

Department of Home, Govt. of West Bengal

TENDER No.- 35/SP/SCRB/PCC/2010

DATE: 23rd 2010.

**Tender for Selection of State Project Management
Consultant Under Crime & Criminal Tracking
Network and Systems**

List of Abbreviations

Sl. No.	Abbreviations	Full Form
i.	CCTNS	Crime & Criminal Tracking Network and Systems
ii.	SPMC	State Project Management Consultant
iii.	GoI	Government of India (Represented by MHA/NCRB)
iv.	MHA	Ministry of Home, Government of India, New Delhi
v.	NCRB	National Crime Records Bureau, New Delhi
vi.	DGP	Director General of Police
vii.	IGP	Inspector General of Police
viii.	ISP	Superintendent of Police
ix.	SI	System Integrator
x.	CAS	Core Application Software
xi.	SCRB	State Crime Record Bureau
xii.	PHQ	Police Head Quarters
xiii.	SDA	State Designated Agency
xiv.	ICT	Information & Communication Technology
xv.	IT	Information Technology
xvi.	BPR	Business Process Reengineering
xvii.	LoI	Letter of Intent
xviii.	PSU	Public Sector Unit
xix.	SoA	Service Oriented Architecture
xx.	EOI	Expression of Interest
xxi.	RFP	Request for Proposal
xxii.	DPR	Detailed Project Report
xxiii.	SOW	Scope of Work
xxiv.	NISG	National Institute for Smart Governance
xxv.	CPMC	Central Project Management Consultant
xxvi.	CPMU	Central Program Management Unit
xxvii.	SPMU	State Program Management Unit
xxviii.	PIM	Project Implementation & Monitoring Report
xxix.	NeGP	National e-Governance Plan
xxx.	SDC	State Data Center
xxxi.	SWAN	State Wide Area Network
xxxii.	WAN	Wide Area Network
xxxiii.	LAN	Local Area Network
xxxiv.	M&E	Monitoring & Evaluation
xxxv.	CB	Capacity Building
xxxvi.	CM	Change Management

Part I

Introduction

1 Context

Crime and Criminal Tracking Network and Systems (CCTNS) is a Mission Mode Project conceptualized and sponsored by the Ministry of Home Affairs (MHA) towards enhancing outcomes in Crime Investigation and Criminals Tracking; and in enhancing the efficiency and effectiveness of police departments in all States. It is proposed to achieve this through the adoption of the principles of e-Governance and creating a nationwide, networked infrastructure for supporting an ICT (Information and Communication Technologies) enabled state-of-the-art policing system.

National Crime Records Bureau (NCRB) is the central nodal agency that would manage CCTNS, which would be implemented nation-wide. Law and Order being a State subject, States governments and State Police Departments would play a leading role in implementing CCTNS.

Since the implementation of CCTNS and a significant part of the functionality of CCTNS application are driven by the States, States are advised to appoint a State Project Management Consultant to provide support for the implementation of CCTNS in the States/UTs. This Terms of Reference (ToR) outlines the scope of activities for the SPMC, the criteria for pre-qualification and technical qualification and the details of the bidding and evaluation process.

2 Scope of Consulting Engagement (through this ToR)

This ToR Document is for selection of a suitable qualified consulting agency for providing support to the State Government in planning and vendor selection for implementation of CCTNS at the State level. This will primarily involve providing assistance to the States/UTs in

- a) Assessment required as part of preparation of a Project Implementation and Monitoring Report (PIM) as per CCTNS guidelines provided by MHA

- b) Selection of a System Integrator agency (SI) for implementation of CCTNS at the State level
- c) Selection of an agency to act as the State Project Management Unit (SPMU) for managing and monitoring the implementation of the project by the SI.

NISG, in its role as CPMC, has completed a preliminary assessment and delivered implementation framework and several other guidelines and design documents related to the CCTNS project that have been circulated to the States by the MHA and NCRB. The SPMC will be responsible for adhering to the guidelines, frameworks and design documents issued by MHA/NCRB for the preparation of the Project Implementation and Monitoring Report (PIM) and Request for Proposals (RFP) for selection of SI at the State-level, after a detailed assessment exercise.

The CPMC will provide templates for the PIM Report and RFP to be prepared by the SPMC. The CPMC has also setup a process at NCRB for appraisal of PIM reports and RFPs prepared and submitted by SPMC. The SPMC shall adhere to the templates and guidelines issued by NCRB for the preparation of PIM reports and RFP documents.

Part II

CCTNS Project Background

3 Project Details

3.1 Project Background

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

To facilitate standardization across States/UTs, NCRB would develop Core Application Software (CAS) centrally through a Software Development Agency (SDA). CAS has two components viz CAS (Centre) and CAS (State) which would then be customized and implemented at the State level by the System Integrator (SI).

Each State/UT is required to implement State/UT level Core Application Software CAS (State). CAS (State) would include selected functionalities of the Police Department at the state level, with emphasis on the Police Station functionality. CAS (State) needs to be designed and implemented as per the unique requirements of each State. At the same time, CAS (State) is also required to integrate with CAS (Centre).

3.2 Goals and Objectives of CCTNS

The following goals and objectives have been defined for CCTNS

- i. Provide Enhanced Tools for Investigation, Crime Prevention, Law & Order Maintenance and other functions like Traffic Management, Emergency

Response, etc.

- a. Utilize IT for efficiency and effectiveness of core policing operations
 - b. Provide information for easier and faster analysis
- ii. Increase Operational Efficiency by:
- a. Reducing the necessity to manually perform monotonous and repetitive tasks
 - b. Improving the communication e.g. Police messaging, email systems, etc.
 - c. Automating back-office functions, and thereby release police staff for greater focus on core police functions
- iii. Create platforms at State and Central levels for sharing crime and criminal information/ databases across states and across the country. This would enable easy sharing of real-time information across police stations and districts at the State level and across states at the National level, there by resulting in:
- a. Improved investigation and crime prevention
 - b. Better tracking of criminals, suspects, accused, repeat offenders, etc.
- iv. Create a platform for sharing intelligence across the states, across the country and across other state-level and GOI-level agencies
- v. Improved service delivery to the public/ citizen/ stakeholders
- a. Access to police services in a citizen-friendly manner
 - b. Provide alternate modes of service delivery such as internet (for general requests such as NOC, for following up on status
 - c. Example ministry of external affairs, road transport

3.3 Scope of CCTNS

A. Geographical Scope

The scope of CCTNS spans all 35 States and Union Territories and covers all police stations (approximately 14,000) and all higher police offices (approximately 6,000) in the country. The CCTNS project includes vertical connectivity of police units (linking police units at various levels within the States – police stations, district police offices, state headquarters, SCRB and other police formations) as well as horizontal connectivity (linking police functions at State and Central level to external entities). CCTNS also provides for a citizen's interface to provide basic services to citizens. National Crime Records Bureau (NCRB) is the central nodal agency for CCTNS.

B. Solution Scope

The following are the suite of proposed solutions / modules for the Police Department (indicative) under CCTNS:

1. Registration, Investigation, and Prosecution Solutions
2. Crime Prevention Solutions
3. Reporting Solutions
4. Collaboration Solutions
5. Emergency Response Management Solutions
6. Citizen Interfacing Solutions
7. External Interfacing Solutions (e.g. Integration with Prison Information System)
8. Traffic Solutions
9. Law and Order Solutions

C. Scope of Funded Components

The CCTNS scheme is designed to finance the following components at the State level as a set of “bundled services”:

1. CCTNS application to address the police functionality under the scope of CCTNS

2. Hardware (including PCs and peripherals) for police stations, higher offices and SCRB
3. Connectivity infrastructure, using State Wide Area Network (SWAN) to the extent possible
4. Equipment at Data Centres, using State Data Centres (SDCs) to the extent possible
5. Site preparation and commissioning of equipment
6. Capacity building for police personnel including senior officers responsible for project implementation
7. Strengthening of training infrastructure at police training institutes
8. Handholding
9. Digitization of historical data, data migration from legacy systems (if any)
10. Specialized applications and infrastructure (that are approved under the CCTNS scheme).
11. Consultancy and Program Management Services to support in implementation of the project.

Most of these components would be provided as a “bundle of services” to be executed by a Systems Integrator at State level. Funds would be released to States only against the procurement of the prescribed “bundle of services” and not against the procurement of individual components thereof.

At the GOI level, CCTNS scheme would finance the following components:

1. Development of CCTNS Core Software Application (CAS) for minimum required functionality under CCTNS
2. Strengthening of software development, testing and production environment at NCRB
3. Site preparation, hardware and commissioning of CAS at NCRB data centre
4. Strengthening of training infrastructure at NCRB and RPCTCs
5. Overall project management consultancy and program monitoring

D. CCTNS - Core Application Software

On behalf of MHA, NCRB would provide all states with a CCTNS Core Application Software (CAS), which would be configured, customized, enhanced and deployed by the States. NCRB intends to engage the services of a professional software development agency (SDA) to develop CAS that would be provided to all States. The State level Systems Integrators (SI) would configure, customize and enhance CAS according to the unique requirements of the State before deploying it.

