

Tender no: SB/STY/IMS/1/TENDER/2013/1



**Special Branch Head Quarter
Assam Police
Government of Assam
Kahilipara, Guwahati-781019**

Tel –03612387464, Fax –03612383002, 03612380624
Mail:adgp-sou@assampolice.gov.in

RFP DOCUMENT FOR

**SELECTION OF AGENCY FOR PROCUREMENT, CUSTOMIZATION,
TRAINING, IMPLEMENTATION AND MAINTENANCE OF IMS AT
SB HEAD QUARTER, KAHILIPARA, GUWAHATI ASSAM POLICE.**

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1. Acronyms and Abbreviations

As used in the Document	Description
AP	Assam Police, Ulubari ,Guwahati-781007., hereinafter also referred to as 'Purchaser'
Bidder/ Agency	The organization submitting the proposal who will also be the single point of contact for the Purchaser and single point responsibility for execution of scope and deliverables as required by this Request for Proposal.
BG	Bank Guarantee
BPR	Business Process Reengineering
COTS	Commercial Off The Shelf
DC	Data Centre
DRC	Disaster Recovery Centre
EMD	Earnest Money Deposit
FEC	Financial Evaluation Committee
FRS	Functional Requirement Specification
GTV	Gross Total Value
IMS	Internet Monitoring System
UAT	User Acceptance Testing
HQ	Head Quarter of AP in Ulubari,Guwahati
OEM	Original Equipment Manufacturer
PAC	Provisional Acceptance Certificate
PoC	Proof of Concept
RFP	Request For Proposal
SB	Special Branch
TEC	Technical Evaluation Committee

2. Interpretations

The following terms wherever occurring in the tender and wherever used throughout the execution of the work, shall, unless excluded by or repugnant to the context, have the meaning attributed thereto as follows:

2.1."CONTRACT" Means the Contract resulting from the acceptance by the Purchaser of this Tender whether in whole or in part.

2.2."BIDDER" Means and includes any firm or any company or body, corporate or otherwise, who submit the Tender which has been invited.

2.3."Bidder's REPRESENTATIVE" Shall mean a person in supervisory capacity who shall be so declared by the Bidder and who shall be authorized under a duly executed power of attorney. He shall be responsible for proper execution of contract at AP and shall take orders from AP and carry out the same.

2.4."MONTH" Means any consecutive period of thirty days.

2.5."PURCHASER" Means Assam Police Headquarters , Ulubari Guwahati-781007

2.6. "AP" Means Assam Police, Ulubari, Guwahati-781007

2.7."WRITING" Includes all matters written, typewritten or printed either in whole or in part.

3. Invitation to Bidders

3.1. This invitation for bids is a turnkey project by the Purchaser for "Selection of Agency for Procurement, Customization, Training, Implementation and Maintenance of Internet Monitoring System Application at SB HQR Kahilipara, Assam Police"

3.2. Bidders are advised to study the tender Document carefully. Submission of tender shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications. Bid response prepared in accordance with the procedures enumerated in Clause 10 of this tender should be submitted to the Purchaser not later than the date and time laid down, at the address given in the tender.

3.3. The tender document is available at AP website <http://www.assampolice.gov.in>

3.4. Prospective bidders desirous of participating in this tender may view and download the tender document free of cost from above mentioned website. However bidders need to submit the tender fee of Rs. 10,000/- (Ten thousand only) through uncrossed IPO/BANK DRAFT/DCR payable in favour of "Addl. Director General of Police (MPC) –Assam, Guwahati" along with the bid.

3.5 The bidders must submit tenders in three bid system i.e., Pre-qualification bid, Technical Bid and Commercial Bid in three sealed covers separately. The Pre-qualification bid envelop will contain the pre-qualifying criteria response and EMD related papers with "Pre-qualification Bid" mentioned on the envelope. Similarly Technical and Commercial bids should be submitted in separate envelops with Technical and Commercial Bids respectively written on the envelopes.

Technical bids should be submitted on plain papers affixing non refundable court fee stamp of Rs. 8.25 (Rupees eight and Paise twenty five) only. Failure to do so will lead to rejection of the whole BID.

3.6. All bids must be accompanied by an Earnest Money Deposit (EMD) of 2% of the Gross Total Value quoted in the form of NSC/KVP/FDR of Bank/Irrevocable Bank Guarantee with validity for at least 6 (six) months in the name of the Proprietor /Partner or Shareholder of the firm concerned duly pledged in favour of “Addl. Director General of Police (MPC), Assam, Guwahati payable at Guwahati”.

3.7. (a) Schedule for Invitation:

Name of Purchaser	Assam Police Headquarters, Ulubari, Guwahati-781007
Contact and address	Additional Directorate General of Police- SOU-Assam Kahilipara, Guwahati Telephone No.: 03612387464 Fax No.: 0361-2383002, 2380624 E-mail: adgp-sou@assampolice.gov.in
Place of Pre Bid Conference	SB Conference Hall, SB HQR, Kahilipara, Guwahati-781019
Pre Qualification and Technical Bid Opening Date	22-04-2013 at 330 PM (1530 Hrs)
Last date for receipt of tender at Assam Police Head Quarter, BK Kakoti Road, Ulubari, Guwahati-7	22-04-2013 upto 3PM (1500 Hrs)
Date till which the response to the tender should be valid	1 year from the date of opening of technical bid with a condition for extension of the bid validity till such time as the tender formalities are completed.
Cost of tender document	Rs.10,000/- (Rupees Ten thousand only)
Earnest Money Deposit	2% of the GTV quoted
Nature of bid process	Physical presence

Correspondence details for pre-bid queries and any other information	adgp-sou@assampolice.gov.in
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3.7.(b) Important dates are provided below:

Activity	Date and Time
Date of Publication	28.02.2013
Last Date of submission of bid	22-04-2013 upto 3.00 PM (1500 Hrs)
Last date for submission of written queries for clarifications on tender document	12.03.2013 up to 17:00 Hrs (Through mail or fax)
Pre-bid meeting	14.03.2013 at 11AM at SB HQ Conference Hall, Kahilipara
Activity	Date and Time
Pre Qualification and Technical bid opening	22-04-2013 at 330 PM (1530 Hrs)
Commercial bid opening	To be communicated later by the purchaser to the parties qualifying the Pre Qualification and technical bid only.

3.8. The cost of tender document is non-refundable.

3.9. Bidders must note that bids received after due date and time shall be rejected.

4. Introduction

4.1 Introduction

Police “who saves the nation and breaks no law” are one of the most pervasive organisations of the society. The policemen, therefore, is the most visible representatives of the government. The police are expected to be the most accessible, interactive and vital administration of any society.

4.2 Assam police

Assam Police comes under direct control of Department of Home, Government of Assam.

Policing is one of those few lines of work which have affectionate connections with social life, social progress, and social change.

4.3 Police roles

An ideal set of police functions were identified by Goldstein (1977) a long time ago:

1. To prevent and control conduct widely recognized as threatening to life and property
2. To aid individuals who are in danger of physical harm, such as the victims of violent attack
3. To facilitate the movement of people and vehicles
4. To assist those who cannot care for themselves, the intoxicated, the addicted, the mentally ill, the physically disables, the old, and the young
5. To resolve conflict, whether it be between individuals, groups or individuals, or individuals and their government
6. To identify problems that has the potential for becoming more serious problems
7. To create and maintain a feeling of security in communities

4.4. State Special Branch

Earlier the State Special Branch was functioning under the DIG of Police, CID. In 1965 the Special Branch was disassociated from the CID and was placed under the command, control and supervision of the DIG of Police, Special Branch. Hereafter this position has been elevated to Additional Director General of Police.

4.5. Functions

1. This branch deals with the collection, collation and dissemination of intelligence having security and law and order implications.
2. It usually deals with sensitive matters like public agitation, subversive activities which carry potential and real danger to the security of the state and the nation. Security matters of the crucial installations and key industries also fall within its cognizance.
3. With the development and use of refined technology in the electronics field, the special branch has turn out itself to keep pace with these developments by boosting itself in all rounds in the last years. It has made indicative up gradation in using modern techniques and in the re-establishing as well as in the redeploying of its work force to indulge to the needs of effective intelligence.

The **Special Branch of Assam Police** is entrusted to provide the different security organizations in the state with timely intelligence inputs and advice on all aspects of security of the state. The problems of internal security are vast and complex and the challenge is enhanced by the security apparatus in the state having a somewhat loosely connected structure. Coordinating between the multiple security agencies of the states as well as the Centre is therefore of paramount importance for effective maintenance of state security.

Many recent well known organized crime and terrorism related incidents (in India as well as globally), from the near past, have hinted the requirement to effectively capture, process, analyze, monitor, assess and disseminate intelligence from various sources. **A key source amongst others with view of the recent incidents in the past is the internet.** Accordingly the position of the Special Branch of Assam Police, by virtue of its obligation in the overall context of the state's internal security makes it essential for it to access and analyze all sources of information - generated by security agencies, citizens, service providers etc; and build a state-wide picture about problems and issues so as to protect the law abiding citizens from the ill actions of the perpetrators.

Therefore an active solution is to monitor the Internet for false/incriminating or malefic content or netizens with criminal intent to be tracked and brought to justice and also to meet the ever-growing threats to the state of Assam as well as India by large.

In order to achieve the above it is therefore required that **the right people have access to the right information at the right time under the right conditions to enable the most informed decisions.**

While countering terrorism, organized crime, cybercrime related threats shall acts as an impetus for establishing this framework, its value of enhanced knowledge creation and sharing will serve to improve decision-making and coordination within the Special Branch of Assam Police units as well as with other agencies.

Given the ever-increasing size of data being generated from various sources including the internet, it is essential that decision-makers are provided intelligent tools that can automatically extract new relevant "data from within data" without being explicitly asked, leading to actionable intelligence.

The framework must therefore address these challenges and the solution components contained therein should be built with the ability to provide multiple avenues of interaction and the foresight needed to incorporate new sources of data as they arise in future.

The Assam Police Special Branch views the below mentioned aspects as major challenges. Therefore the department needs the following aspects to be holistically attended to:

- Need to efficiently handle diverse & numerous sources of Intelligence inputs involving:
- Large volumes of data
- Varied data formats ranging from structured and un-structured data like email, internet blogs, media reports, dossiers, internet traffic, social media sites like Facebook, Twitter, My Space etc.
- Need to efficiently collect and disseminate information so as to:
- Aid and reinforce inter-agency & Intra-agency co-ordination
- Effectively and seamlessly co-ordinate and collaborate with multiple parties for information availability (for input information dependencies & processed information delivery

- Timely distribute accurate information.
- Need to discover & co-relate widely dispersed, but related data points existing in various data silos.
- Need to discover & co-relate widely dispersed data which may apparently (on prima facie basis) seem unrelated.
- Need to filter out the false positives, to narrow down to information that is really valuable from an actionable intelligence perspective.
- Need to create a quality and optimized IT infrastructure that shall lay the foundation for a Fusion Centre which shall help in capturing, processing, analysis, monitoring, assessment and dissemination of intelligence from various sources. Creation of such Fusion Centre shall necessitate quality IT infrastructure shall include but not limited to: a secure data centre comprising of Database servers, Intelligence Analytics Servers, Network Security Components e.g. Firewalls, Communication servers, Interception Appliances (both circuit & IP communication), various SIGINT and COMINT collecting devices.
- Need to comply to regulatory and legal frameworks of India and the State of Assam, such that intelligence thus collected and necessary measures thus taken are in-line with the law, actionable, acceptable in the court of law and safeguard human rights.
- Need to create a robust security and authorization mechanism so that only intended personnel will have access to information.
- Need to automate real-time alerting of designated personnel such that critical discoveries and patterns are not missed out because of human negligence or error.

5. Scope of work

5.1. Scope Summary

- i. Design, configuration and automated data integration of central repository for all the sources mentioned in Section 4.
- ii. Internet monitoring solution including Software, Hardware (including Probes where necessary) and also implementation of all desired features outlined in Section.
- iii. Training & super user training for the Assam Police Special Branch concerned personnel.
- iv. Product/Solution Trainings.
- v. Installation, Configuration of Software provided.
- vi. Solution Security.
- vii. Sizing and performance bench mark tests as per industry standards. All standards of hardware & software shall be provided as part of the solution.
- viii. Support & Warranty.

5.2. Project Deliverables & Acceptance Criteria

S.NO.	Stage	Deliverable or Activity	Acceptance Criteria
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1	Planning	<input type="checkbox"/> Project Management Plan & Schedule Plan	<ul style="list-style-type: none"> To be reviewed and agreed between Assam State Special Branch and bidder. Signoff from Assam State Special Branch
		<input type="checkbox"/> Detailed project plan	
		<input type="checkbox"/> Manpower deployment plan	
		<input type="checkbox"/> Communication Plan	
		<input type="checkbox"/> Requirements management plan	
		<input type="checkbox"/> Risk Management Plan	
		<input type="checkbox"/> Change management plan	
		<input type="checkbox"/> Data Management Plan	
		<input type="checkbox"/> Test Plan (Unit testing, Functional testing, System testing, Integration testing)	
		<input type="checkbox"/> User training plan	
		<input type="checkbox"/> Setting up Development Environment	<ul style="list-style-type: none"> To be reviewed and agreed between Assam State Special Branch and bidder
		<input type="checkbox"/> Setting up Operating System (OS) with necessary patches	<ul style="list-style-type: none"> To be reviewed and agreed between Assam State Special Branch and bidder
		<input type="checkbox"/> Verify prerequisites for BI Applications modules	
S.NO.	Stage	Deliverable or Activity	Acceptance Criteria
2	Requirement Elaboration and Analysis	<input type="checkbox"/> User requirements document	<ul style="list-style-type: none"> To be reviewed and agreed between Assam State Special Branch and bidder. Signoff from Assam State Special Branch
		<input type="checkbox"/> Functional requirements specification document	
		<input type="checkbox"/> Requirements Traceability Matrix	
		<input type="checkbox"/> Software requirement specification plan	
		<input type="checkbox"/> Use Cases	
3	Design	<input type="checkbox"/> High Level Design (HLD),	<ul style="list-style-type: none"> Sign off from Assam State Special Branch
		<input type="checkbox"/> Technical Architecture Document (Application, Network, and Security)	
		<input type="checkbox"/> Design Decision Analysis Document (DDAD).	
		<input type="checkbox"/> Proto Type,	
		<input type="checkbox"/> Low Level Design Document.	
4	Installation, Configuration & Testing	<input type="checkbox"/> Install & Configure necessary Software's for Development	<ul style="list-style-type: none"> Validation against the product Installation & Configuration
		<input type="checkbox"/> Install required Client Software	

		<input type="checkbox"/> End User Manual Document <input type="checkbox"/> Operational Manual Document <input type="checkbox"/> System Integration Testing	Checklist.
5	Development	<input type="checkbox"/> Code review reports, <input type="checkbox"/> Automated build scripts, <input type="checkbox"/> Build verification Scripts <input type="checkbox"/> Test plans and test cases <input type="checkbox"/> Test reports for each milestone	<ul style="list-style-type: none"> • Sign off from Assam State Special Branch
6	User Acceptance Testing	<input type="checkbox"/> Installation Guide <input type="checkbox"/> User Guide <input type="checkbox"/> Release notes <input type="checkbox"/> Conduct User Demonstration <input type="checkbox"/> Review & Testing with Business Users & identify only useful deliverables for deployment	<ul style="list-style-type: none"> • To be reviewed and agreed between Assam State Special Branch and bidder • Sign off from Assam State Special Branch Business Users on usable pre-built End user deliverables
S.NO.	Stage	Deliverable or Activity	Acceptance Criteria
7	Deployment to Production Environment	<input type="checkbox"/> Production environment Setup <input type="checkbox"/> Migration from Development to Production Environment <input type="checkbox"/> Scheduling of Jobs <input type="checkbox"/> Handover to Assam State Intelligence IT Team	<ul style="list-style-type: none"> • Sign off from Assam State Special Branch constituted IT Team
8	Training	<input type="checkbox"/> End user Training	<ul style="list-style-type: none"> • Special Branch Intelligence Technology team to be constituted for the purpose will provide necessary training infrastructure and co-ordinate the training.

