ODISHA POLICE
STATE HEADQUARTERS
CUTTACK.

No. XIN-22-2021 (Part-II) / /S Date 1.2022

To

The Head of Department,
State Portal Group I.T. Centre,
Department of I.T., Odisha Secretariat, Bhubaneswar

Sub: Publication of "Corrigendum" to the revised RFP (Request for Proposal) for Selection of System Integrator for Comprehensive AMC (Annual Maintenance Contract) of Data Centre, CAS application, Client Infrastructures of CCTNS Odisha during the current financial year, 2021-22.

.....

Sir,

I am directed to forward herewith the "Corrigendum" to the revised RFP (Request for Proposal) for Selection of System Integrator for Comprehensive AMC (Annual Maintenance Contract) of Data Centre, CAS application, Client Infrastructures of CCTNS Odisha to be published on Govt. of Odisha website during the current financial year, 2021-22.

It is requested that the "corrigendum" may kindly be uploaded in the State Government website by **17.01.2022** for wide publicity.

Yours faithfully,

Sd/-
A.I.G. of Police (Provisioning)
Odisha, Cuttack

Memo No. /S Dt. 01.2022

Copy along with a soft copy containing the Corrigendum forwarded to the PRO, State Police Headquarters, Odisha, Cuttack for information and necessary action. He is requested to please pursue the matter at Govt. level and get the Corrigendum published in time and also requested to send a copy of Corrigendum for uploading in the Govt. and Odisha Police website towards wide publication.

Sd/-
A.I.G. of Police (Provisioning)
Odisha, Cuttack.

Memo No. 1753 **/S** **Dt.** 17. **01.2022.**

Copy forwarded to the I.G. of Police (Hdqrs) for favor of kind information and necessary uploading the same in Odisha Police website.

A.I.G. of Police (Provisioning)
Odisha, Cuttack.

www.odishapolice.gov.in
Email – sphqrs.odpol@nic.in
Buxi Bazar, Cuttack-753001
Tel./Fax No.0671-2304354

ODISHA POLICE
STATE HEADQUARTERS
CUTTACK.

CORRIGENDUM TO THE REVISED RFP NO.02/2021-2022 FOR SELECTION OF SYSTEM INTEGRATOR FOR COMPREHENSIVE AMC (ANNUAL MAINTENANCE CONTRACT) OF DATA CENTRE, CAS APPLICATION, CLIENT INFRASTRUCTURES OF CCTNS ODISHA

<><><>

The following amendments have been made in the timelines of the revised RFP as follows.

	Earlier Schedule	**Revised Schedule**
Publication of Corrigendum to the revised RFP (if any) in the website of Odisha Police		17.01.2022
The Bidders requested to submit hardcopy in single envelope enclosing technical and Financial bid in separate envelope to purchaser office not later than	17.01.2022 up to 5.00 PM	10.02.2022 up to 5.00 PM
Date, Time and Venue of opening of Technical Proposals received in response to the RFP notice	18.01.2022 11.30 AM at O/o The Director, SCRB, Odisha, Bhubaneswar	15.02.2022 11.30 AM at O/o The Director, SCRB, Odisha, Bhubaneswar

The "Corrigendum to the revised RFP" received from SCRB, Bhubaneswar is enclosed herewith.

AIG of Police (Provisioning)
Odisha, Cuttack

www.odishapolice.gov.in
Email – sphqrs.orpol@nic.in
Buxi Bazar, Cuttack-753001
Tel./Fax No.0671-2304001

SECTION-IV: ELIGIBILITY CRITERIA

RFP Sl No.	Qualifying Requirements	Documents Required	Proposed Revised		
A. PRE-QUALIFICATION Criteria					
			Qualifying Requirement (to be read as)	Documents Required (to be read as)	Remarks of SCRB
1	The Bidder should be a Company registered under the Companies Act, 1956 since last three years.	Duly attested copies of Certificate of incorporation and certificate of Commencement of business issued by the Registrar of companies have to be submitted.	Duly attested copies of Certificate of incorporation and certificate of commencement of business issued by the Registrar of companies have to be submitted. These document should be duly attested by Authorized Signatory/ Company Secretary of the bidding firm	Duly attested copies of Certificate of incorporation and certificate of commencement of business issued by the Registrar of companies have to be submitted. These document should be duly attested by Authorized Signatory/ Company Secretary of the bidding firm	Document should be duly attested by Authorized Signatory/ Company Secretary of the bidding firm
5	The bidder should be a CMMi Level 5/ CMMI Level 3 company having experience in data centre implementation and support, Application design, development, Customization, rollout and support. The bidder should have good experience in project implementation of large ICT/ e-Governance experience of MMP projects. The Bidder should have certification of CMMi 5/ CMMI 3 ISO270001 & 20000/ ISO27001 & ISO 9001.The lead partner will be a	Attested copy of valid and relevant certificate needs to be provided. Attested copy of valid and relevant certificate needs to be provided.	The bidder should be a CMMi Level 5/ CMMI Level 3 company having experience in data center implementation and support, Application design, development, Customization, rollout and support. The bidder should have good experience in project implementation of large ICT/ e-Governance experience of MMP projects. The Bidder	Client Order copy, its Go Live Certification and/ or Completion certifications need to be provided and such orders should have been awarded from January 2010 onwards. The relevant documents/ certificates should be duly attested by Authorized Signatory/ Company Secretary of the bidding firm. Asked quality certificate	Attested copy of valid and relevant certificate needs to be provided duly certified by Authorized Signatory/ Company Secretary of the bidding firm

	single point of contact for all kind & Application related activity where the CMMi 5/ CMMi 3 partner will have a spoc.		should have certification of CMMi 5/ CMMI 3 ~~ISO270001,~~ & ISO 20000, ISO27001 & ISO 9001.~~The lead partner will be a single point of contact for all kind & Application related activity where the CMMi 5/ CMMi 3 partner will have a spoc.~~	should be duly attested by Authorized Signatory/ Company Secretary of the bidding firm.	

B. ELIGIBILITY CRITERIA FOR TECHNICAL EVALUATION					
			Qualifying Requirement (to be read as)	Documents Required (to be read as)	Remark of SCRB
7	The bidder should have successfully supplied, installed commissioned and maintained similar projects such as Data Centre Implementation and management, DRC Implementation and management, Client Infrastructure management, Application development, customization, testing, Operation & Maintenance	Copies of purchase orders, LOI need to be submitted with selfcertified Completion certificates or completion certificate provided by the Employer. However, if the bidder signed any NDA for any project, then the selfcertified copies of the NDA to be submitted.	The bidder should have successfully supplied, installed commissioned and maintained similar projects such as Data Centre Implementation and management, DRC Implementation and management, Client Infrastructure management, Application development, customization, testing,	Copies of purchase orders, ~~LOI~~ need to be submitted with self-certified Completion certificates (Authorized Signatory/ Company Secretary) or completion certificate issued by the Employer. However, if the bidder signed any NDA for any project, then the self certified copies of ~~the NDA~~	To be Considered

	support, Training & Change Management, Data Digitization, Helpdesk support using EMS tools etc. with project cost of minimum INR 20 crore or more where the contract value of the bidder should have: (i) For 03 Projects minimum of INR 6 Crore or more (ii) For 02 projects minimum of 9 Crore or more (iii) For 1 project minimum of 12 crore or more. Separate work orders that meets the below mentioned requirements during the last Five (5) years: For Government or Public / Cooperative Undertakings within India. In case of ongoing project or AMC, satisfactory execution certificate needs to be enclosed for Implementation completion or O&M completion certificate of the corresponding period		Operation & Maintenance support, Training & Change Management, Data Digitization, Helpdesk support using EMS tools etc. executed in the last 10 years as of 31-03-2021 with a ~~project cost of~~ minimum contract value of INR 20 crore or more ~~where the contract value of the bidder should have~~: In case of multiple projects being showcased, then the following should be the minimum contract value of each project (i) For 03 Projects minimum of INR 6 7 Crore or more (ii) For 02 projects minimum of ~~9~~ 10 Crore or more (iii) For 1 project minimum of ~~12~~ 20 crore or more. In case the contract is under Operations and Maintenance phase separate work orders	~~to be submitted.~~ Authorized Signatory/ Company Secretary should be submitted	

			mentioning the same and documentary evidence for successful completion/go-live of implementation should be enclosed. ~~Separate work orders that meets the below mentioned requirements during the last Five (5) years: For Government or Public / Cooperative Undertakings within India. In case of ongoing project or AMC, satisfactory execution certificate needs to be enclosed for Implementation completion or O&M completion certificate of the corresponding period.~~		
8	The Bidder must have successfully completed 'Turn key Solution' for atleast three(3) e-Governance Mission Mode Project or IT/ITES-project as a System Integrator for Data Center/ DR implementation (with minimum of 100 client infrastructure nodes) in India with	Copies of the Contract/ purchase orders should be provided with self-certified completion report or provided by employer needs to be submitted. However, specific experience in CCTNS Project	The Bidder must have successfully completed 'Turn key Solution' for atleast three(3) e-Governance Mission Mode Project or IT/ITES-project as a System Integrator for Data Center/ DR implementation (with minimum of 100 client	Copies of purchase orders, ~~LOI~~ need to be submitted with self-certified Completion certificates (Authorized Signatory/ Company Secretary) or completion certificate issued by the ~~Employer~~ Client.	To be Considered

	project cost of minimum INR 20 crore where the contract value of the bidder should have with minimum as follows or more: (i) For 03 Projects minimum of INR 6 Crore or more (ii) For 02 projects minimum of 9 Crore or more (iii) For 1 projects minimum of 12 crore or more Separate work orders that meets the below mentioned requirements during the last Five (5) years: For Government or Pu Undertakings within India In case of ongoing project or AMC, satisfactory execution certificate needs to be enclosed for Implementation, completion or O&M completion of the corresponding period.	will be given preference and additional marks shall be allotted in QCBS method.	infrastructure nodes) in India with project cost of minimum INR 20 crore where the contract value of the bidder should have with minimum as follows or more: (i) For 03 Projects minimum of INR ~~6~~ 7 Crore or more each (ii) For 02 projects minimum of ~~9~~ 10 Crore or more each For 1 project minimum of ~~12~~ 20 crore or more. Separate work orders that meet the above mentioned requirements from January 2010 onwards should be furnished from Government (Cent Undertakings (PSU) within India. In case of ongoing project of O&M/ AMC, separate work orders pertaining to the extended period may be furnished ~~satisfactory execution certificate needs to be enclosed for Implementation completion or O&M completion certificate of~~	However, specific experience in CCTNS Project will be given preference and additional marks shall be allotted in QCBS method However, if the bidder signed any NDA for any project, then the self certified copies of ~~the NDA to be submitted.~~ Authorized Signatory/ Company Secretary should be submitted	

			~~the corresponding period~~		
9	The bidder having CMMi 5/ CMMi 3 certification must have prior experience of Software development Projects *in India with a project cost of at least INR 1.6 crore or more for 01project, or 1.2crore or more for 02 projects, or 1 crore or more for 3 projects.* The bidder needs to give credentials for integrating two e-governance projects with at least two of the following functionalities like SMS services, OTP for login, e-mail integration, digital signature integration and SSL certificate implementation for web servers.	Copies of the Contract/ purchase orders should be provided. Selfcertified completion report or issued by employer needs to be submitted. Copies of Prior experience on software development projects under E-Governance/IT-ITES projects to be provided	The bidder having CMMi 5/ CMMi 3 certification must have prior experience of Software development Projects *in India with a project cost of at least INR 1.6 crore or more for 01project, or 1.2crore or more for 02 projects, or 1 crore or more for 3 projects.* ~~The bidder needs to give credentials for integrating two e-governance projects with at least two of the following functionalities like SMS services, OTP for login, e-mail integration, digital signature integration and SSL certificate implementation for web servers.~~	Copies of the Contract/ purchase orders should be provided. Self certified completion report or issued by ~~employer~~client/ authorized signatory/ Company Secretary needs to be submitted. Copies of Prior experience on software development projects under E-Governance/IT-ITES projects to be provided	No Change
10	The Bidder needs to submit the manufacturer's/ Producers/ OEM Authorization form in the name of the Purchaser authorizing the bidder to provide the support and service including warranty during the contract of AMC for following equipment's.	OEM Authorization Letter for bidder addressed to purchaser as per the Tech Form given in the RFP	~~The Bidder needs to submit the manufacturer's/ Producers/ OEM Authorization form in the name of the Purchaser authorizing the bidder to provide the support and service including~~	~~OEM Authorization Letter for bidder addressed to purchaser as per the Tech Form given in the RFP~~ (Not required and as OEMs will not provide MAFs for earlier supplied products)	No Change

	Separate letter be obtained from each OEM addressed to the Purchaser. All DC equipment including application and software for following: a) All IBM products in the DC/DRC b) All CISCO products in DC/DRC c) All Array products in DC d) All Fortigate products in DC e) All Dell products in DC/DRC The Detail certificate may be submitted in the technical proposal as per the letter in the **Tech Form** given in the RFP for manufacturer's/ Producers/ OEM Authorization		~~warranty during the contract of AMC for following equipment's. Separate letter be obtained from each OEM addressed to the Purchaser. All DC equipment including application and software for following:~~ ~~a) All IBM products in the DC/DRC~~ ~~b) All CISCO products in DC/DRC~~ ~~c) All Array products in DC~~ ~~d) All Fortigate products in DC~~ ~~e) All Dell products in DC/DRC~~ ~~The Detail certificate may be submitted in the technical proposal as per the letterin the **Tech Form** given in the RFP for manufacturer's/ Producers/ OEM Authorization~~		

SL No	Criteria	Basis of evaluation	Marks Obtained	Supporting	Remark of SCRB
A. Approach & Methodology—25 Marks					
1	Understanding of the project a) About Odisha Police b) Objective about the assignment	Write-up note not more than 2 pages	2		
2	Understanding of Core Application Software (State) for CCTNS on MS Stack and Integration with other agency a) Understanding of CAS State. b) CAS customization approach, bug testing and rollout strategy. c) MIS report customization. d) Integration with other e-Gov services through SSDG/ State portal or any other similar kind of services. e) Understanding for bi-lingual (English, Hindi & Odia) integration at the application level for data entry. f) Approach to integrate Mobile application for citizen services, MIS report and data entry on the existing CCTNS services. g) A&M for Data Storage, Data backup, and Data Replication and retention policy with data integrity check	Write-up note not more than 3 pages	3		

3	Understanding of Client Site and Data Centre/ DRC a) Understanding of Client site activity. b) Understanding of Data Centre resource requirement and mapping of resources for each activity. c) Understanding on VMware & cloud services. d) Understanding on DR data replication, data integrity check. e) Integration of two different services under e-governance with approach and methodology Integration of SMS, E-mail, OTP, Digital signature with the application software. f) Approach for network security and periodical audits including log files. g) Understanding of load balancing and server tuning for performance enhancement by removing bottle necks.	Write-up note not more than 3 pages	5		
4	Presentation on the proposed solution capturing the major features(10 Marks):- 1. a) Understanding of the project (how the solution proposed is relevant to the understanding). b) Solution Proposal with detailed work-plan and methodology submitted along with the technical proposal. c) Proposed Mechanism of Application Support, Monitoring & Customized report generation. d) Implementation, Operation & Maintenance Support plan with proposed team structure as Mentioned in this RFP. e) Innovative solution using immerging technology like, AI, Big Data Analytics etc. f) Demonstration of previously executed projects and CCTNS future road map and best practices.	Presentation & Demonstration	15		