The SDA would design and develop CAS based on the functional requirements specified by NCRB, and would also manage CAS. NCRB would select an SDA through a competitive bidding process. The center through the SDA will be responsible for supporting the State Level System Integrator(s) for the final implementation of the developed Core Application Software. The Core Application Software for the States will provide the limited but core functionality that is required at the Police Station. The remaining functionality will be developed by the State Level System Integrator(s) on top of the Core Application Software.

There are two main components of the CAS:

CAS (State): CAS would be provided to States and Union Territories by NCRB, on behalf of MHA. The Systems Integrators (SI) selected by the States would configure, customize, extend and deploy the State CAS per the unique requirements of each State. The SDA would be required to design, develop, test, enhance and maintain CAS. The SDA would also be required to create all required documentation including operations manuals, technical manuals and user manuals. The SDA would be responsible for providing training content, user/technical support, and deployment support to the System Integrators at State Level for configuration and customization of the application. CAS (State) would be a collection of services that would be deployed in States and UTs. It would focus primarily on functionality at

police station with special emphasis on crime investigation and criminals' detection.

The following are the main function blocks that would comprise CAS (State):

- o Registration
- o Investigation
- o Prosecution
- o Records Management
- o Search and Basic Reporting

CAS (Centre): This component is an application at the Central (GOI/NCRB) level that accepts/gathers/ collects data from States and processes/ organises the same. CAS (Centre) would be deployed at NCRB. Relevant input, output and report formats and processing requirements would be included as per the requirements of GOI/ GOI Agencies. The center's SDA would be required to design, develop, test, enhance and maintain CAS. The SDA would also be required to create all required documentation including operations manuals, technical manuals and user manuals. The SDA would be responsible for providing training content, user/technical support, and deployment support to NCRB for central deployment. CAS (Centre) would comprise the services that would address the requirements of NCRB, and would be deployed and used at NCRB. CAS (Centre) would enable NCRB to receive crime and criminals' related data from States/UTs, to organize it suitably to serve NCRB's requirements and to provide NCRB with the analysis and reporting abilities to meet their objective as the central level crime and criminals' data repository of the nation.

CCTNS Core Application Software (CAS) would be built as a platform to provide the basic framework to capture crime and criminal information, mainly at the police station, while providing the states with the flexibility to build their state specific applications around it and in addition to it.

The SDA would build the CAS (State and Centre) based on the Functional Requirements Specifications (FRS) and Technical Architecture Guidelines provided by NCRB on behalf of MHA and its agencies.

Also, CAS (State) and CAS (Centre) are expected to interface with several external agencies.

Overview of Services for CAS (State)

Citizens Portal Service

This service shall enable Citizens to request services from Police through online petitions and track status of registered petitions and requests online. Citizens requests/services include passport verification services, general service petitions such as No Objection Certificate (NOC) for job, NOC for vehicle theft, NOC for lost cell phone/passport, Licenses for arms, processions etc.

Petition Management Service

The service shall enable the police personnel to register and process the different kinds of general service petitions and complaint.

Unclaimed/Abandon Property Register Service

The service shall enable the police personnel to record and maintain unclaimed/abandoned property registers and match the property with property in lost/stolen registers.

Complaint and FIR Management Service

The service shall enable the police personnel to register and process the complaints (FIR for cognizable complaints, Non-Cognizable Report for non-cognizable, Complaint Report for genera complaints, etc.) reported by the public.

PCR Call Interface and Management Service

The service shall enable the police personnel to register and process the complaints as received through the Police Control Room through the Dial 100 emergency contact number.

Investigation Management Service

The service shall enable the police personnel to process the complaints through capturing the details collected during the investigation process that are required for the Investigation Officer to prepare a final report.

Court and Jail Interface & Prosecution Management Service

The service shall enable the police personnel to interface with the courts and jails during the investigation process (producing evidence, producing arrested, remand) and during the trial process.

Crime and Criminal Records and Query Management Service

The service shall enable the police personnel to view the several registers and perform basic and advanced queries on the crime and criminal information.

Police Email and Messaging Service

The service shall enable the police personnel to send / receive both official and personal correspondence.

Periodic Crime and Law & Order Reports and Review Dashboard Service

The service shall enable the police personnel to view the reports and dashboards required conduct the periodic crime and law & order reviews of the police station(s) under the officer's jurisdiction.

Notification of Alerts, Important Events, Reminders and Activity Calendar or Tasks Service

The service shall capture / generate the required alerts, important events, reminders, activity calendar and tasks.

State-SCRB-NCRB Data Transfer and Management Service

The service shall enable the States/UTs to collate, transform and transfer the crime, criminal, and other related data from state to NCRB.

State CAS Administration and Configuration Management Service

The service shall enable the individual States/UTs to configure the application to suit to their State's unique requirements.

User Help and Assistance Service

The service shall enable the end user to view the help manuals of the application and in guiding the end user in using the application.

User Feedback Tracking and Resolution Service

The service shall enable the police personnel in logging the issues/defects occurred while using the system.

Activity Log Tracking and Audit Service

The service shall capture the audit trail resulting from execution of a business process or system function.

User Access and Authorization Management Service

The service shall enable the administrative user in setting the access privileges and will provide authentication and authorization functionality

Overview of the services for CAS (Centre)

State-SCRB-NCRB Data Transfer and Management

The service shall enable the NCRB to receive, transform, and collate the crime, criminal, and related data from States/UTs, to organize it suitably to serve NCRB requirements.

Crime and Criminal Reports

The service shall enable authorized personnel to generate the reports and perform analysis on the central crime, criminals, and related data repository of the nation.

Crime and Criminal Records and Query Management

The service shall enable the authorized personnel to view the several registers and perform basic and advanced queries on the central crime, criminals, and related data repository of the nation.

Talaash Service

The service will enable the user to search for persons of interest such as missing persons, persons wanted on outstanding warrants, habitual offenders, convicts across the national database

Registered Vehicle and Vehicle of Interest Service

The service will enable the user to search for registered vehicles and vehicles of interest such as, missing / stolen vehicles, abandoned / unclaimed vehicles, and vehicles involved in traffic incidents across the national database

Publication Service

This functionality will help the NCRB to publish the periodic crime reviews to the NCRB portal.

NCRB Citizen Interface

The service shall enable the citizens to access / search the NCRB National Database on the data (ex, Stolen Vehicles / Property, Missing Persons, etc.) that is approved to be made accessible to public.

NCRB Interface for RTI

The service shall enable the authorized external stakeholders to access / search the NCRB National Database, submit and receive responses on the RTI requests.

3.4 Implementation Model

The Implementation Strategy for CCTNS has been devised keeping in view the following considerations:

- NeGP frameworks of centralized planning and decentralized implementation
- Need for ownership of the State Governments of the overall program implementation, the infrastructure, application and the database; at the same time maintaining uniformity of information systems in order to facilitate information sharing and availability across states and at the national level
- Need to undertake the implementation of this large-scale project in a coordinated manner through experienced implementation agencies by entrusting them with the responsibility of end-to-end implementation with a clear set of deliverables.
- Need to synchronize the rollout of the hardware and network components with the rollout of other equally important soft components such as training, capacity building and change management.

The implementation of CCTNS would be taking an “integrated service delivery” approach rather than that of procurement of hardware and software. Accordingly, CCTNS adopts a “bundling of services” approach to implementation. All the implementation components at the state level are “bundled” and contracted out to a single Systems Integrator (SI) who would act as a single point of contact and accountability for the implementation and performance of CCTNS. The bundle of services would include the following:

1. Customization and implementation of CCTNS Core Application Software provided by NCRB
2. Development and deployment of additional functionality that is scoped under CCTNS (for some of the additional functionality, the central nodal agency would provide the functional specifications to ensure standardization across states).

3. Procurement, installation and commissioning of hardware (including PCs, peripherals, etc.) at police stations and higher offices including site preparation
4. Procurement, deployment and commissioning of communications infrastructure at all police stations and higher offices; building and commissioning of required equipment at State Data Center
5. Capacity building for police personnel
6. Implementation for Change management plan
7. Procurement, configuration and commissioning of specialized infrastructure and applications as necessary

Each State would select an SI through a competitive bidding process. The SI would be held responsible for the outcomes of the program and their payments would be linked to the progress of the project as well as the outcomes of the program.

3.5 CCTNS Institutional Framework

In order for State Governments to plan and implement CCTNS in their own states, each State is expected to constitute appropriate governance and operations structures, and in alignment with the structures recommended by DIT, GOI under NeGP guidelines. The following governance committees shall form the institutional framework for implementation, monitoring and evaluation of CCTNS project within the State.

- a) State Apex Committee
- b) State Empowered Committee
- c) State Mission Team
- d) District Mission Team

These committees shall be responsible for the following aspects of the project.

- a) Reviewing progress of implementation and rollout of the project
- b) Monitoring utilization of funds
- c) Issuing Policy Directions/Guidelines for CCTNS project.

The detailed roles and responsibilities of the individual committees have been described below:

State Apex Committee

This committee will be headed by the Chief Secretary and will be responsible for following:

- Review progress of project
- Monitor utilization of funds
- Issue of Policy Directions
- Issue of Guidelines etc.