5.3. Solution Capabilities

The solution capabilities as envisaged for this project are mentioned below. Traffic background data from ISP(s) are taken for the basis of calculation and extrapolation based on various factors. The bidders are advised to collect the data from their end also and if required necessary facilitation will be provided from SB HQR. There are certain assumptions which are also factored in:

Background Data:

- Population of Assam is around 31 Million.
- Assuming 48% teledensity for internet penetration in the state of Assam, the internet users are rounded off to 15 Million.
- There exists around 2 Lakh wired and 15 million wireless connections according to telco's (this info gathered from Internet needs Validation)
- Average data generated through one ISP (till July, 2012)
 - 352471183 bits at 25Mbps speed pipe and using similar approximation value for all ISP's we get 336 TB.
 - Hence for 5 ISPs in the state, total data generated is (336 TB x 5 ISPs) = 1680 TB
 - With 15 million users (approx), per user data generated = 12MB (12MB/User)
- Once the Data is initially filtered at ISP's, the data volume can be pushed to servers in the intelligence depts.
- The actual traffic volume and along with Y-o-Y projections and sizing has to be completed at a later time as part of the deliverables under this project and shall form part of the Planning phase.

5.4. Salient aspects of the solution to be proposed:

- i. The deployment architecture shall contain probes/probe servers, deployed at ISP's premises, strategically or tactically deployed at various tapping points within the ISP network.
- ii. Each ISP site shall host at least one aggregation server (To be referred to as Collection Server for lucidness of understanding) for all probes within each ISP network.
- iii. These Collection servers shall aggregate /collect the data from the ISP network and transfer the data to a master aggregation/collection server (To be referred to as Aggregation Server) which in turn shall forward to other analysis and storage servers located in the Assam Police Intelligence Department's designated Data Centre (to be referred to as APID-DC).
- iv. The collection server(s) located at the premises of the ISP shall collect, filter, analyze or simply aggregate data before forwarding them to the Aggregation Server located within APID-DC.
- v. This shall also ensure that there is no single point of failure if there are outage scenarios of the leased line link between the ISP and the APID-DC.

- vi. Additionally, in case there are outages in the leased line link connecting the Collection servers located at the ISP and the Aggregation Server located in the APID-DC, the collection servers shall ensure that data is stored natively within each Collection Server till the time the leased line link is restored.
- vii. Upon the leased line link becoming available, the Collection servers shall proactively discover the Aggregation server, connect, forward all stored data (collected during the link downtime), update and synchronize all relevant parameters.
- viii. In case there are certain changes configured in the Aggregation server about collection/harvesting parameters, the Collection servers shall update themselves accordingly.
- ix. The system shall be technically capable to retain the metadata of Internet traffic for at least one year.
- x. However operational requirement (investigation / monitoring / evidence etc) or regulatory requirement may necessitate longer retaining requirement. In such case the higher requirement shall be required to be factored and complied to. In such a requirement the data shall be transferred to archival data after one year or as may be deemed appropriate and ratified from time to time.
- xi. This metadata, along with qualified data after analysis to be integrated to a designated main intelligence repository.
- xii. Apart from the metadata, the defined traffic/payload/content itself shall be required to be retained in the storage server at least for a week.
- xiii. The solution shall be able to monitor unstructured content like electronic correspondences (emails, chats, transcribed call logs, etc.), documents, submitted web forms, video files, audio files and internet content contain a wealth of insight for intelligence inputs.
- xiv. In the face of exploding data volumes and shrinking processing time windows, it is imperative to enable online real-time analytics apart from offline / historical analytics.
- xv. The solution deployment architecture consisting of the Collection Servers as well as the Aggregation Server shall collectively, in orchestration, address the real-time analysis and insight requirement mandated under this project.
- xvi. The virtue of the deployment architecture as outlined above, it shall also provide the ground for a highly scalable clustered platform for monitoring tens and hundreds of Gbps of data in virtually real-time.
- xvii. The deployment architecture shall also prove to provide a High Availability clustered setup wherein there is no single point of failure.
- xviii. The deployment architecture for the solution shall require Network probes / Taps to be setup at each of the ISPs, which shall provide a mirrored copy of the data to the monitoring platform.
- xix.** The department envisages that the deployment shall require 8 taps or probes to be installed at different ISPs, out of which 6 taps/probes shall be of 10 GBPS and 2 taps are of 1 GBPS. However the mentioned specifications are subjected to

change. **Hence the bidders are required to quote cost per probe in the financial bid.**

- xx. The computing platform shall allow the applications to rapidly ingest, analyze, and correlate information as it arrives from thousands of real-time sources.
- xxi. It shall support for high volume, structured & unstructured streaming data sources sub millisecond response time to events and changing requirements
- xxii. Shall perform continuous real-time analysis of data.
- xxiii. Shall allow fast and simple development of applications, scripting etc with the ability to seamlessly extend existing applications with new analysis types.
- xxiv. Shall provide network traffic interception and analysis.
- xxv. Shall support a variety of internet protocols including but not limited to HTTP, FTP, SMTP, SIP etc.
- xxvi. Shall support monitoring of various applications consisting of but not limited to: chat & messaging (e.g. Google Talk, Yahoo Chat, MSN Messenger, ICQ, etc.), social media (e.g. twitter, facebook, orkut, myspace etc), hosted applications, web pages, protocols etc.
- xxvii. Shall support various kinds of analysis including but not limited to: text mining, sentiment analysis, link analysis, geo-spatial analysis, statistical analysis, social network analysis, transaction analysis, locational analysis, fusion based analysis from various sources etc.
- xxviii. Application should be able to detect & monitor targets like: IP address, Login user ID, Keyword, email ID, telephone location, new email ID details (default monitoring upto 48 hours), IP range, URL etc.
- xxix. Complete email online extraction including but not limited to: address book, inbox, sent, drafts, personal folders, delete folders, custom folders etc.
- xxx. Shall provide identification of dead drop mails
- xxxi. Shall allow profile creation for filters including but not limited to: Login details, Login pattern, login location, DNS address, routing address etc.
- xxxii. Shall allow country wise tracking of Instant message/chats & mails
- xxxiii. Shall capture and display multiple types of attachments including word, pdf, jpg, zip, rar, txt, .exe applications etc.
- xxxiv. Shall provide all types of web crawling capabilities including but not limited to: capture additional pages if updated, log periodical updates, changes, etc.
- xxxv. Shall provide virtually real time visualization screens showing results from real-time data and capability to transliterate other languages.
- xxxvi. The architecture shall provide processing data from various data sources, including but not limited to: social networking sites, web based communities, wikis, blogs and web content such as emails, and files.
- xxxvii. Shall allow analysis to be done on chosen IP addresses and targeted words or phrases including but not limited to: textual data in regional, other languages (other than Assam's regional languages which may be relevant and contextual) and English languages.
- xxxviii. Shall allow massive volume of internet data to be analyzed and processed in real time, using the parallel processing features.

- xxxix. Shall allow each alerts, alert categories, discoveries etc to be ranked (including but not limited to: high, medium, and low priority, high value asset, low value asset, moderate value asset, verified information, unverified information, primary evidence, secondary evidence, circumstantial evidence, etc) based on criteria that will be developed in consultation with the department.
- xl. Shall provide past alert information to be stored in the repository in a secured mode and should be monitored for any type of unwarranted access.
- xli. Shall ensure than the output of processing be integrated with common reporting framework to show analysis report / create dossiers / etc.
- xlii. The system shall perform visual analysis which shall allow a variety of views including but not limited to: association, network, link, temporal, geospatial, and statistical analysis etc to help build a comprehensive analytical picture, revealing relationships, patterns and trends in data that can help save time and increase efficiency
- xlili. The system's quantitative analysis techniques shall combine organization theories with mathematical models to help better understand and target the dynamics of groups, networks, and organizations
- xliv. Information confidentiality is supreme but collaboration is of greater importance. Hence the collaboration capabilities of the solution shall support the deployment of the solution to a larger organization including but not limited to partner agencies so as to facilitate working together on cases thereby supporting: sharing, teamwork, and inter and intra-organizational communication, in a highly secured manner taking into consideration information sharing protocols existent within the organization thereby helping investigations to be resolved more quickly.
- xlvi. The solution shall be architected so as to allow advanced connectivity and multi-sourcing capabilities such that simultaneous search capabilities can be performed that automate and accelerate the lengthy research process of capturing, collating, and enriching data.
- xlvi. Existing unstructured data including future repositories shall be searched using powerful search capabilities to cast the net wide and deep to ensure that no data is missed in supporting investigative and operational activities
- xlvi. The solution shall provide real-time exploration of intelligence, delivering an extensible, scalable, and collaborative environment supporting operational analysis and faster, more informed decision-making across the organization.

5.5. Specific needs of the proposed solution:

In order to effectively counter various challenges, the Special Branch of Assam Police has collated such information based on recent developments and patterns, including its operational experience and investigation knowledge and in-house expertise to enlist below the minimal expectation from the solution deployment currently in scope of this RFP.

The following capabilities are mandatory requirements from the solution:

- a) The solution shall provide the capability for gathering the internet traffic data based on:
 - i. Protocols.
 - ii. Keywords.
 - iii. Filters.
 - iv. Filters with predefined criteria's.
 - v. Watch-lists
- b) The solution shall have keyword matching including phonetically similar words in languages like:

- i. Assamese
- ii. English
- iii. Hindi

Capability of keyword matching in other local languages like Bodo etc will be preferred.

- c) The solution shall provide an integrated and dedicated monitoring module capable of monitoring internet data from various sources and type including but not limited to: Unencrypted VoIP, Satellite, Chats sessions hosted in various social media and forums, Internet traffic.
- d) The solution shall provide the capability to identify suspicious behavior based on existing and new patterns as they emerge. These patterns are required to be continuously applied to combine incoming and existing information on people, profiles, transactions, social network, type of websites visited, time spent on websites, type of content download or view, etc amongst others.
- e) The solution shall provide alerts, insights and actionable intelligence into a single or multiple or parallel scenario build-ups that may occur in blogs, social media forums, chat rooms, specific web hosting server locations or URL, packet route etc as may be defined from time to time. Such scenario build-ups can be based on but not limited to sentiments, hatred, anti-national, expression of joy, compassion, etc as may be defined by the department depending on operational and intelligence requirement.
- f) The solution shall provide the capability of generating automated alerts based on defined parameters related to but not limited to: structured or unstructured data (including metadata of contents), events, pattern discovery, phonetically similar words or phrases, actions from users etc. from a wide variety of sources.
- g) The solution shall provide capability for real time as well as historical analysis of network traffic, network perimeter devices and internal 'sniffers'. Such analysis shall be based on slicing and dicing of data (cube as well as hierarchical based approach)

- h) The solution shall be capable to offer web-intelligence (otherwise referred to as WEBINT and also Open Source Intelligence - OSINT).
- i) The solution shall have a capability to integrate with Lawful Interception and Monitoring System (LIMS) for future requirements (if need be so, to be compliant with regulatory framework/mandate) as and when they are made available by the Government of India. Accordingly the solution stack shall incorporate integration with LIMS for 2G, 3G/UMTS, CDMA and other evolving mobile carrier technologies including fixed line and encrypted IP services including but not limited to Skype services, Blackberry services, Gmail, Yahoo, Hotmail etc and many more of others. Accordingly a holistic target monitoring shall be enabled/triggered through a LIMS console post issuance of a warrant by a designated officer authorized for target monitoring.
- j) The solution should be scalable and extensible to include monitoring and analysis of CDR and other types of information for subsequent phase of this project.
- k) With combined monitoring involving targeted internet monitoring and LIM based monitoring, the solution shall enable session and event reconstruction including but not limited to various aspects of GEOINT (Geospatial intelligence), Link Analysis, CDR Analysis, Timeline Analysis, Histogram based analysis (and other statistical analysis tools), Locational Intelligence, Social Network Analysis amongst others.
- l) The solution shall provide analysis of text not only for specific keywords but for various aspects and patterns depending on the investigation and monitoring requirement including but not limited to phone-numbers, addresses, names, sentiments in various languages as well as deduce information like location, age, gender, etc. from comments in blogs and social media forums, tweets etc.
- m) The solution shall be required to extract information about people, suspects and other actions from web application traffic involving but not limited to social media applications, messaging applications, collaboration applications, forums, media reports, chat rooms, deep web applications, etc. This includes not only extracting profile information about users but all information associated with the users, activity information etc from all sources including all linked entities so as to be possible to create a detailed ontology.
- n) The system shall provide an extensive ontology approach to creating social networks analysis, link analysis, geospatial intelligence analysis etc leveraging all defined entities, properties and relationship amongst them. Such mapping of entities, properties and relationships shall be from structured and unstructured content and data, generated from various sources including but not limited to social media, open-source internet content, emails and messaging platforms, human intelligence, TSP/ISP provided data/logs, Lawful interception details, Interrogation reports, dossiers, forensic reports, investigation reports, FIR, GIS database, Network equipments, etc.

- o) The system shall provide both high level visual based as well as low level data driven statistical analysis paradigm. Such analysis shall take into consideration all relevant entities, properties and relationships between them wherein the source of such data shall be agnostic. Hence as per the requirement just stated, it shall be possible to visually clearly depict and/or simulate all of the aspects as mentioned in the following example scenario, wherein the basis of such data are various sources including human intelligence:

5.6. Non functional requirements:

a. Capacity Estimates and Planning

The architecture of the system must support not only the current anticipated load but also the projected load on the system over the 3 years. It is advisable to take care of the system usage characteristics and attributes while system capacity estimates and planning based on domain experience of the OEM and System Integrator. Please note that the initial sizing required for Data Warehouse appliance is to host 6 months of data. The initial sizing of data warehouse is 75 TB, the initial sizing of Data Flow of live data is 10 GBPS. The system should be able to support adhoc load of around 5 TB into DW as such kind of requirements may come anytime at the department.

b. Visibility

In the next 3 years, the likely expansion will be

- a) 90 TB for Data warehouse, 15 GBPS of Internet traffic, 10 TB of ad-hoc data loading,
- b) 120 TB for Data warehouse, 20 GBPS of Internet traffic, 15 TB of ad-hoc data loading,
- c) 150 TB for Data warehouse, 25 GBPS of internet traffic, 20 TB of ad-hoc data loading.

The bidder must provide visibility on the incremental cost on the above capacities for proprietary Hardware, Software & Internet Probes.

***Please Note:** The above sizing is indicative only, it's not actual the actual sizing can be done only based on accurate requirements from Assam Police business unit , about how much and what kind of data they would like to store or the entire contents of web page etc which can consume more space, hence this sizing. We will have to change based on actual information.*

c. Scalability

The proposed system architecture would be scalable to accommodate more users, more transactions and more data as additional users and data are added in the

future. The system would be scalable across hardware, software, and applications in both horizontal and vertical dimensions to meet the future load requirements with minimum effort.

