(CIFS and NFS) protocol as well. Reason for change :Looking into the various applications and requirements that would be deployed on this storage, therefore the storage should be future ready for all protocols which will help the customer to deploy all applications on the same storage without having to purchase a seperate storage in future.	No change in RFP condition is allowed
2.	Annexure to Volume-I, Point No. vii-SAN Storage , page number 347	Storage Array Interface Minimum 2 Nos. of 8Gbps Fiber Channel Ports per Storage Controller	Change Requested :Minimum 2 Nos. of 4 Gbps Fiber Channel Ports per Storage Controller Reason for change : The SAN switch specification asks for 4 Gbps ports which would be connected	Refer Corrigendum to RFP

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			to storage , hence no matter even if you have 8 Gbps ports on storage , the net effective speed would be 4 Gbps only because SAN switch is 4Gbps.	
3.	Annexure to Volume-I, Point No. vii-SAN Storage , page number 347	RAID Levels RAID 0,1,1+0, Raid 5 and Raid 6.	Change requested: RAID 0, 1, 5/6 or equivalent. Reason for change: Different storage vendors use different nomenclatures for RAID , hence the storage vendors should be allowed to quote with equivalent RAID types offering the same technical functionality. Other CCTNS RFPs have asked for similar specs for RAID types as mentioned above.	Refer Corrigendum to RFP
4.	Annexure to Volume-I, Point No. vii-SAN Storage , page number 347	Global Hot Spare  At least 2 Global hot spare drive shall be configured for every 50 drives.  Shall support distributed Global hot Spare for offered Disk drives.	Change requested: At least 2 hot spare drive shall be configured for every 50 drives. Reason for change - Distributed Global Hot Spare terminology to specific to certain storage vendors. request you to ask for Hot spare functionality which all storage vendors provide.	Refer Corrigendum to RFP
5.	Annexure to Volume-I, Point No. vii-SAN Storage , page number 347	Expansion Support Storage Array should be Scalable upto minimum 90 hard disk drives for future expansions without any data migration or downtime.	Change requested: Storage Array should be Scalable upto minimum 130 hard disk drives for future expansions without any data migration or downtime. Reason for Change: To get 10TB usable capacity using 450GB drives after all RAID penalties, Hot spares and backups/snapshots, we would require at least 45 drives. Looking at the future growth, the storage should be scalable to support at least 30TB usable data in future i.e	Bidder can quote for higher quality/specification.