State Empowered Committee

This Committee will be headed by the DGP and will be responsible for following:

- Allocation of funds
- Approval of BPR (Business Process Reengineering) proposals.
- Sanction for various project components, as may be specified, including the Hardware/Software procurement.
- Approval of various functionalities to be covered in the Project.
- Review progress of the Project.
- Ensure proper Training arrangements.
- Ensure deployment of appropriate handholding personnel.
- Other important policy and procedural issues.
- Guidance to State/District Mission Teams.

State/UT Mission Team

The State/UT Mission Team will be headed by the Nodal Officer for CCTNS Project/Head of SCRB, whoever is senior. The State/UT Mission Team will be responsible for following:

- Operational responsibility for the Project.
- Formulating Project Proposals.
- Getting sanction of GOI for various projects.
- Hardware rollout and commissioning
- Co-ordination with various agencies.
- Resolution of all software related issues, including customization.
- Resolution of all other issues hindering the Project Progress.
- Any other decision to ensure speedy implementation of the project.
- Assist the State Apex and Empowered Committees

District Mission Team

The **District Mission Team** will be headed by the SSP/SP of the respective district and will perform the following functions:

- Prepare District Project Proposal.
- Ensure proper Rollout of the Project in each selected Police Station.
- Ensure hardware and software installation, and operationalization of the Project.
- Training of all police personnel in the District.
- Site preparation and availability of all utilities.
- Ensure separate account keeping for the Project.
- Appointment and proper utilization of handholding personnel.

While the governance structure at the State will provide the overall guidance and monitor the implementation, the SPMC team shall work closely with State and provide the technical and operational support for planning for implementation of CCTNS at State level.

Governance Structure at Centre

The following Committees have been constituted by MHA, in conformance with NeGP Guidelines for Mission Mode Projects, in order to manage CCTNS:

- (i) A **Project Monitoring and Review Committee** with Home Secretary as the Chairperson to monitor the implementation of the project and provide policy directions.
- (ii) An **Empowered Committee** with Additional Secretary as Chairperson to provide necessary approvals and provide policy and project implementation inputs.
- (iii) A **Project Mission Team**, below the Empowered Committee, which shall have the operational responsibility of the project including coordination with other agencies and providing directions and guidance to State Governments.
- (iv) **Central Program Management Unit (C-PMU)** will be constituted to manage and supervise the program at the central level and also to collaborate with the state PMUs in monitoring the program at the state levels. The structure, roles and responsibilities of the C-PMU shall be defined in a separate document titled "*C-PMU Structure, Roles and Responsibilities for CCTNS Program*"

The State with the help of SPMC shall coordinate with the Project Mission Team and the CPMU on a regular basis to ensure alignment with the overall objectives of the project.

4 Coordination between State and SPMC

The SPMC shall work closely with the State Department and hence it is critical to formalize the working relationship between SPMC and stakeholders of the State Department. The following section charts out the various teams functioning at the State-level for implementation and monitoring of CCTNS and lists the responsibilities of the State to ensure smooth coordination between State and SPMC.

4.1 Governance Structure

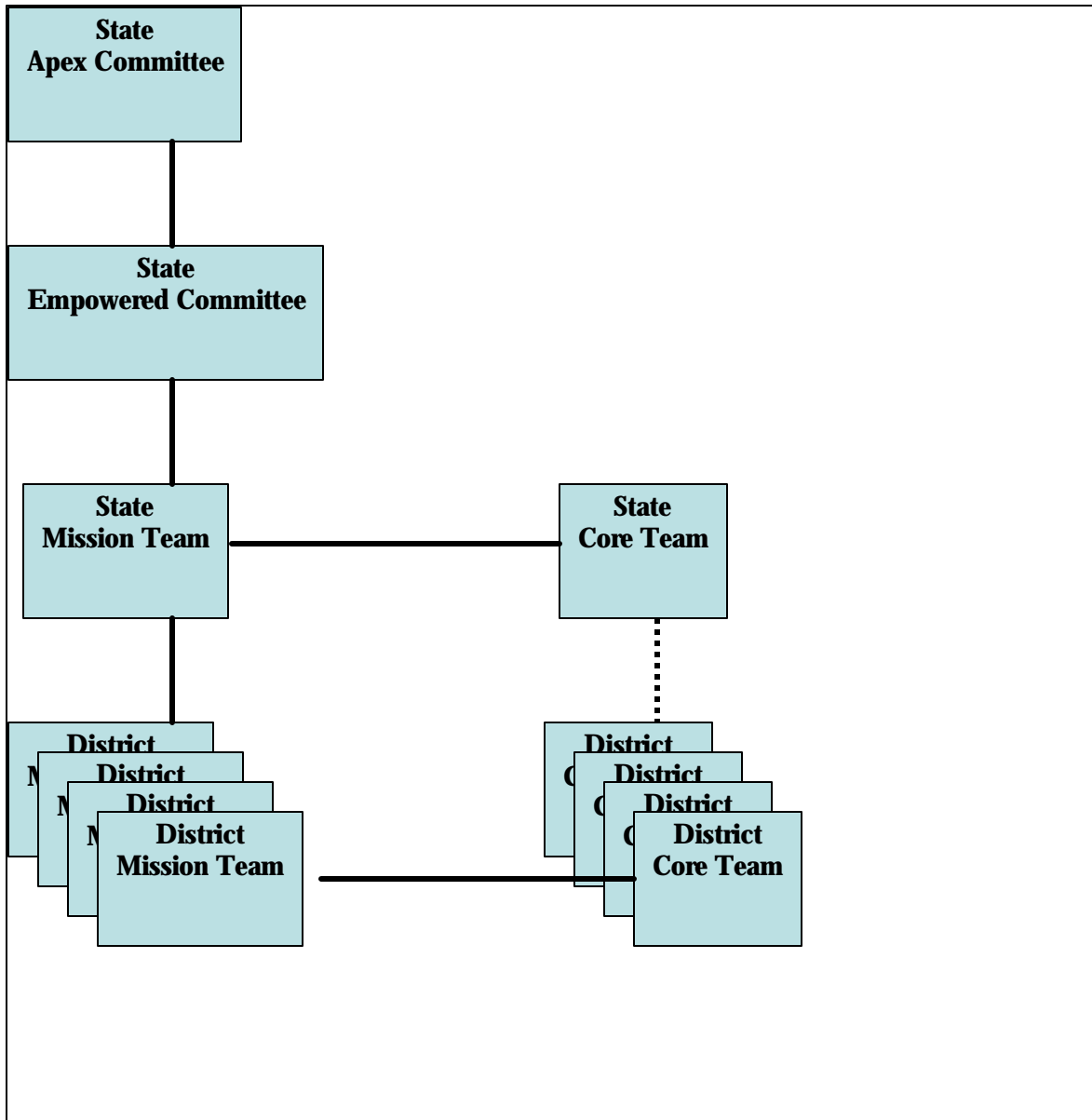
As illustrated below, SPMC works along with the internal domain and implementation experts from the Police Department as part of the State Core Team to provide operational support to the State Mission Team. Over a period of time, State has to build the internal capacity to monitor the implementation through deploying additional internal resources in the State Core Team. The State Core Team shall have resources dedicated to monitor implementation in various Districts.

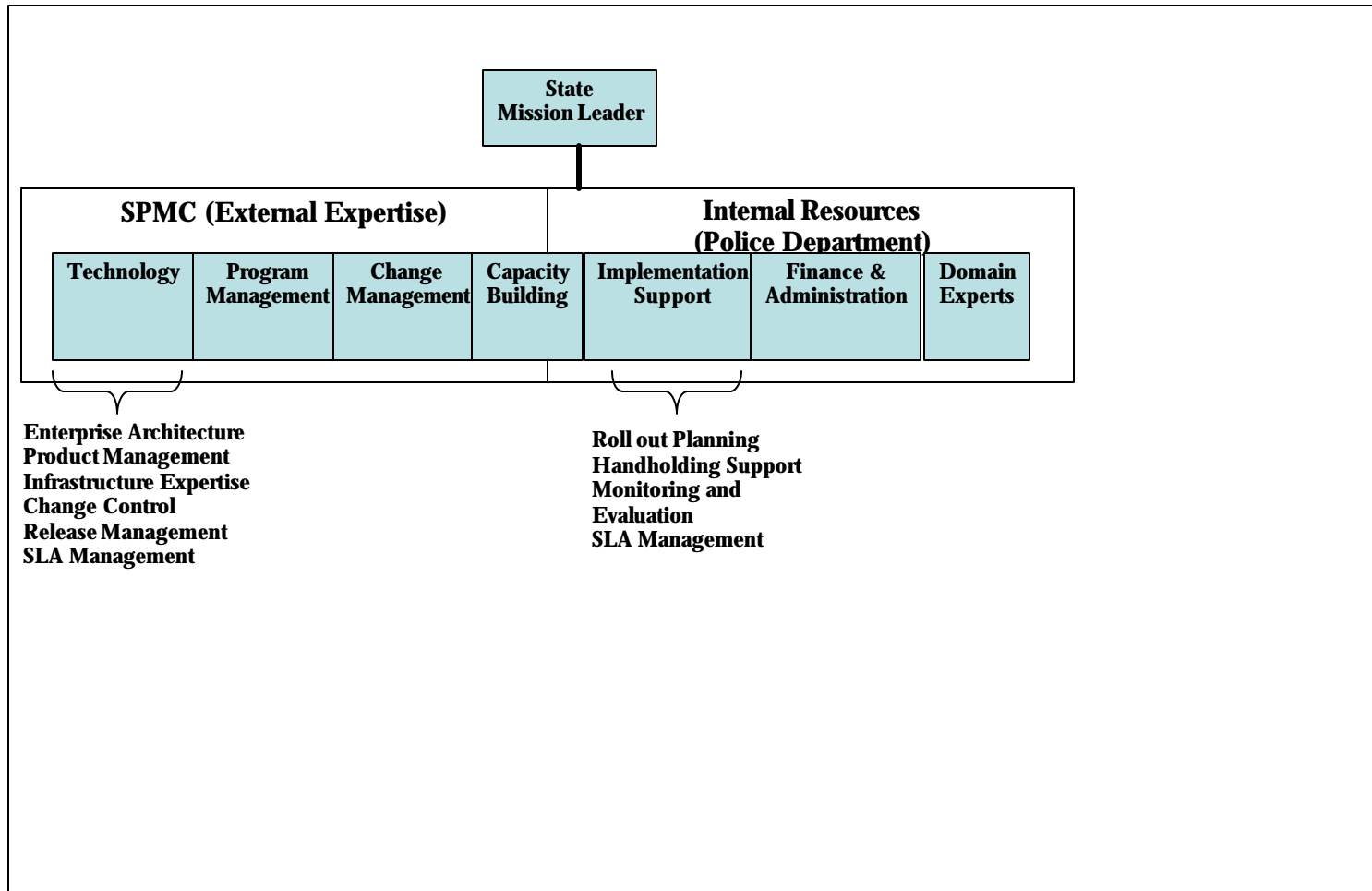
District Core Teams, one for each District has to be setup to provide the end user support at the cutting edge in the Police Stations and provide operational support to the District Mission Team. The District Core Teams shall be formed from the internal resources of the Police Department. The State Core Team shall liaison with the District Core Teams to provide implementation support and collate regular feedback from the end users.