The system would provide for horizontal scalability in such a manner that a new server can be added (or removed) dynamically, as and when required in future, without disturbing the normal functioning of production system. The vertical scalability in servers in terms of additional processors and RAM will have to be provided for handling future growth in transactions.

d. Availability

The system is made available 24 hrs/day 7 days a week with an uptime of at least 97%, to achieve the key goal of facilitating the availability of Intelligence to officers.

e. Maintainability

The system is required to cater to stakeholders across the Department from multiple points and through multiple channels. Hence the manageability of this system is essential to ensure effective monitoring and timely resolution of any issues surrounding performance, availability and security of systems. The proposed system would need to be n-tiered

f. System Management and EMS

Systems management is an essential piece of the non-functional requirements. It captures the requirements that are specific to the given infrastructure as well as define guidelines and specific requirements for the software & applications that make up the solution. The requirements are as follows:

- Logging: The architecture should provide standardized services for general logging functionality. These services will be utilized directly by components, as well as secondarily through the invocation of Tracing.
- Tracing: The architecture provides the capability to monitor transactions through the system for the purposes of auditing, error diagnosis, and performance management. At a minimum this traceability would be at the component interface level. Ideally this should be implemented in a fashion that allows dynamic starting and stopping of this service.
- The architecture should have the capability to do agent less monitoring of the servers deployed at the ISP end.

g. Backup and Restore Services

The successful bidder shall perform data storage management activities including regular backup, restore and archival activities. The bidder shall come up with an exhaustive data storage & data backup policy, which should state the periodic nature of consistency tests to be conducted over the database backups as well as highlight the data storage, retrieval process, data backup requirements including

frequency and process of data backup management, type of backup (incremental or full /Online) etc. to ensure that all the data related to the Assam State Intelligence Department system is available in the SAN solution and is also available in a backup media/solution. The data backup processes and procedures shall also form part of Procedures defined by the bidder. The successful bidder shall perform the data restoration tests at regular intervals as agreed mutually.

5.7. Hardware requirements:

Following Table includes the requirements for the above solution. System Integrator is expected to quote based on requirements given:

Production					
Item	Description	Cores	Memory (GB)	Qty	SAN Connectivity
1	Internet Monitoring (Aggregation) Server	12	256	Centralized Server	Yes
2	Database for storing different identities	6	48GB	2 (active-passive)	Yes
	EMS Server	6	16GB		No
3	App Server	4	16 GB		No
4	Backup and Recovery Server	4	16GB	Centralized Server	Yes
5	Internet Monitoring (Collection) Server	12	256	1 per ISP	No

Non-Production					
Item	Description	Cores	Memory (GB)	Qty	SAN Connectivity
1	Internet Monitoring Server	4	32	1	Yes
2	Database for storing different identities	4	32	1	Yes
3	Visual Analytical Tool				
4	Backup and Recovery Server				

Incremental Hardware for Production For 10-20 Gbps Internet Traffic					
Item	Description	Cores	Memory (GB)	Qty	SAN Connectivity
1	Internet Monitoring Server				

5.8. HARDWARE SPECIFICATIONS

5.8.1. Blade Server Chassis

S.NO.	Features	Specifications Required
1	Description	Should provide common resources essential for the Blade Servers like Power, System Management, Cabling, Ethernet Management and expansion, external Fibre Channel Storage switching and connectivity & Redundant I/O Path for all fabrics
2	Support for RISC/EPIC Servers	The chassis should be able to support Blade Servers with x86 and RISC/ EPIC architecture processors
2	Midplane	High availability dual path mid-plane for providing two-way communication paths for Ethernet, Fiber Channel, KVM Switches, Power Supply and Management Signals
3	Blade Bays	Blade chassis to accommodate minimum of 8 Full Height Hot Plug-gable Blade Servers with Dual I/O Connectors as well as Power Connectors for Redundancy.
4	1Gb Ethernet Switch Modules	Chassis should be configured with dual Redundant hot Ethernet switch Module with minimum of 6 Nos. of 1 Gbps Ethernet up link ports, chassis should support addition of 10Gbps modules in future if required

5	Fibre Channel Module	Chassis should be configured with dual Redundant Hot-Swap 8GB intelligent pass through Fibre Channel Switch Modules and should provide no single point of failure. FC switch should have minimum of 6 x 8Gbps External uplink Ports. Switch should be configured with 4 number of 8 Gbps SFP Modules
6	I/O Path for all Fabrics	Chassis should have dual I/O connections from every blade server to help provide maximum uptime
8	Management Modules	Chassis should be configured with Redundant Hot-Swap Management Modules to provide IP KVM functionality. Management should be software independent
S.NO.	Features	Specifications Required
10	Blower Modules	Chassis should be configured with Hot Swap & Redundant variable speed rear access blowers/ fan Modules
11	Power Modules	Dual Power Supply to cater power for the blade servers (redundant). No single point of failure for Power Delivery. Chassis should have dual power connectors on each blade server for power input and no single fault should take down the entire power bus. Should have dual N+N power topologies for higher uptime. Power supplies should be configured with highest capacity available
12	Redundancy in Power Modules	Chassis should have fans on the power supplies and should be able to provide reconfiguration of fans and power supplies without manual intervention
13	Power Management	Chassis should have an integrated tool that can provide a view of the actual power used (as opposed to benchmarked power consumption) and can effectively allocate, match and cap power and thermal limits in the data center at the system, chassis and rack level.
15	CD/Diskette/USB	Chassis should be configured with Internal/external CD-ROM/DVD-ROM Drive which can be sheared among all the blade servers. The chassis should have minimum Two USB 2.0 ports.

16	Failure Alerting Mechanism	The chassis should be able to alert impending failures on maximum number of components like Blades, bridge/switch modules, I/O modules, management modules, power modules, blower modules, media tray
17	System Management	Should provide support for remote console management, power on/off blades, should monitor power status, operating system, temperature, disks, blowers, power Modules, system diagnostic programs provided through the Management Software. Also features such as Power Management feature such as balancing of performance of system as per the available power input & ability to plan & predict power Consumption based on hardware configuration should be available. Automatic Server Restart feature should be supported.

5.8.2. Production server for Collection & Aggregation

S.NO.	Features	Specifications Required
1	CPU	2 x Intel Xeon 6 Core E5-2630 CPU @ 2.3 GHz or higher
2	Cache L3	15 MB of L3 Cache
3	Chipset	Intel Chipset C600
4	Memory	256 GB Registered DDR-3 ECC Memory
5	Memory protection	ECC, Chipkill, Memory Mirroring, Memory Sparing
6	SCSI Controllers	Integrated Hardware Raid Controller to supports Hardware Raid 0,1
7	Disk Drives	2 x 600GB 6Gbps10K SAS Hard Disk Drive
8	Graphics Controller	16MB SDRAM
9	Ethernet Adapter	Dual-port with TCP/IP Offload Engine (TOE), Wake on LAN, Serial over LAN , PXE 2 , additional 2 Ethernet ports should be available
10	Fiber Channel HBA Connectivity	Dual Port 8Gbps Fiber Channel Expansion Card (Note: Individual ISP server does not need FC HBA)
11	I/O Expansions	2 x8 PCIe
12	Power Supply	From the Blade Chassis via Dual Redundant Power Connectors
13	Warranty	3 Years Onsite Comprehensive Warranty
14	Form Factor	Full Height Blade Servers
15	Failure Alerting Mechanism	The server should be able to alert impending failures on maximum number of components. The components covered under alerting mechanism should at least include Processor, memory, HDDs and expansion cards
16	Blade Form Factor	Full Height Blade Server with Dual Redundant I/O and Power Connectors

17	Systems management capabilities	Server should support systems management capabilities like
		Web-based out-of-band control
		SSL and LDAP Support
		Serial Over LAN
		IPMI over LAN
		Windows “blue screen” capture
		Should support remote CD and Virtual floppy
		Automatic Service Restart
		High-speed remote redirection of PCI video, keyboard and mouse
		NMI/SMI detection and generation
		Highly secure remote power on/off
		System reset control
S.NO.	Features	Specifications Required
18	Server Management Software	Server should be supplied with OEM Server Management software free of cost with features like
		Should be able to discover systems and other resources in a heterogeneous environment and Collect inventory data about hardware and software that is currently installed on systems
		Should be able to view and manage the status, problems and events for discovered systems
		Should be able to determine the health, compliance, and performance of managed systems by viewing detailed information about the problems by inspecting the event log
		Capable of automatically send the notifications for hardware events or when thresholds are exceeded
		Capable of doing configuration management of other systems by Initially configuring one or more systems (hardware and operating systems). Automatically configure newly discovered systems
		Should have feature like update manager for detecting and viewing out-of-date systems and also get a notification when systems are in need of updates and which updates are needed. Download, distribute and install available and requisite updates
		Should e able to do the graphical remote control tools including VNC, RDP, and web-based remote control for AMM, ILO, IMM, and RSA
		Able to discover and Work with virtualized environments including Microsoft Virtual Server, VMware, and Xen. Capable of viewing topology that shows the connections between physical and virtual resources

		Create automation plans based on events from virtual and physical resources and automation actions such as relocating a virtual server based on critical hardware alerts
		Create, delete and manage virtual servers and virtual farms for several virtualization technologies
		Relocate virtual servers to alternate physical hosts
		Ability to discover network devices and review network device inventory. Able to Monitor the health and status of network devices. View network device configuration settings, and apply templates to configure devices
		Management software should have upward integration with HP Open View , Microsoft System Center Operations Manager, CA Unicenter , IBM Tivoli Enterprise
19	OS Support	Server should support latest version of Microsoft windows, Red hat, Novell and VMware

5.8.3 Production Server for Database & EMS

S.NO.	Features	Specifications Required
1	CPU	Intel Xeon Six Core processor @ 3.06GHz
2	Cache L3	12 MB of L3 Cache
3	Chipset	Intel Chipset 5520 or better
4	Memory (multiple defined in italics)	a. 48 GB Registered DDR-3 ECC Memory Upgradeable to 192 GB – <i>for Database server</i> b. 16 GB Registered DDR-3 ECC Memory Upgradeable to 192 GB – <i>for EMS server</i>
5	Active Memory protection	ECC memory protection support, memory mirroring and memory sparing
6	SCSI Controllers	Integrated Hardware Raid Controller to supports Hardware Raid 0,1
7	Disk Drives	2 x 600 GB 6Gbps 10K SAS Hard Disk Drive
8	Graphics Controller	16MB SDRAM
9	Ethernet Adapter	Dual-port with TCP/IP Offload Engine (TOE), Wake on LAN, Serial over LAN , PXE 2,
10	FC connectivity	Server should be configured 1 number of 8Gbps FC card
11	I/O Expansions	2 x8 PCIe
12	Power Supply	From the Blade Chassis via Dual Active Redundant Power Connectors
13	Warranty	3 Years Onsite Comprehensive Warranty
14	Form Factor	Full Height Blade Servers
15	Failure Alerting Mechanism	The server should be able to alert impending failures on maximum number of components. The components covered under alerting mechanism should at least include Processor, memory, HDDs and

		expansion cards
16	Blade Form Factor	Full Height Blade Server with Dual Redundant I/O and Power Connectors
17	Systems management capabilities	Server should support systems management capabilities like
		Web-based out-of-band control
		SSL and LDAP Support, Serial Over LAN, IPMI over LAN
		Windows “blue screen” capture
		Should support remote CD and Virtual floppy
		Automatic Service Restart
		High-speed remote redirection of PCI video, keyboard and mouse
		NMI/SMI detection and generation
		Highly secure remote power on/off , system reset control
18	Server Management Software	Server should be supplied with OEM Server Management software free of cost with features like
S.NO.	Features	Specifications Required
19	OS Support	Management software should have upward integration with HP Open View , Microsoft System Center Operations Manager , CA Unicenter , IBM Tivoli Enterprise Server should support latest version of Microsoft windows, Red hat, Novell and VMware

5.8.3. Production Server for Analytics, Backup & Recovery

S.NO.	Features	Specifications Required
1	CPU	Intel Xeon Four Core processor @ 2.93 Ghz
2	Cache L3	12 MB of L3 Cache
3	Chipset	Intel Chipset 5520 or better
4	Memory	<ul style="list-style-type: none"> 16 GB Registered DDR-3 ECC Memory Upgradeable to 192 GB – for Analytics 16 GB Registered DDR-3 ECC Memory Upgradeable to 192 GB – for Backup& Recovery
5	Active Memory protection	ECC memory protection support, memory mirroring and memory sparing
6	SCSI Controllers	Integrated Hardware Raid Controller to supports Hardware Raid 0,1
7	Disk Drives	2 x 600 GB 6Gbps10K SAS Hard Disk Drive
8	Graphics Controller	16MB SDRAM
9	Ethernet Adapter	Dual-port with TCP/IP Offload Engine (TOE), Wake on LAN,

		Serial over LAN , PXE 2,
10	FC connectivity	Server should be configured 1 number of 8Gbps FC card
11	I/O Expansions	2 x8 PCIe
12	Power Supply	From the Blade Chassis via Dual Active Redundant Power Connectors
13	Warranty	3 Years Onsite Comprehensive Warranty
14	Form Factor	Full Height Blade Servers
15	Failure Alerting Mechanism	The server should be able to alert impending failures on maximum number of components. The components covered under alerting mechanism should at least include Processor, memory, HDDs and expansion cards
16	Blade Form Factor	Full Height Blade Server with Dual Redundant I/O and Power Connectors
17	Systems management capabilities	Server should support systems management capabilities like
		Web-based out-of-band control
		SSL and LDAP Support, Serial Over LAN, IPMI over LAN
		Windows “blue screen” capture
		Should support remote CD and Virtual floppy
		Automatic Service Restart
		High-speed remote redirection of PCI video, keyboard and mouse
		NMI/SMI detection and generation
		Highly secure remote power on/off , system reset control
18	Server Management Software	Server should be supplied with OEM Server Management software free of cost with features like
19	OS Support	Management software should have upward integration with HP Open View , Microsoft System Center Operations Manager , CA Unicenter , IBM Tivoli Enterprise Server should support latest version of Microsoft windows, Red hat, Novell and VMware

5.8.4. Non-Production Server for Testing/Configuration etc

S.NO.	Features	Specifications Required
1	CPU	Intel Xeon Four Core processor @ 2.93 Ghz
2	Cache L3	12 MB of L3 Cache
3	Chipset	Intel Chipset 5520 or better
4	Memory (multiple defined in italics)	<ul style="list-style-type: none"> 32 GB Registered DDR-3 ECC Memory Upgradeable to 192 GB – <i>For Internet Monitoring – non production</i> 32 GB Registered DDR-3 ECC Memory Upgradeable to 192 GB – <i>For Database – Non Production</i>
5	Active Memory	ECC memory protection support, memory mirroring and memory

	protection	sparing
6	SCSI Controllers	Integrated Hardware Raid Controller to supports Hardware Raid 0,1
7	Disk Drives	2 x 600 GB 6Gbps10K SAS Hard Disk Drive
8	Graphics Controller	16MB SDRAM
9	Ethernet Adapter	Dual-port with TCP/IP Offload Engine (TOE), Wake on LAN,Serial over LAN , PXE 2,
10	FC connectivity (multiple defined in italics)	<ul style="list-style-type: none"> • Server should be configured 1 number of 8Gbps FC card – <i>For Internet Monitoring server- non production</i> • Server should be configured 1 number of 8Gbps FC card – <i>For Database server – non production</i>
11	I/O Expansions	2 x8 PCIe
12	Power Supply	From the Blade Chassis via Dual Active Redundant Power Connectors
13	Warranty	3 Years Onsite Comprehensive Warranty
S.NO.	Features	Specifications Required
14	Form Factor	Full Height Blade Servers
15	Failure Alerting Mechanism	The server should be able to alert impending failures on maximum number of components. The components covered under alerting mechanism should at least include Processor, memory, HDDs and expansion cards
16	Blade Form Factor	Full Height Blade Server with Dual Redundant I/O and Power Connectors
17	Systems management capabilities	Server should support systems management capabilities like
		Web-based out-of-band control
		SSL and LDAP Support, Serial Over LAN, IPMI over LAN
		Windows “blue screen” capture
		Should support remote CD and Virtual floppy
		Automatic Service Restart
		High-speed remote redirection of PCI video, keyboard and mouse
		NMI/SMI detection and generation
18	Server Management Software	Highly secure remote power on/off , system reset control
		Server should be supplied with OEM Server Management software free of cost with features like
19	OS Support	Management software should have upward integration with HP OpenView , Microsoft System Center Operations Manager , CA Unicenter , IBM Tivoli Enterprise Server should support latest version of Microsoft windows, Redhat, Novell and Vmware