	2. Demonstration of previously executed projects and CCTNS future road map and best practices.(5 Marks)				
B.	**BIDDERS EXPERIENCE–35 Marks**				
1.	The bidder should have successfully supplied, installed commissioned and maintained similar projects such as Data Centre Implementation and management, DRC Implementation and management, Client Infrastructure management, Application development, customization, testing, Operation & Maintenance support, Training & Change Management, Data Digitization, Helpdesk support using EMS tools etc. with cumulative project cost of minimum INR 20 crore or more where the contract value of the bidder should have: (i) For 03 Projects minimum of INR ~~6~~ 7 Crore or more each (ii) For 02 projects minimum of ~~9~~ 10 Crore or more each (iii) For 1 project minimum of ~~12~~ 20 crore or more. Separate work orders that meet the above mentioned	• Upto 3 projects meeting the minimum qualifying criteria per project – 03 Marks • 4 projects with project cost More than ~~5 crores to 6 crore~~ 7 crore– 05 marks • 5 or more projects with more than ~~6 crore~~ 7 crore – 08 marks	08	Copies of POs needs to be enclosed along with self-certified completion report by authorized signatory/ Company Secretary/ issued by the ~~employer~~ Client. In case of NDA, kindly furnish self certificate signed by Authorized signatory/ Company Secretary	No Change

	requirements from January 2010 onwards should be furnished from Government (Centre/ State/ Autonomous) Sector or Public Sector Undertakings (PSU) within India. In case of ongoing project of O&M/ AMC, separate work orders pertaining to the extended period may be furnished ~~satisfactory execution certificate needs to be enclosed for Implementation completion or O&M completion certificate of the corresponding period~~				
2	The Bidder must have successfully completed 'Turn key Solution' for atleast three(3) e-Governance Mission Mode Project or IT/ITES-project as a System Integrator for Data Center/ DR implementation (with minimum of 100 client infrastructure nodes) in India with project cost of minimum INR 20 crore where the contract value of the bidder should have with minimum as follows or more: (iv) For 03 Projects minimum of INR ~~6~~ 7 Crore or more each (v) For 02 projects minimum of ~~9~~-10 Crore or more each For 1 project minimum of ~~12~~ 20 crore or more. Separate work orders that meet the above mentioned requirements from January 2010 onwards should be furnished from Government (Centre/ State/ Autonomous) Sector or Public Sector Undertakings (PSU) within India. In case of ongoing project of O&M/ AMC, separate work	• Upto 5 projects– 05 marks (1 mark per project meeting the qualifying criteria) • ~~5~~ 6 or more projects– 08 marks	08	Copies of POs needs to be enclosed along with self-certified completion report by authorized signatory/ Company Secretary/ issued by the ~~employer~~ Client. In case of NDA, kindly furnish self certificate signed by Authorized signatory/ Company Secretary	No Change

	orders pertaining to the extended period may be furnished ~~satisfactory execution certificate needs to be enclosed for Implementation completion or O&M completion certificate of the corresponding period~~				
3	The bidder having CMMi 5/ CMMi 3 certification must have prior experience of Software development Projects *in India with a project cost of at least INR 1.6 crore or more for 01project, or 1.2crore or more for 02 projects, or 1 crore or more for 3 projects*. ~~The bidder needs to give credentials for integrating two e-governance projects with at least two of the following functionalities like SMS services, OTP for login, e-mail integration, digital signature integration and SSL certificate implementation for web servers~~.	• Upto 2 projects= 03 marks • 3 projects = 06 marks	06	Copies of POs needs to be enclosed along with self-certified completion report by authorized signatory/ Company Secretary/ issued by the ~~employer~~ Client. In case of NDA, kindly furnish self certificate signed by Authorized signatory/ Company Secretary	NO Change
4	Training & Change Management Experience of development of training material for change management and delivery of training for use of IT applications (application developed/ customized) /basic computer skills/ IT systems - participants including all levels of management. Following parameters will be examined for evaluation: • Stage of completion of training assignment (Completed/ on-going) • Change Management Training imparted for the department	1 marks for each qualifying project with maximum up-to 5 marks	05	Copies of POs needs to be enclosed along with self-certified completion report by authorized signatory/ Company Secretary/ issued by the ~~employer~~ Client. In case of NDA, kindly furnish self certificate signed by Authorized signatory/ Company Secretary	No Change
5	Certifications	1. Single bidder with CMMI Level 5= 04	04	CMMi certification to	No change

		Marks 2. Single bidder with CMMI Level 3= 02 Marks		be submitted. CMMi certificate should be visible on https://cmmiinstitute.com for Verification.	
6	The bidder should have average turnover of INR 150 Crore for the Last 3 Financial years from IT/ITES business with positive net worth.	The Bidder having an annual turnover for the last 3 audited financial years will be awarded scores as below: • > Rs.150 Cr. < Rs.300 Cr = 02 Marks • > Rs.300 Cr = 04 Marks	04	CA certificate to be submitted confirming the value.	No Change

C	Key Resources for Data Centre and Application Support- 35 Marks			
1	Helpdesk Support- Helpdesk management (03 resources)	Based on relevant project experience with respect to scope of work (2 marks for each CV)	06	Relevant CV as per the format in Tech forms
2	Network Security Expert (01resource)	Based on relevant project experience with respect to scope of work	02	Relevant CV as per the format in Tech forms
3	Sr. Software Engineer-CAS application resources (08 resources)	Based on relevant project experience with respect to scope of work (2 marks for each resource)	16	Relevant CV as per the format in Tech forms
4	Data base admin (01 resource)	Based on relevant project experience with respect to scope of work	02	Relevant CV as per the format in Tech forms
5	Testing Engineer (01resource)	Based on relevant project experience with respect to scope of work	02	Relevant CV as per the format in Tech forms

6	Project Manager (01 resource)	Based on relevant project experience with respect to scope of work	03	Relevant CV as per the format in Tech forms
7	Application Support Engineer Helpdesk Application Support (02 resource)	Based on relevant project experience with respect to scope of work	04	Relevant CV as per the format in Tech forms

D	**Exit Management, Risk & Mitigation Plan = 5 Marks**			
1	Risk & Mitigation Plan	Write-up note not more than 2 pages	02	Remark of SCRB
2	~~a. Approach for Taking over from the existing SI.~~ b. Exit Management and Knowledge transfer planning	Write-up note not more than 2 pages with standard template to capture the inputs for DC/CAS application & Client Infra for smooth functioning post exit of the current SI.	03	No Change

Other Observation which need to be incorporated/ bring changes in the RFP:

(1) Field Infrastructure need to be removed from the scope of work as assets are obsolete and local offices should manage them of their own.
(2) Scope relating to AI and Big Data has to be removed as there is no clear scope of work defined in the RFP.
(3) Optional Forms should be removed as these create ambiguity in the scope.
(4) Special Terms of the contract mentioned in the RFP should be revised in accordance with the above deletion.
(5) RFP has furnished only one standard format for Bidders's Experience for technical evaluation against all the parameters. Formats for each technical evaluation criteria should be separately defined to maintain standardization across Bidders.
(6) BOQ should be revised in accordance with the above changes.

#	Document (Section/ Page no.)	RFP & Clause No.	clause	Change/ Clarification requested by Bidder	Remarks	Remark of SCRB
1.	Page 45/ Section-VI: Terms of Reference	Scope of work	Firstly the selected bidder will provide comprehensive AMC support of 05 years for, 626 Police Stations, 236 Higher Offices & State Data Center/ DRC with bundle of services to ensure continuity of business and managing the CCTNS solution at state. Maintenance service shall consist of Preventive, Breakdown and Superlative maintenance of all CCTNS Odisha IT Hardware Assets and Network Infrastructure and take corrective and remedial maintenance services to set right the reported malfunctioning of IT related infrastructure at the specified locations. The list of current Hardware assets given in Annexure-I. The preventive maintenance shall be done at least once in aquarter.	AMC support for hardware / softwarelicense for 05 years are critical activities and needs a proper strategy for cost effective operation and maintenance support. The continuation of original turnkey nature of engagement for SI post implementation phase, has seen many challenges like most of Tier I SI opted out from CCTNS projects / not participating in tender where hardware/software license AMC is part of O&M. Currently the CCTNS states are opting for hybrid model of Operation and Maintenance with separate SIs for CAS Application support and hardware/ software related AMC support. Hardware/software license support directly by OEM or its authorized agencies can easily be done through GeM/ open tendering with L1 price discovery either through empanelment or single bidder option. Please consider the change request of hybrid SI model as was		Comprehensive onsite Annual Maintenance Contract (AMC) of Data Center/ DRC, CAS Application support, Support for various functional Modules, Mobile App and Client site software/ application at 862 locations (236 Higher offices and 626 Police Stations) across the state with a provision of upto 5% increase of sites over contract period. Odisha Police shall provide the additional infrastructure for additional sites. As mention in Page 8 (A)

				requested by majority of the participating bidders which will benefit the state in a longer run. The application SI will continue to provide DC /DR operation and management support for all the servers, storage, networking equipment and other related assets and services. Therefore, it is requested to keep hardware AMC and its related scope of work out of the RFP for a larger participation of competitive bidders. However, the bidder should provide man-power support & services for the operation and management of DC/DR assets in collaboration with the OEM / Vendors.		
2.	Page 41 Section-V	Evaluation Methodology:	6. Technical EvaluationScoring Matrix B. Bidders experience 1. The bidder should havesuccessfully supplied, installed commissioned and maintained similar projects such as Data Centre Implementation and management, Client Infrastructure management, Application development, customization, testing, Operation & Maintenance support, Training & Change management, Data Digitization,	The bidder experience is a replica of original SI contract which was for a turn- key assignment for CCTNS Project implementation. Therefore, the condition needs to be changed as it is too much restrictive in nature for wider participation of the bidders as KPMG is involved in multiple similar Projects having much higher value and similar assignment. Cumulative assessment needs to be considered for multiple project credentials qualifying the		NO CHANGE REQUIRED

			Helpdesk support using EMStools etc. with project cost ofminimum INR 20 crore or morewhere the contract value of thebidder should have a minimum of following or more projects: (i) For 03 Projects minimum of INR 6 Crore or more (ii) For 02 projects minimum of 9 Crore or more (iii) For 01 projects minimum of 12 crore or more Basis for evaluation: • Upto 3 projects – 03 marks • 4 projects with project cost More than 5 crore to 6 crore – 05 marks • 5 or more projects with morethan 6crore – 08 marks	eligibility criteria which will help in wider participation. You are requested to change the clause asbelow: The Bidder should have successfully designed, implemented and provided O&M support for similar IT/ITES projects of Govt/PSU client during the last 05 years which involves application support, development, customization, mobile application, capacity building & Training and implementation & support of DC/ DR.		

3.	Page 42 Section-V	Evaluation Methodology:	6. Technical Evaluation Scoring Matrix B. Bidders experience: The Bidder must have successfully completed 'Turn key Solution' for at least three(3) e-Governance Mission Mode Project or IT/ITES-project as a System Integrator for DataCenter/ DRC implementation(with minimum of 50 client infrastructure nodes) in India with project cost of minimum INR 20 crore where the contract value of the bidder should have with minimum as follows or more: For 03 Projects minimum of INR 6 Crore or more (i) For 02 projects minimum of 9 Crore or more (ii) For 01 project minimum of 12 crore or more.	This clause is not adding any value for a fair assessment of the bidder's potential and hence needs to be changed as follows: "The bidder should have successfully managed/ implemented at least one MMP /IT-ITES projects as a System Integrator for Data Center/ DRC implementation with a minimum of 50 client infrastructure nodes. Basis for evaluation: i. For project with 50 client infrastructurenodes = 4 Marks ii. For project with more than 50-100client infrastructure nodes = 6 marks iii. For project with more than 100 clientinfrastructure nodes = 8 marks		NO CHANGE REQUIRED

			Separate work orders that meet the below mentioned requirements during the last Five years for Public/ Cooperative Undertakings withinIndia. In case of ongoing projector AMC, satisfactory execution certificate needs to be enclosedfor Implementation completion orO&M completion of the corresponding period. Basis for evaluation: • Upto 5 projects–05 marks • 5 or more projects–08marks	Work order along with		
4.	Page 10 sectionIII	22. Sealing and Marking of Bids	22.1 The bid submission will bedone through e-tendering process as well as hardcopysubmission.	Please clarify if bidder needs to submit the proposal through e-Tendering process whereas as per Section II datasheet, the bidder needs to submit the proposal through HARDCOPY in single envelope	As the bid is being managed through e-tendering process, it is requested to kindly permit the bid submissionthrough online submission (NO hardcopy submission). As some of the firms are locatedoutside of the State who might be keen toparticipate in thebid and restricting themto submit hardcopy in theoffice address will difficult and may not be feasible to travel from outside the state during the covid pandemic situation.	Proposal should be submitted through e-Tendering process. But, the bidder need to submit the Hardcopy through Postal/Courier Service

5.	SECTION-IV: ELIGIBILITY CRITERIA/Page 33	1.Qualifying requirements	6. The bidder should have average turnover of INR 150 Crore for the last 3 Financial years from IT/ITES business withpositive net worth.	Requesting to kindly amend the criteria as: The bidder should have average turnover of INR 500 Crore for the last 3 Financial years from IT/ITES business with positive net worth. To ensure continuity of quality in the project, it is requested to consider the average annual turnover of 500 crore from IT/ITES business with CMMI level 3 or CMMI 5 certification, ISO 27001 and ISO 9001	This will ensure quality in participation in requirement analysis, development, testing, delivery & implementation and support for custom and leveraged software solutions.	NO CHANGE REQUIRED
6.	Page 39/ 6. Technical Evaluation Scoring Matrix	Criteria	Marking criteria: • A&M- 25 Marks • Bidder experience- 35 Mark • Resources- 35 Mark • Exit management-5 marks	Requesting to kindly change the markingcriteria as below: • A & M- 30 Marks • Bidder experience- 30 Mark • Resources- 40 Mark	The exit management should be part ofthe approach and methodology asper the industrypractice to understand thebidder understanding ofthe scope andtheir approach toexecute theproject. Also, more marking andweightage should be givento the resourceswhich are proposed by the bidder as past experience may not play a crucialrole as much as the existing resources will contribute.	NO CHANGE REQUIRED

7.	Page 156/ANNEXURE E : Payment Milestones and deliverables	(a) Payment for the AMC of DC &862 Client locations:	Any support and maintenance carried out by bidder will be takenin sign off report to be signed by PS/ DeMT for release of six monthly payment at the end of every quarter.	Please clarify if the payment will be paid in Quarterly or Half yearly as the table under (a) denotes that the payment will be paid quarterly whereas the table under the deliverables mentioned for release of six-month payment. Need clarification.		The Payment shall be made in 20 Quarterly installments.
8.	Page-32 SECTION-IV: ELIGIBILITY CRITERIA	A. PRE-QUALIFICATION Criteria	5. The bidder should be a CMMi Level 5/ CMMI Level 3 company having experience in data centre implementation and support, Application design, development, Customization, rollout and support. The bidder should have good experience in project implementation of large ICT/ e-Governance experience of MMP projects. The Bidder should have certification of CMMi 5/ CMMI 3 ISO270001 & 20000/ ISO27001 & ISO 9001. The lead partner will be a single point of contact for all kind & Application related activity where the CMMi 5/ CMMi 3 partner will have a spoc.	Please confirm if consortium is allowed as the point no.5 under pre-qualifications mentioned "Lead partner". Department is requested to kindly allow the consortium or sub-contracting of the AMC for hardware with multi-party agreement under a single contract.		Consortium Not Allowed