The State Core Team along with the District Core Teams shall carry out the monitoring and evaluation of the scheme at regular intervals to assess the uptake of the solution and provide recommendations to the State Mission Team and the System Integrator for continuous improvement of the implemented solution and services.

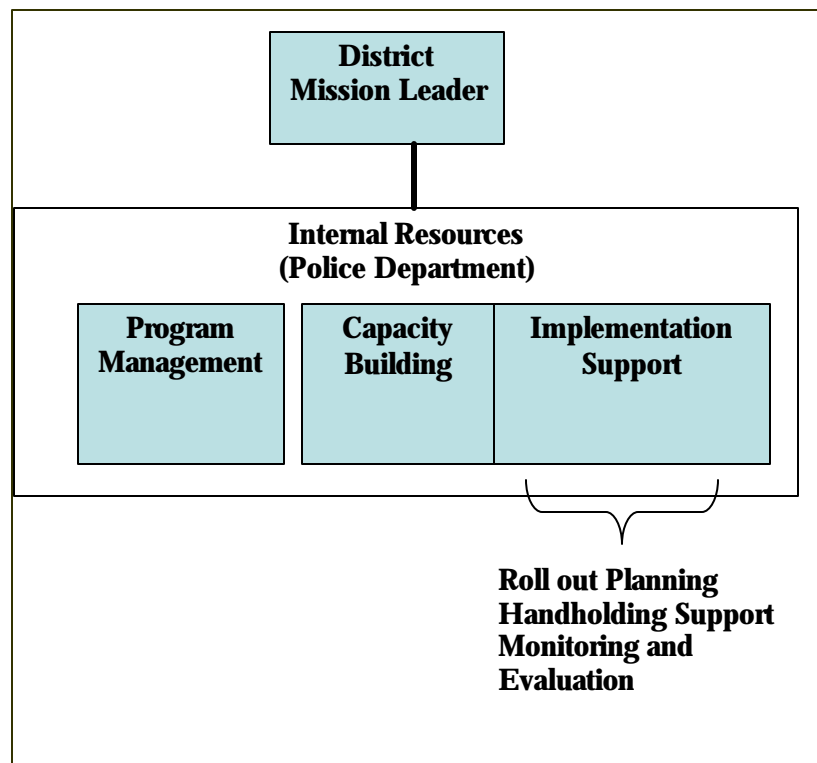
The State shall deploy the resources in the Core Teams based on the size of the State and number of Districts.

OVERALL GOVERNANCE STRUCTURE





STATE CORE TEAM



DISTRICT CORE TEAM

4.2 Roles and Responsibilities of the State

The State shall be responsible for the following activities required for the successful implementation of the CCTNS project:

- a. Provide domain experts
- b. Provide office space for the SPMC in the State Headquarters to facilitate continuous interactions with the domain experts and key stakeholders
- c. Identify the skilled internal resources and create a State Core Team to support the State Mission Team
- d. Identify the skilled internal resources and create District Core Teams in each district to support the District Mission Teams
- e. Owning the core and critical assets of the Project and exercising strategic control over the project;

- f. Review the performance of the SPMC
- g. Review and approve deliverables, ensure achievement of milestones, timely sign-offs etc.
- h. Facilitate policy decisions required for successful implementation of the project
- i. Facilitate Change Management efforts by issuing of circulars, instructions, etc., adoption of reengineered processes and such other matters as may be necessary from time to time.
- j. Coordinate with the Ministry of Home Affairs, National Crime Records Bureau, and other external agencies at State and Center for any interfacing requirements.
- k. Facilitate the communications and awareness programs that will be conducted by the SI

Part III

Terms of Reference

5 Detailed Scope of Work for SPMC

The SPMC shall be entrusted with the challenging responsibility of guiding the respective State/UT for implementation of the CCTNS project. The team will be required to work in a dynamic environment in which the team will identify the local requirements of the State/UT, while understanding the guidelines issued for CCTNS by NCRB and constantly interacting with NCRB for approvals and alignment of the deliverables.

SPMC would provide the required operational support in three distinct phases:

Phase I: Assessment Study at State and Preparation of PIM Report

Phase II: Selection of State System Integrator

Phase III: Implementation Planning & Support

5.1 Phase I: Assessment and Preparation of PIM Report

The SPMC shall carry out an extensive assessment and requirements gathering exercise aimed at defining the requirements at the State level and defining the scope of activities of the State SI. Based on the assessment, a detailed project report shall be prepared by SPMC using the CCTNS Project Implementation and Monitoring Plan (PIM) template provided by NCRB. The PIM Report will include detailed requirements and cost estimates for implementation of CCTNS at State/UT level. The completed PIM Report must be submitted to NCRB for assessment and approval. It is the SPMC's responsibility to have the PIM Report approved by NCRB. Once the PIM Report is approved by NCRB, the SPMC shall prepare the RFP for selecting the SI based on the model RFP provided by NCRB. The details of this activity are covered in the following sub-section.

The scope of work for the SPMC during the Assessment and PIM Report Preparation phases involves inter alia, the following activities:

1. **Understanding of CCTNS project components:** SPMC shall thoroughly understand the project details, the components of the scheme, the funding mechanism, the implementation framework and the guidelines issued by MHA/NCRB for CCTNS. SPMC shall be responsible for ensuring efficient communication with NCRB on a continued basis and conformity to all guidelines and frameworks released by MHA/NCRB.

2. **Detailed Assessment:** SPMC will carry out a detailed assessment exercise to study business requirements and implementation details for CCTNS at the State/UT level. The SPMC shall closely interact with the State Police Department and its stakeholders for identification of the following (indicative but not exhaustive):
 - Stakeholder analysis
 - Collection of the data (current infrastructure, current systems,) that is required to be provided in the RFP for the SI
 - Requirements gathering and analysis: for local configuration/customization for CAS (State) and for Extensions/Enhancements to CAS (State)
 - To-be processes for functional areas affected by CAS (State) or its extensions
 - Services and Service levels
 - Requirements for the digitization of historical data
 - Network Connectivity Requirements
 - Capacity Building Requirements and readiness
 - Infrastructure (including hardware and communications infrastructure) requirements for Police Stations, Higher Offices and Data Centre
 - Change Management Requirements
 - Risk factors impacting implementation of CCTNS and corresponding Risk Mitigation Plan

The geographical scope of the assessment exercise shall cover the following locations:

1. Number of Police Stations / Establishments to be connected
 2. Implementation plan for Police Stations / Establishments in remote areas
 3. Vertical connectivity of police units (connectivity with in state)
 4. Horizontal connectivity with other states and GOI / NCRB
 5. Connectivity with respect to other external entities etc.
 6. Existing system and available connectivity
-
3. **Functional Specifications:** SPMC shall develop the functional specifications for the extensions/ enhancements of CAS (State) and new modules (ex, Traffic Management, Advanced Reporting, etc.) that are required to meet the State objectives and that are not covered by MHA/NCRB in the CAS (State).
 4. **Recommendations on BPR:** SPMC after the detailed assessment shall bring out the recommendations on the Business Process Reengineering at the State based on the overall guidelines provided by MHA/NCRB.
 5. **Monitoring and Evaluation Frameworks:** Customize the M&E framework based on the M&E framework provided by MHA/NCRB
 6. **Capacity Building and Change Management:** Develop detailed requirements on Change Management and Capacity Building to be implemented at the State based on the framework provided by MHA/NCRB
 7. **Data Migration Analysis and Requirements:** Develop detailed requirements on the data migration that needs to be taken up by the System Integrator based on the guidelines provided by MHA/NCRB.
 8. **Infrastructure Requirements:** Based on the AS IS assessment and suggested solution, the SPMC shall develop detailed infrastructure requirements and specifications for the same including the requirements of the Solution and Technology Architecture, Deployment Diagrams, Data Center, Disaster Recovery Center, Infrastructure Specifications, Operations and Maintenance

Services Specifications, Network Architecture and Specifications, and all relevant information that is required to be provided to the System Integrator in the RFP. The Infrastructure Requirements shall be formulated keeping in view any existing infrastructure as well as utilization of State infrastructure such as SWAN, SDC etc.