5.8.5. SAN Storage

S.NO.	Features	Specifications Required
1	Storage Controller	Dual controller in an active-active mode with automatic failover in case of one controller failure.
2	Controller Cache Requirements	16 GB usable read/write cache, (8 GB per controller, mirrored) upgradable to 32 GB. Cache data should be protected for at least 10 days in case of extended power failure. Cache should be RAM based & implemented in the storage controllers Cache shall be mirrored across both controllers.
3	Raid Level Support	The Storage System should support Raid Levels 0,1,5,6,10
4	Host Interface Support	The Storage System shall have 8 x 8Gbps FC host ports & 4 x 10Gbps iSCSI Host ports, should support FCoE connectivity as required in future
S.NO.	Features	Specifications Required
5	Drive Technology Support	The Storage System should have support for SSD, SAS 2.0/FC 2.5'/3.5' Drives, 3.5' NL SAS 2.0/SATA Drives.
6	Storage Capacity	The storage system should be scalable to greater than 300TB with the addition of storage enclosures only. Should be configured with 20TB useable on RAID 5 with SAS disks.
7	Storage Functionality	<ul style="list-style-type: none"> • The Storage System shall support advanced virtualization capabilities of combining storage from multiple RAID Groups into a single pool and provision volumes from this pool. The Storage System shall have the ability to expand and shrink LUNS/Volumes on the storage online • The Storage System should have the capability to support Non-Disruptive Data migration across Volumes in the internal storage pool • The storage shall have the ability to create logical volumes without physical capacity being available (Thin Provisioned) . Licenses should be provided for the entire capacity. • The Storage System shall have the Capability to support creation of thin provisioned Snapshot copies of volumes which can act as restore points for the source volume. • The snapshot Feature needs to support at least 255 snapshot copies per volume • Should have the integrated capability to move sub-LUN data from low performing storage disks to High performing disks • The Storage System Should provide support for host multi-patching drivers

		<ul style="list-style-type: none"> Any licenses for the above functionality should be included in the offering
8	Additional Advanced Software Features Supported	<ul style="list-style-type: none"> The Storage System shall support Synchronous & Asynchronous Replication. The replication service can be implemented using either FC or IP Protocol The Storage System should have the ability to virtualized & create storage pools from external storage controllers, without requiring any external appliance. The Storage System should have the capability to support Non-Disruptive Data migration across Volumes in the external storage pool to assist in data migration.
9	Management	Easy to use GUI based and web enabled administration interface for configuration, storage management.
10	OS Support	Support for industry-leading Operating System platforms including: LINUX , Microsoft Windows, HP-UX, SUN Solaris, IBM-AIX, VMware
S.NO.	Features	Specifications Required
11	Built in Redundancy	The system shall support Fully Redundant & Hot Swappable Fans & Power Supplies. There shall be support for Non Disruptive Microcode Update & Non-Disruptive Parts Replacement
12	Rack Mountable	The proposed system must be mounted on a standard 19inch rack

5.8.6. SAN switch

S.NO.	Description
1	8 Number of active ports (each with minimum 8 Gbps speed), scalable to 16 ports
2	<ul style="list-style-type: none"> Should support multiple OS. Non disruptive subsystem maintenance. Should have dual Fans and Hot plug power supplies switching and service modules. Should have web based management software for administration and configuration. Non disruptive microcode / firmware upgrades and hot code activation. Switch shall support in built diagnostics, power on self test, command level diagnostics, online and offline diagnostics.

- Should support hardware ACL based Port security, Port Zoning and LUN Zoning.
- Should support Secure Shell (SSH) encryption to provide additional security for Telnet sessions to the switch.
- Should support multilevel security on console access prevent unauthorized users from altering the switch configuration
- Should support Fibre Channel trace route and Fibre Channel Ping for ease of troubleshooting and fault isolation
- Should support Applications for device management and full fabric management.

5.8.7. Tape Library

S.NO.	Feature	Specification
1	Tape Drive	The Tape system should be configured with two LTO Gen5 Fibre drive and 48 slots.
2	Bar code reader	Bar code reader to be provided.
3	Cartridge Capacity	Each cartridge should be having at least of 1500GB of native uncompressed capacity.
4	Data transfer	The Data transfer rate should be at least 140 MBps uncompressed. Vendor to mention the maximum possible.
S.NO.	Feature	Specification
5	Encryption	Tape drives should be encryption enabled. And should support all kinds of encryption like support Application-Managed Encryption (AME), System-Managed Encryption (SME), and Library-Managed Encryption (LME).
6	Compression	2:1 compression should be possible
7	Reliability	a) It should have hot swap drives. b) It should support redundant power supplies and fans.
8	Management Features	Remote Management software should be supported that helps monitoring of tape library.
9	Standards	The tape library should be SNMP and SMI-S compliant
10	I/O Slots	The Tape library should be offer 6 I/O slots
11	Worm capability	The tape library should support worm LTO drives.
12	Warranty	3 years of warranty should be provided with the Tape System.

6. Deliverable & Milestones

6.1. Bidder is expected to follow the schedule as mentioned in Annexure 2.

6.2. Each of the deliverables should be accompanied with a presentation on the deliverable by the bidder. The submission of deliverable will be deemed complete after the submission of the hard copy, soft copy of the deliverable and presentation by the bidder. The “Expected Date of Completion” as mentioned in the table is the date by which the deliverable shall be submitted to the Purchaser.

7. Pre – Bid Conference

7.1. A prospective Bidder requiring any clarification on the tender document may submit the queries at the Purchaser's email address as per schedule indicated in Clause 3.7. The queries must be submitted in the following format in MS Word / MS Excel format:

BIDDER'S REQUEST FOR CLARIFICATION			
Name and Address of the Organization submitting Request		Name and Position of Person submitting request	Contact Details of the Organization / Authorized Representative
			Tel:
			Fax:
			Email:
S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring Clarification	Points of clarification Required
1.			
2.			

7.2. Assam Police Special Branch shall hold a pre bid meeting with the prospective bidders as per schedule provided in Clause 3.7 of this tender in the SB HQR conference hall. Queries received from the bidders as per Page 3 the schedule in Clause 3.6 shall be addressed. No queries would be addressed post Pre-Bid meeting.

7.3. The purpose of the conference is to provide bidders with the information regarding the tender and the proposed solution requirements in reference to the tender.

7.4. At the most 2 persons from any firm / company would be allowed in pre-bid conference.

7.5. At any time prior to the last date for receipt of bids, the Purchaser, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by corrigendum. It shall not be mandatory for the Purchaser to disclose the reasons for this change.

7.6. The corrigendum will be notified through website (<http://www.assampolice.gov.in>) and would be binding on all Bidders.

7.7. The Purchaser may, at its discretion, extend the last date for the receipt of Bids.

8. Bid Submission

The 3 (Three) envelops containing the Pre Qualification, Technical and Commercial Bids – all kept inside a big envelop addressed to Addl. Director General of Police (MPC) , Assam Police Head Quarter, B K Kakoti Road, Ulubari, Guwahati-781007, Assam must reach latest by 22-04-2013 15:00 hours. No tenders received thereafter will be accepted and the AP HQR shall not be responsible for any delay in submission of tender. All tenders received after due date and time shall be returned to the respective tenderer without opening the same. Intending tenderers shall submit their tenders in the box kept in the office in front of the office chamber of Addl Director General of Police (MPC) , Assam Police Head Quarter, B. K. Kakoti Road, Ulubari, Guwahati-781007, Assam. The tender Box will be opened the same day or on subsequent working day if it falls on Govt. Holiday at 3.30 PM in presence of tenderers or their authorized representatives present at that time.

8.1. Earnest Money Deposit.

A. Earnest Money Deposit (EMD) of 2% of the GTV quoted has to be submitted. EMD is to be submitted in form of NSC/KVP/FDR of Bank/Irrevocable Bank Guarantee from a Nationalized / Scheduled Bank with validity for at least 6(six) months in the name of the Proprietor /Partner or Shareholder of the firm concerned duly pledged in favour of “Addl. Director General of Police (MPC), Assam, Guwahati payable at Guwahati” on the date of submission of bids in the envelop named “Pre qualification bid” or else it may lead to the rejection of the bid.

In the case of Bidder who has been selected for implementation of IMS, EMD of that bidder will be returned (or may be converted into Security Deposit) and the bidder shall be required to give Security Deposit amounting to 10% of GTV quoted and provide BG as mentioned in the Annexure 23: Proforma for Security Deposit for contract performance” along with acceptance of contract, within 15 calendar days.

8.2. All the bid documents should be signed by the authorized signatory or legal officer of company. In case the bid is signed by other than legal officer of company, the bidder should enclose Board Resolution of the company for the officer, who signed the bid.

8.3. The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the Purchaser, shall be written in English language, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern. All documents submitted by bidder should be legible.

8.4. All pages of the bid being submitted must be sequentially numbered by the bidder.

8.5. AP will not be responsible for any delay on the part of the bidder in obtaining the terms and conditions of the tender notice or submission of the bids.

8.6. The bids submitted by telex/ telegram/ fax/ E-mail / etc. shall not be considered. No correspondence will be entertained on this matter.

8.7. In case, the day of bid submission is declared Holiday by Govt. of India, the next working day will be treated as day for submission of bids. There will be no change in the timings

8.8. The rates are to be quoted in strict compliance to the financial bid otherwise the bid is liable to be rejected.

8.9. Percentage (%) of taxes etc. if any, to be claimed shall be indicated in the Price bid, otherwise it will be presumed that rates are inclusive of all taxes and no plea would be accepted in this regard after opening of the tenders and during the validity of the contract.

8.10. The basic prices in Indian rupees should be quoted separately for each set of items given in Annexure 19 – break up of cost components.

8.11. The rates are to be quoted by the bidders in Indian Currency and payment shall be made to successful bidders in Indian currency only.

8.12: The rates quoted will be final and no request for change/alteration thereto will be entertained thereafter. The rates should be quoted F.O.R. destination Addl Director General of Police-MPC, Assam Police Headquarter, Ulubari, Guwahati, Assam and should be inclusive of packing, transportation, all accessories and other ancillary expenses. VAT/CST, Excise Duty, Customs Duty, other Local Taxes etc., if any, should be shown separately. Otherwise the quoted price will be treated as inclusive of all taxes. The firms who need not pay taxes/duties against any of the items should submit valid document in support of their exemption from payment of such taxes/duties. If the name of item is not in the exemption certificate, tax will be deducted from the quoted price.

8.12. Conditional tenders shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of the bids during the pre-bid conference.

8.13. The limitation of liability on any default of bidders will not be more than the purchase order value of this tender.

8.14. Pre Qualification and Technical Bids (complete in all respect) received along with tender fee & Bank Guarantee of EMD (Physically) will be opened at 11-03-2013 15:30 hours in presence of bidders representative if available. Bid received without tender fee & EMD will be rejected. At the most 2 persons from any firm / company would be allowed in bid opening.

8.15. Rejection Criteria

- Bids NOT submitted as per the specified format and nomenclature and procedure outlined above will be out rightly rejected
- Ambiguous bids will be out rightly rejected.
- The offers submitted by telegram/ fax/ E-mail/ etc. shall NOT be considered. No correspondence will be entertained on this matter.
- Bids which do not qualify pre-qualification criteria will be rejected and the technical and commercial bids of the bidder will not be opened.
- Bids not obtaining minimum marks in technical evaluation would be rejected
- Bids not quoted as per the format given by AP will be rejected
- Any bid delivered after the submission deadline will not be considered

9. Bid Evaluation

9.1. Eligibility criteria:

- The Purchaser will open the Pre-Qualification Bid first and Technical Bids of only those bidders who qualify in the Pre qualification bid as per guidelines mentioned below in the presence of the representatives of the Bidders who choose to attend, at the time, date and place, as mentioned in Clause 3.7 of this tender.
- The technical bid will be evaluated only for the Bidders qualifying the pre-qualification conditions provided in Clause 9.1: Pre Qualification Criteria. Bidder must fulfil and must individually provide the Pre-Qualification documents as indicated as documentary evidence.
- Purchaser at any time can ask for clarification on the information already received from the Bidders. Bidder needs to furnish the same in stipulated time. Under no circumstance, bidder will be allowed to submit any missing information.

PRE QUALIFICATION BID CRITERIA			
S. no	Criteria	Points Distribution	Points (40)

1	<p>Turnover– The bidder should have a minimum average consolidated annual turnover (in each of the last 3 financial years ending 31 March) of Rs. 2 Crores from IT Application & System & Network Integration activities.</p> <p>NB: Balance sheet duly certified CA quoting his membership no. to be enclosed</p>		
PRE QUALIFICATION BIDCRITERIA			
S. no	Criteria	Points Distribution	Points (40)
2	<p>Should have successfully implemented and presently operational at least 1 similar assignment / project for Government Departments / PSU /Global Public Enterprise of repute in India or abroad covering Application development, implementation, networking, operation, maintenance and support services in last 7 (seven) years. Evidence to be provided in the form of Work Order supported by customer completion certificate and operational Certificate.</p>		
3	<p>Quality Certifications (Number of internationally accepted and renowned quality certifications)</p> <p>NB: Photocopies of all certificates to be provided</p>		
4	<p>Bidder should have a positive Net Worth for three preceeding years ending 31-03-12 as evidenced from the published balance sheets of the the three financial years</p> <p>NB: Balance sheet duly certified CA quoting his</p>		

	membership no. to be enclosed		
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9.2. Technical evaluation

1. A duly constituted Technical Evaluation Committee (TEC) will first select Bidders on the basis of Pre Qualification criteria of this tender. The Bids conforming to the Pre Qualification criterion will be considered for further evaluation.
2. AP has the option to ask the bidders to arrange demonstration of the offered systems, in a short period notice at their own cost; as such the bidders have to be ready for the same.
3. In this part, the technical bid will be reviewed for determining the eligibility of the Bidder for the Project and to ascertain Compliance of the Technical bids with the Tender terms and conditions, technical requirements and scope of work as defined in this tender.
4. Bidder can be asked to submit additional information for clarification with regards to technical bid. In case of no response by the Bidder to any of the requirements with regard to the contents of the Technical Bid, he shall not be assigned any marks for the same. No missing information can be provided by the Bidder.
5. Technical bid of the bidder shall be opened and evaluated for acceptability of Techno-functional requirements, deviations and technical suitability. Bidders shall respond to the requirements as explained in 16 -25: Technical Formats, for their evaluation with regard to experience and qualification. Also, Bidder shall refer and respond to ALL technical requirements as mentioned in the tender document. The evaluation process would also include a presentation of technical proposal by the Bidder.
6. For Technical Evaluation, Bidders have to ensure the availability of appropriate specialist from their organization for interacting with TEC and evaluation team.
7. Financial bids of only technically qualified Bidders will be opened in their presence. Total marks that can be scored in Technical Evaluation are 10000. Overall minimum 75% marks i.e. 7000 are required to qualify the technical evaluation. The technical solution hold 6000 marks out of the above mentioned 10000 marks. A minimum of 80% marks i.e.4800 marks should be scored in the technical solution to qualify technical bid.