9.	Page-103 SECTION X FINANCIAL PROPOSAL FORMS	FIN Form 2: Summary ofFinancial Proposal for DC, DRC & Client site infrastructure.	Optional Financial Forms	Please confirm if the rates quoted by the bidder in the financial form 2A, 2B, 2I, 2Dwill be considered for evaluation.		These are Optional Financial Forms. Hence, won't be considered for Evaluation
10.	Page no 51	E). Deployment of Resource for FMS & CAS Application Management	The bidder will develop software for giving details of login/ logout period of work, time of sitting idle and total working time for each resource for better monitoring of the CCTNS Project and submit the same on fortnightly basis. Additional cost may be specified separately in this regard.	It is requested that the biometric attendance facility may be provided by the client instead the bidder may be exempted from developing any additional modules for capturing the login/logout time. Also, no separate financial form has been provided in the RFP to quote the additional cost for development of software.		The Bidder have to develop and specify any additional cost for that.
11.	Page 143/ 6. Helpdesk support/ C	Helpdesk support	This service level will be monitored on	This service level will be monitored on a monthly basis.	In the table provided with the breakdown, there is no daily or weekly monitoring statements. The helpdesk performance for DC can be weekly	NO CHANGE REQUIRED

12.	Page 145/ 7. Reporting/	Availability Performance Report	This service level will be monitored on a monthly basis. If the monthly SLA compliance report related to the service levelmetrics is not provided in the given timeframe, it will be treatedas one (1) instance.	This service level will be monitored on a monthly basis and compiled report will be generated quarterly (3months). If the monthly SLA compliance report related to the service level metrics is not provided inthe given timeframe, it will be treated as one (1) instance.	A little modification is requested to give complete clarity to the bidder'sresponsibility.	NO CHANGE REQUIRED
13.	Page-58/ Section-VII	General Conditions of the Contract	3.4 Limitations of The Service provider's Liability Towards Client: a) Except in case of gross negligence or willful misconduct on the part of the Service providers or on the part of any person or firm acting on behalf of the Service providers in carrying out of the services, the Service providers, with respect to the damage caused by the Service providers to the Client's property, shall not be liable to Client – i. For any indirect or consequential loss or damage, and For any direct loss or damage that exceeds:	The aggregate liability should be capped to the total contract value except for 'Gross Negligence' and 'Willful Misconduct' on ourpart or on the part of any person or firm acting on our behalf. Limitation of liability shall also not apply to claims by third parties.		NO CHANGE REQUIRED

14.	Page-58/ Section-VII	General Conditions ofthe Contract	Clause 1.2: Law Governing the Agreement This Agreement, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law. All the services provided & manpower deployed under the contract should be governed by the applicable law and has to be insured and should indemnify the client fromall the liabilities. 3.1.1 Standard of Performance 3.1.2. Law Governing Services	The indemnity should be capped under the limitation of liability	NO CHANGE REQUIRED
15.	Page-69/ Section-VII	General Conditions ofthe Contract	3.7 Accounting, Inspection and Auditing The Service providers a) shall keep accurate and systematic accounts and records in respect of the Services, hereunder, in accordance with accepted accounting principles and in such form and detail as will clearly identify all relevant time charges and cost, and the basesthereof and b) Shall permit the Client or its designated representative periodically, and upto one year from the expiration or termination of this agreement, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by theClient.	Request to kindly change as follows: Any audit shall be subject to the following: (i) the audit shall be restricted to the engagement and shall be conducted with prior reasonable notice (ii) client or its authorized representatives shall execute a Non-Disclosure Agreement before such audit which shall govern the conduct of audit and any results thereof; (iii) the auditors or the representatives of client forthe audit shall not be bidder's competitors; (iv) the audit shall not be conducted more than once in a calendar year and twice in entirety; and (v) any findings during the audit, shall be shared with client and be discussed and agreed mutually client and bidder for its closure.	NO CHANGE REQUIRED

16.	Page-67	Conflict of Interest	Clause 3.2: Conflict of Interest 3.2.1. Service providers not to benefit from Commissions, discounts etc. The remuneration of the Service providers pursuant to Clause 6 of this agreement hereof shall constitute the Service provider's soleremuneration in connection with this agreement or the services and subject to Clause 3.2.2 of this agreement hereof, the Service providers shall not accept for their own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Agreement or to the Services or in the discharge of their obligations hereunder, and the Service providers shall use their best efforts to ensure that any of the Personnel and agents of either of them, similarly shall not receive any such additional remuneration. 3.2.2. Procurement Rules of Funding Agencies If the Service providers, as part of the Services, have the responsibility of advising the Client on the procurement of goods, works or services, the Service providers shall comply with any applicable procurement guidelinesapplicable in the state of Odisha and shall at all times perform such responsibility in the best interest of the Client. Any discounts or commissions obtained by the Service providers in the exercise of such procurement	The requirements under this clause should be limited to the engagement team only. The 'Affiliates' of the bidder shall berestricted to 'Affiliates in India'.	NO CHANGE REQUIRED

			responsibility shall be for the account of the Client.		
17.	Page-108	3.d. Financial Proposal for Data Centre Manpower FMS Cost for 05 years	Category of resources defined in the section is different that of category mentioned in AnnexureD (page:-152)	Kindly clarify which section to consider.	As per Annexure-D
18.	Page-112	3.d. Financial Proposal for Data Centre Manpower FMS Cost for 05 years	Project Manager- BE/B.Tech /MCA, MBA with PMP, Prince2, ITIL with technical certificates	Clarification on academic qualification for Project Manager may be provided. Request to kindly amend as: Project Manager- BE/B.Tech / MCA/MBA with PMP/ Prince2 certification with 12 years of experience in designing project documentation including FRS/SRS,HLD/LLD for application design, software development/ solution designing, application implementation and maintenance	NO CHANGE REQUIRED
19.	Page-112	3.d. Financial Proposal for Data Centre Manpower FMS Cost for 05 years	Project Manager experience:- He should minimum 6 yrs or more on State Govt or Central Govt projectmanagementexperiences. • Knowing of local language will preferable. • Min10 to 12 years' experiencesin SLA maintenance, AN/ WAN • implementation Experience to provide helpdesk & data center and infra support. • Knowledge of cloud and certification	The experience and qualification are contradictory and restrictive which needs your kind review. Clarification on experience for Project Manager may be provided as a different version of experience/skill set described inAnnexure D (page-152). Considering the current stage of the project , the Project Manager role should be more focused on application centric .So the following skills may be amended for good quality resource. B.Tech/BE/ MCA/MBA with PMP/Prince2 certification having minimum 10-12 years of experience in IT/ Software development/ IT System Projects	NO CHANGE REQUIRED

				ii. Should be on payroll of the bidding company iii. He/ She should have the expertise inthe following areas. • Experience in project management,application design, development/ customization/ operation and support formanaging large size team for at least the last 4 years • Involved in implementation of at least 3 State/Central Govt. projects and at least one Police/ Justice project with fulllife cycle • Should prepare and review Project documents • Expertise in Third Party integrations • Able to co-ordinate with different stakeholders for requirements and UAT • Experience in development or management of Web Application, Mobile Applications, Databases, State Data Centre etc. **Experience on .Net framework andCCTNS Project is preferred.	

20.	Page-113	3.d. Financial Proposal for Data Centre Manpower FMS Cost for 05 years	Network Administrator /Security Expert: BE/ B.Tech/M CA/ MBA with total experience 12 Years and more with Min. Certification CCNA/ CCNP/ JNCIA/ JNCIP/ JNCIS (MCSE-2016). Preferred: VMware & EMC storage with Dell Networker backup experience	The year of experience mentioned in the clause is 12 years while that mentioned in in Annexure-D (page-152) for Network Administrator is 6 Years. Also, there is differences in the experience mentioned in two places for the same role. The experience and qualification are contradictory and restrictive which needs your kind review. You are requested to change the experience as follows:- BE/ B.Tech/M CA with total experience 6Years and more with valid Certification of CCNA/ CCNP/ JNCIA/ JNCIP/ JNCIS.	This may please be read as 6 Years.
21.	Page-113	3.d. Financial Proposal for Data Centre Manpower FMS Cost for 05 years	Infra Engg:- B.E/ B.Tech/ BCA/ MCA • Minimum 8 to 10 yrs experiences in Infra structure management. Knowledge of LAN/ WAN / trouble shooting	The experience and qualification are contradictory and restrictive which needs your kind review. This category of resource has not been mentioned in Annexure 'D' (page-152) .Also Testing Engineer with different skill set mentioned in Annexure D (page-152) while this category is not mentioned in financial proposal. Kindly clarify the same. However, we are suggesting amending Testing Engineer with required skill set already mentioned in Annexure D (page-152) by considering the current status ofproject.	Infra Engg. May be treated as Testing Engg. With 6 years of Experience

22.	Page-114	3.d. Financial Proposal for Data Centre Manpower FMS Cost for 05 years	CAS Application resources:- • Min. 6 years' experience in SRS/ FRS design • Application customization • Conversant with Technology Platforms such as ASP.Net Framework, Angular/Angular JS , Javascript, Bootstrap, Java,J2EE, HTML, XML, SQL Server, MySQL • WebServer technology such as IIS7.0, Apache Tomcat • SMS/ email gateway integration • Knowledge of CAS application ismandatory. • Basic knowledge of Police domain is preferred.	The clause does not clarify regarding no of resourcesrequirement having particularskill set (.net/java). Kindly clarify the same. However, considering the current stage ofproject we are suggestingto amend as perfollowing:- Senior Application Developer (.net)(2 nos) i. B Tech/ B.E / MCA with minimum 6years of experience in developmentin IT/ software development/ IT System projects. ii. Should be on payroll of the bidding company. iii. He/ She should have the expertise inthe following areas: • Hands on experience in Windows Platforms and Microsoft Technologies likeasp.net,C#,LINQ,WCF, ajax, angular js, MVC, Entity Frameworketc. • Expertise in documentations like FRS,SRS,HLD,LLD, TraceabilityMatrix etc. • Strong experience in application of UML, Design Patterns in design ofsolutions • Conversant with Technology Platforms such as Dot Net, SQL Server, Ajax , Angular JS, MVC • Strong Database skills including SQL Server etc. • Conversant with the latest technological developments including SOA and Agile • Conversant with SSRS /BI tools	NO CHANGE REQUIRED

				• Conversant with platforms, tools and frameworks used in application development • Experience on the use of software development best practices, tools and technologies. • Experience to Identify performance, reliability, security & integration bottlenecks and suggest recommendations. • Expertise in REST API integration • Experience CCTNS CASapplication Developer (.net) (4 nos) • B Tech/ B.E / MCA with minimum3 + years of experience in development in IT/ software development/ IT System projects • Hands on experience in Microsoft Technologies like asp.net,C#,LINQ,WCF, ajax, angular js, MVC, Entity Frameworketc. • Strong Database skills including SQL Server , MySql etc. • Conversant with the latest technologicaldevelopments including SOA and Agile • Methodologies • Conversant with platforms, tools and frameworks used in application development • Experience on the use of software development best practices, tools and technologies.	

				• Experience to Identify performance, reliability, security & integration bottlenecks and suggest recommendations • Expertise in REST API integration Expertise in SSRS/BI tools for Reporting Developer (Java) (2 nos) • B. Tech / B.E /MCA with at-least 4-6 years of experience • He/ She should have the expertise inthe following areas: • Should be on payroll of the bidding company. • He/ She should have the expertise inthe following areas: • Hands on experience in Open Standard Platforms and Technologies • Strong experience in application of UML, Design Patterns in designand architecting of solutions • Conversant with Technology Platforms such as Java,J2EE, XMLetc. • Conversant with Spring boot framework • Strong Database skills including MySql / MariaDB etc. • Conversant with the latest technological developmentsincluding SOA and Agile	

23.	Page -45	Key Resourcesfor Data Centreand Application Support- 35 Marks	Expect Project Manager , all other category of resources are given same weightage i.e 2 marks for each category. Weightage for Senior developer is same as that of helpdesk support.	The evaluation of key resources may be considered to ensure quality which is largely followed in such type of e- Governance Mission Mode Projects. You are requested to consider the following changes:- 1. Project Manager- 10 Marks (1resource) 2. Senior Developer (.Net)-8 Marks (2 Resource) 3. Developer (.Net)-8 Marks (4 Resource) 4. Developer (Java) -4 Marks (2 Resource) 5. Network Administrator: -3 marks (1 Resource) 6. Database Administrator: -2 Marks(1 Resource)	
24.	75	SECTION-VIII: SPECIAL CONDITIONS OFTHE CONTRACT Point No. 49	49. Financial Proposal: • Monthly cost for Artificial Intelligence analysis. (Optional) • Monthly cost for Big data. (Optional) COST TO BE PROVIDED:- • Additional rates of AMC for allthe hardwares, supply of windows OS and Microsoft perpetual licences andsupport will be ended on2022, which will be upgradedaccordingly. • Antivirus during the O & M phase to be procured as per need.	• As per the clause, it is not mandatory, and the bid will not be rejected if the bidder did not submit the monthly cost for the AI and Big Data. The financial forms for submitting the cost are also not available in the RFP. Also, we believe that these components will be handled post the signing of the contract through Change Request. Request your kind clarification. • Further, as per the clauses the bidder has to submit the additional cost for the supply and upgradation of hardware/software (Windows OS, Microsoft licences, Antivirus, etc.). Kindly clarify in which financial forms the bidder has to submit the cost and we understand that these costs will be part of the evaluation for the bidder selection.	1. Artificial Intelligence is Optional. Hence won't impact on Financial costs. 2. Yes. The additional cost towards supply and upgradation of hardware/software (Windows OS, Microsoft licences, Antivirus, etc.). shall be part of evaluation

25.	138	3. Implementation Phase SLAs	(v) Penalties applicable for each of the high severity violations is0.1% of respective payment-period payment to theSI. (vi) A penalty at 0.1% per week subject to a maximum of 10% ofthe contract value will be charged. Penalty will be computed on contract value. (vii) Penalties applicable for each of the medium severity violationsis 0.05% of respective payment-periodpayment to the SI.	• Severity Levels for the implementation phase SLA is not defined. Kindly clarify. • Point no. (vi) It also requested that thepenalty of 0.1% per week may be levied for the particular milestone/ activity. Hence, requested to change the clause as *"A penalty at 0.1% per week subject to a maximum of 10% of the contract value will be charged. Penalty will be computed as per the total value of the milestone/ activity."*	NO CHANGE REQUIRED
26.	136 & 145	2. Interpretations (Page- 136) & Client site Application Support (Page-145)	(c) The business hours are 6.00 AM to 10:00 PM on all working days (Mon-Sat) excluding Public Holidays or any other Holidays observed by the state. The SI however recognizes the fact that the state offices will require to work beyond the business hours on need basis. • Clause Application Support Performance- "99% of the Level 1 defects shall be resolved within 2 business days from the time of reporting full details. The maximum resolution time for any incident of this nature shall not exceed 16 business hours."	• We understand that the business hours are 6.00 AM to 10.00 PM (16 hours) on all working days. However, as per the clause client site Application support the maximum resolution time is 16 business hours which should be 32 business hours. Kindly clarify and also for all other relevant service levels of the RFP.	NO CHANGE REQUIRED