9. **Requirements for Specialized Infrastructure and Applications:** The SPMC has to detail out clear functional and technical specifications for requirements of specialized infrastructure and applications for the State.

10. **Developing Implementation Requirements:** SPMC shall define details for the scope of implementation for various components of CCTNS such as requirements for client hardware, data centre, network connectivity, capacity building, handholding, digitization of historical records, etc. Based on the software solution to be deployed as part of CCTNS at the State level, SPMC shall develop the service-levels for the SI and the outcomes to be achieved by the CCTNS scheme. The SPMC shall ensure that the implementation details are in conformity to the guidelines issued by MHA/NCRB. Any deviations from guidelines issued by Centre having financial implications shall need approval from State Apex Committee/ State Empowered Committee. SPMC shall be responsible for providing details for the following components of CCTNS Scheme:

- a. Number and details of locations to be covered under CCTNS
- b. Infrastructure (Client hardware, peripherals, consumables and site-preparation) at Police Stations, Higher offices, SCRB and any other locations as required.
- c. Infrastructure requirements at Data Centre including server sizing, preparation of disaster recovery centre also hardware and software required at the Data Centre to manage & monitor efficiently
- d. Network (LAN/WAN) Connectivity including type of connectivity, architecture etc

- e. Capacity Building and training requirements including strengthening of training infrastructure, training plan
- f. Change Management Strategy
- g. Digitization of Historical Records and Data Migration Strategy
- h. Handholding, Support and issue escalation process
- i. Tools/ Solutions for Infrastructure Management like Network Management, Security, Asset Management, etc.
- j. Service-levels and measurable outcomes

11. **Project Implementation and Monitoring (PIM) Report:** SPMC will prepare a detailed project report to act as a blue print for the implementation of CCTNS in the State/UT. This report shall be based on the template for the Project Implementation and Monitoring (PIM) Plan provided by NCRB. The release of funds to State/UT shall be determined on the basis of NCRB's appraisal of the PIM Report submitted by State/UT. The PIM Report shall be appraised by the State Apex Committee/State Empowered Committees before being forwarded to MHA/NCRB for their assessment. The PIM Report will include the following details (indicative):

- a. List of Stakeholders
- b. Requirements gathering and analysis for configuration/ customization for CAS (State) and for Extensions/ Enhancements to CAS (State)
- c. Phasing of the functionality/ rollout
- d. Digitization/ Data Migration Strategy
- e. Solution and Technology Architecture including integration with CAS (Centre)
- f. Services and Service levels
- g. Network Connectivity Requirements

- h. Capacity Building Requirements and readiness
 - i. Infrastructure requirements for Police Stations, Higher Offices and Data Centre
 - j. Change Management Requirements
 - k. Handholding, support and issue escalation process
 - l. Risk factors impacting implementation of CCTNS
 - m. Overall Implementation Plan, sequencing and phasing of activities, timelines
 - n. Financial model and estimates (Recurring and non-recurring expense) for Plan period and beyond current Plan
 - o. Governance Structure for implementation and subsequent management of the system
 - p. Monitoring and Evaluation Framework
 - q. Source of funding for Plan period and beyond Plan
12. **Handholding Support:** Assist the State in communications with the Center. Handhold the State throughout the process of DPR appraisal, including answering any clarifications that Center may have on the PIM and refining the PIM as required by the Center
13. **Drafting Government Orders:** On approval of the PIM report, SPMC shall assist the State Department in identifying the relevant areas which will require issue of Government orders for use of ICT-based initiatives. The consultant shall assist the State Department in finalizing the content, process and approval of such Government orders/ notifications, if any.

5.2 Phase II: Selection of State System Integrator (SI)

The SPMC shall be responsible for providing support to the State/UT for identification of the State SI through a competitive bidding process.

1. **Preparation of Request for Proposal (RFP):** In order to bring uniformity to the process of selecting a SI for the states, MHA/NCRB will provide States/UTs with a model SI RFP. However, States/UTs differ from each other in terms of the unique requirements of their police department and the extent of computerization / e-Governance in the area of police, the State/UT-level CCTNS requirements vary from state to state. In order to suitably address state-specific requirements the SPMC shall customize the NCRB-provided model SI RFP to reflect the unique requirements of the State/UT (on the basis of the PIM Report approved by NCRB). The SPMC may also need to prepare an Expression of Interest (EOI), in case it is required to short-list bidders for participation in the SI bidding process, before issuing the RFP.

2. **Bid Process Management for selection of the SI:** After preparing the RFP, the SPMC would be required to support the State/UT in managing the entire bid process for selection of the SI. An indicative list of activities envisaged to be carried out by the SPMC during the Bid Process phase is provided below:
 - a. Assist the State in publishing the RFP document by preparing the content of Notice inviting tender, advertisement, etc.
 - b. Managing the Pre-bid Conference
 - c. Issue of Pre-bid Clarifications, Addendum/ Corrigendum to the RFP (if any)
 - d. Preparation of all documentation related to bid processing including Evaluation Templates, evaluation and qualification reports, minutes of meetings, etc.

- e. Preparation of the final techno-commercial evaluation matrix, providing technical inputs in the evaluation of techno-commercial proposals of all the bidders as per the technical and financial evaluation criteria, to enable final selection by the State/UT
- f. Providing support to State/UT during contract negotiation with the selected SI
- g. Providing support during contract finalization with the final selected SI
- h. Providing support during review of implementation plan created by the SI

5.3 Phase III: Implementation Planning and Support

Once the State System Integrator (SI) has been identified, the SPMC shall assist the State Department in setting up the controls and mechanisms for monitoring the progress of implementation during Implementation Stage.

The SI will initiate the system study and deployment of the CCTNS solution, commission the infrastructure (client side, server side, and network infrastructure), migrate and digitize the required data and files, provide the necessary training and change management, and provide handholding support to the end users. Throughout the implementation stage, the SI will provide several deliverables for the validation and approval of the State. The SPMC shall provide support to the State to review the deliverables and ensure that the requirements of the CCTNS solution are met.

Post roll-out, the SPMC shall support the State in setting up a State Program Management Unit (SPMU) for monitoring the performance of the SI through service level monitoring and provide the proactive inputs to State as well as the SI to ensure that the implementation results in the desired objectives of the CCTNS scheme.

1. **Co-ordination with key stakeholders:** SPMC shall build mechanisms to ensure coordination and consultation between all key stakeholders and members of the governance committees on a continued basis to facilitate the execution of the project. This could include the following stakeholders:
 - ⇒ MHA/NCRB
 - ⇒ CPMC/CPMU
 - ⇒ State Apex Committee
 - ⇒ State Empowered Committee
 - ⇒ State Mission Team
 - ⇒ District Mission Teams
 - ⇒ State Designated Agency
 - ⇒ Key Domain Experts
 - ⇒ Potential/Selected System Integrator(s)

2. **Preparation of Project Plan:** The SPMC is required to prepare a project plan for the rollout of CCTNS in consultation with the State Mission Team and the Police Department. The plan will cover details such as the phasing of implementation, the selection of districts for the pilot (if any), expansion to all the districts, etc.

3. **Support during Implementation:** The SI shall prepare design documents before starting the implementation that will provide the details of software customization and deployment, commissioning of infrastructure, data centre setup, connectivity setup, data migration, training and handholding and submit to the State/ District Mission Team for approval. The SPMC shall assist the State/District Mission Team in review of the deliverables and track the traceability of requirements given in the RFP (for selection of SI) to

ensure that the solution is being implemented as per the RFP. Some of these documents would include

- ⇒ System Requirements Specifications
- ⇒ Solution Architecture and Design
- ⇒ Data Centre Design and Architecture
- ⇒ Infrastructure Capacity Planning
- ⇒ Network Connectivity Planning
- ⇒ User Acceptance Test Plans
- ⇒ Integration Test Plans
- ⇒ Change Management Plan
- ⇒ Capacity Building Plan
- ⇒ Data Digitization and Migration Plan

4. **Support during Field Testing and Initial Go-Live:** During the field testing and initial Go-Live of the project in one district of the State, the SPMC shall assist the State in validating the deliverables submitted by the SI and ensuring that the SI is developing the solution and deploying the associated infrastructure and services in conformance with the requirements provided in the RFP.