Technical Evaluation Parameter	Maximum Marks	Qualifying Marks
Company profile	1000	-
Relevant experience	2000	-
Manpower proposed	1000	-
Solution proposed for AP	6000	4800
TOTAL MARKS	10000	7000

Details are provided in Annexure 7: technical evaluation criteria. If the bidder does not qualify technical evaluation as stated above, the bid would be rejected and financial bid for would not be opened.

9.3. Quality cum Cost Based Selection (QCBS) methodology

1. The Financial Bids of only pre-qualified and technically qualified bidders will be opened physically in the presence of their representatives on a specified date and time duly notified.
2. Lowest Quoting Bidder will be the one who has quoted the lowest as per Gross Total Value (GTV) as explained in Annexure 20.
3. In the event the L1 bidder does not accept the contract, EMD of the bidder will be forfeited and AP may go for the next L2 or tender may be scrapped.
4. No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the Committee/its authorized representative and office of AP can make any enquiry/seek clarification from the bidders, which the bidders must furnish within the stipulated time else bid of such defaulting bidders will be rejected.
5. The commercial bids shall be evaluated by the Purchaser for completeness and accuracy. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail.

a. **Technical Bid:** The threshold score for technical qualification would be 70 out of marks 100 based on the evaluation method. Any proposal achieving a Total Technical Score (T) less than 70 i.e TB% less than 49% will be treated as Not Substantially Responsive and will not be considered further. Only the technically qualified bidders will be informed for opening of the commercial bid. No further discussion/interface will be held with the bidder whose bid has been technically disqualified / rejected.

Technical bid weight age will be calculated as $TB \% = (\text{technical points of the Bidder} / 1000) * 0.7$

b. **Commercial Bids:** Commercial bids of those bidders who qualify the technical evaluation will only be opened. All other Commercial bids will be returned un-opened. The place, date and time for the opening of the financial bids shall be announced separately to only technical qualified bidders.

Commercial bid weight age will be calculated as $CB \% = (L1 \text{ price} / \text{bidder} / \text{commercial bid}) * 0.3$

The selection of the bidders shall be based on Quality cum Cost Based Selection (QCBS) methodology i.e. the aggregate scores of the technical bid (70% weightage) and Commercial bids (30% weightage) will be made. The Bidder with the highest aggregate score will be declared as L1 and will be required to further enter into contract with department.

10. Award of Contract

10.1. Prior to the expiration of the period of bid validity the Purchaser will try to notify the successful Bidder in writing that its bid has been accepted. The Bidder shall provide his acceptance within 3 days of such notification.

10.2. The notification of award will constitute the formation of the Contract.

10.3. Upon the successful Bidder's furnishing of security deposit, the Purchaser may notify each unsuccessful Bidder and will discharge their EMD as per clause 12 of the tender.

10.4. Within 15 days of the receipt of notification of award of contract from the Purchaser, the successful Bidder shall furnish the security deposit of amount equivalent to 10% of the contract value in the form of NSC/KVP/FDR of Bank/ Irrevocable Bank Guarantee in favour of Addl Director General of Police (MPC) to ensure satisfactory completion of the Project with validity for a period of 1 (one) years from the date of acceptance of the product. Format for security deposit is provided in Annexure 23: Proforma for Security Deposit for Contract Performance.

10.5. Failure of the successful Bidder to comply with the requirement of above clause shall result in scrapping of tender and EMD/BG will be forfeited.

10.6. The successful Bidder shall sign the contract within 15 days of submission of Security Deposit.

11. Payment Schedule

11.1. Purchaser shall make payments to the Bidder at the times and in the manner set out in the Payment schedule as specified in Annexure 4: Payment Schedule. Purchaser will make all efforts to make payments to the Bidder within 30 days of receipt of invoice(s) and all necessary supporting documents.

11.2 No ADVANCE PAYMENT will be made to the approved supplier.

11.3. All payments agreed to be made by Purchaser to the Bidder in accordance with the Bid shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied/applicable, if any, and Purchaser shall not be liable to pay any such levies/ other charges under or in relation to this Contract.

11.4. No invoice for extra work/change order on account of change order will be submitted by the Bidder unless the said extra work /change order has been authorized/approved by the Purchaser in writing in accordance with Change Control Note as provided in Annexure 22.

11.5. In the event of Purchaser noticing at any time that any amount has been disbursed wrongly to the Bidder or any other amount is due from the Bidder to the Purchaser, the Purchaser may without prejudice to its rights recover such amounts by other means after notifying the Bidder or deduct such amount from any payment falling due to the Bidder. The details of such recovery, if any, will be intimated to the Bidder. The Bidder shall receive the payment of undisputed amount under subsequent invoice for any amount that has been omitted in previous invoice by mistake on the part of the Purchaser or the Bidder.

11.6. All payments to the Bidder shall be subject to the deductions of tax at source under Income Tax Act, and other taxes and deductions as provided for under any prevailing law, rule or regulation. All costs, damages or expenses which Purchaser may have paid or incurred, for which under the provisions of the Contract, the Bidder is liable, the same shall be deducted by Purchaser from any dues to the Bidder. All payments to the Bidder shall be made after making necessary deductions as per terms of the Contract and recoveries towards facilities, if any, provided by the Purchaser to the Bidder on chargeable basis

11.7. All payments will be made through RTGS/Cheque only.

12. Terms & Conditions

12.1. Refund of EMD & Security Deposit. The Earnest Money Deposit (EMD) will be refunded as follows.

1. In the case of those bidders who fail to qualify the eligibility criteria, the Earnest Money Deposit (EMD) will be refunded without any interest accrued within a month from the day of award of contract.
2. In case of selected bidder whose bid is accepted for the implementation, EMD will be refunded on receipt of Security Deposit, as mentioned in the clause 10. The bidder is also at liberty to convert the EMD to SD. Security Deposit shall be in the form of Bank Guarantee (BG) drawn in the name of Assam Police, Ulubari, Guwahati-781007, valid for 1 year and shall be renewed by the bidder till contract lasts. No interest will be payable for the Security Deposit.
4. On completion of the IMS implementation project, the Security Deposit without any interest accrued shall be released after ascertaining that satisfactory support has been provided during the execution period. In case, it is found that appropriate satisfactory support has not been provided by the Bidder, AP will ensure that the prescribed penalty for the default in service has been realized or shall be recovered from the Bidder out of already due payments.
5. Performance Security @ 5% of the total value of Work order has to be deposited by the successful bidder in the form of NSC/ KVP/ FDR of Bank/ Irrevocable Bank Guarantee in favor of Addl. Director General of Police (MPC), Assam at the time of release of Security Deposit to ensure satisfactory performance of the items supplied with validity for a period of 2 (two) years.

12.2. Transition Management

1. Post the contract period, the bidder is expected to provide a smooth handover of all the knowledge material and assets to AP.
2. Post the contract period, if a new agency is selected by AP for the next contract, the bidder is expected to provide adequate knowledge transfer and training to the new agency for a period of three months. The knowledge transfer/training should necessarily cover details on i) AP IMS Application, ii) nature and type of queries arriving at the helpdesk, iii) FAQ's, manuals, documentation and other reference material prepared for issue resolution and any other.

12.3. Intellectual Property Rights

1. AP shall own and have a right in perpetuity to use all Intellectual Property Rights which have arisen out of or in connection with the implementation of this Contract, including all processes, products, software, specifications, reports, drawings and other documents which have been developed by the agency during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. The agency undertakes to disclose all Intellectual Property Rights arising out of or in connection with the performance of the Services to AP and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of AP.
2. The bidder shall ensure that while it uses any software, hardware, processes or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the bidder shall keep AP indemnified against all costs, expenses and liabilities howsoever, arising out of any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the bidder during the course of performance of the contract.

12.4. Liquidated Damages

1. The Bidder shall execute the implementation with due diligence and expedition, keeping to the approved time schedule. Should bidder refuse or neglect to comply with any reasonable orders given in writing by AP in connection with the work or contravene the provision of the Contract or the progress of work lags persistently behind the time schedule due to bidder's neglect, the Purchaser shall be at liberty to give seven days notice in writing to the Bidder require to make good the neglect or contravention complained of and should the Bidder fail to comply with the requisitions made in the notice within seven days from the receipt thereof, it shall be lawful for the purchaser to take the work wholly or in part out of the Bidder's hands without any further reference and get the work or any part thereof, as the case may be, completed by other agencies without prejudice to any other right or remedy of the Purchaser.
2. The deduction shall not in any case exceed 10 percent of the contract value.
3. The Purchaser may without prejudice to its right to affect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the Bidder in its hands (which includes the Purchaser's right to claim such amount against the Bidder's Bank Guarantee) or which may become due to the Bidder. Any such recovery or liquidated damages shall not in any way relieve the Bidder from any of its obligations to complete the Work or from any other obligations and liabilities under the Contract.
4. Delay not attributable to the Bidder will be considered for exclusion for the purpose of computing liquidated damages.
5. Whenever the Bidder is unable to complete the work and contract is cancelled, the security deposit shall be forfeited and the balance work shall be got done independently at the cost & risk of the failed Bidder. The failed Bidder shall be debarred from participating in the Tender for executing the balance work.
6. The work shall be treated as sufficiently completed when the Provisional Acceptance Certificate (PAC) have been issued for the work under consideration.

12.5. Information Security

1. The bidder shall not carry and/or transmit any material, information, application details, equipment or any other goods/material in physical or electronic form, which are proprietary to or owned by AP, out of AP premises without prior written permission from AP.
2. Bidder acknowledges that AP's business data and other AP proprietary information or materials, whether developed by AP or being used by AP pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to AP; and bidder agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by bidder to protect its own proprietary information. Bidder recognizes that the goodwill of AP depends, among other things, upon bidder keeping such proprietary information confidential and that unauthorized disclosure of the same by bidder could damage AP and that by reason of bidder's duties hereunder. Bidder may come into possession of such proprietary information, even though Bidder does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. Bidder shall use such information only for the purpose of performing the said services.
3. Bidder shall, upon termination of this agreement for any reason, or upon demand by AP, whichever is earliest, return any and all information provided to Bidder by AP, including any copies or reproductions, both hardcopy and electronic.

12.6. Ownership and Retention of Documents

1. AP shall own the Documents, prepared by or for the Bidder arising out of or in connection with this Contract.
2. Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by AP, the Bidder shall deliver to AP all documents provided by or originating from AP and all documents produced by or from or for the Bidder in the course of performing the Services, unless otherwise directed in writing by AP at no additional cost. The Bidder shall not, without the prior written consent of AP store, copy, distribute or retain any such Documents.

12.7. Confidentiality

1. The Bidder shall not use Confidential Information, the name or the logo of AP except for the purposes of providing the Service as specified under this contract;
2. The Bidder may only disclose Confidential Information in the following circumstances:
 - a) with the prior written consent of AP;
 - b) to a member of the Bidder's Team ("Authorized Person") if:
 - The Authorized Person needs the Confidential Information for the performance of obligations under this contract;
 - The Authorized Person is aware of the confidentiality of the Confidential Information and is obliged to use it only for the performance of obligations under this contract
3. The Bidder shall do everything reasonably possible to preserve the confidentiality of the Confidential Information to the satisfaction of AP.
4. The Bidder shall notify AP promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Contract or with the authority of AP.
5. The Bidder shall be liable to fully recompense AP for any loss of revenue arising from breach of confidentiality. AP reserves the right to adopt legal proceedings, civil or criminal,

against the Bidder in relation to a dispute arising out of breach of obligation by the Bidder under this clause.

12.8. Indemnity

1. The selected vendor shall indemnify AP against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied items and related services or any part thereof.
2. AP stands indemnified from any claims that the Bidder's manpower may opt to have towards the discharge of their duties in the fulfilment of the contract.
3. AP also stands indemnified from any compensation arising out of accidental loss of life or injury sustained by the Bidder's manpower while discharging their duty towards fulfilment of the contract.

12.9. Force majeure

1.If at any time, during the continuance of the contract, the performance in whole or in part by either party of any obligation under the contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may at his option, terminate the contract.

12.10. Termination for default

1. Default is said to have occurred
 - · if the bidder fails to deliver any or all of the services within the time period(s) specified in the purchase order or any extension thereof granted by AP.
 - · if the bidder fails to perform any other obligation(s) under the contract.
2. If the bidder, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from AP (or takes longer period in spite of what AP may authorize in writing), AP may terminate the contract in whole or in part. In addition to above, AP may at its discretion also take the following actions:
 - AP may procure, upon such terms and in such manner, as it deems appropriate, services similar to the undelivered services and the defaulting bidder shall be liable to compensate AP for any extra expenditure involved towards goods and services to complete the scope of work in totality or 10% of the total value of contract as cancellation charges whichever is higher.

- AP may at any time terminate the contract by giving one month written notice to the bidder, without any compensation to the bidder, if the bidder becomes bankrupt or otherwise insolvent.

12.11. Arbitration

1. In case any dispute or difference arises out of or in connection with or the carrying out of works (whether during the progress of the works or after their completion & whether before or after the termination, abandonments or breach of contract) except as any of the accepted matters, provided hereunder, the parties hereto, shall first endeavour to settle such disputes of differences amicably.
2. If both the parties fail to reach such amicable settlement, then either party (The Purchaser or Contractor) may (within 20 days of such failure) give a written notice to the other party requiring that all matter in dispute or difference be arbitrated upon. Such written notice shall specify the matters which are in difference or differences of which such written notice has been given and no other shall be reoffered to the arbitration of a single arbitrator, to be appointed by both the parties or in case of disagreement as to the appointment of a single arbitrator, to that of two arbitrators, one to be appointed by each party or in case of said arbitrators not agreeing then, to the umpire to be appointed by the arbitrators in writing before entering upon the references. Provisions of Indian Arbitration & Conciliations Act, 1996 or any statutory modification or re-enactment thereof and rules framed there under from time to time shall apply to such arbitration.
3. Venue of arbitration shall be Guwahati.
4. The arbitrators or arbitrators appointed under this Article shall have the power to extend the time to make the award with the consent of parties.
5. Pending reference to arbitration, the parties shall make all endeavours to complete the work in all respect. Disputes, if any, will finally be settled in the arbitration.
6. Upon every or any such references to the arbitration, as provided herein the cost of and incidental to the reference and Award respectively shall at the discretion of the arbitrator, or the umpire, as case may be.
7. The award of arbitrator or arbitrators, as the case may be, Shall be final and binding on the parties. It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence. The Purchaser and the Contractor hereby also agree that arbitration under this clause shall be the condition precedent to any right of action under the contract except for as provided for in the Tender.

12.12. Applicable law

1. The bidder shall be governed by the laws and procedures established by Govt. of India/Govt of Assam, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.
2. All disputes in this connection shall be settled in Guwahati jurisdiction only.
3. AP reserves the right to cancel this tender or modify the requirement without assigning any reasons. AP will not be under obligation to give clarifications for doing the aforementioned.
4. AP reserves the right that the work can be allocated to any other bidder in case Assigned bidder fails to perform the task within the stipulated time frame.
5. AP also reserves the right to modify/relax any of the terms & conditions of the tender.