S.No.	Document	RFP Section No. & Clause No.	Clause	Clarification required by Bidder	Remarks of SCRB
1	RFP-02_47228_REVISED RFP Page No. 8	Section 1 # A	Comprehensive onsite Annual Maintenance Contract (AMC) of Data Center/ DRC, CAS Application support, Support for various functional Modules , Mobile App and Client site software/application at 862 locations (236 Higher offices and 626 Police Stations) across the state with a provision of upto 5% increase of sites over contract period.	1. Will the bidder needs to provision for AMC of this additional infrastructure. Please confirm. 2. In case bidder needs to provision for AMC of this additional Infrastructure then please specify the details of additional infrastructure that will be procured.	Not Required
2	RFP-02_47228_REVISED RFP Page No. 8 and 10	About this document and SECTION-III: Instructions to Bidders (ITB). Page no 8 and 1.General Information (Page no 10)	The purpose of this document is to select a System Integrator for the comprehensive onsite AMC for the following services of CCTNS comprising of Data Center/ DRC, CAS Application, all CCTNS modules/ two numbers of mobile Apps and any additional modules which will be developed / supplied by NCRB & Client site software/ application of Odisha Police. and Name of the RFP is: Comprehensive AMC (Annual Maintenance Contract) of AMC for the following services of CCTNS Data Center/ DRC, CAS Application, 28 numbers of modules/ two numbers of mobile Apps and any additional modules which will be developed / supplied by NCRB, Mobile App , Client sites infrastructure of OdishaPolice	There is no information provided about 22 number of modules and two number of Mobile Apps except for their names. Please provide brief scope of work. for 22 modules and 2 mobile apps with	Can't be provided right now. These are application Modules and using the Data of CCTNS. Your representative may visit SCRB and see the Modules.
3	RFP-02_47228_REVISED RFP Page No. 33	B. ELIGIBILITY CRITERIA FOR TECHNICAL EVALUATION Point 7, 8 and 9 : Documents Required	Copies of purchase orders, LOI need to be submitted with selfcertified Completion certificates or completion certificate provided by the Employer. However, if the bidder signed any NDA for any project, then the selfcertified copies of the NDA to be submitted.	As some of the projects are under NDA, it is not feasible to share the customer artifacts like copies of work order, LOI or signed NDA copies as these are confidential documents signed with the customer. Bidder can submit the self certificate signed by authorized signatory vis a vis the evaluation criteria (Covering the scope, value, implementation status etc.). Please amend this clause accordingly.	Bidder should submit certified supporting documents by authorised signatory
4	RFP-02_47228_REVISED RFP Page No. 34	SECTION-IV: Eligibility Criteria B. ELIGIBILITY CRITERIA FOR TECHNICAL EVALUATION	9. The bidder having CMMi5 certification must have prior experience of Software development Projects under e-Governance/ IT-ITES Projects in India with a project cost of at least INR 1.6 crore or more for 01project, or 1.2crore or more for 02 projects, or 1 crore or more for 3 projects. The bidder needs to give credentials for integrating two e-governance projects with at least two of the following functionalities like SMS services, OTP for login, e-mail integration, digital signature integration and SSL certificate implementation for web servers.	The bidder requests to increase the project cost to at least more than 5 Cr preferably with CCTNS experience.	NO CHANGE REQUIRED
5	RFP-02_47228_REVISED RFP Page No. 36	SECTION-V: EVALUATION METHODOLOGY: Page 36	2.3. Odisha Police may interact with the Customer's whose references is submitted by bidder, if required. In case a NDA is signed by the bidder with any customer, the selfcertified copies of the NDA shall be submitted for consideration.	As some of the projects are under NDA, Bidder requests to accept the anonymize project citations along with self certificate from authorized signatory. This clause should not be applicable in such cases.Sharing of NDA document may not be feasible as these are confidential documents signed with customer. Please amend accordingly	Bidder should submit certified supporting documents by authorised signatory
6	RFP-02_47228_REVISED RFP Page No. 39	SECTION-V: EVALUATION METHODOLOGY: 6. Technical Evaluation Scoring Matrix	Point 1: Write-up note not more than 2 pages Point 2: Write-up note not more than 3 pages Point 3: Write-up note not more than 3 pages Point 7: Write-up note not more than 2 pages Point 8: Write-up note not more than 2 pages	Bidder requests to remove the restriction on number of pages and allow the bidder to submit the detailed proposal to covering holistic solution.	NO CHANGE REQUIRED

7	RFP-02_47228_REVISED RFP Page No. 41 to 45	SECTION-V: EVALUATION METHODOLOGY: 6. Technical Evaluation Scoring Matrix B. BIDDERS EXPERIENCE–35 Marks Point 1, 2, 3, 4	Supporing Documents: Copies of purchase orders or LoI needs to be enclosed along with self certified completion report or issued by the employer. Copies of NDA signed with any customer to be submitted, if any.	As some of the projects are under NDA, it is not feasible to share the customer artifacts like copies of work order, LOI or signed NDA copies as these are confidential documents signed with the customer. Bidder can submit the self certificate signed by authorized signatory vis a vis the evaluation criteria (Covering the scope, value, implementation status etc.). Please amend this clause accordingly.	Bidder should submit certified supporting documents by authorised signatory
8	RFP-02_47228_REVISED RFP Page No. 41 & 42	SECTION-V: EVALUATION METHODOLOGY: 6. Technical Evaluation Scoring Matrix B. BIDDERS EXPERIENCE–35 Marks Point 1, 2	Separate work orders that meets the below mentioned requirements during the last Five (05) years for Public/ Cooperative Undertakings within India. In case of ongoing project or AMC, satisfactory execution certificate needs to be enclosed for Implementation completion or O&M completion of the corresponding period.	We understand that bidder can share the projects which have been awarded prior to last five years or have been implemented prior to last five years but ae currently under O&M phase. In such cases bidder can submit the Go-Live/Client letter or self certificate signed by authorized signatory. Please confirm.	Bidder can submit the Go-Live/Client letter or self certificate signed by authorized signatory
9	RFP-02_47228_REVISED RFP Page No. 47	SECTION-VI: TERMS OF REFERENCE 3. Scope of Work	i. Firstly the selected bidder will provide comprehensive AMC support of 05 years for, 626 Police Stations, 236 Higher Offices & State Data Center/ DRC with bundle of services to ensure continuity of business and managing the CCTNS solution at state. Maintenance service shall consist of Preventive, Breakdown and Superlative maintenance of all CCTNS Odisha IT Hardware Assets and Network Infrastructure and take corrective and remedial maintenance services to set right the reported malfunctioning of IT related infrastructure at the specified locations.	Please specify the current life of Hardware assets (how old is existing Infra)	The list of existing infra has laready been given in the RFP. However, Odisha Police shall provide the additional infra for additional sites and AMC shall be taken by the OEM.
10	RFP-02_47228_REVISED RFP Page No. 50	SECTION-VI: TERMS OF REFERENCE 3. Scope of Work B. CAS application Testing, rollout and Customization:	The selected Bidder will do the maintenance of Core Application Software at Data Center and 862 end locations along with Citizen Portal website hosted at state mini Data Center. SI will do the testing of bug for new CAS version released by Software Development Agency (SDA) of GOI for CAS online & offline version for State, uploading of bugs in Bugzilla, identify the scope for fixations of bugs as an work around solution, rollout of new version of CAS at end locations/DC, development of additional modules if required for Integration with other services in the state, customization of Police Portal, Citizen Portal and MIS dashboard and integration of CCTNS solution with external agencies/departments/ICJS project. The customization of CAS will be carried out by selected SI as per the state Specific requirements. The bidder will write additional code, script or modify the application, work flow designed as per the SRS/FRS guidelines of SDA with approval of state. The bidder must deploy good quality resources as per the details given in Annexure D. Any resources not found suitable, will be replaced with higher skill set after getting necessary approval of state within 30 days of notice from the client.	Presently CAS 5.0 is released by NCRB. Will selected bidder only have to support upgrade to CAS 5.0 or if any new version/ upgrade are released later also need to be supported in customization and roll out.	The bidder need to support in customisation and roll out of new version/ upgrade CAS version, if released by NCRB in future.
11	RFP-02_47228_REVISED RFP Page No. 51	Section E. Deployment of Resource for FMS & CAS Application Management	The bidder will develop software for giving details of login/ logout period of work, time of sitting idle and total working time for each resource for better monitoring of the CCTNS Project and submit the same on fortightly basis.	Monthly SLA reports submitted by the bidder should be the parameter of overall performance of the team. The requirement mentioned in this clause will require the procurement of productivity software, which will add to the overall contract value.	Additional cost may be specified in this regard, if the bidder go for a new software.

12	RFP-02_47228_REVISED RFP Page No. 51	Section E. Deployment of Resource for FMS & CAS Application Management	The bidder can only replace maximum of three resources in a year with the prior approval of Director SCRB.	There could be cases of attrition wherein more than 3 resources are replaced. Please add relaxation in case any employee leave the organizations.	NO CHANGE REQUIRED
13	RFP-02_47228_REVISED RFP Page No. 51	SECTION-VI: TERMS OF REFERENCE 3. Scope of Work C. Helpdesk support of CCTNS Odisha	SCRB will maintain a daily attendance register for the resources deployed in the project.	Please clarify if attendance will be criteria of payment as RFP payment terms are fixed half yearly	Yes, Daily attendance of the Resources will be a criteria of payment.
14	RFP-02_47228_REVISED RFP Page No. 51	SECTION-VI: TERMS OF REFERENCE 3. Scope of Work E. Deployment of Resource for FMS & CAS Application Management	The resources shall be eligible maximum 15 days leave. In case any resource take leave beyond this period a substitute shall be provided, failure to provide will entail penalty twice the rate of actual salary per day.	The 15 day leave period mentioned is for a single continuous period, please clarify.	15 days Leave for a single continous period is applicable to each resource.
15	RFP-02_47228_REVISED RFP Page No. 51	SECTION-VI: TERMS OF REFERENCE 3. Scope of Work E. Deployment of Resource for FMS & CAS Application Management	The bidder can only replace maximum of three resources in a year with the prior approval of Director SCRB	Please clarify if this limit of 3 includes resigned resources also	3 including resigned resources.
16	RFP-02_47228_REVISED RFP Page No. 52	Section F. Detail Scope of work of the bidder for AMC of DC & DRC.	Maintenance & Troubleshooting of Servers (Application, Database, EMS and Email) installed at the DC such as patches update, taking back up of log files, system files, regular changing of password of the equipment.	We believe that this clause is based on assumption that the current application will be compatible with the future patch updates. Therefore, action on updates which are impacting application performance should be mutually decided.	Maintenance & Troubleshooting of Servers (Application, Database, EMS) installed at the DC such as patches update, taking back up of log files, system files, regular changing of password of the equipment. Othr actions on updates should be decided mutually.
17	RFP-02_47228_REVISED RFP Page No. 52	SECTION-VI: TERMS OF REFERENCE 3. Scope of Work F. Detail Scope of work of the bidder for AMC of DC & DRC. AMC support for Data Centre:	c) Updating of the System Software, Application software and Antivirus, Database, Routers, Switches, Firewall & Storage equipment so that the system firmware or patches should be up to date.	Upgrade of Softwares/ patches will depend on the compatibility with the CAS application as recommended by NCRB. Pl confirm	Updating of the System Software, Application software and Antivirus, Database,Switches, Firewall & Storage equipment so that the system firmware or patches should be up to date. Update of softwares/patches will be as per recommendation of NCRB.

15/11

18	RFP-02_47228_REVISED RFP Page No. 53	Section F. Detail Scope of work of the bidder for AMC of DC & DRC.	The bidder may also install and configure Digital Signature procured through third party vendor for the CCTNS purpose at DC & Client locations.	1. Does the bidder need to procure the digital signature. 2. If yes, then please mention the number and type of signatures to be procured.	Bidder need not to procure the Digital signatures.
19	RFP-02_47228_REVISED RFP Page No. 53	Section F. Detail Scope of work of the bidder for AMC of DC & DRC.	The bidder must support the existing SMS/OTP services for maintenance, configuration of API in the Data Centre Application server as and when required.	1. Please confirm if the bidder needs to provision for SMS services. 2. if yes, then please provide the expected number of monthly SMSs, to be delivered, from the system.	Bidder need not to provide SMS services.
20	RFP-02_47228_REVISED RFP Page No. 53	Section F. Detail Scope of work of the bidder for AMC of DC & DRC.	The bilingual and Unicode of local language may be supported, integrated in the DC for local language typing in the CAS application and browsing of websites in local language if implemented.	1. Any additional tool such as multilingual keyboard or transliteration tool required for this requirement will be provisioned by Odisha Police. Please confirm. 2. What all languages need to be supported in the application. 3. Are these languages currently being support by the CAS application.	Presently not required
21	RFP-02_47228_REVISED RFP Page No. 53	Section F. Detail Scope of work of the bidder for AMC of DC & DRC.	The bidder also configure e-mail and SMS services through API in CAS application for both Police Application and citizen portal services.	1. Please confirm who will provide the email gateway. 2. Is application currently integrated with any email gateway.	NIC gateway
22	RFP-02_47228_REVISED RFP Page No. 54	Section F. Detail Scope of work of the bidder for AMC of DC & DRC.	Bidder will provide a dedicated helpdesk resource with telephone line for receiving calls from police stations and calling back their field support team for support and maintenance.	1. Is there any requirement of tollfree number. 2. What is the expected number of users helpdesk will cater to. 3. Does SI need to provision for the helpdesk software.	1. Toll Free number is required 2. 150-200 users daily 3. A Helpdesk software already exists.
23	RFP-02_47228_REVISED RFP Page No. 54	Section F. Detail Scope of work of the bidder for AMC of DC & DRC.	Helpdesk will handle Fault acceptance, reporting, assigning to support team, and closure of Trouble Ticketing with submission of daily update to Odisha Police during this contract period.	What kind of daily update is expected here. A pragmatic approach would be to get monthly SLA reports from the helpdesk. Kindly modify the clause accordingly.	Daily update regarding reporting, closing and pending of fault reportings need to be submitted
24	RFP-02_47228_REVISED RFP Page No. 54	F. Detail Scope of work of the bidder for AMC of DC & DRC. 3 Helpdesk support System for DC & client locations	(f) Bidder shall set up a helpdesk at SCRB, Odisha to provide support for in 16x7 days a week. The business hours will be 6:00 AM to 10:00 PM (1 hour break for lunch) on all working days. The Help Desk shall operate from 8.00AM to 8.00PM in all Public Holidays or any other Holidays observed by the state. Odisha Police will provide the space for setting up the helpdesk whereas Infrastructure required for the helpdesk team such as Laptop/ Desktop PC/ Phone/ Printer should be provided by the bidder.	(i) We assume that since ANNEXURE IV- Part A ,states that the helpdesk support shall mean 16x6, hence 16x6 is to be considered here as well. (ii) We understand that Helpdesk will support in Hindi & English language only. (iii) We understand that Helpdesk team will initiate both inbound and outbound voice calls. (iv)Please share the expected call volumes to be handled by helpdesk team. (v)We understand that helpdesk team will receive technical support related queries via the inbound voice channel only.	1. Generally, the Helpdesk will operate 16x6 days a week from 6AM to 10PM. In public holidays and other holidays observed by the state, it will function from 8AM to 8PM. 2. The Help Desk shall support in Odia language too. 3.150-200 calls per day will be handled by the Team. 4. Helpdesk will handle Fault acceptance, reporting and assigning the fault to support team