5. **Certification of Implementation:** The SPMC shall support the State in certifying that after initial Go-Live in one district, the CCTNS application meets the functional requirements, standards, and specifications as set out and as needed to achieve the desired outcomes. The SPMC shall create a report certifying that the SI has successfully implemented the solution and the associated infrastructure and services to the satisfaction of the State. Based on this report, the SPMC shall provide a recommendation on feasibility of the application rollout in the remaining districts to the State Apex Committee/ Empowered Committee for review and approval. The report can include the following parameters:

- ⇒ Reliability of the Application

- ⇒ Reliability of the Network
- ⇒ Completeness and Effectiveness of Data Migration
- ⇒ Functioning of prescribed hardware
- ⇒ Adequacy of Trained Personnel
- ⇒ Availability of Handholding Support
- ⇒ Functioning and Reliability of Data Center
- ⇒ Successful Integration with CAS (Centre)

The SPMC shall also provide a report on corrective actions required from any of the project stakeholders before rollout of the project in remaining districts.

6. **Setting up of State PMU:** SPMC shall assist the State/UT in setting up the State Project Monitoring Unit (SPMU) and defining its roles and responsibilities. The SPMC shall ensure that SPMU is setup and operational at the time of initiating the complete rollout of the application in the State. The structure and terms of engagement of SPMU shall be based on the guidelines provided by NCRB. The SPMU is critical for monitoring the progress of implementation of CCTNS on a day-to-day basis. The SPMU shall also be responsible for monitoring the service level agreements with the SI.
7. **Systematic closure of activities:** The SPMC is required to ensure smooth handover of the project to State/UT after completion. An indicative list of various activities covered during this phase is provided below:-
 1. Handover of project assets either in softcopy or hardcopy format. The artifacts should be clearly titled, indexed and its significance indicated.
 2. Master document that in both softcopy and hardcopy format that lists all assets handed over to State/UT with description of each and its significance.

3. Knowledge transfer to State/UT listing the learning, best practices followed, challenges faced (both managerial and technical), and improvements suggested.

6 Deliverables and Milestones

6.1 Deliverables

The following is an indicative list of deliverables for SPMC, assuming that the engagement starts at time T.

S No	Deliverable	Timeline
Phase I		
1.	Detailed Assessment Report	T + 4 weeks
2.	Functional Requirement Specifications & Data Migration Report	T + 6 weeks
3.	Infrastructure Requirements	T + 6 weeks
4.	Process Re-engineering Report, M&E Framework, CB & CM Report & Drafting Government orders	T + 6 weeks
5.	Project Implementation Requirements	T + 8 weeks
6.	Project Implementation and Monitoring (PIM) Plan	T + 10 weeks
Phase II		
7.	Request for Proposal (RFP) for System Integrator (SI)	T + 12 weeks
8.	Bid Evaluation Report	T + 20 weeks
Phase III		
9.	Implementation Project Plan	T + 22 weeks
10.	Implementation Certification Report	T + 26 weeks
11.	SPMU Terms of Reference	T + 26 weeks
12.	Activity Closure Report	T + 28 weeks

In addition to the above deliverables, the SPMC shall submit the following reports on a regular basis:

1. A report indicating the activities remaining/completed as against the scheduled tasks/activities shall be submitted to the State nodal officer (fortnightly)

2. A comprehensive status report to be submitted to the State nodal officer indicating the progress of activities against the key milestones; the same shall also be shared with NCRB (bi-monthly)

Acceptance of Deliverables

The acceptance of deliverables or completion of activities shall be linked to the acceptance by or satisfaction of the end-client i.e. State or MHA/NCRB as the case may be. The SPMC is expected to make revisions for all documents, deliverables, communications etc. till they are accepted by MHA/NCRB/State.

Reporting and Communication

Since there is extensive coordination required with the State as well as the MHA/NCRB, the SPMC is expected to setup proper channels of communication with all stakeholders of the project and provide timely status reports as desired.

6.2 Milestones

The indicative key milestones for the consulting engagement for all phases of implementation are as follows:

Phase I

1. Detailed Assessment Complete
2. Implementation Requirements Complete
3. Project Implementation and Monitoring (PIM) Plan Approved

Phase II

4. Request for Proposal (RFP) for System Integrator (SI) Issued
5. Selection of SI Complete

Phase III

6. Implementation Plan Approved

7. Go-Live in one district
8. Implementation Certified
9. SPMU Team on-board

6.3 Resource Deployment

The consultant would be required to deploy an appropriate Team consisting Project Manager, Subject Specialists and Team members/ Consultants etc at the state / UT as per the requirements. The consultant should include the number and the level of people to be deployed in the state / UT along with timeframes as indicated.

The expectations on the resources that would be proposed for the project are as follows:

1. The team should consist of senior resources with prior experience in e-governance projects.
2. The resources of the team given in the proposal will be treated as final and cannot be substituted before or during the course of the project.
3. Each member of the team must be a full time employee of the firm and shall be working with the firm for the at least one year (Two years in the case of Project Manager)
4. The team shall be deployed on an exclusive basis, in order to ensure the required coordination with State Mission Team, and to complete the project as per timelines indicated in this document.
5. The team together should have a mix of expertise in:
 - a. E-Governance projects in India
 - b. Preparation of Detailed Project Reports for government
 - c. Preparation of RFPs for the procurement of computer and communications systems and system integration services
 - d. Program Management that requires correspondence to multiple Stakeholders; the Project Manager must have prior program management experience in large e-Governance projects in India
 - e. Ability to drive and create plans for a large scale program with multiple stakeholders

- f. Excellent documentation and communication skills
- g. Familiarity with the communication formalities of government departments
- h. Product Management and Release Management Expertise.
- i. Any experience with police systems in India will be considered an advantage

The key personnel within the SPMC should meet the following minimum profile requirements. While some of the resources will have to be deployed on a fulltime basis, a few of the expert resources such as resources with Enterprise / Solution Architecture expertise can be deployed on an as-needed basis.

Project Manager

Qualifications

- B.E./B.Tech. with MBA from a premier institute
- More than 10 years of experience in consulting for large scale IT/e-Governance projects; at least 3 in the role of a Project Manager
- Must have been with the responding firm for at least 2 years

Experience Requirements

- Should have experience in monitoring large IT/e-Governance projects (to the tune of Rs.25 Crores)
- Should have experience of working on e-Government Projects
- Should have relevant technical and managerial experience and relevant certifications in design and monitoring of large-scale IT/e-Governance projects
- Should have experience in program management involving extensive communication with stakeholders in a coordinated fashion for the implementation of a project/program.

- Should have previous experience in working on or managing DPR preparation, RFP preparation and Bid Process Management / Vendor selection.
- Should have relevant experience in Problem Identification, Cause Analysis, Reporting and Escalation
- Should have experience in Project Planning and Implementation, evaluation and assessment of Project plans including ability to anticipate and address the project risks
- Should have ability to lead, motivate and direct the team to achieve the business objectives.
- Should have excellent oral & written communication skills

Consultants and Senior Consultants

Qualifications

- B.E./B.Tech./MCA
- MBA is preferred though not compulsory
- *Senior consultants:* More than 6 years of experience in consulting for large scale IT/e-Governance projects
- *Consultants:* More than 3 years of experience in consulting for large scale IT/e-Governance projects
- Must have been with the responding firm for at least 1 year

Experience Requirements

- Should have experience in monitoring large IT/e-Governance projects (to the tune of Rs.25 Crores)
- Should have experience of working on Government Projects
- Should have experience in programs involving extensive communication and coordination with stakeholders in a coordinated fashion for the implementation of a large-scale project/program.

- Should have previous experience in working on DPR preparation, RFP preparation and Bid Process Management / Vendor selection.
- Should have experience in Project Planning and Implementation, evaluation and assessment of Project plans including ability to anticipate and address the project risks
- Should have excellent oral & written communication skills
- Should have excellent documentation skills.

Technology Expert

Qualifications

- Undergraduate/Masters degree in engineering, preferable Computer Science
- 10+ years of work experience, at least 4 years in technical program management
- Any relevant certifications will be an advantage

Experience Requirements

- Must have experience of at least 3 years on the technologies relevant for CAS
- Must have managed the implementation of at least one project in Government or a PSU
- Must have experience in at least two large-scale system integration projects that included all major system components including application, hardware and connectivity.
- Must have experience in at least two large-scale software development projects with multiple phases and multiple versions of application and distributed implementation
- Experience in Conducting Architecture, Design and Implementation plan reviews

- Strong understanding of distributed systems.
- Experience in identifying performance, reliability, security and integration bottlenecks and suggest recommendations
- Conversant with Co-existence and Interoperability Requirements

In addition, at least one of the team members must have excellent background in product management and software release management.

6.4 Project Location

Throughout the duration of the project, the project team will be based out of the capital of the State/UT and will travel throughout the State/UT as needed.

6.5 Time Frame

The SPMC is likely to be engaged for a period of approximately 7 months, based on the size and requirements of the State/ UT, during which the entire scope of work defined in this document, must have been completed by the SPMC. Any extension beyond this period will be considered by the State Empowered Committee / State Mission Team based on the project requirements at that stage and the performance of the SPMC .