6. AP, without assigning any further reason can reject any tender(s), in which any prescribed condition(s) is/are found incomplete in any respect.
7. AP also reserves the right to award works/supply order on quality/technical basis, which depends on quality/capability of the system and infrastructure of the firm. Bidder(s) are, therefore, directed to submit the tender carefully along with complete technical features of the application as well as other documents required to access the capability of the firm.
8. All procedure for the purchase of stores laid down in GFR and DFPR shall be adhered-to strictly by the AP and Bidders are bound to respect the same.

12.13. Miscellaneous

1. The selection under this tender is not assignable by the selected bidder. The selected bidder shall not assign its contractual authority to any other third party.
2. The decision of AP arrived at as above will be final and no representation of any kind will be entertained on the above. Any attempt by any Bidder to bring pressure of any kind, may disqualify the Bidder for the present tender and the Bidder may also be liable to be debarred from bidding for AP tenders in future for a period of at least three years.
3. Any conditions mentioned in their tender bids by the bidders which are not in conformity to the conditions set forth in the tender will not be accepted by AP. All the terms and conditions for the supply, testing and acceptance, payment terms penalty etc. will be as those mentioned herein and no change in the terms and conditions set by the bidders will be acceptable. Alterations, if any, in the tender bid should be attested properly by the bidders, failing which the bid will be rejected.
4. In addition to the supporting technical documents, the enclosures as mentioned in List of Enclosure are required to be submitted with the technical bid.
5. AP reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon Project priorities vis-à-vis urgent commitments. AP also reserves the right to accept /reject any bid, to cancel / abort tender process and / or reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected agencies on the grounds of such action taken by the AP.
6. Any default by the bidders in respect of tender terms & conditions will lead to rejection of the bid & forfeiture of EMD/Security Deposit.

13. Annexure 1: Summary

A. General Information & Scope of Work

Selection of Agency for procurement, customization, implementation and maintenance of IMS application at Assam Police HQ

S. No.	Item	Description
1.	File No.	
2.	Tender	
3(a)	Title	Selection of Agency for procurement, customization, implementation and maintenance of IMS application at Assam Police.
3 (b)	Scope of work	1. Project Initiation: A. Prepare a project plan with detailed activity schedule and a time bound action plan for the IMS application.

		<p>B. Identify the process/procedure that leads to modification of the proposed system with respect to Assam Police's requirements.</p> <p>2. Initiation and customization</p> <p>A. Supply and configuration of IMS application software, RDBMS software and other utility software as required.</p> <p>B. Provide deployment architecture including infrastructure specifications / Bill of Material</p> <p>C. Update Assam Police web portal to include vendor and user interface</p> <p>3. Implementation</p> <p>A. System integration</p> <p>B. Implementation of IMS application and acceptance of the system</p> <p>4. Change Management</p> <p>A. Provide training to users of IMS application</p> <p>5. Post Stabilization</p> <p>A. Deploy skilled personnel for handholding, helpdesk services</p> <p>B. Go live run of all modules at head office with real time data along with "Stabilization of the System" for the duration of 2 months from Go-Live date.</p> <p>6. Operations & Maintenance</p> <p>A. Responsible for technical and functional support of implemented system as provided in stabilization period.</p> <p>B. Propose appropriate manpower to cover all activities.</p>
4.	One time procurement	Yes
5.	Empanelment	
6.	Tender Fee	
7.	Earnest Money Deposit	Rs. 10,52,000/- (Rupees Ten lacs fifty two thousand only)
8.	Contact Address	Additional Director General of Police-MPC Assam Police (HQ),Ulubari, Guwahati -781007

14. Annexure 2: Scope of Work

Timelines, Milestones& Deliverables

1. Bidder is expected to follow the schedule as mentioned below. Each of the deliverables should be accompanied with a presentation on the deliverable by the bidder. The submission of deliverable will be deemed complete after the submission of the hard / soft copy of the deliverable and the presentation by the bidder. The "Expected Date of Completion" as mentioned in the table below is the date by which the deliverable shall be submitted to the Purchaser.

T: Date of signing of Contract with successful bidder

Project Deliverables & Acceptance Criteria

S.NO.	Stage	Deliverable or Activity	Acceptance Criteria
1	Planning	<input type="checkbox"/> Project Management Plan & Schedule	•To be reviewed and

		<input type="checkbox"/> Plan <input type="checkbox"/> Detailed project plan <input type="checkbox"/> Manpower deployment plan <input type="checkbox"/> Communication Plan <input type="checkbox"/> Requirements management plan <input type="checkbox"/> Risk Management Plan <input type="checkbox"/> Change management plan <input type="checkbox"/> Data Management Plan <input type="checkbox"/> Test Plan (Unit testing, Functional testing, System testing, Integration testing) <input type="checkbox"/> User training plan	<p>agreed between Assam State Intelligence and bidder.</p> <p>• Signoff from Assam State Intelligence</p>
		<input type="checkbox"/> Setting up Development Environment	<p>• To be reviewed and agreed between Assam State Intelligence and bidder</p>
		<input type="checkbox"/> Setting up Operating System (OS) with necessary patches <input type="checkbox"/> Verify prerequisites for BI Applications modules	<p>• To be reviewed and agreed between Assam State Intelligence and bidder</p>
S.NO.	Stage	Deliverable or Activity	Acceptance Criteria
2	Requirement Elaboration and Analysis	<input type="checkbox"/> User requirements document <input type="checkbox"/> Functional requirements specification document <input type="checkbox"/> Requirements Traceability Matrix <input type="checkbox"/> Software requirement specification plan <input type="checkbox"/> Use Cases	<p>• To be reviewed and agreed between Assam State Intelligence and bidder.</p> <p>• Signoff from Assam State Intelligence</p>
3	Design	<input type="checkbox"/> High Level Design (HLD), <input type="checkbox"/> Technical Architecture Document (Application, Network, and Security) <input type="checkbox"/> Design Decision Analysis Document (DDAD). <input type="checkbox"/> Proto Type, <input type="checkbox"/> Low Level Design Document.	<p>• Sign off from Assam State Intelligence</p>
4	Installation, Configuration & Testing	<input type="checkbox"/> Install & Configure necessary Software's for Development <input type="checkbox"/> Install required Client Software <input type="checkbox"/> End User Manual Document <input type="checkbox"/> Operational Manual Document <input type="checkbox"/> System Integration Testing	<p>• Validation against the product Installation & Configuration Checklist.</p>
5	Development	<input type="checkbox"/> Code review reports, <input type="checkbox"/> Automated build scripts, <input type="checkbox"/> Build verification Scripts <input type="checkbox"/> Test plans and test cases	<p>• Sign off from Assam State Intelligence</p>

		<input type="checkbox"/> Test reports for each milestone	
6	User Acceptance Testing	<input type="checkbox"/> Installation Guide	<ul style="list-style-type: none"> • To be reviewed and agreed between Assam State Intelligence and bidder
		<input type="checkbox"/> User Guide	<ul style="list-style-type: none"> • Sign off from Assam State Intelligence Business Users on usable pre-built End user deliverables
		<input type="checkbox"/> Release notes	
		<input type="checkbox"/> Conduct User Demonstration	
		<input type="checkbox"/> Review & Testing with Business Users & identify only useful deliverables for deployment	
7	Deployment to Production Environment	<input type="checkbox"/> Production environment Setup	<ul style="list-style-type: none"> • Sign off from Assam State Intelligence IT Team
		<input type="checkbox"/> Migration from Development to Production Environment	
		<input type="checkbox"/> Scheduling of Jobs	
		<input type="checkbox"/> Handover to Assam State Intelligence IT Team	
S.NO.	Stage	Deliverable or Activity	Acceptance Criteria
8	Training	<input type="checkbox"/> End user Training	<ul style="list-style-type: none"> • Assam State Intelligence Technology team to provide necessary training infrastructure and co-ordinate the training.

15. Annexure 3: Constitution of Team

15.1. Overview

1 Bidder should provide adequate number of personnel each responsible for a specific role within the system. Bidder must provide clear definition of the role and responsibility of each individual personnel.

2 Bidder should have a defined hierarchy and reporting structure for various teams that would be part of the project.

3 All the concerned staff should log an attendance on a daily basis at their respective reporting location.

4 Bidder should ensure that all the personnel identified for this project have high level of integrity. Bidder should undertake necessary due diligence to ensure that the personnel have high

standard of trustworthiness. Bidder should obtain an undertaking from each of the personnel assigned and the same should be submitted to the Purchaser as and when demanded by the Purchaser. In addition to the Purchaser would also get the background verification checks of the Bidder personnel. Any information needed for this activity by the Purchaser should be provided immediately by Bidder.

5 Bidder must ensure that the minimum number and type of Key and Non-Key Personnel are proposed, failing which the proposal would be considered as non-responsive. Bidder can provide additional manpower on the basis of their estimate of effort required to complete the terms of reference given in of the tender.

6 Bidder can offer more than one key personnel for a role to improve the quality of key personnel keeping in mind the terms of reference given in the tender.

7 The following clauses define the skill sets and qualification requirement for each of the resource categories.

8 Bidder should use **Annexure 10: Technical Form 3** for providing details of the team *

15.2. Key Personnel

S.No.	Particulars
1	Project Director (Please provide 1+1 alternate resumes. Please provide resumes of the resources that would be deployed on the project. Provide the number of years of experience with the current firm.) Minimum Requirements: (a) Educational qualification: B.E/B.Tech/CA/ICWA/MCA/M.Tech/MBA (b) Experience: 1. At least 15 years total experience including 10 years of IMS implementation experience. 2. Involved in managing at least 8 successful full life cycle implementation(s) of IMS in large organizations.
2	Project Manager (Please provide 1+1 alternate resumes. Please provide resumes of the resources that would be deployed on the project. The project manager must be PMP certified. Provide the number of years of experience with the current firm.) Minimum Requirements: (a) Educational qualification: B.E/B.Tech/CA/ICWA/M.Tech/MCA/ MBA (b) Experience: 1. At least 10 years total experience including 6 years of IMS implementation experience. 2. Involved in managing at least 5 successful full life cycle implementation(s) of IMS in large organizations.

3	Solution Architect (Please provide 1+1 alternate resumes. Please provide resumes of the resources that would be deployed on the project. Also provide the number of years of experience with the current firm.) Minimum Requirements: (a) Educational qualification: B.E/B.Tech/MCA/M.Tech. (b) Experience: 1. At least 10 years total experience including 8-10 years of IMS implementation experience. 2. Involved in at least 4 successful full life cycle implementation(s) of IMS. 3. Involved in solution design, business blueprinting in similar assignments in the past.
4	Technical Architect (Please provide 1+1 alternate resumes. Please provide resume of the resources to be deployed on the project. Please also provide the number of years of experience with the current firm.) Minimum Requirements: (a) Educational qualification: B.E/B.Tech/MCA/ M.Tech (b) Experience: 1. At least 10 years total experience including 7 years of ERP implementation (technical) experience 2. Should have been involved in installation of hardware and operating system, database and configuration, system maintenance, installation of proposed IMS system for at least 4 successful IMS implementations. 3. Should have been involved in fit-gap analysis jointly with functional consultant – identifies gaps and designs the solution to address the gaps.
S.No.	Particulars
5	Functional Lead (Please provide 1+1 alternate resumes per module: like Inventory & Purchase, tendering, Projects, asset maintenance, Human resource, Finance & Accounting, Payroll, of the resources that would be deployed on the project. Please also provide the number of years of experience with the current firm.) Minimum Requirements: (a) Educational qualification: 1. For Finance: A member of Institute of Chartered Accountants of India. 2. For Cost and Management Accountancy: A member of Institute of Cost and work Accountants of India. 3. For other Consultants: B.E/B.Tech/MBA/MCA (b) Experience: 1. At least 5 years total experience including 3 years of IMS implementation experience 2. At least 3 successful Full life cycle implementation(s) of IMS 3. Demonstrated leadership and managerial skills, as well as the ability to establish and maintain relationships with client leadership.

6	<p>Technical Lead (Please provide 1+1 alternate resumes. Please provide resumes of the resources that would be deployed on the project. Please also provide the number of years of experience with the current firm.) Minimum Requirements: (a) Educational qualification: B.E/B.Tech/MCA /M.Tech (b) Experience: 1. At least 5 years total experience including 3 years of IMS implementation experience 2. Should have been involved in installation of hardware and operating system configuration, system maintenance, installation of IMS system for at least 3 successful IMS implementations 3. Should have experience in fit-gap analysis jointly with functional consultant 4. Identifies gaps and designs the solution to address the gaps. 5. Performed data migration activities (data upload script preparation, data upload etc).</p>
7	<p>Technical Consultant(s) (Please provide 1+1 alternate resumes. Please provide resumes of the resources that would be deployed on the project. Please also provide the number of years of experience with the current firm.) Minimum Requirements: (a) Educational qualification: B.E/B.Tech/ MCA/ M.Tech (b) Experience: 1. Minimum 3 years with at least two IMS end-to-end project implementation experience.</p>
8	<p>Functional Consultant(s) (Please provide 1+1 alternate resumes per modules. Please ensure that the CVs of the functional consultants are provided module wise. Please provide resumes of the resources that would be deployed on the project. Please also provide the number of years of experience with the current firm.) Minimum Requirements: (a) Educational Qualification: 1. For Finance Consultant: CA or ICWA 2. For other Consultant: B.E/B.Tech/MBA/MCA Experience: Domain experience: Minimum 3 years in Government/ PSU sector IMS Implementation Experience: 1. Minimum 3 years with at least two IMS end-to-end project implementation experience in Government/ PSU sector.</p>
S.No.	Particulars
9	<p>Training & Change Management Lead (Please provide 1+1 alternate resumes per modules. Please ensure that the CVs of the functional consultants are provided module wise. Please provide resumes of the resources that would be deployed on the project. Please also provide the number of years of experience with the current firm.) Minimum Requirements: (a) Educational qualification: Any graduate with an MBA (b) Experience: 1. Minimum 5 years experience in organizing trainings and change management workshops.</p>

10	Handholding Staff <input type="checkbox"/> Must have minimum 2 years of prior experience of technical support <input type="checkbox"/> Must be qualified as a Graduate from a reputed university <input type="checkbox"/> Prior experience in the IMS or the application being deployed <input type="checkbox"/> Should be trained on the basic functioning of the project by the time (s)he is deployed on the project <input type="checkbox"/> Must have a working knowledge of IT infrastructure deployed including basic troubleshooting of the same <input type="checkbox"/> Should have been trained on use of deployed application
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16. Annexure 4: Payment Schedule

Payments will be released only on satisfactory acceptance of the deliverables for each Task as per the following schedule:

Payment would be taken in two parts X = value of implementation period provided by Bidder, Y = value of post implementation period provided by Bidder

S.No.	Payment Milestones	% Payment of sub-total for Services Provided	Applicable Penalty
Implementation Period			
1	Milestone 1 – Project Planning	5% of X	None
2	Milestone 2 – Initiation & customization	10% of X	None
3	Milestone 3 – Implementation: Procurement of IMS licenses	30% of X	0.5% per week for delay till maximum of 10% of the contract value. Post that NICS I holds right to forfeit Security Deposit
4	Milestone 4 – Implementation: Acceptance of the application	30% of X	
5	Milestone 5 – Training	5% of X	None
6	Milestone 6 – Post Stabilization	20% of X	None
Post Implementation Period			
1	Annual Operations & Maintenance	Equated quarterly payments of Y amount for the contract period. Quarter payments would be made	As per the SLAs defined in Annexure 29

17. Annexure 5: Validity of Bid, rates etc

S.No.	Item	Value
1	Validity of bids	1 calendar year from submission of bids
2	Term of the Contract	Design to System go-live (1 year) Operations and Maintenance (2 years)
3	Extension	Up to three years

18. Annexure 6: PQ Form 1: Bidder's Profile

S.No.	Particular	Details
1.	Name of Bidder	
2.	Incorporated as (State Sole Proprietor, Partnership, Private Limited or Limited Firm)	
3.	Incorporation year	
4.	Full address	
5.	Name of the top executive with designation Telephone Mobile Email	
6.	Service tax number	
7.	Sales tax/ VAT No.	
8.	CST No.	
9.	PAN No.	
10.	Tender fees details	
11.	EMD details	

Signature:

Name:

Designation:

SEAL:

Date:

Place:

Please attach necessary documents as per the above form.