25	RFP-02_47228_REVISED RFP Page No. 54	F. Detail Scope of work of the bidder for AMC of DC & DRC. 3 Helpdesk support System for DC & client locations	e) Bidder will provide a dedicated helpdesk resource with telephone line for receiving calls from police stations and calling back their field support team for support and maintenance.	We understand that apart from Laptop/ Desktop PC/ Phone/ Printer Odisha police would provide the following infrastructure required for the helpdesk staff- 1) LAN connectivity of Data Centres 2) Installation software i.e. MS office, Anti-Virus etc. 3) Email access along with mail accounts for the Helpdesk associates. 4 EPABX 5) Internet Connectivity for all the Desktops. 6) Tables, Chairs, UPS & Air Conditioner at the helpdesk premise.	NO CHANGE REQUI
26	RFP-02_47228_REVISED RFP Page No. 55	Section F. Detail Scope of work of the bidder for AMC of DC & DRC.	SI will do the customization of MIS dashboard for generation of various types of reports for monitoring and review by supervisory authorities.	We assume that dashboarding and reporting tool or framework is already available in the existing system and bidder only needs to customize the dashboard/report in existing system and not bring in any new tool/software for serving this functionality. Please confirm.	Already Exist. NO CHANGE REQUIRED
27	RFP-02_47228_REVISED RFP Page No. 55	Section V. Development of additional modules at state level with Change Request.	Data Digitization and migration for historical records if any left then the SI will use his migration Utility/Tool for migration of digitized data into CAS. This will migrate data from legacy/paper based systems of the new modules to the CAS databases.	1. Our understanding is that any tool required for data digitization is already available and bidder does not need to provision for any tools for data digitization. Please confirm. 2. We also request the department to add requirement of additional resources, for digitization ,in Annexure D based on the effort required . This will ensure that digitization work does not impact rest of the service delivery.	NO CHANGE REQUIRED
28	RFP-02_47228_REVISED RFP Page No. 55	Section V. Development of additional modules at state level with Change Request.	In case the state decide to modify/develop any mobile platform for CCTNS system, the SI will assist in developing the Mobile application.	1. Please confirm if the department is looking for IOS or Android mobile app. 2. Please confirm that any fixed or recurring cost , associated with registering mobile app on android or apple playstore or any other platform, will be provisioned by the department.	iOS & Android Mobile App alrady available and registered on android/apple platform
29	RFP-02_47228_REVISED RFP Page No. 56	Section V. Development of additional modules at state level with Change Request.	SI shall integrate and maintain any additional software such as AI tools or software purchased in future.	1. We assume that any AI tool or software purchased in this regard will be provisioned by the department and will have no cost implication to the bidder. 2. Since the Machine learning and AI are specific skillset, therefore if there is any requirement for AI skilled resource, bidder will provision the resource at an additional cost over and above the contract value. please confirm.	The AI tool is Optional.
30	RFP-02_47228_REVISED RFP Page No. 57	Change Management support	a) Selected SI will support the Change Management initiative organized by the employer. Normally the workshop will be organized in Bhubaneswar, but in certain cases, the Technical resources needs to travel for conducting workshop, change management meeting along with the state team to various district headquarter as and when requested.	1.Please confirm that any required travel and accommodation, required for conducting these workshops, will be provisioned by the department and there will be no cost implication on the bidder. 2. In case bidder needs to provision for travel and accommodation, please specify a. Number of outstation workshops each month b. Duration of each workshop in days c. Location of each workshop d. Number of resources required for each workshop	NO CHANGE REQUIRED
31	RFP-02_47228_REVISED RFP Page No. 73	Section 6.2 Mode of Billing and Payment	The Contractor shall have no claim or reason to stop the services if payments are delayed. No interest on overdue (delayed) payment shall be made under any circumstances.	Any delay in payments after achieving a milestone impacts the ability of the bidder to provide satisfactory service due to cost overrun. Therefore it is requested to ensure that after milestone completion, the payment is done within 30 days of submission of invoice.	The payment shall be made within 30days of receipt of the invoice, which is subject to verification of performance availability

32	RFP-02_47228_REVISED RFP Page No. 75	SECTION-VIII: SPECIAL CONDITIONS OF THE CONTRACT	The services shall be rendered onsite from the Odisha Police designated premises such as the police stations, sub-divisional offices, district headquarters/ Commissionerate, Ranges, Odisha Police Headquarters and other locations across Odisha, where the software, hardware, and other infrastructure are installed.	1. Will the department provide the location for the entire app and infra O&M team. 2. if yes, then what will be that location. 3. Will department also provide the required IT and NON-IT infrastructure for the team.	The location list has been provided in the RFP in Annexure-A
33	RFP-02_47228_REVISED RFP Page No. 76	SECTION-VIII: SPECIAL CONDITIONS OF THE CONTRACT # 32	Additional Charges: The AMC cost includes the traveling cost for rendering service throughout the year for one or all locations & for one or all systems.	Can you please provide the details of travel in terms of 1. Number of travels required 2. Travel location 3. Number of resources for travel request 4. Number of days for each travel In the absence of this information it will be difficult to ascertain the overall travel overhead.	NO CHANGE REQUIRED
34	RFP-02_47228_REVISED RFP Page No. 77	SECTION-VIII: SPECIAL CONDITIONS OF THE CONTRACT	28. The bidder shall have to provide back to back support for Data Centre equipment Cisco switches, IBM Storage and UPS from their OEM/ other equipments installed.	As per Annexure C , UPS is not part of Inventory / scope. However statement of point 28 mentions about UPS also. Pl clarify	Please check the revised RFP. It has removed.
35	RFP-02_47228_REVISED RFP Page No. 78	SECTION-VIII: SPECIAL CONDITIONS OF THE CONTRACT Point no. 35	The operating environment condition in which the equipment is presently installed is quite satisfactory and the Bidder will not raise any condition with regard to the working environments for the equipment covered under AMC.	Please specify the resolution process , if case of such situation arises	NO CHANGE REQUIRED
36	RFP-02_47228_REVISED RFP Page No. 78	SECTION-VIII: SPECIAL CONDITIONS OF THE Point no. 38	Replacement of burnt part of equipment's is also covered under the scope of the successful bidder, for which no extra payment shall be made excluding force majeure conditions.	Please specify the evaluation criteria, payment methodology & process, unit rate for the same	It is for DC/DR. It is managed by OCAC and NIC. The burnt case should not bear by the bidder. However, bidder will cover the failure of the hardware
37	RFP-02_47228_REVISED RFP Page No. 80	SECTION-VIII: SPECIAL CONDITIONS OF THE CONTRACT # 49	Financial Proposal: Monthly cost for Artificial Intelligence analysis. Monthly cost for Big data. COST TO BE PROVIDED:- Additional rates of AMC for all the hardwares, supply of windows OS and Microsoft perpetual licences. Antivirus during the O & M phase to be procured as per need.	1. What does the cost of AI and Big data analysis pertain to. Plz clarify. 2. Any additional AMC or License will be procured at an additional cost to the department. Plz confirm.	It is optional.
38	RFP-02_47228_REVISED RFP Page No. 82	SECTION-IX: Pre-Qualification & Technical Proposal Forms Tech Form 1: Compliance Sheet for Pre-qualification Proposal	6. Annual Turnover from IT/ ITES business for the last 3 financial year for bidder Certificate from the statutory auditor; OR Certificate from the statutory auditor for the last 3 Financial year for IT/ITES business	Please modify this clause as: "Certificate from the statutory auditor; OR Certificate from the ~~statutory auditor~~ Chartered Accountant, OR Certificate from Bidder's Company Secretary or Authorized Signatory for the last 3 Financial year for IT/ITES business"	NO CHANGE REQUIRED

39	RFP-02_47228_REVISED RFP Page No. 87	Section Tech Form 5: Project Citation Format	For each hardware, provide the following information in a table (i) Reference of the server/storage information in the Submitted Proposal (Please provide page number/section number/ volume) (ii) Services proposed to be hosted on the Server (iii) Quantity, Make and Model (iv) Year of Introduction (v) Operating System along with version (if applicable) (vi) Processor and Number of Cores Offered (if applicable) (vii) Architecture (RISC/EPIC/CISC) (if applicable) (viii) RAM/HDD/LAN Ports/ HBA (as relevant) (ix) Additional Information as required to indicate the compliance to the requirements in the RFP (ex, Capacity, Disk Space) (if applicable)	Since we are not procuring any infrastructure, it seems that this information is not require. Please clarify this requirement.	NO CHANGE REQUIRED
40	RFP-02_47228_REVISED RFP Page No. 87	SECTION-IX: Pre-Qualification & Technical Proposal Forms Tech Form 5: Project Citation Format	Client for which the project was executed Name and contact details of the client	Incase of NDA, sharing the customer name and contact details will not be feasible. Hence bidder request to accept the anonymize project citation.	NO CHANGE REQUIRED
41	RFP-02_47228_REVISED RFP Page No. 137	Section 2. Interpretations # m	Mean Time Between Failures (MTBF): If during contract period, any equipment has a hardware failure on four or more occasions in a period of less than three months, it shall be replaced by equivalent or higher-level new equipment by the SI at no cost to Odisha Police. However, if the new equipment supplied is priced lower than the price at which the original item was supplied, the differential cost should be refunded to Odisha Police. For any delay in making available the replacement and repaired equipments for inspection, delivery of equipments or for commissioning of the systems or for acceptance tests / checks on per site basis, Odisha Police reserves the right to charge a penalty.	Bidder requests to remove this clause as the cost of any equipment replacement should be borne by the department.	AMC will be taken by the OEM.But, bidder to liasion with the concerned OEM in this regad.
42	RFP-02_47228_REVISED RFP Page No. 140	Annexure 4 - Part A	Availability of non-CAS systems in production nonproduction systems shall be at least 97%.	1. Please provide the details of non-CAS application are required to be supported. 2. Please provide the list of non-prod environments (apart from DR) that are supposed to be maintained.	1. MS office, Anti-Virus are Non-CAS Applications
43	RFP-02_47228_REVISED RFP Page No. 140	Annexure 4 - Part A	Performance of production / non-production systems running in DC of CCTNS Odisha. a. Severity of violation: High b. Parameters: i. Sustained period of peak CPU utilization of any server crossing 70% (with the exception of batch processing) shall be less than or equal to 30 minutes. ii. Sustained period of peak I/O utilization of any server crossing 70% (with the exception of batch processing) shall be less than or equal to 30 minutes. iii. Sustained period of peak memory utilization of any server crossing 70% (with the exception of batch processing) shall be less than or equal to 30 minutes. c. Each occurrence where the peak CPU/IO/ Memory utilization of any server crosses 70% (with the exception of batch processing) and stays above 70%	The prospective bidder neither has sized the infrastructure or designed the application architecture nor has any visibility into what is the current performance of the hardware. So it will not be possible for us to commit to this SLA at this point in time. It is therefore suggested to remove this SLA clause.	NO CHANGE REQUIRED

44	RFP-02_47228_REVISED RFP Page No. 140	Annexure 4 - Part A	a. Availability of production CAS systems shall be at least 99% Availability Severity of Violation: High b. Availability of non-CAS systems in production nonproduction systems shall be at least 97%.	Please provide the monthly availability report for this infrastructure for last 6 months. This is to understand the current state of the infrastructure.	Can't be provided
45	RFP-02_47228_REVISED RFP Page No. 141	Annexure 4 - Part A	Availability of CAS solution components measured within the Data Center shall be at least 99.9% Severity of Violation: High This service level will be monitored on a monthly basis. Availability of Non-CAS solution components measured within the Data Center shall be at least 97% Severity of Violation: Medium This service level will be monitored on a monthly basis.	Please provide the monthly availability report for this CAS and Non-CAS Applications for last 6 months. This is to understand the current state of the Application.	Can't be provided
46	RFP-02_47228_REVISED RFP Page No. 141	Annexure 4 - Part A	Average application response time during peak usage hours as measured from a client terminal within the Data Center shall not exceed 4 seconds. Severity of Violation: High This service level will be monitored on a monthly basis.	The bidder neither has sized the infrastructure or designed the application architecture nor has any visibility into what is the current performance of the hardware. So it will not be possible for us to commit to this SLA at this point in time. It is therefore suggested to remove this SLA clause.	NO CHANGE REQUIRED
47	RFP-02_47228_REVISED RFP Page No. 144	Client site Application Support	Replacement of hardware equipment shall be done within 15 days of notification by the state.	The duration 15 days is very less since the internal procurement process and shipping of the hardware take time. Therefore, it is suggested that the duration is extended to 6 weeks of notification by the state.	NO CHANGE REQUIRED
48	RFP-02_47228_REVISED RFP Page No. 145	Section - Client site Application Support	98% of the non SI supported (Bandwidth SP and Application SDA) incidents shall be routed to the appropriate service provider within 30 minutes. Severity of Violation: Medium	1. how will these tickets be transferred to the third party. 2. Is there any existing mechanism available. Please clarify.	Exisitng Mechanism already available.
49	RFP-02_47228_REVISED RFP Page No. 147	ANNEXURE- B: Service Level Agreement 8. Violations and Associated Penalties during the AMC/ Operation & Maintenance Phase		There is no capping on Penalties imposed. There should be a capping of 5% on penalty deducted for any half yearly payment and over all penalty capping should also be capped at 5% of contract value	NO CHANGE REQUIRED. However, the payment shall be made in Quarterly basis.
50	RFP-02_47228_REVISED RFP Page No. 151	ANNEXURE-D: Details of Manpower Requirement for DC/ CAS Application support	Offline/ Online CAS support, Mobile App support, Need based Training for ToTs, Change Management Workshops at State Level	This is a statewide application and the L1 helpdesk is required to cater to users from entire Odisha police department in 16*7 environment within stringent SLAs and trainings. Therefore, it is requested to evaluate the number of helpdesk resources and provide an updated number.	NO CHANGE REQUIRED
51	RFP-02_47228_REVISED RFP Page No. 151	ANNEXURE-D: Details of Manpower Requirement for DC/ CAS Application support	DC/ DRC Network / Security support	1. Does this resource also required to support the desktops across the state. 2. if yes, then with the requirement of 99% availability and 24*7 need-based support, it is suggested that the requirement should be for at least 4 network/ security administrator.	NO CHANGE REQUIRED
52	RFP-02_47228_REVISED RFP Page No. 151	ANNEXURE-D: Details of Manpower Requirement for DC/ CAS Application support	Project Management, System And Architect Design, Documents review, Code Review, Business Process Reengineering - experience 12 yrs	Project Manager and enterprise architect are two different skillset and we therefore request you to add additional role and resource for enterprise architect. This will ensure that suitable technology resource is available for service delivery.	NO CHANGE REQUIRED

53	RFP-02_47228_REVISED RFP Page No. 54 & 151	SECTION-VI: TERMS OF REFERENCE 3. Scope of work: and ANNEXURE-D: Details of Manpower Requirement for DC/ CAS Application support. F. Detail Scope of work of the bidder for AMC of DC & DRC 3. Helpdesk support System for DC & client locations (Page 54) and Help Desk Support- Help Desk Management Count-3 (Page 151)	Bidder shall set up a helpdesk at SCRB, Odisha to provide support for in 16x7 days a week. The business hours will be 6:00 AM to 10:00 PM (1 hour break for lunch) on all working days. The Help Desk shall operate from 8.00AM to 8.00PM in all Public Holidays or any other Holidays observed by the state. Odisha Police will provide the space for setting up the helpdesk whereas Infrastructure required for the helpdesk team such as Laptop/ Desktop PC/ Phone/ Printer should be provided by the bidder.	Helpdesk will provide 16*7 support where as only 3 resources are asked for Helpdesk Support in Annexure-D. It is assumed that there will be 2 shifts from 16*7 support and atleast 2 resources would be required in each shift. Pl specify how many helpdesk resources need to be deployed shift wise It is not feasible to run 2 shifts across the week with 3 helpdesk support resources.	NO CHANGE REQUIRED
54	RFP-02_47228_REVISED RFP Page No. 160	ANNEXURE G: Sample Hardware serial No. / Software license details DRC-New Delhi	Old Hardware will migrate & remove after new hardware procurement by SCRB.	1. Will this be completed before the onboarding of new SI. 2. Do we need to provision for the AMC of the new switch. If yes then please provide the details of the existing AMC of the new Device.	It is assumed to be migrated before the onboarding of new SI.
55	RFP-02_47228_REVISED RFP	General	Technology Stack of Application	Currently Java Stack is being used in most of the states for both online and offline, This is open source also with no recurring cost. It is suggested to opt for Java stack	NO CHANGE REQUIRED
56	RFP-02_47228_REVISED RFP Page No. 49	SECTION-VI: TERMS OF REFERENCE 3. Scope of work: Helpdesk support of CCTNS Odisha,	Helpdesk support of CCTNS Odisha	As mentioned in RFP, CA Suite is using for EMS & it is not mentioned in BoQ SW section. A)-Please clarify, who will support the same? B)- Since CA doesn't support directly in India so this should be out of scope or an alternate product stack should be asked for.	M/s Yogik Technologies is maintaining the EMS.
57	RFP-02_47228_REVISED RFP Page No. 159	ANNEXURE G: Sample Hardware serial No. / Software license details A. Data Centre Infrastructure:2.	Hardware Details	Kindly specify the Date of Purchase/Installation and the End date of warranty/ Support of all hardware.	Hardware details of DC has already given. It can be verified by the Bidder.
58	RFP-02_47228_REVISED RFP Page No. 48	SECTION-VI: TERMS OF REFERENCE	Bandwidth	The bidder requests the following clarifications: Provisioning for any bandwidth is not in bidder's scope. This will be provided directly by the Purchaser at their own expense. Please confirm if the understanding is correct.	Bandwidth is not in Bidders Scope
59	RFP-02_47228_REVISED RFP Page No. 53	SECTION-VI: TERMS OF REFERENCE	F. Detail Scope of work of the bidder for AMC of DC & DRC. 3 Helpdesk support System for DC & client locations e) Bidder will provide a dedicated helpdesk resource with telephone line for receiving calls from police stations and calling back their field support team for support and maintenance.	The bidder requests the following modifications: The telephone line (to be set up in the Purchaser's premises) and the recurring charges of operating the telephone line should be provided by the Purchaser. The bidder should only be required to provide the helpdesk support manpower.	The telephone line shall be provided by the Purchaser.