6.6 Terms of Payment

1. Advance Payment / Mobilization Advance: **10%** against Bank Guarantee.

S No	Deliverable	Payment (%)
1	Detailed Assessment Report	10
Phase I		30
2	Functional Requirement Specifications & Data Migration Report	
3	Infrastructure Requirements	
4	Process Re-engineering Report & Drafting	

CCTNS Terms of Reference for West Bengal

	Government orders	
5	Project Implementation Requirements	
6	Project Implementation and Monitoring (PIM) Plan	
Phase II		10
7	Request for Proposal (RFP) for System Integrator (SI)	
8	Bid Evaluation Report	
Phase III		50
9	Implementation Project Plan	
10	Implementation Certification Report	
11	SPMU Terms of Reference	
12	Activity Closure Report	

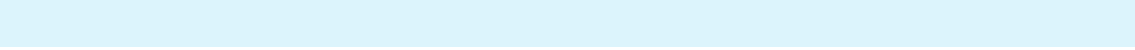
Payments shall be released on acceptance of Deliverables by the client for the corresponding phase.

Pro-rated deduction may be made from the payments due to non-performance or non-availability of any of the team members.

Part IV

General Instructions,

Bidding and Commercial Terms



7 General Instructions

The bidder must fully understand the scope of the solution as outlined in this RFP. This section provides the general instructions on the bid process for the purpose of this RFP. The bidders are expected to examine, understand and comply with all the instructions, formats, terms & conditions, solution requirements and other information in this RFP before submitting the bids. Failure to furnish all the information required by this RFP or submission of a proposal not substantially responsive to the RFP in every respect will be at the bidder's risk and may result in rejection of its proposal.

From the time the bids are opened to the time the contract is awarded, if any bidder wishes to contact the State Police Function on any matter related to its proposal, it should do so in writing. Any effort by the bidder to influence State Police Function in the proposal evaluation, proposal comparison or contract award decision processes may result in the rejection of the bidder's proposal.

7.1 Bidding Process

The bidding process for this Terms of Reference document will include the following steps:

1. Publication of the ToR with all the formats, requirements, specifications, terms and conditions etc.
2. Receipt of the queries and requests for clarifications (RFC) on the ToR document and specifications from the bidders.
3. Circulation of the answers to queries and the clarifications, if any, on the ToR documents and the specifications, to all the registered bidders.
4. Submission of the technical and commercial proposals by the bidders.
5. Opening and Evaluation of the Technical bids of the qualified bidders.
6. Announcement of Technical Evaluation Results.

7. Opening of the commercial bids submitted by the bidders qualified at the technical evaluation stage.
8. Identification of bidder with lowest value techno-commercial bid (L1).
9. Finalization of contract.

The team proposed by the consulting agency for SPMC engagement in a State/UT shall be interviewed by the respective State/UT before commencing the engagement.

8 Bid Submission

1. The bid in response to the current Terms of Reference should be submitted in two parts
 - a. Technical Bid: The format for submission of technical bids is provided in **Annexure I**.
 - b. Commercial Bid: The format for submission of technical bids is provided in **Annexure II**
2. The technical and commercial bids should be prepared exactly as per the formats specified. The technical response should be concise and **must not exceed 25 pages**. Any response not as per the specified format may be liable to be rejected.
3. No marketing literature pertaining to the Consultant should be enclosed along with the proposal. If enclosed, it may be treated as disqualification.
4. The commercial and technical proposals should be submitted separately. There should not be any commercial information in the technical proposal.
5. The technical proposal should also be submitted in a soft copy format in a CD. The commercial proposal should be submitted in hard copy only. The sealed technical and commercial proposals should be submitted as per the format specified in the ToR at the address provided below.

The Nodal Officer,
CCTNS Project, West Bengal,
Superintendent of Police,
Police Computer Centre, State Crime Records Bureau,
Block – DJ, Sector – II, Salt Lake City, Kolkata – 700 091.

9 Bid Evaluation

EVALUATION OF THE TECHNICAL PROPOSAL

The CCTNS Evaluation Committee (CEC) shall first evaluate the technical proposals on the basis of their responsiveness to this RFP and applying the evaluation criteria as specified below

An Evaluation Score (ES) shall be assigned to each prospective bidder on the basis of the technical bid submitted. The technical evaluation score shall be based on the number of points that shall be awarded as per the following Evaluation Criteria table:

Evaluation Criterion		Max. Score	Scoring Method
1. Experience of the Firm / India Operations		30	Cut-off: 20
1.1	Experience of providing consultancy for IT projects (activities must include DPR preparation, program planning, FRS creation, RFP preparation and bid process management): Number of such projects each exceeding a consulting fee of Rs. 30 lakhs with Government/Public Sector units.	6	3-5: 4 6-9: 5 >= 10: 6
1.2	Experience of providing consulting services for existing e-Governance projects. Please provide the number of such projects exceeding a consulting fee of Rs. 30 lakhs	4	3-4: 2 5-6: 3 >=7: 4
1.3	Consulting experience involving the preparation of <i>Detailed Project Reports (DPR)</i> for IT projects. Please provide the number of such projects exceeding a consulting fee of Rs. 20 lakhs	4	2: 1 3: 2 4: 3 >=5: 4
1.4	Number of IT projects with experience in Bid Process Management / selection of a private vendor	4	2: 1 3: 2 4: 3 >=5: 4
1.5	Experience in Project Management for IT projects (must include all key components of an IT system including application, hardware, connectivity and data centre, system integration and commissioning,	5	3-4: 3 3-4: 4 >= 5: 5

Evaluation Criterion		Max. Score	Scoring Method
	etc.). Please provide the number of such projects exceeding a consulting fee of Rs. 50 lakhs		
1.6	Experience in post-implementation SLA monitoring (for projects such as n 2.5 above) for IT projects. Please provide the number of such projects exceeding a consulting fee of Rs. 50 lakhs	2	1-2: 1 >= 3: 2
1.7	Commercial Value of the Top-4 e-Governance projects: the average commercial value of the Top-4 e-Governance projects (in rupees lakhs) will be considered for evaluation.	5	30-75 L: 3 75-150 L: 4 >= 150 L: 5
2. Proposed methodology and Work Plan		30	Cut-off: 18
2.1	Understanding of the objectives of the assignment: The extent to which the consultant's approach and work plan respond to the objectives indicated in this RFP.	10	Cut-off: 6
2.2	Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Terms of Reference	10	Cut-off: 6
2.3	Proposed Project Plan detailing out dependencies and assumptions with action plan.	10	Cut-off: 6
3. Profiles proposed for key roles		40	Cut-off: 18
3.1	Team propose for State The team proposed will be evaluated on the following parameters: <ul style="list-style-type: none"> • Skill set mix proposed • Number of consultants in the team • Presence of experts in the team 	10	Cut-off: 6
3.2	Profiles of proposed Team Members The bidder shall provide CVs of personnel for key roles required to be staffed by the SPMC The shortlisted consultant would be required to deploy an appropriate Team at the state / UT consisting Project Manager, Subject Specialists and	30	Each CV will be evaluated as per the following key stated in Column-2. Cut-off: 18

Evaluation Criterion	Max. Score	Scoring Method
<p>Team members, etc.</p> <p>For the purposes of evaluation, please provide CVs of the following profiles:</p> <ul style="list-style-type: none"> • Project Manager • Senior Consultant • Consultant (including technical consultants) • Technical Lead • Any other experts <p>Each CV will be evaluated on the basis of the following parameters. Percentage credit for the parameter is provided in parentheses.</p> <ul style="list-style-type: none"> • Academic qualifications – degrees and academic institutes (20%) • Years of total consulting experience (20%) • Number of relevant projects worked in (20%) • Breadth of experience (breadth of roles served in relevant projects) (20%) • Number and the level of consulting staff proposed to be deployed in each State/UT for a model State (details provided later in this RFP) (20%) 		
Total Points	100	Cut-off: 75

The threshold score for technical qualification would be 75.

EVALUATION OF THE FINANCIAL PROPOSAL

Financial proposals of all the firms that meet the technical qualifications would be opened. Agency achieving the highest combined technical and financial score based on QCBS of 70:30 would be invited for negotiations for awarding the contract. The financial bid evaluation will be based on the following criteria:

The lowest financial proposal (Fm) after taking into account the out-of pocket expenses and existing service tax will be given a financial score (Sf) of 100. The financial scores of

all the other proposals will be determined by $S_f = 100 * F_m / F$ (F = value of financial proposal)

Proposals will be finally be ranked according to their combined technical (St) and financial (Sf) scores using a weight of 70% for technical proposal and 30% for financial proposal. The overall score (S) will be computed as follows:

$$S = S_t (0.7) + S_f (0.3)$$

In case of a tie, agency with the higher technical score will be invited for negotiations.

NEGOTIATIONS

- Negotiations, if any, will be held with the selected agency at the office premises of the Nodal Officer, State Police Function. The aim will be to reach an agreement on all points and sign the contract.
- The negotiations will conclude with the drafting and conclusion of the contract between the selected firm and State Police Function

10 Terms and Conditions

- 1 The selected Consultant will be fully and completely responsible to State Mission Team headed by the State Nodal Officer for all the deliverables.
- 2 The interested bidders shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with State Police Department. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the ToR.
- 3 The bidders should note that the successful bidder will not be eligible to bid for the activities related to supporting the State Governments in the role of project implementation at the State level, while they are supporting the State through this engagement.