19. Annexure 7: Technical Evaluation Criteria

Technical evaluation parameter	Max marks	Percentage of total marks
Company Profile	1000	10%
Average Cumulative turnover from IMS or similar application implementation in last 3 years i.e 2009-10,2010-11 and 2011-12 (Turn Over in INR Cores)		
Greater than INR 500 core	1000	
Between INR 400 - 500 crore	850	
Between INR 300 - 400 crore	750	
Between INR 200 - 300 crore	650	
Between INR 100 - 200 crore	550	
Between INR 2 – 100 crore	400	
Relevant Experience	2000	20%

<ul style="list-style-type: none"> IMS or similar assignment implementation & maintenance services to be demonstrated in a maximum of 3 engagements of value more than INR 3 Crore each that have been completed. The work order should have been issued within the last 5 years as on 31st March 2012. 		
5 credential	1000	
4 credential	800	
3 credential	600	
2 credential	400	
1 credential	200	
Manpower Proposed	1000	10%
Project Director	150	
Qualification	60	
Certification	20	
Relevant Certificate	20	
No certificate	0	
Education	40	
BE/BTech/Mtech/MBA	40	
Any other degree	0	
Past experience in proposed IMS or similar application Implementation	90	
15 + years	90	
12+ years	60	
9+ years	30	
Project Manager	150	
Qualification	60	
Certification	20	
Relevant certificate	20	
Technical evaluation parameter	Max marks	Percentage of total marks
No certificate	0	
Education	40	
B Tech/BE/Mtech/MCA	40	
Any other degree	0	
Past experience in proposed IMS or similar application Implementation		
15 + years		
12+ years		
9+ years		
Solution Architect	150	
Qualification	60	

Certification	20	
Relevant Certificate	20	
No certificate	0	
Education	40	
BE/B.Tech/M.Tech/MBA	40	
Any other degree	0	
Past experience in proposed IMS or similar application Implementation		
10 + years		
8+ years		
6+ years		
Technical Architect	150	
Qualification	60	
Certification	20	
Relevant Certificate	20	
No certificate	0	
Education	40	
BE/B.Tech/M.Tech/MBA	40	
Any other degree	0	
Past experience in proposed IMS or similar application Implementation	90	
10 + years	90	
8+ years	60	
6+ years	30	
Functional Lead	150	
Qualification	60	
Certification	20	
Relevant Certificate	20	
No certificate	0	
Education	40	
BE/B.Tech/M.Tech/MBA	40	
Any other degree	0	
Technical evaluation parameter	Max marks	Percentage of total marks
Past experience in proposed IMS or similar application Implementation	90	
7+ years	90	
5+ years	60	
3+ years	30	
Technical Lead	150	
Qualification	60	
Certification	20	
Relevant Certificate	20	
No certificate	0	
Education	40	

BE/B.Tech/M.Tech/MBA	40	
Any other degree	0	
Past experience in proposed IMS or similar application Implementation	90	
7+ years	90	
5+ years	60	
3+ years	30	
Training and Change management Lead	100	
Qualification	50	
Certification	20	
Relevant Certificate	20	
No certificate	0	
Education	30	
Graduate + MBA	30	
Any other	0	
Past experience as Trainer in IT Industry	50	
9+ years	50	
7 + years	40	
5+ years	30	
Solution proposed	6000	60%
Solution proposed demonstration of understanding of the requirements	1500	
Adequacy of proposed solution & methodology	300	
Technology used	150	
Operation and maintenance support plan	300	
Client references including declaration by OEM	300	
Compliance to FRS	1200	
Deployment architecture	1200	
Adequacy of proposed hardware	600	
Technical evaluation parameter	Max marks	Percentage of total marks
Adequacy of proposed network solution	600	
Presentation and Proof of concept	1500	
Quality of presentation	300	
Clarity of responses	300	
Demonstration of product	900	
Project work Plan	600	
Timelines	150	
Resource management	150	
Dependencies	150	
Milestone	150	

Total Marks	10000	100%
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20. Annexure 8: Technical Form 1: Technical Bid Letter

To

Additional Director General (MPC) Assam

Assam Police Head Quarter, Ulubari

Guwahati-781007 (Assam)

Subject: Selection of Agency for procurement, customization, implementation and maintenance of IMS system application at Assam Police SB (SOU).

Respected Sir,

Reference: Tender No: <TENDER REFERENCE NUMBER>

We, the undersigned Bidders, having read and examined in detail all the Tender document in respect of **Selection of Agency for procurement, customization, implementation and maintenance of IMS** , do hereby propose to provide the services as specified in the Tender document number <TENDER REFERENCE NUMBER>along with the following:

1. EARNEST MONEY DEPOSIT (EMD) We have enclosed an EMD in the Pre Qualification Bid envelop in the form of a Bank Guarantee (BG) for the sum of This BG is liable to be forfeited in accordance with the provisions of this tender.

2. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Tender documents.

3. SECURITY DEPOSIT FOR CONTRACT PERFORMANCE we hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee in the form prescribed in **Annexure 23: Proforma for Security deposit for Contract Performance.**

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

Thanking you,

(Signature of the Bidder) Printed Name Designation, Company Name, Address, and Contact number Seal Date:

21. Annexure 9: Technical Form 2: IMS Turnover

Please provide CA certified financial information of three last declared financial years.

	2009-10	2010-11	2011-12
Annual Turnover			
Net worth			
IMS Implementation Turnover			

Signature:

Name:

22. Annexure 10: Technical Form 3: Methodology for Manpower Deployment and Training

- 22.1. The Bidder should specify the approach for manpower deployment including description of the organizational structure and escalation procedures.
- 22.2. The Bidder should define a governance model for managing the on-going relationship, contract, operational issues and risks.
- 22.3. The Bidder should cover details on the training plan and training schedule for the operations and maintenance personnel. The training plan should comprise technical training; domain based training as well as soft skills training.
- 22.4. The Bidder may give suggestions on improvement of the scope of work given in Annexure 2: Scope of Work and may mention the details of any add on services related to this project over and above what is laid down in the tender document. List of deliverables should also be identified and explained.
- 22.5. The Bidder shall describe the knowledgebase, best practices and tools that will be used by the project team for the execution of scope of work activities.
- 22.6. The Bidder shall describe prior experience of its team for working on IMS implementation
- 22.7. Bidder should provide in his bid the details of the proposed manpower in the below given format. Bidder should also provide the CVs of proposed resources as part of his bid.

S. No	Manpower Type	Number of Resources Proposed	Availability Duration	Names of Proposed Resources
Non IT Resources				
	Project Director			
	Program Manager			
			
	...			
IT Resources for Application Modification / Customization / Maintenance				
	Skill 1			
	Skill 2			
	Skill 3			
	...			
	...			

CV Format to be used for providing details of manpower

1.	Proposed position on team:				
2.	Name of employee				
3.	Designation				
4.	Date of Birth				
5.	Nationality				
6.	Education	Qualification	Name of School/College/University	Degree Obtained	Date Attended
7.	Certifications				
8.	Language	Language	Read	Write	Speak
9.	Employment Record	Employer	Position	From	To
		<i>(Starting with present position list in reverse order – Up to three quarters of a page)</i>			
10.	Relevant Experience	<i>(Give an outline on the experience most pertinent to tasks mentioned in the project. Describe degree of responsibility held on these relevant assignments – Up to half of a page).</i>			
11.	Certification	<p>I, the undersigned, certify that to the best of my knowledge and belief, this bio-data correctly describes me, my qualifications, and my experience.</p> <p>Date:</p> <p>Place Signature of the Authorized Signatory</p>			

23. Annexure 11: Technical Form 4: Bidder's Experience

As per the format below the responding firm should provide information for each project on the similar assignments required for eligibility / technical evaluation criteria

S. No.	Items	Details
General Information		
1.	Customer Name	
2.	Name of the contact person and contact details for the client of the assignment	
Project Details		
3.	Project Title	
4.	Start Date: MM/YYYY End Date : MM/YYYY	
5.	Current Status (work in progress/completed)	
6.	Number of staff deployed in the assignment	
Size of the project		
7.	Total Cost of the project	
8.	Period of contract	
9.	Technologies used	
10.	Number of end users catered to by the system	
11.	Number of transactions handled by the system on a yearly basis	
12.	Multi-lingual features catered to for the web site	
13.	Any other information to be shared	
14. Narrative Description of the Project		
15. Documentary Proof and necessary details		
<i>Please attach the proof -Work Orders Certificates or Letter of Appointments etc with the credential only</i>		

24. Annexure 12: Technical Form 5: Technology Solution & Maintenance Plan

24.1. The Bidder is required to describe the proposed Technology Solution in this section as per the requirements laid out in “Annexure 2: Scope of Work”. The Technology Solution would be evaluated on the broad parameters provided in Technical Evaluation. Assam Police reserves the rights to add, delete, or modify these parameters at any time during the Tender process, without assigning any reasons whatsoever and without being required to intimate the Bidders of any such change.

- Clear articulation and description of the ICT (hardware and software) requirements, design and technical architecture of various ICT components including the make and model of equipment and sizing of infrastructure (including diagrams and calculations wherever applicable)
- Details of the methodology proposed to be adopted for maintenance of technology equipment/infrastructure related to the IMS application

24.2. The indicative list on which the technical solution is expected is on the following headers:

- Solution architecture
- Hardware sizing
- IMS application for the functionalities required
- Operations and Maintenance approach
- Training approach
- Data Digitization & Migration strategy if any.

24.3. The Bidder shall specify all the software components required for IMS application in the following format:

S No.	Item	Purpose/Function	License Policy	No of licenses required	
				For DC	For DR
1.					
2.					

25. Annexure 13: Technical Form 6: FRS Compliance

1. Bidder should ensure following product features of the IMS application proposed to Assam Police:

- The Proposed product should address Assam Police requirements/ Scope of work in entirety without any third party products.
- The proposed integrated product should be fully customised one for Assam Police.
- The proposed integrated product should provide wide range of security features such as Authentication, Single Sign-On (SSO), Authorization and Integrated User management.
- Offered IMS package should be web enabled and standard internet browser driven. It should also be IP-V6 compatible.
- The offered IMS should be able to work on each of the following OS: Linux family, Windows Family etc.
- The proposed user licenses should be full and complete in all respect, there should be a provision to create, modify, delete, inquire records and create transactions with each user.

Bidder should submit a declaration from OEM as provided below in Annexure 14 with respect to the same.

- FRS evaluation score will be calculated by the following methodology.
- Bidder shall be responding to the compliance of FRS by giving their responses against the requirements which would be scored as per the below matrix:
- Responses would be marked as per the responses mentioned above and would be normalized across various functional heads.
- All business functions would get equal weight age.
- **Example of scoring for a sample Bidder:**

Functional		
Basis of Rating	Score	Bidder Responses
Fully Provided as Standard Functionality	5	F
Configurable (Parameter setups without changing Source Code)	4	CO
Customization (Requiring Changes to Source Code)	3	CU
Third party Software required	2	TP
Not Available	1	NA

S.No.	Criteria	Responses	SCORE Weight age	Max Rating	Sample Bidder	
					Bidder Rating	Normalized Weight age
	Project Acceptance & Initiation		20	340	266	$(266/340)*20 = 16$
	Customer Database Creation			20	17	
1	The system should enable customer to place service request through the online customer portal, Web, Phone, Letter, E-mail, Fax etc.	F		5	5	
2	In case, the customer details are not available in the customer database, the system should allow creation of a customer account in the database	CO		5	4	
3	Enable Opportunity Coordinator to check whether the customer is available in the customer database or not	F		5	5	
4	The system shall allow the entry of a service request only if the customer is registered with Assam Police	Cu		5	3	

After marking of score in each criterion, scores for all modules would be compiled. Illustrative is shown below.

S.No.	Module	Responses	Score Weight age	Max Rating	Sample Bidder	
					Bidder Rating	Normalized Weight age
	External Material Procurement		20	340	266	16
	External Service Procurement		20	920	920	15
	Project Closure		20	1315	1315	20
	Finance & Accounting		20	2165	2091	24
	HR		20	1010	917	18
	TOTAL		100		92.95	

26. Annexure 14: Technical Form 7: Declaration by OEM

To,
Additional Director General (MPC) Assam
Assam Police Head Quarter, Ulubari
Guwahati-781007 (Assam)

Subject: Selection of Agency for procurement, customization, implementation and maintenance of IMS application at Assam Police.

Respected Sir,

We, <OEM name> having our registered office at <OEM address>, are an established and reputed manufacturer of <<IMS application name>>. We confirm that <Bidder Name> having its registered office at <Bidder Address> is our authorized partner for _____. We authorize them to quote for our products in the above mentioned tender. Our full support is extended to them in all respects for supply, warranty and maintenance of our products. We also ensure to provide the service support for the supplied products for a period of 3 years from date of supply/installation of the products as per tender terms.

We also undertake that in case of default in execution of this tender by the <Bidder Name>, <OEM Name> will take all necessary steps for successful execution of this project as per tender requirements.

We wish to certify following pre-qualification conditions as stated in the tender:

- The Proposed product offer all the functions like finance, costing, HR/employee self service, payroll, inventory management, marketing and planning as a single integrated solution with no Bolt On applications.
- The proposed integrated product is commercial off the shelf product (COTS).
- The proposed integrated product provides wide range of security features such as Authentication, Single Sign-On (SSO), Authorization and Integrated User management.
- Offered IMS package is web enabled and standard internet browser driven.
- The offered IMS is able to work on each of the following OS: Sun Solaris, HP Unix, IBM AIX, Linux family, Windows Family etc.
- The proposed user licenses is full and complete in all respect, there is a provision to create, modify, delete, inquire records and create transactions with each user.

Thank You

Dated this Day of 2012

(Signature) (In the capacity of)

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

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

27. Annexure 15: Technical Form 8: Work Plan

27.1. A detailed project plan articulating the break-up of each proposed phase into key activities highlighting the start and end months as per the below format should be submitted.

Activity-wise Timelines

S. No.		Item of Activity			Month wise Program		
		1	2	3	4	5	...
	Project Plan						
1	Activity 1						
1.1	Sub-Activity 1						
1.2	Sub-Activity 2						
2							
2.1							
2.2							
3							
3.1							
4							

Note: The above activity chart is just for the purpose of illustration. Bidders are requested to provide detailed activity & phase wise timelines for executing the project with details of deliverables & milestones as per their proposal.

Note: Any indicative prices in this section may lead to disqualification of the Bidder. The requirements stated in the scope of work are minimum requirements. The Bidder should provide information for all the components that would be required.