60	RFP-02_47228_REVISED RFP Page No. 60	SECTION-VII: GENERAL CONDITIONS OF THE CONTRACT	Taxes and Duties The bidder should quote FIRM prices as per the financial format mentioned in the RFP. All the charges, taxes, duties, Levies/Octori, Labour & GST on labour etc. should be quoted separately. Payment of any types of taxes/duties whatsoever shall not be made in any case if not quoted in the bids. Payment of any type of Govt. Statutory levies/taxes shall be the responsibility of the bidders. The offers, with the rates given in any form/Performa, other than that mentioned above, shall not be considered, in any case. As regards the income tax, surcharge on income tax, GST and other corporate taxes, the bidder shall be responsible for such payment to the concerned authorities and necessary applicable deductions as per the income tax, sales tax, work contract tax, etc. will be made from the bills of the successful bidder. Any change in tax or new tax introduced by the GOI/State Govt, the contract value will remain same and the bidder will be responsible for payment of such taxes. The impact of GST and the related Tax will be decided once the applicable law is enforced with mutual consent of both the party.	The bidder requests the following modifications: Change in duties/taxes under changes in law by Government of India, invoice on account of change in GST (either increase or decrease) or introduction of any new taxes which is applicable on direct transaction between bidder and purchaser under change in law shall be submitted by the bidder along with all the necessary supporting documents in a single invoice after payment of all duties/taxes. Cost related to all other taxes/duties shall be borne by bidder. Reason for change – The bid price shall be quoted as per the existing law time being in force. Any change in law in future and its impact on costing is cannot be predicted. Thus, impact of change which impacts direct transaction between ppurchaser and the bidder needs to be borne by Purchaser.	Taxes will be as per Actual
61	RFP-02_47228_REVISED RFP Page No. 63	SECTION-VII: GENERAL CONDITIONS OF THE CONTRACT	Termination and compensation on termination	The bidder requests the following modifications: 1) Either party may terminate this Agreement for cause if either party materially breaches this Agreement, provided that either party gives the other notice of such breach and it remains uncured after 60 days following notice or such other period as mutually agreed. 2) Either party may by written notice with a notice period of 90 days sent to the other, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective. On termination, the bidder is entitled to compensation against all the services rendered, material delivered, advances paid and all such costs that have been incurred by the bidder to provide services as per the agreement. 3) In the event that Purchaser terminates this agreement, compensation will be accorded to the bidder for the services rendered, advance paid and expenses incurred upto the termination along with the cost for the additional period for which the purchaser has requested the bidder to continue the services. 4) If any amount due and payable by Purchaser under the Agreement is more than 30 days overdue; and there is no dispute between Purchaser and the bidder in relation to that amount, the bidder may issue to Purchaser a notice that payment is overdue. If Purchaser fails to pay the bidder within 7 days after the date of such notice, the bidder may by a further notice to Purchaser terminate the Agreement or at its election withdraw services or stop performance of its obligations until payment is made.	NO CHANGE REQUIRED

62	RFP-02_47228_REVISED RFP Page No. 68	SECTION-VII: GENERAL CONDITIONS OF THE CONTRACT	3.4 Limitations of The Service provider's Liability Towards Client:	The bidder requests the following modifications: i) The aggregate liability of bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the total amount, paid to bidder by the Purchaser in the preceding twelve months under this Agreement that gives rise to such liability (as of the date the liability arose). ii) In no event shall bidder be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third-party claims (other than those set-forth in Clause (i) above) even if it has been advised of their possible existence.	
63	RFP-02_47228_REVISED RFP Page No. 69	SECTION-VII: GENERAL CONDITIONS OF THE CONTRACT	3.5 Service provider's liability towards risks and coverage: and 3.6 Insurance to be taken out by the Service providers	**TCS Internal:** Please get this reviewed by the Insurance team.	NO CHANGE REQUIRED
64	RFP-02_47228_REVISED RFP Page No. 69	SECTION-VII: GENERAL CONDITIONS OF THE CONTRACT	3.7 Accounting, Inspection and Auditing	The bidder requests the following clarifications: This excludes the bidder's internal confidential documents. Please confirm if the understanding is correct.	NO CHANGE REQUIRED
65	RFP-02_47228_REVISED RFP Page No. 70	SECTION-VII: GENERAL CONDITIONS OF THE CONTRACT	3.8 Service provider's Actions requiring Client's prior Approval The Service providers shall obtain the Client's prior approval in writing before taking any of the following actions: Entering into a subcontract for the performance of any part of the Services, it being understood (i) That the selection of the Sub-Service provider and the terms of conditions of the Sub-Contract shall have been approved in writing by the Odisha Police prior to the execution of the sub-contract, and	The bidder requests the following modifications: The service provider is fully liable for the performance of the services and so, the service provider should have the freedom to choose any sub-contractor and sign the agreement with them as they feel necessary. The validation / approval of the terms and conditions of the sub contract should not be under the purview of the Purchaser. The service provider should not be inhibited in the selection process of the sub contractor.	NO CHANGE REQUIRED
66	RFP-02_47228_REVISED RFP Page No. 72	SECTION-VII: GENERAL CONDITIONS OF THE CONTRACT	6.2 Mode of Billing and Payment The billing and payment in respect of services shall be made as follows: b) The Contractor shall have no claim or reason to stop the services if payments are delayed. No interest on overdue (delayed) payment shall be made under any circumstances.	The bidder requests the following modification: The bidder requests this clause to be deleted as this is totally one-sided in the favour of the Purchaser. The bidder is entitled to timely payments of undisputed amounts and in the event that this is not done, the bidder should be able to stop the services / claim penalty or both from the Purchaser for the delay.	NO CHANGE REQUIRED
67	RFP-02_47228_REVISED RFP Page No. 74	SECTION-VIII: SPECIAL CONDITIONS OF THE CONTRACT	3. The number of IT equipment under AMC can be increased or decreased at the discretion of Odisha Police.	The bidder requests the following clarifications: The bidder understands that in case of increase in quantity of the equipment under AMC, the contract price shall also be increased accordingly. Please confirm.	NO CHANGE REQUIRED
68	RFP-02_47228_REVISED RFP Page No. 74	SECTION-VIII: SPECIAL CONDITIONS OF THE CONTRACT	1. Period of Contract: The contract is valid for 5 years from the date of signing of MOU on AMC. **This may be renewed subject to rendering of satisfactory service & fulfilling the term & conditions.**	The bidder requests the following clarifications: The contract may be renewed at whose discretion? Does this mean that the contract can be extended for indefinite number of times and at the sole discretion of the Purchaser? If yes, then at what shall be the rates & terms and conditions during the extension period of the contract? Please clarify. The bidder requests that the extension and terms of the contract shall be mutually discussed and agreed between the bidder and the purchaser before 3 months of the expiry of the contract. The commercials for extension of the contract beyond the term of the project shall be submitted at the request of the Purchaser. Please confirm.	This may be renewed subject to rendering of satisfactory service & fulfilling the term & conditions as per the discretion of the Purchaser with mutual consent with the SI.

69	RFP-02_47228_REVISED RFP Page No. 76	SECTION-VIII: SPECIAL CONDITIONS OF THE CONTRACT	24. Performance Bond/ Bank Guarantee/ Security Deposit: The Vendor shall submit a Performance Bank Guarantee (PBG) for 3 % of the total estimated value of the contract in favour of The Director, SCRB, Odisha, payable at Bhubaneswar, issued by a Nationalised/ scheduled public sector bank authorized to conduct government business in the prescribed format within 15 days from the date of contract/issue of work order	The bidder requests the following clarifications: As per SECTION-III: Instructions to Bidders (ITB) E. AWARD OF CONTRACT (Page 30), the bidder is required to submit a PBG of 10% of the total contract value. However, in this clause, PBG of 3% is required to be submitted. Please clarify which statement is correct.	PBG of 3% required to be submitted.
70	RFP-02_47228_REVISED RFP Page No. 76	SECTION-VIII: SPECIAL CONDITIONS OF THE CONTRACT	26. Payment schedule: Payment for the AMC of DC, 862 Client locations: The successful bidder will sign a Service Level Agreement (SLA) with Odisha Police covering all the required services. The total contract of Comprehensive warranty will be equally divided into 10 Six-monthly payments. The payment will be made on completion of the Six-month.	The bidder requests the following modifications: All the OEMs will have to ba paid annually in advance by the SI. So it creates a lot of financial burden on the SI to collect the corresponding payments in bi annually installments. This will also lead to negative netflow for the bidders. So, at the least, please accept Quarterly Arrear payment terms for HW AMCs and Annually Advance payment terms for software AMCs. For manpower services, the payment terms can be Monthly in Arrears.	It has already modified in the revised RFP to 20 quarterly payments as the payment will be done in quarterly basis
71	RFP-02_47228_REVISED RFP Page No. 79	SECTION-VIII: SPECIAL CONDITIONS OF THE CONTRACT	46. Liquidated Damages: In the event of the Bidder's failure to submit the Bonds, Guarantees and Documents and supply the solution / equipment as per schedule specified in this RFP, SCRB, Odisha may at its discretion withhold any payment until the completion of the contract. SCRB, Odisha may also deduct from the Bidder as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/ undelivered services for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not more than 10% of the value of delayed services. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to SCRB, Odisha under the contract and law.	The bidder requests the following modifications: Liquidated damages shall be 0.5% per two weeks of the value of delayed goods/ services subject to a limit of 5% of the value of the delayed goods/ services and shall be levied only if the delay is for reasons solely and entirely attributable to the bidder and not for delay due to reasons attributable to Purchaser and/or its other vendors or due to reasons of Force Meajure. Notwithstanding anything contained in this Agreement of the RFP, the maximum aggregate penalty including liquidated damages shall not exceed five percent of the value of the delayed or undelivered services and can be imposed for reasons that are solely applicable to the bidder.	NO CHANGE REQUIRED
72	RFP-02_47228_REVISED RFP Page No. 81	Tech Form 1: Compliance Sheet for Pre-qualification Proposal	6. Annual Turnover from IT/ ITES business for the last 3 financial year for bidder Certificate from the statutory auditor; OR Certificate from the statutory auditor for the last 3 Financial year for IT/ITES business	The bidder requests the following clarifications: As per the requirement given on page 33 of the RFP, the bidder needs to submit certificate regarding turnover and networth from CA. However, in this clause, the bidder is required to submit certificate from statutory auditor. Please modify the clause and allow the bidder to submit the certificate from CA / CS.	NO CHANGE REQUIRED
73	RFP-02_47228_REVISED RFP Page No. 99	SECTION X FINANCIAL PROPOSAL FORMS	1. PRICE AND VALIDITY All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of <days> calendar days **from the date of opening of the Bid.**	The bidder requests the following modifications: As mentioned elsewhere in the RFP, please modify the clause as "All the prices and other terms and conditions of this Bid are valid for a period of <days> calendar days from the **last date of submission** of the Bid.	NO CHANGE REQUIRED
74	General	General	Acceptance of deliverables	The bidder required the following addition to the RFP clauses: The Purchaser shall provide response or feedback on deliverables within 7 working days. Purchaser shall provide signoff within 15 calendar days from the submission of final deliverable in complete form by the bidder. In case, the purchaser fails to provide signoff on the final deliverable within 15 working days, same may be considered as deemed acceptance. However, in case the purchaser confirms to the SI with an alternative date, then that date would stand revised for deemed acceptance. Such revisions will be limited to 1 (one) time for the respective deliverable.	NO CHANGE REQUIRED

75	General	General	Liquidated Damages & SLA Penalty	The bidder requests the following clarifications: Can the Purchaser apply both the Liquidated Damages & SLA Penalty for a same violation by the bidder or only one of these 2 shall be applied? Please confirm.	To be Discussed
76	General	General	Liquidated Damages & SLA Penalty Cap	The bidder requests the following modifications / clarifications: Notwithstanding anything contained in this Agreement of the RFP the maximum aggregate penalty including liquidated damages shall not exceed five percent of the value of the delayed or undelivered services and can be imposed for reasons that are solely applicable to the bidder.	NO CHANGE REQUIRED
77	RFP-02_47228_REVISED RFP Page No. 31	46. Resolution of Disputes;	46.1The formal mechanism for the resolution of disputes shall be: If the parties fail to resolve such a dispute or difference by mutual consultation within twenty-eight(28) days from the commencement of such dispute and difference, either party may require that the dispute be referred for *resolved through arbitrator mutually nominated by Odisha Police and the bidder apart from appointment of independent arbitrator individually by both party*.The place of arbitration shall be Cuttack and provisions of Arbitration and Conciliation Act 1996 & rules made there under shall be applicable.	**Bidder requests to amend the clause as given below:** Arbitration shall be as per the Indian Arbitration and Conciliation Act 1996. Hence, Bidder requests to amed the clause as: 46.1 The formal mechanism for the resolution of disputes shall be: If the parties fail to resolve such a dispute or difference by mutual consultation within twenty-eight(28) days from the commencement of such dispute and difference, either party may require that the dispute be referred for *resolved through arbitrator mutually nominated by the parties ~~Odisha Police and the bidder apart from appointment of independent arbitrator individually by both party~~* . Such Arbitration shall be governed by the provisions of the Indian Arbitration and Conciliation Act 1996. The place of arbitration shall be Cuttack and provisions of Arbitration and Conciliation Act 1996 & rules made there under shall be applicable.	To be Discussed
78	RFP-02_47228_REVISED RFP Page No. 62	2.7 Force Majeure;		If such an event lasts for a continuous period of thirty (30) days, then either party may at any time thereafter while such performance continues to be excused, terminate this Agreement without liability, by notice in writing to the other party. However Bidder shall be entitled to receive payments for all services rendered by it under this Agreement.	NO CHANGE REQUIRED
79	RFP-02_47228_REVISED RFP Page No. 63	2.8 Suspension;	The Client by written notice of suspension to the Service providers, may suspend all payments to the Service providers hereunder, if the Service providers fail to perform any of their obligations under this Agreement, including the carrying out of the Services provided that such notice of suspension (i) shall specify the nature of the failure and (ii) shall request the Service providers to remedy such failure within a period not exceeding fifteen (15) days after receipt by the Service providers of such notice of suspension. The client for any reasons beyond his reasonable control may ask the Service provider to suspend whole or part of the work/services for such time till the reasons are removed or settled. The extra time period of such duration shall be granted as time extension on the original terms and conditions.	**Bidder requests to amend the clause as given below:** The Client by written notice of suspension to the Service providers, may suspend the relatedall payments to the Service providers hereunder, if the Service providers materially fail to perform any of their obligations under this Agreement, including the carrying out of the Services provided that such notice of suspension (i) shall specify the nature of the material failure and (ii) shall request the Service providers to remedy such material failure within a period not exceeding fifteen (15) days after receipt by the Service providers of such notice of suspension. The client for any reasons beyond his reasonable control may ask the Service provider to suspend whole or part of the work/services for such time till the reasons are removed or settled. The extra time period of such duration shall be granted as time extension on the original terms and conditions. Such suspension rights shall be exercised only if the failure is solely attributable by the Service provider.	NO CHANGE REQUIRED