- 4 State Police Department requires that the Consultants should provide professional, objective, and impartial advice and at all times hold the interests of the State Government paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work.
- 5 State Police Department reserves the right to accept or reject any bid, to annul the entire bid process or reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder (s) or any obligation to inform the affected bidder(s) the grounds for such decision. State Police Department also reserves the right to negotiate with the successful bidder if necessary.
- 6 State Mission Team will manage the project and the proposed resources shall report to the State Nodal Officer. Other team members from State Mission Team and District Mission Team will work in close proximity with the selected consultants to oversee the deliverables of the project.
- 7 In case any of the proposed resources are found to be not performing or not meeting the expectations of State Mission Team, the consultant shall find a replacement for the resource. State Mission Team will evaluate the replacement profile and indicate the acceptance / rejection of the profile.
- 8 State Mission Team/State Empowered Committee reserves the right to terminate the contract by giving a notice of one month if the performance of the Consultant is not found satisfactory. The consultant shall be given a period of fifteen days to cure the breach or fulfill the contractual obligations, failing which State Mission Team/State Empowered Committee shall notify the bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the bidder is in default
- 9 The Consultant to be selected through this bid process will provide deliverables as indicated in this document and support State Police Department in planning for implementation of CCTNS. The consultant should note that as a part of requirement for this assignment the consultant will share with State Police Department all intermediate documents, drafts, reports and any other item related to this assignment. No work products, methodology or any other methods used by the

consultant should be deemed as proprietary and non-shareable with State Police Department by the consultant.

- 10 The contract will be awarded to the bidder whose proposal conforms to the ToR and is, in the opinion of Evaluation Committee, the most advantageous and represents the best value to the assignment, price and other factors considered. State Mission Team/State Empowered Committee reserves the right to negotiate with the most competitive bidder if required.
- 11 No part of this document including the Annexure can be reproduced in any form or by any means, disclosed or distributed to any person without the prior consent of State Police Department except to the extent required for submitting bid and no more. The information contained in this document is only disclosed for the purposes of enabling you to submit a proposal for CCTNS SPMC assignment. This document should not therefore be used for any other purpose. This document contains proprietary information furnished for evaluation purposes only; except with the written permission of State Mission Team/State Empowered Committee, such information may not be published, disclosed, or used for any other purpose. You acknowledge and agree that this document and all portions thereof, including, but not limited to, any copyright, trade secret and other intellectual property rights relating thereto, are and at all times shall remain the sole property of State Police Department. The title and full ownership rights in the information contained herein and all portions thereof are reserved to and at all times shall remain with State Police Department. Bidders must agree to take utmost care in protecting the proprietary and confidential nature of the information contained herein.
- 12 State Police Department, by issuance of this ToR does not necessarily indicate or imply that the project will be commenced. The consultant will absolve State Police Department of all responsibilities if the project does not start within a stipulated time-frame. State Police Department reserves the right to withdraw this assignment any time without prior consultation or intimation to the bidders.
- 13 The bidder shall not make any alteration / changes in the bid after the closing time and date. Unsolicited correspondence from the bidder will not be considered

- 14 If at any stage of the tendering process or during the currency of the agreement, any suppression / misrepresentation of such information is brought to the knowledge of State Police Department, State Police Department shall have right to reject the bid or terminate the agreement, as the case may be, without any compensation to the bidder.
- 15 The bidder shall be deemed to have complied with all clauses in this ToR. Evaluation shall be carried out on the available information in the bid.
- 16 The successful tenderer will have to enter into an agreement with Government of West Bengal, Home Department for the performance of the Contract on non-judicial stamp paper of Rs. 250/- within 15 days of the communication of the Letter of Intent.

Annexure

Annexure I: Technical Bid Format

(To be submitted by bidder in the format given below)

1. Experience

Provide statement of relevant past or current assignments in Government (at Center or States). Consultant will use the format given below for providing past experience of projects:

No.	Project Type	Number of projects
1.	Number of IT consulting projects (consulting in the areas of IT infrastructure, IT security, IT procurement, IT project/program management, DPR and RFP creation, etc.)	
2.	Number of existing e-Governance projects	
3.	Number of IT projects with experience in the preparation of <i>Detailed Project Reports (DPR)</i> .	
4.	Number of IT projects with experience in the creation of <i>Request for Proposal (RFP)</i> and in Bid Management Process / Vendor selection.	
5.	Number of IT projects with experience in Project / Program Management	
6.	Number of IT projects with experience in post-implementation SLA monitoring	

For each of the projects cited above, provide a brief project profile using Part – 2 below. The profile for each project **must be provided in less than 1 page**.

Part 1: Commercial Value of Top-4 e-Governance Projects

No.	Project Name	Value (in lakhs)
1.		
2.		

3.		
4.		
Average Value (in Lakhs)		

Part 2: Project Profile Template

For each of the projects, please provide a profile based on the following template. The profile for a single project **must not exceed one page**.

S. No.	Information Sought	Details
Customer Information		
1	Customer Name	
2	Name of the contact person from the client organization who can act as a reference with contact coordinates: <ul style="list-style-type: none"> • Name • Designation • Address • Phone Number • Mobile Number • Email ID 	
Project Details		
3	Project Title	
4	State Date / End Date	
5	Current Status (In Progress / Completed)	
6	Number of responding firm's staff deployed on this project (peak time)	
Value of the Project		
7	Order value of the project (in rupees lakhs)	
8	Narrative description of project: (Highlight the components / services involved in the project that are of similar nature to the project for which this RFP is floated.)	

9	Description of actual services provided by the responding firm within the project and their relevance to the envisaged components / services involved in the project for which this RFP is floated.
10	Description of the key areas where significant contributions are made for the success of the project.

2. Project Team

- (i) Using the format provided below, please provide summary information on the profiles you propose to include for evaluation and the roles they are expected to play in the project.
- (ii) For each of the staff members included, provide a detailed professional profile using the forms below.

S. #	Proposed Role	Number of resources	Area of Expertise	Key responsibilities

CV Template for Professional Staff Proposed

Please provide detailed professional profiles of the staff proposed for evaluation. The profile for a single staff member **must not exceed two pages**.

Name	
Designation	
Role proposed for	
Current responsibilities in the responding firm	
Total years of relevant experience	
Years of experience with the responding firm	
Educational qualifications: <ul style="list-style-type: none"> • Degree • Academic institution graduated from • Year of graduation • Specialization (if any) 	
Professional certifications (if any)	
Professional Experience details (project-wise): <ul style="list-style-type: none"> • Project name • Client • Key project features in brief • Location of the project • Designation • Role • Responsibilities and activities • Duration of the project 	
Covering Letter: Summary of the	

individual's experience which has direct relevance to the project (maximum 1 page)	
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Each CV must be accompanied by the following undertaking from the staff member:

Certification

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Signature:

Date:

[Signature of staff member or authorized representative of the staff] Day/Month/Year

Full name of authorized representative:

Annexure II: Commercial Bid Format

(To be submitted by the bidder as per the format given below in a separate sealed cover)

Commercial Quotation

Particulars	Cost Per Month (in INR)	No of Resources	Total Cost for assignment (in INR)
Project Manager			
Senior Consultant			
Consultant			
Total Cost (A)			
Taxes and other duties applicable for cost above (B)			
Total Cost of Project* (C) = (A+ B)			

* The commercial figure quoted will be an all-inclusive figure – inclusive of out-of-pocket expenses and all taxes, duties, etc payable. No out-of-pocket expenses will be reimbursed separately. Should the commercial quote include separate out of pocket expenses or any taxes, duties, etc., such a commercial bid will be treated as an invalid bid.

Dated this [day / month / year]**Authorized Signatory (in full and initials):****Name and title of signatory:****Duly authorized to sign this Proposal for and on behalf of [Name of Consultant]****Name of Firm:****Address:**

Annexure III: Format of Covering Letter (on Consultant's Letterhead)

Date:

To
The Nodal Officer,
CCTNS Project, West Bengal,
Superintendent of Police,
Police Computer Centre, State Crime Records Bureau,
Block – DJ, Sector – II,
Salt Lake City,
Kolkata – 700 091.

Dear Sir,

Sub: Proposal for Providing Consultancy Services on CCTNS to the Department of Home, Govt. of West Bengal

- i. Having examined the ToR, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide our professional services as required and outlined in the ToR for Providing Consultancy Services on CCTNS to the State of West Bengal (hereafter referred to as 'the State'). We undertake to meet such requirements and provide such services as required and are set out in the ToR document.
- ii. We attach our technical response and our commercial quotation in separate sealed covers as required by the ToR both of which together constitutes our proposal, in full conformity with the said ToR.

- iii. We have read the provisions of ToR and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
- iv. We declare that we do not have any interest in the downstream implementation business which may ensue from the deliverables prepared through this assignment.
- v. We undertake, if our proposal is accepted, to adhere to the scope of engagement or such modified plan as may subsequently be mutually agreed between us and the State or its appointed representatives.
- vi. We agree to unconditionally accept all the terms and conditions set out in the ToR document and also agree to abide by this bid response for a period of TWO MONTHS from the date fixed for bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and the State.
- vii. We affirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the State is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the State as to any material fact.
- viii. We agree that the State is not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the bid response without assigning any reason whatsoever.