28. Annexure 16: Copy of Financial Bid with the price column of the price bid format blanked out

The Bidders would need to submit a **blank copy of its Financial Tender** (as per D. Financial Formats) with the technical Tender in compliance to the terms specified providing all the details, however, entire price related details should be omitted from this copy. The Bidder should provide a tick (☐) mark against each item of the price bid format to indicate that there is a quote against this item in the Financial Bid. In no case, financial quote should be revealed under this annexure.

Bids with financial quote as part of technical response would be rejected.

29. Annexure 17: Form 9: Statement of Deviation

Tender Clause no	Description of Clause	Deviation in the offer	Brief reason for deviation

Signature of the Bidder Name Date Place Company Seal

Financial Formats

30. Annexure 18: Financial Form 1 – Financial Bid Letter

To

Additional Director General (MPC) Assam
Assam Police Head Quarter, Ulubari
Guwahati-781007 (Assam)

Subject: Selection of Agency for procurement, customization, implementation and maintenance of IMS application at AP

Respected Sir,

Reference: Tender No: <TENDER REFERENCE NUMBER>

We, the undersigned Bidders, having read and examined in detail all the Tender document in respect of **Selection of Agency for procurement, customization, implementation and maintenance of IMS application at AP**, do hereby propose to provide the services as specified in the Tender document number <TENDER REFERENCE NUMBER> along with the following:

1. PRICE AND VALIDITY

- 1.1 All the prices mentioned in our Tender are in accordance with the terms as specified in the Tender documents. All the prices and other terms and conditions of this Tender are valid for a period of one calendar year from the date of opening of the Tenders.
- 1.2 We are an Indian Firm and do hereby confirm that our Tender prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- **UNIT RATES**
We have indicated in the relevant schedules enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

2. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Tender documents.

3. TENDER PRICING

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

4. BID PRICE

We declare that our Bid Prices are for the entire scope of the work as specified in the **Annexure 2: Scope of Work** and Tender documents. These prices are indicated in

Annexure 19: Break-up of Cost Components attached with our Tender as part of the Tender.

5. CONTRACT PERFORMANCE SECURITY DEPOSIT

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance security deposit in the form prescribed in **Annexure 23: *Proforma for Security Deposit for Contract Performance***

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We confirm that no Technical deviations are attached here with this commercial offer.
Thanking you,

Yours faithfully,

(Signature of the Bidder)Printed

Name

Designation

Seal

Date:

Place:

Business

Address:

31. Annexure 19: Financial Form 2 – Break up Cost Components

1. Bidder should provide all prices as per the prescribed format under this Annexure. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate “0” (Zero) in all such fields. All the prices (even for taxes) are to be entered in Indian Rupees ONLY (% values are not allowed)
 - It is mandatory to provide breakup of all Taxes, Duties and Levies wherever applicable and/or payable.
 - AP reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
 - AP shall take into account all Taxes, Duties & Levies for the purpose of Evaluation
 - The Bidder needs to account for all Out of Pocket expenses due to Boarding, Lodging and other related items.
 - The Financial Bids shall be evaluated by AP for completeness and accuracy. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail.

Summary table

Summary Table					
(All Prices in Indian Rupees)					
Sr. No	Item Description	Reference Table	Total Base Price (A)	Total of Taxes, Duties & Levies (B)	Total Price C=A+B
Cost of Implementation Phase					
1	Software Cost Including License				
2	Implementation & Support				
3	Training				
4	Hardware				
Cost for Post Implementation Phase					
4	Post Implementation & Support				
5	AMC for the Software				

Summary Table					
(All Prices in Indian Rupees)					
Sr. No	Item Description	Reference Table	Total Base Price (A)	Total of Taxes, Duties & Levies (B)	Total Price C=A+B
Cost for Post Implementation Phase					
6	Post Implantation Training				
7	AMC for Hardware				
	Total Bid Price (T)				T

A. Software License

Sl. No.	Item	Unit / License Type (per user cost, fixed cost etc.)	No of licenses		Per License Cost (S3)	Total DC software cost S4=(S1*S3)	Total DR software cost S5=(S2*S3)	Total (S6=S4+S5)
			For DC (S1)	For DR (S2)				
1.								
2.								
3.								
4.								
5.								
6.								
7.								
	Taxes (Please specify the components on which Taxes is being applied							

	along with							
	percentages							
	Total (in Figures)		TA					
	Total (in Words)							

B. Implementation and Roll out

S. No.	Description	Number of Resources Deployed (A)	Duration (person months) (B)	Person-Month Rate ©	Total Cost (D= B*C)
Implementation Phase					
1.	Project Director				
2.	Project Manager				
3.	Solution Architect				
4.	Technical Architect				
5.	Functional Lead				
6.	Technical Lead				
7.	Functional Consultant				
8.	Technical Consultant				
9.	Training & Change Management Lead				
Total (in Figures)					TB
Total (in Words)					

C. Training

S. No.	Description	Number of Training sessions / Workshops (A)	Cost per Training session / Workshop (B)	Total Cost (C = A*B)
1	Training sessions / Workshops			
2	Miscellaneous items			
3	Others			
	Total (in figures)			TC
	Total (in words)			

D. Post Implementation & Support Services

S. No.	Description	Number of Resources Deployed (A)	Duration (person months) (B)	Person-Month Rate (C)	Total Cost (D= B*C)
1.	Handholding staff				
2.	Helpdesk staff				
S. No.	Description	Number of Resources Deployed (A)	Duration (person months) (B)	Person-Month Rate (C)	Total Cost (D= B*C)
3.	Data Digitization & Migration Staff				
4.	Technical Staff				
5.	Others (if any)				
Total (in Figures)					TD
Total (in Words)					

E. AMC Cost for software

S. No.	Software Item	Year 2	Year 3
1.			
2.			
3.			
4.	Taxes (Please specify the components on which Taxes is being applied along with percentages)		
	Total (in figures)	TE	
	Total (in words)		

F. Post Implementation Training

S. No.	Description	Number of Training sessions / Workshops (A)	Cost per Training session / Workshop (B)	Total Cost (C = A*B)
1	Training sessions / Workshops			
2	Miscellaneous items			
3	Others			
	Total (in figures)			TF
	Total (in words)			

32. Annexure 20: Financial Form 3 – Gross Total Value

Prices should be quoted in Indian Rupees and indicated both in figures and words. Price in words will prevail, in the event of any mismatch.

Gross Total Value (GTV) (in Rs.)

(Rupees: _____) in words

Note: Please ensure that the Gross Total Value given here must match the Total Cost (T) given in Annexure 19: Break-up of Cost Components.

In the event of any mismatch in the GTV value and Total Cost in Annexure 19, the following criteria will be adopted to remove the discrepancy between these two values:

a.	When GTV is greater than Total Cost in Annexure 19, the value given in Annexure 19 as Total Cost
	would be taken as GTV
b.	When GTV is less than Total Cost in Annexure 19, the value of Total Cost in Annexure 19 will be
	Replaced with the value given in GTV and item wise value of each item in Annexure 19 will be
	Reduced on Pro-rata basis and consequently unit values would be worked out.
	If the L1 bidder fails to accept the individual unit rates rationalized as per the above procedure, the
	Bid will be treated as cancelled and EMD of such defaulting bidder will be forfeited.

Service Level E Agreement (SLA)

33. Annexure 21: Service Level Agreement

Bidders shall give Operational guarantees covered in the contract; this includes guaranteed uptime standard, system response time etc. As system response time is dependent upon the hardware and network infrastructure deployed, the Bidder is expected to advise AP on an appropriate systems environment and landscape strategy.

33.1. System Availability

System availability is defined as:

$$\{(\text{Scheduled operation time} - \text{system downtime}) / (\text{scheduled operation time})\} * 100\%$$

Where:

- “Scheduled operation time” means the scheduled operating hours of the System for the month. All planned downtime on the system would be deducted from the total operation time for the month to give the scheduled operation time.
- “System downtime” subject to the SLA, means accumulated time during which the System is not available to the AP’s users or customers due to in-scope application failure, and measured from the time AP and/or its customers/ vendors log a call with the Bidder help desk of the failure or the failure is known to the Bidder from the availability measurement tools to the time when the System is returned to proper operation.
- The business hours are 10 AM to 5 PM on *any calendar day* the AP is operational. The bidder however recognizes the fact that the offices will require to work beyond the business hours and holidays on need basis.
- Critical and Key infrastructure of Data Centre will be supported on 24x7 basis by AP.
- Uptime will be computed based on availability of the applications to the AP’s users irrespective of availability of servers either individual servers/clusters.
- Response may be telephonic or onsite. In case the issue cannot be resolved telephonically, the Bidder will need to provide onsite assistance within response resolution window.
- The integrated enterprise system Application & Database should be sized for individual active-active cluster solutions at DC. However, if any additional hardware, software etc is required for maintaining the SLA's & uptimes, then the same will be the responsibility of the Bidder.
- Service Levels should be complied with irrespective of the customizations that the applications would undergo during the tenor of the Contract.
- Typical Resolution time will be applicable if systems are not available to the AP’s users and customers.

33.2. Service Level Measurement

Service Levels will include Availability measurements, Performance parameters and Service measurements. The bidder shall provide Availability Report on quarterly basis and a review shall be conducted based on this report. A quarterly report shall be provided to AP at the end of every

quarter containing the summary of all incidents reported and associated bidder performance measurement for that period.

Performance measurements would be accessed through audits or reports, as appropriate to be provided by the bidder e.g. utilization reports, response time measurements reports, etc. The tools to perform the measurement/audit will need to be provided by the bidder. Audits will normally be done on regular basis or as required by AP and will be performed by AP or AP appointed third party agencies.

33.3. Facilities Management

The Facilities Management services would at least include:

- Software License Management
- Software maintenance
- Updates/Upgrades/New releases/New versions
- Database Administration activities for Database
- Operations Management
- Warranty
- Application management including day–end, day-begin, month-end, year –end, periodic and daily backups

33.4. Availability Measurements

Level	Type of Infrastructure	Measurement	Minimum Service Level
Critical	Business Systems	Availability of Critical Business Systems.	99.5%
Major	Business Systems	Availability of Key Business Systems	98%
Minor	Business Systems	Percentage of incidents completed within defined resolution criteria	95%

33.5. Performance Measurements

Type of Infrastructure	Measurement	Minimum Service Level
System Response Time	End to end response time should be < 2 seconds (end user to core application and back)	99%

System Response Time	Support 200 concurrent users for access to internet portal and core application	99%
Down time for servicing	Each planned down -time for application, database and operating system servicing (up gradation, bug fixing, patch uploads, regular maintenance etc.) will not be more than 4 hours. This activity will not be carried out during business hours. However, such activities which require more than 4 hours or required to be carried out during business hours will be scheduled in consultation with the AP. In case the downtime exceeds the planned hours the additional time taken for servicing will be considered for system downtime as per availability measurements table.	98%
Incident Management	Percentage of incidents escalated	99%

33.6. SLA Penalties

Penalties for Availability and Performance measurements

Bidder would publish report for quarterly reporting and calculations of measurements listed above. Penalties would be imposed for not meeting minimum service level of SLA as per the table below:

Minimum Service Level of SLA's at critical level	Penalty as a percentage of quarterly payment
Between 99.5% to 99%	2% of the quarterly payment
Between 99% to 98% Between 98% to 90% Below 90%	5% of the quarterly payment 10% of the quarterly payment Escalation to AP which may lead to partial payment of only 50% quarterly payment.

Penalties for Reactive and Preventive Maintenance Support

Bidder would publish report for quarterly reporting and calculations of measurements listed above. Penalties would be imposed for not meeting minimum service level of SLA as per the table below:

Service Level	Minimum Service Level of SLA's	Penalty as a percentage of quarterly payment
Major	SLA compliance between 98% to 95% against total tickets received for this service level	5% of the quarterly payment
	SLA compliance Below 95% against total tickets received for this service level	10% of the quarterly payment
	SLA compliance between 98% to 95% against total tickets received for this service level	3% of the quarterly payment
	SLA compliance Below 95% against total tickets received for this service level	5% of the quarterly payment

Service Level	Minimum Service Level of SLA's	Penalty as a percentage of quarterly payment
Minor	SLA compliance between 98% to 95% against total tickets received for this service level	2% of the quarterly payment
	SLA compliance Below 95% against total tickets received for this service level	5% of the quarterly payment

33.7. Duration of Service level agreement

The service level agreement would be valid for the entire period of contract. SLA's will be applicable after the post go-live stabilization period.

33.8. Sub Letting Of Work

No part of the annual operation and maintenance work nor any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the contractor/bidder directly or indirectly to any person, firm or corporation whatsoever. **Subcontracting of the annual operation & maintenance work is not permitted.**

34. Annexure 22: Change Control Note

Change Control Note		CCN Number:
Part A: Initiation		
Title:		
Originator:		
Sponsor:		
Date of Initiation:		
Details of Proposed Change		
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)		
Authorized by Purchaser	Date:	
Name:		
Signature:		
Received by the Bidder	Date:	
Name:		
Signature:		
Part B : Evaluation		
(Identify any attachments as B1, B2, and B3 etc.) Changes to Services, payment terms, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.		
Brief Description of Solution:		
Impact:		
Deliverables:		
Timetable:		
Charges for Implementation: (including a schedule of payments)		
Other Relevant Information: (including value-added and acceptance criteria)		
Authorized by the Bidder	Date:	
Name:		
Signature:		

Change Control Note	CCN Number :
Part A: Initiation	
Part C : Authority to Proceed	
Implementation of this CCN as submitted in Part A, in accordance with Part B is: (tick as appropriate)	
Approved Rejected Requires Further Information (as follows, or as Attachment 1 etc.)	
For Purchaser	For the Bidder
Signature	Signature
Name	Name
Title	Title
Date	Date

Additional Proformas

35. Annexure 23: Proforma for Security Deposit for Contract Performance

Ref: _____ Date _____

Bank Guarantee No. _____

To

The Additional Director General of Police (MPC)-Assam
AP HQ, Ulubari, Guwahati-781007

1. Against contract vide Advance Acceptance of the Tender No. _____ dated _____ covering _____ (hereinafter called the said "Contract") entered into between the Assam Police (hereinafter called "AP") and _____ (hereinafter called the "Bidder") this is to certify that at the request of the Bidder we -----Bank Ltd., are holding in trust in favour of AP, the amount of _____ (write the sum here in words) to indemnify and keep indemnified AP against any loss or damage that may be caused to or suffered by AP by reason of any breach by the Bidder of any of the terms and conditions of the said contract and/or in the performance thereof. We agree that the decision of AP, whether any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by AP shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to AP.

• We _____ Bank Ltd, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the said contract by the Bidder i.e. till _____ hereinafter called the said date and that if any claim accrues or arises against us _____ Bank Ltd, by virtue of this guarantee before the said date, the same shall be enforceable against us _____ Bank Ltd, notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us _____ Bank Ltd, by AP before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from AP.

• It is fully understood that this guarantee is effective from the date of the said contract and that we _____ Bank Ltd, undertake not to revoke this guarantee during its currency without the consent in writing of AP.

- We undertake to pay to AP any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.

- We _____ Bank Ltd, further agree that AP shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Tendered from time to time or to postpone for any time of from time to time any of the powers exercisable by AP against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we, _____ Bank Ltd., shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by AP to the said Bidder or for any forbearance and or omission on the part of AP or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.

- This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder.

Date _____

Place _____ Signature _____

Witness _____ Printed name _____

(Bank's common seal)