80	RFP-02_47228_REVISED RFP Page No. 63	2.9 Termination By the Client;	2.9.1 The Client, may by not less than ninety (90) days written notice of termination to the Service provider, such notice to be given after the occurrence of any of the events specified in paragraphs (a) to (g) of this Clause, terminate this Agreement: a) If the Service providers fail to remedy the failure in the performance of their obligations hereunder, as specified in a notice of suspension pursuant to Clause 2.8 of this agreement hereinabove, within fifteen (15) days of receipt of such notice of suspension or within such further period as the Client may have subsequently approved in writing; b) If the Service providers (or if the Service providers consists of more than one entity, if any of their members) become insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary; c) If the Service providers submit to the Client a statement which has a material effect on the rights, obligations or interests of the Client and which the Service providers know to be false; d) If the Service providers fail to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause 9 of this agreement hereof; e) If as the result of Force Majeure, the Service providers are unable to perform a material portion of the Services for a period of not less than sixty (60) days; f) If the Client, in its sole discretion and for any reason whatsoever, decides to terminate this Agreement. g) If the Service provider, in the judgment of the Client, was engaged in corrupt or fraudulent practices in competing for or in executing the agreement.	**Bidder requests to amend the clause as given below:** 2.9.1 The Client, may by not less than ninety (90) days written notice of termination to the Service provider, such notice to be given after the occurrence of any of the events specified in paragraphs (a) to (g) of this Clause, terminate this Agreement: a) If the Service providers materially fail to remedy the failure in the performance of their obligations hereunder, as specified in a notice of suspension pursuant to Clause 2.8 of this agreement hereinabove, within fifteen (15) days of receipt of such notice of suspension or within such further period as the Client may have subsequently approved in writing; b) If the Service providers ~~(or if the Service providers consists of more than one entity, if any of their members)~~ become insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary; c) If the Service providers submit to the Client a statement which has a material effect on the rights, obligations or interests of the Client and which the Service providers know to be false; d) If the Service providers materially fail to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause 9 of this agreement hereof; e) If as the result of Force Majeure, the Service providers are unable to perform a material portion of the Services for a period of not less than sixty (60) days; f) If the Client, in its sole discretion and for any reason whatsoever, decides to terminate this Agreement. g) If the Service provider, in the judgment ~~of~~proven by the Client, was engaged in corrupt or fraudulent practices in competing for or in executing the agreement.	NO CHANGE REQUIRED
81	RFP-02_47228_REVISED RFP Page No. 65	2.9.5 Payment upon Termination;	Upon termination of this agreement pursuant to Clauses 2.9.1 or 2.9.2 of this agreement hereof, the Client shall make the payment pursuant to clause 6 of this agreement hereof for services satisfactorily performed prior to the effective date of termination, subject to other conditions of this agreement, to the Service providers (after offsetting against these payments any amount that may be due from the Service providers to the Client);	**Bidder requests to amend the clause as given below:** Upon termination of this agreement pursuant to Clauses 2.9.1 or 2.9.2 of this agreement hereof, the Client shall make the payment pursuant to clause 6 of this agreement hereof for services ~~satisfactorily~~ performed as per agreed milestone prior to the effective date of termination, subject to other conditions of this agreement, to the Service providers ~~(after offsetting against these payments any amount that may be due from the Service providers to the Client)~~;	NO CHANGE REQUIRED
82	RFP-02_47228_REVISED RFP Page No. 68	3.2.3 Service providers and Affiliates not to engage in certain activities;	The bidders/ Service providers agree that, during the term of this agreement and after its termination, the Service providers and any entity affiliated with the Service providers, as well as any sub-Service provider and any entity affiliated with such sub-Service provider, shall be disqualified from providing goods, works or services (other than the services and any continuation thereof) for any Project resulting conflict of interest to the Services.	**Bidder requests to amend the clause as given below as affiliates, sub service provider should not be included in such clauses.** The bidders/ Service providers agree that, during the term of this agreement ~~and after its termination, the Service providers and any entity affiliated with the Service providers, as well as any sub-Service provider and any entity affiliated with such sub-Service provider, shall be disqualified from providing goods,~~ works or services (other than the services and any continuation thereof) for any Project resulting conflict of interest to the Services.	NO CHANGE REQUIRED

83	RFP-02_47228_REVISED RFP Page No. 68	3.3 Confidentiality;	a) Confidential information shall mean and include all data, documents, papers, data base, correspondence and any other information relating to Odisha Police its business, operation etc. b) The Service provider shall maintain the confidentiality of all other orders/ information and shall neither disclose to anyone nor use the same for any purpose, what so ever without prior written approval of Odisha police. c) If any such activities are observed, it will be binding on the Service provider to remove the person from his organization. Odisha Police shall have the right to file a case against the Service provider/manpower in such cases.	**Bidder requests to amend the confidentiality clause as given below to be make it mutual:** a) Confidential information shall mean and include all data, documents, papers, data base, correspondence and any other information relating to Odisha ~~Police~~either parties its business, operation ~~etc~~. b) The ~~Service provider~~receiving party shall maintain the confidentiality of all other orders/ information and shall neither disclose to anyone nor use the same for any purpose, what so ever without prior written approval of Odisha ~~police~~disclosing party. c) If any such activities are observed, it will be binding on the receiving party ~~Service provider~~ to remove the person from his organization. ~~Odisha Police~~The disclosing party shall have the right to file a case against the ~~Service provider~~receiving party/manpower in such cases. All confidential information's shall be clearly written as confidential within 10 days of disclosure by the disclosing party. This confidentiality restrictions shall be for the term of the resultant contract and for a period of two years thereafter. This restriction does not limit the right to use information contained in the data if it: a. Is obtained from another source without restriction; b. Is in the possession of, or was known to, the receiving party prior to its receipt, without an obligation to maintain confidentiality; c. becomes generally known to the public without violation of this Proposal; d. is independently developed by the receiving party without the use of confidential Information and without the participation of individuals who have had access to confidential information; e. is required to be provided under any law, or process of law duly executed.	NO CHANGE REQUIRED

84	RFP-02_47228_REVISED RFP Page No. 68	3.4 Limitations of The Service provider's Liability Towards Client	a) Except in case of gross negligence or wilful misconduct on the part of the Service providers or on the part of any person or firm acting on behalf of the Service providers in carrying out of the services, the Service providers, with respect to the damage caused by the Service providers to the Client's property, shall not be liable to Client – i. For any indirect or consequential loss or damage, and ii. For any direct loss or damage that exceeds: • the total payments for services made or expected to be made to the Service provider hereunder, or • the proceeds Service provider may be entitled to receive from any insurance maintained by the Service provider to cover such liability, whichever of (i) or (ii) is higher. b) The limitation of liability shall not affect the Service provider's liability, if any, for damage to third parties caused by the Service providers or any person or firm acting on behalf of the Service provider in carrying out the services. The Service provider's liability under this agreement shall be as provided by the applicable law. c) Total Liability of the service provider shall not exceed the contract value of this project.	**Bidder requests to amend the clause as given below:** a) Except in case of gross negligence or wilful misconduct on the part of the Service providers or on the part of any person or firm acting on behalf of the Service providers in carrying out of the services, the Service providers, with respect to the damage caused by the Service providers to the Client's property, shall not be liable to Client – i. For any special, indirect, punitive, exemplary or consequential loss or damage, and ii. For any direct loss or damage that exceeds: • the total payments for services made or expected to be made to the Service provider hereunder, or • the proceeds Service provider may be entitled to receive from any insurance maintained by the Service provider to cover such liability, whichever of (i) or (ii) is higher. ~~b) The limitation of liability shall not affect the Service provider's liability, if any, for damage to third parties caused by the Service providers or any person or firm acting on behalf of the Service provider in carrying out the services. The Service provider's liability under this agreement shall be as provided by the applicable law.~~ ~~c~~b) Total Liability of the service provider shall not exceed the total amount paid to Service provider by the Client in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose)~~contract value of this project.~~ Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the Client or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Service provider is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the Client, then Service provider shall be allowed an additional period of time to perform its obligations and unless otherwise	NO CHANGE REQUIRED
85	RFP-02_47228_REVISED RFP Page No. 69	3.7 Accounting, Inspection and Auditing;	The Service providers a) shall keep accurate and systematic accounts and records in respect of the Services, hereunder, in accordance with accepted accounting principles and in such form and detail as will clearly identify all relevant time charges and cost, and the bases thereof and b) Shall permit the Client or its designated representative periodically, and upto one year from the expiration or termination of this agreement, to inspect the same and make copies there	**Bidder requests to amend the clause as given below:** The Service providers a) shall keep accurate and systematic accounts and records in respect of the Services, hereunder, in accordance with accepted accounting principles and in such form and detail as will clearly identify all relevant time charges and cost, and the bases thereof and b) Shall permit the Client or its designated representative periodically, and upto one year from the expiration or termination of this agreement, to inspect the same and make copies there. The audit shall not occur more than once in each calendar year and shall be conducted expeditiously, efficiently, and at reasonable business hours. The Client shall not have access to the proprietary data of, or relating to, any other customer of the Service provider, or a third party or the Service provider's cost, profit, discount and pricing data, neither shall appoint any auditors who are competitors of the Service Provider. The audit shall not be permitted if it interferes with the Service provider's ability to perform the services in accordance with the service levels, unless the Client relieves the Service provider from meeting the applicable service levels.	NO CHANGE REQUIRED

86	RFP-02_47228_REVISED RFP Page No. 70	3.10 Documents Prepared by the Service providers to be the Property of the Client & 3.11 Equipment and Materials furnished by the Client;	3.10 Documents Prepared by the Service providers to be the Property of the Client All plans, drawings, specifications, designs, reports, other documents and software prepared by the Service providers for the Client under this agreement shall become and remain the property of the Client. The Service providers shall, not later than upon termination or expiration of this Agreement, deliver all such documents etc. to the Client, together with a detailed inventory thereof. The Service providers may retain a copy of such documents and software. 3.11 Equipment and Materials furnished by the Client Equipment and materials made available to the Service providers by the Client or purchased by the Service providers with funds provided by the Client shall be the property of the Client and shall be marked accordingly. Upon termination or expiration of this agreement, the Service providers shall make available to the Client an inventory of such equipment and material and shall dispose of such equipment and materials in accordance with the Client's instruction. Equipment and materials, the Service providers, unless otherwise instructed by the Client in writing, shall insure them at the expense of the Client in an amount equal to their replacement value.	**Bidder requests to amend the clause as given below:** 3.10 Documents Prepared by the Service providers to be the Property of the Client All plans, drawings, specifications, designs, reports, other documents and software solely and exclusively prepared by the Service providers for the Client under this agreement shall become and remain the property of the Client. The Service providers shall, not later than upon termination or expiration of this Agreement, deliver all such documents etc. to the Client, together with a detailed inventory thereof. The Service providers may retain a copy of such documents and software. 3.11 Equipment and Materials furnished by the Client Equipment and materials made available to the Service providers by the Client or purchased by the Service providers with funds provided by the Client shall be the property of the Client and shall be marked accordingly. Upon termination or expiration of this agreement, the Service providers shall make available to the Client an inventory of such equipment and material and shall dispose of such equipment and materials in accordance with the Client's instruction. Equipment and materials, the Service providers, unless otherwise instructed by the Client in writing, shall insure them at the expense of the Client in an amount equal to their replacement value.	NO CHANGE REQUIRED
87	RFP-02_47228_REVISED RFP Page No. 71	6.0 PAYMENTS OF THE SERVICE PROVIDERS;	i. Six monthly deferred payment for AMC shall be made on submission of invoice/bills in triplicate within 30 working days from the date of completion of 6-months. SLA report of the six-month needs	**Bidder requests to amend the clause as given below:** i. Six monthly deferred payment for AMC shall be made on submission of invoice/bills in triplicate within 30 working days from the date of completion of 6-months. SLA report of the six-month needs. All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by Purchaser and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement.	It has already modified in the revised RFP.

88	RFP-02_47228_REVISED RFP Page No. 78	45. Intellectual Property Rights;	(i) Products and fixes: All products and related solutions and fixes provided pursuant to this work order shall be licensed, according to the terms of the license agreement packaged with or otherwise applicable to such product in the name of ODISHA POLICE. Bidder would be responsible for arranging any licenses associated with products. "Product" means any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to ODISHA POLICE for license which is published by product owner or its affiliates, or a third party. "Fixes" means product fixes that are either released generally (such as commercial product service packs) or that are provided to you when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of the foregoing. (ii) Customized CAS (State): SI shall neither hold nor shall claim to have any type of right(s) for the customization made in the Core Application Software (State) or on the additionally developed modules/ applications/ utilities/ APIs including source code and material (including upgrade/ updates/ fixes/ patches/etc.), as done during the implementation of the project and shall always lie with the ODISHA POLICE. (iii) Bespoke development: The IPR rights for any bespoke development done during the implementation of the project will lie with ODISHA POLICE. (iv) Pre-existing work: All IPR including the source code and materials (other than products or fixes) developed or otherwise obtained independently of the efforts of a party under this agreement ("pre-existing work") shall remain the sole property of that party. During the performance of the services for this	**Bidder requests to amend the clause as given below:** (i) Products and fixes: All products and related solutions and fixes provided pursuant to this work order shall be licensed, according to the terms of the license agreement packaged with or otherwise applicable to such product in the name of ODISHA POLICE. Bidder would be responsible for arranging any licenses associated with products. "Product" means any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to ODISHA POLICE for license which is published by product owner or its affiliates, or a third party. "Fixes" means product fixes that are either released generally (such as commercial product service packs) or that are provided to you when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of the foregoing. (ii) Customized CAS (State): SI shall neither hold nor shall claim to have any type of right(s) for the customization made in the Core Application Software (State) or on the additionally developed modules/ applications/ utilities/ APIs including source code and material (including upgrade/ updates/ fixes/ patches/etc.), as done during the implementation of the project and shall always lie with the ODISHA POLICE. (iii) Bespoke development: The IPR rights for any bespoke development done during the implementation of the project will lie with ODISHA POLICE. (iv) Pre-existing work: All IPR including the source code and materials (other than products or fixes) developed or otherwise obtained independently of the efforts of a party under this agreement ("pre-existing work") shall remain the sole property of that party. During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a nonexclusive license to use, reproduce and modify any of its pre-existing work/IP provided to the other party solely for the performance of such	NO CHANGE REQUIRED
89	RFP-02_47228_REVISED RFP Page No. 79	46. Liquidated Damages:	In the event of the Bidder's failure to submit the Bonds, Guarantees and Documents and supply the solution / equipment as per schedule specified in this RFP, SCRB, Odisha may at its discretion withhold any payment until the completion of the contract. SCRB, Odisha may also deduct from the Bidder as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/ undelivered services for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not more than 10% of the value of delayed services. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to SCRB, Odisha under the contract and law.	**Bidder requests to amend the clause as given below:** In the event of the Bidder's material failure to submit the Bonds, Guarantees and Documents and supply the solution / equipment as per schedule specified in this RFP, SCRB, Odisha may at its discretion withhold the relevantany payment until the completion of the contract. SCRB, Odisha may also deduct from the Bidder as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/ undelivered services for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not more than 405% of the value of delayed/ undelivered services. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to SCRB, Odisha under the contract and law. The penalty shall be payable only for the SLA breach for reasons solely attributable for the Bidder and such liquidated damage shall be Purchaser's sole and exclusive remedy for all delays herein.	NO CHANGE REQUIRED