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			atleast 130 drives	
6.	Annexure to Volume-I, Point No. vii-SAN Storage , page number 347	Controller Interface 8 Gbps Fibre Channel, Gigabit Ethernet	Change requested: 4 Gbps Fibre Channel, Gigabit Ethernet Reason for change - Reason mentioned above	Refer Corrigendum to RFP
7.	Annexure to Volume-I, Point No. vii-SAN Storage , page number 347	Snap shot Software /License to allow for a min. of 8 snap shots.	Change requested: Software /License to allow for a min. of 24 snap shots. Reason for change - Looking into the critical applications and retention periods, asking for 8 nos. of snapshots would be very less. Request you to increase the same.	Bidder can offer higher quality/specification.
<b>NewGen Software Technologies Ltd</b>				
1.	Page 91-98 of Volume 1	Section 6.9-Data Migration and Data Digitization	Number of users of DMS	2 in each Police Stations
2.	Page 40-46 of Volume 1	Section 4.6- Technology Stacks for CAS (State) Solution - Stack 1,CAS (State) Solution - Stack 2 and CAS (State) Offline Solution	DMS/CMS are specified as Open CMS in CAS (State) Solution - Stack 1 ,Microsoft Sharepoint Services in CAS (State) Solution - Stack 2, Alfresco in CAS (State) Offline Solution. We kindly request you to add Newgen's name in the list of DMS/CMS vendors. We have the largest implementation of DMS in the world.Please find attached profile of Newgen for your reference.	Refer Corrigendum to RFP
<b>Microsoft</b>				
3.	Annexure RFP Volume - 1 Page 169 of 450 - General Architecture Requirements	The solution architecture should be platform and vendor independent.	As it is already mentioned in Volume - I of the RFP , stating that" The SI is expected to bid with one of the CAS (State) technology stacks in response to this RFP. SI shall procure all necessary underlying solution components required to deploy CAS (State) solution for Kerala State." Hence we request to	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			remove the clause stating that " The solution architecture should be platform and vendor independent." . This will lead to confusion among the prospective while determining the CAS technology stack.	
4.				
	<b>Dell</b>			
1.	Annexure to Volume-I, <b>26-i, 340</b>	<b>Database Server,</b> Graphics Integrated ATI ES1000 with 64MB embedded video SDRAM Max Resolution 1280 x 1024 x 16M colour.	OEM graphics adapter with Max Resolution support for 1280X1024 @60 Hz	Refer Corrigendum to RFP
2.	Annexure to Volume-I, <b>26-ii, 341</b>	<b>Application &amp; Reporting Server,</b> Graphics Integrated ATI ES1000 with 64MB embedded video SDRAM Max Resolution 1280 x 1024 x 16M colour.	OEM graphics adapter with Max Resolution support for 1280X1024 @60 Hz	Refer Corrigendum to RFP
3.	Annexure to Volume-I, <b>26-iii, 342</b>	<b>Web Server,</b> Graphics Integrated ATI ES1000 with 64MB embedded video SDRAM Max Resolution 1280 x 1024 x 16M colour.	OEM graphics adapter with Max Resolution support for 1280X1024 @60 Hz	Refer Corrigendum to RFP
4.	Annexure to Volume-I, <b>26-iv, 343</b>	<b>Anti Virus Server,</b> Hard Drives 6 Nos. of 600 GB, 3.5" 10 K RPM, 6Gbps SAS HDD.	10K RPM disks are available in 2.5 inch form factor only. So please change the requirement as 6 Nos. of 600 GB, 2.5" 10 K RPM, 6Gbps SAS HDD.	Refer Corrigendum to RFP

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
5.	Annexure to Volume-I, <b>26-iv, 343</b>	<b>Anti Virus Server,</b> Graphics Integrated ATI ES1000 with 64MB embedded video SDRAM Max Resolution 1280 x 1024 x 16M colour.	OEM graphics adapter with Max Resolution support for 1280X1024 @60 Hz	Refer Corrigendum to RFP
6.	Annexure to Volume-I, <b>26-v, 345</b>	<b>Directory Access Server,</b> Graphics Integrated ATI ES1000 with 64MB embedded video SDRAM Max Resolution 1280 x 1024 x 16M colour.	OEM graphics adapter with Max Resolution support for 1280X1024 @60 Hz	Refer Corrigendum to RFP
7.	Annexure to Volume-I, <b>26-vii, 346</b>	<b>SAN Storage,</b> Processor The processors in SAN storage are referred to as storage processors. So we request you to kindly use the wording "STORAGE PROCESSOR" to avoid ambiguity and confusion	Storage Processor	No change in RFP condition is allowed
<b>RedHat</b>				
1.			Request to consider open standards on both the technology stacks.	Only two Stacks are allowed for CAS. Refer RFP for further details on CAS and CIPA.
<b>Intel</b>				
1.			In high end PC Spec, the Chipset corresponding to Intel i5 2300 is H61. H55/H57 is not working with i5 2300.	Refer Corrigendum to RFP
2.			Request to consider Industry standard	No change in RFP condition is allowed

S No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Clarification from KP
			Benchmark SPEC/SYSmark 2007 for selecting equivalent processor comparable to Intel.	
	<b>AMD</b>			
1.			Request to consider AMD 785G chipset along with 880G chipset.	No change in RFP condition is allowed.
2.			Request to consider AMD Opteron 6180 processor for Servers.	No change in RFP condition is allowed.