15/1

90	RFP-02_47228_REVISED RFP Page No. 83	Tech Form 3: Bid Security Declaration Form;	I/We. The undersigned, declare that : I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration. I/We accept that I/We may be disqualify from bidding for any contract with you for a period of two year from the date of notification if I/We are in breach of any obligation under the bid conditions, because I/We a) Have withdrawn/ modified/ amended, impairs or derogates from the tender, my/ our Bid during the period of bid validity specified in the form of Bid; or b) Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to bidders. I/We understand this Bid Securing Declaration shall cease to be valid if I am/We are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.	**Bidder requests to amend the declaration form as given below:** I/We. The undersigned, declare that : I/We understand that, according to yopur conditions, bids must be supported by a Bid Securing Declaration. I/We accept that I/We may be disqualify from bidding for the currentany contract with you for a period of two year from the date of notification if I/We are in material breach of any obligation under the bid conditions, because I/We a) Have withdrawn/ modified/ amended, impairs or derogates from the tender, my/ our Bid during the period of bid validity specified in the form of Bid; or b) Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) materially fail or refuse to execute the contract, if required, or (ii) materially fail or refuse to furnish the Performance Security, in accordance with the Instructions to bidders. I/We understand this Bid Securing Declaration shall cease to be valid if I am/We are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.	NO CHANGE REQUIRED
91	RFP-02_47228_REVISED RFP Page No. 85	Tech Form 4: Letter of Technical Proposal;	We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for <180> days as stipulated in the RFP document.	**Bidder requests to amend the clause as given below:** Subject to the deviations submitted along with the bid proposal, Wwe agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for <180> days as stipulated in the RFP document.	NO CHANGE REQUIRED
92	RFP-02_47228_REVISED RFP Page No. 98	Tech Form-14 : Undertaking;	This is to certify that << COMPANY NAME >> hasn't been blacklisted by a central / state Government institution and there has been no litigation with any government department on account of similar services for the last 3 years. Bidder should not have a conflict of interest in the procurement in question as specified in the bidding document	**Bidder requests to amend the clause as given below:** To the best of our knowledge and as per records available with the Company; ~~T~~This is to certify that << COMPANY NAME >> hasn't been blacklisted by a central / state Government institution and there has been no litigation with any government department on account of similar services for the last 3 years. Bidder should not have a conflict of interest in the procurement in question as specified in the bidding document	NO CHANGE REQUIRED
93	RFP-02_47228_REVISED RFP Page No. 133	ANNEXURE- B: Service Level Agreement		**Bidder requests to add the exceptions to the uptime as given below:** Uptime - The time lost due to any of the following reasons shall be taken into account while calculating the availability/ uptime requirement: (a) Time lost due to power or environmental failures; (b) Time taken to recover the system because of power or environmental failures; (c) Time lost due to damage or malfunction in the system or any units thereof due to causes attributable to Purchaser such as attachment of additional devices, making alteration to the system, maintenance of the system, etc. without Bidder' consent and/ or failure to maintain the site as required by the Bidder; (d) Time taken for scheduled maintenance/ troubleshooting either for preventive purposes or improvement in function or other purposes; (e) Time taken for reconfiguration or other planned downtime situations; (f) Scheduled shutdowns as required by Purchaser (Bidder may also request Purchaser for a shutdown for maintenance purpose, which request will not be denied unreasonably by Purchaser); (g) Time taken for booting the system (h) Time lost due to unavailability of links.	NO CHANGE REQUIRED

94	RFP-02_47228_REVISED RFP	Additional clauses to be included in the Agreement	Additional clauses to be included in the Agreement	**Bidder requests to inlcude the following clauses in the agreement:** **Validity of Proposal** This proposal will remain valid for acceptance for a period of ....weeks from the proposal date. **Language for Communication** The official language for communication on this assignment will be English. Further, all deliverable documents will be in the English language. **Letter of Acceptance** As the first step for the assignment, the BUYER will issue Bidder a Letter of Acceptance. This letter will refer to proposal and confirm its acceptance. Initial payment, by cheque or draft drawn on a branch at the location of Bidder's branch submitting the proposal, must accompany the Letter of Acceptance. **Lead Time** Bidder will commence work within ..... weeks of receiving the requisite advance payment. **Execution Infrastructure** The BUYER will provide necessary and adequate infrastructure to enable Bidder to fulfill its commitment for the assignment. This will be applicable for each Bidder Consultant associated with the project and will be arranged for and	Not Required
95	RFP-02_47228_REVISED RFP Page No. 102	FIN Form 2: Summary of Financial Proposal for DC, DRC & Client site infrastructure.	OPTIONAL FINANCIAL FORMS : FIN Form 2(a): Financial proposal for AMC cost of 400 numbers of desktops purchase during the year 2018-19 having warranty for 3 years FIN Form 2(b): Financial Proposal for AMC of 527 Online 2.0KVa UPSs for 5 years. FIN Form 2(c): Financial Proposal for AMC of 762 CISCO Switches for 5 years. FIN Form 2(d): Financial Proposal for Site Preparation at DPO/ SDPO/ PS on 4 Scenarios for 5 Years (Scenario-1, Scenario-2, Scenario-3, Scenario-4)	Bidder requests more clarity on the actual requirement.	The Financial Forms are completely Optional
96	RFP-02_47228_REVISED RFP Page No. 108	3. d. Financial Proposal for Data Centre Manpower FMS Cost for 05 years	3. Mobile app support (Android & iOS) - Total manmonth estimated 180	Total manmonth estimated is 180 for quantity 2. There seems to be an error in calculation. Please amend the clause accordingly.	Already Modified in th Revised RFP
97	RFP-02_47228_REVISED RFP Page No. 43	6. Technical Evaluation Scoring - Key Resources for Data Centre and Application Support- 40 Marks - Matrix - C. 3	Sr. Software Engineer-CAS application resources (08 resources) and ased on relevant project experience with respect to scope of work (5 marks for each resource)	For 8 resources total marks given is 1. However, the clause says 5 marks for each resource. Please amend the clause accordingly.	Already Modified in th Revised RFP
98	RFP-02_47228_REVISED RFP Page no 138	3. Implementation Phase SLAs	(vi) A penalty at 0.1% per week subject to a maximum of 10% of the contract value will be charged. Penalty will be computed on contract value.	Please cap the maximum penalty.	NO CHANGE REQUIRED
99	RFP-02_47228_REVISED RFP Page No. 148	8. Violations and Associated Penalties during the AMC/ Operation & Maintenance Phase:	vii. There will be capping of 10% penalty for quarterly payment and will be increased to 15% if not resolved in two consecutive quarter. viii.	The penalty for the violation of the SLA during a particular review period in the implementation/ O & M phase should not exceed a maximum of 10% of the total contract value (means every quarter 10% of TCV can be levied) . Bidder requests SLA during the review period to be removed.	NO CHANGE REQUIRED

100	RFP-02_47228_REVISED RFP	General	General	At number of places , Annexure C is mentioned for User Infra . Though it is available in Annexure I. However out of total list mentioned in Annexure I, only desktops are not part of optional forms . Rest of the items like UPS and switches are part of optional forms and are left at bidder's discretion for commercial purpose. Bidder requests more clarity on this point.	This is Optional
101	RFP-02_47228_REVISED RFP	Annexure I		In annex I , switch count is 744 , however in option form 2I , 762 qty is there. Please amend accordingly.	It may read as 744 in place of 762 and Finform-2(C) in place of 2I.
102	RFP-02_47228_REVISED RFP Page no 103	FIN Form 2: Summary of Financial Proposal for DC, DRC & Client site infrastructure	Support cost of Software/ applications of 862 Client site for 5 years	In Fin Form 2 , item d (page 103)- support cost of only software / application has been asked for client sites and no where HW is mentioned. Please clarify.	HW support shall be provided by the OEM
103	RFP-02_47228_REVISED RFP Page no 109	3. c. Financial Proposal for Data Centre AMC cost for OS, Application and License Support for 5 years	Office Standard 2013/2016	Fin Form 3C is for DC AMC cost of license , OS , application etc . However price of 3232 qty of office, windows server user cal, mcafee has been asked , which seem to be user infra items. Please clarify.	It is to be provided by the Bidder upon requirement/ renewal
104	RFP-02_47228_REVISED RFP Page no 61		Any change in tax or new tax introduced by the GOI/State Govt, the contract value will remain same and the bidder will be responsible for payment of such taxes. The impact of GST and the related Tax will be decided once the applicable law is enforced with mutual consent of both the party.	The tax component in the contract value should vary based on the changes in the tax structure. Please amend the clause suitably.	NO CHANGE REQUIRED

15/1

APART FROM THE BIDDER'S QUERIES, WE HAVE MADE SOME RECTIFICATIONS IN THE RFP AS FOLLOWS

Sl No.	Document	RFP Section No. & Clause No.	Clause	Clarification May Required by Bidder	Remarks/ Modifications by SCRB
Page 47	Scope of work	3-(i)	Firstly the selected bidder will provide comprehensive AMC support of 05 years for, 626 Police Stations, 236 Higher Offices & State Data Center/ DRC with bundle of services to ensure continuity of business and managing the CCTNS solution at state. Maintenance service shall consist of Preventive, Breakdown and Superlative maintenance of all CCTNS Odisha IT Hardware Assets and Network Infrastructure and take corrective and remedial maintenance services to set right the reported malfunctioning of IT related infrastructure at the specified locations. The list of current Hardware assets are given in Annexure-I. The preventive maintenance shall be done atleast once in a quarter.	Data in 3 (i) is different from Page 8 (A)	SCope of Work in Page-47, Clause-3.i. may be read as "Comprehensive onsite Annual Maintenance Contract (AMC) of Data Center/ DRC, CAS Application support, Support for various functional Modules, Mobile App and Client site software/ application at 862 locations (236 Higher offices and 626 Police Stations) across the state with a provision of upto 5% increase of sites over contract period. Odisha Police shall provide the additional infrastructure for additional sites."
Page 48	Data center	IV	Mail services and support and customization.	E mail service	Mail service to be removed as CCTNS is using NIC E-mail gateway.
Page 48		VIII		San ,Storage ,Sw tape library	This devices are belong to DR not at SDC. Replace with Databack devices
Page 48		IX		BSNL /NIC	Airtel/NKN may be repalced with BSNL/ NIC for Data exchange
Page 49	Client Site infrastructure	A		Providing 2Mbps MPLS link at the end locations and the Data centre is connected with a 16 Mbps Link.	Providing 2Mbps RF/VSAT link at the end locations and the Data centre is connected with a 870 Mbps MPLS Link.
Page 50	CAS application Testing, rollout and Customization	B		Any resources not found suitable, will be replaced with higher skill set	Any resources not found suitable, will be replaced with same or higher skill set
Page 52	Detail Scope of work of the bidder for AMC of DC & DRC.	F- A-1 (b)		Maintenance & Troubleshooting of Servers (Application, Database, EMS and Email)	Email server to be removed from Point No.(b)
Page 52		A-1 (C)		Updating of the System Software, Application software and Antivirus, Database, Routers,	Router shall be removed from the Point-(C)
Page 52		A-1 (f)		Regular cleaning of Tape/backup equipment drive.	Regular cleaning of Tape/backup equipment drive at DR.
Page 52		A-1 (n)		In case the equipment (SAN)	"SAN" replaced with of DC/DR
Page 75	ECTION-VIII: SPECIAL CONDITIONS OF THE CONTRACT	8		The Bidder shall develop and maintain an inventory database of all the DC/ DRC & client site hardware.	The Term "client site Hardware" shall be removed

Sl No.	Document	RFP Section No. & Clause No.	Clause	Clarification May Required by Bidder	Remarks/ Modifications by SCRB
Page 76	SECTION-VIII: SPECIAL CONDITIONS OF THE CONTRACT	17		The bidders are required to quote comprehensive AMC charges for each of the item in existing hardware list for the period of five years.	If the product is under OEM warranty nothing to be charge by bidder.The bidder needs to quote the charges which hardware will lapse during 5 yr tenture.They should take AMC form OEM only after existing license expire
Page 77		33		The replacement of all the spares (excluding consumables such as Printer Toner, UPS Batteries, POL for generator) is included under the AMC. The replacement o	This may read as "The replacement of all the spares at DC/DR".....
Page 78		36		The vendor has to do the overall management of the existing OEM of CCTNS Odisha. The vendor has to co-ordinate, liaison and manage the software licenses of all the IT infrastructures of DC/ DRC & Client Locations in compliance to the SLA.	For client location MS office& McAfee are there .
Page 78		38		Replacement of burnt part of equipment's is also covered under the scope of the successful bidder, for which no extra payment shall be made excluding force majeure conditions. Replacement of burnt parts shall be covered under AMC.	It is for DC/DR ? .DC/DR environment managed by OCAC and Delhi NIC. The burnt case should not bear by bidder.How ever will cover failure of the hardware .
Page 80	Financial Proposal	No 49		* Monthly cost for Artificial Intelligence analysis.(Optional) * Monthly cost for Big data. (Optional) COST TO BE PROVIDED:- ** Additional rates of AMC for all the hardwares, supply of windows OS and Microsoft perpetual licences and support will be ended on 2022, which will be upgraded accordingly. ** Antivirus during the O & M phase to be procured as per need.	Artificial Intelligence is an Optional item. Hence, no impact on the Financial Bid value

Sl No.	Document	RFP Section No. & Clause No.	Clause	Clarification May Required by Bidder	Remarks/ Modifications by SCRB
Page 65	Tech Form 6C: Bill of material for 862 client site hardware	6 C		Please refer Annexure-C for Bill of material for client site Hardware and give a confirmation that the AMC support will be provided for all the hardware as per the bill of material for client site Hardware	This may kindly be ignored as no AMC will be provided for Client Site Hardware
Page 103	Optional Financial	Form 2(a), 2(b), 2l,2d			Fin Form-2l may be read as FinForm-2C. This is a typographical error.
Page 103	Optional Fin Form -Financial proposal for different scenarios of Site preparation	2 (d)		Financial Proposal for Site Preparation at DPO/ SDPO/ PS on 4 Scenarios for 5 Years (Scenario-1, Scenario-2, Scenario-3, Scenario-4)	Fin proposal for unit rate be quoted or location wise rate be created by bidder.
Page 107	Core Switche 96 ports	11		CISCO Switch Nexus 9504 qty -1	Pl replace the Quantity with 2(two). This is a typographical error.
Page 147		8 (V)	Violations And Associated Penalties		The term "Six Monthly payment" may be replaced with "Quarterly Payment"