



Mizoram Police

Corrigendum 2

Government of Mizoram, Mizoram Police

Crime and Criminal Tracking Network & Systems (CCTNS)

Request for Proposal for Selection of System Integrator for

Comprehensive AMC (Annual Maintenance Contract) support of

Data Centre, Disaster Recovery Centre & CAS application

RFP No. CRM/SCRB/CCTNS/SI/17/132

Date: 1 October 2019

Corrigendum 2 of RFP No. CRM/SCRB/CCTNS/SI/17/132
RFP for Selection of System Integrator for Comprehensive AMC (Annual Maintenance Contract) support of Data Centre, Disaster Recovery Centre & CAS application for CCTNS Mizoram

Sl. No.	Section of the RFP	Page No.	Clause no.	Original Clause in the RFP	Revised clause	Change/ Addition / Modification / Clarification	Remarks
1.	SECTION-IV ELIGIBILITY CRITERIA	23	7	The bidder should have a positive net worth for the three financial years ending March 2019.	The bidder should have a positive net worth for at least three financial years during the last five financial years ending March 2019.	Modification	The eligibility criteria is revised.
2.	SECTION-IV ELIGIBILITY CRITERIA	23	Pre-qualifying Requirements (point no. 9)	The bidder / consortium partner should have provided AMC support for IT infrastructure (Server/Storage/Firewall/Network equipment) at Data center meeting the criteria mentioned below. (i) 01 project of value INR 2 Cr or more OR (ii) for 2 Projects of value INR 1 Cr or more OR (iii) for 3 projects of value INR 0.75 Cr or more Project credentials of Government/PSU and Public sector Undertakings within India will be considered. The value mentioned above should be for supply and installation of IT hardware at Data center/Server farm.	The bidder / consortium partner should have provided AMC support for IT infrastructure (Server/Storage/Firewall/Network equipment) at Data center meeting the criteria mentioned below. (i) 01 project of value INR 2 Cr or more OR (ii) for 2 Projects of value INR 1 Cr or more OR (iii) for 3 projects of value INR 0.75 Cr or more Project credentials of Government/PSU and Public sector Undertakings within India will be considered. The value mentioned above should be for AMC support / supply/ installation and commissioning for IT hardware at Data center/DRC.	Modification	The criteria is revised.
3.	SECTION-V: TECHNICAL EVALUATION	25 - 26	4. Technical Evaluation Scoring	1.1. The lead bidder should have successfully designed and developed application, customization, testing	The lead bidder should have successfully designed and developed application, customization, testing	Modification	The condition is revised.

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	METHODOLOGY		Matrix (Sl. No. A, Point 1 -1.1)	<p>along with Operation & Maintenance support for projects of value 1 Crore or more (10 marks).</p> <ul style="list-style-type: none"> • 1 to 2 projects: 6 marks • 2 or 4 projects: 8 marks • >4 projects: 10 marks <p>1.2. Marks for the submission of work completion documents/ certificates: Weightage of work completion certificate marks will be given to the value of the projects and not on the quantity of completion of work orders (5 marks).</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">One project completion of value >3 Crore</td> <td style="width: 50%;">5 marks</td> </tr> <tr> <td>One project completion of value >2 Crore</td> <td>4 marks</td> </tr> <tr> <td>One project completion of value >1 Crore</td> <td>3 mark</td> </tr> </table> <ul style="list-style-type: none"> • The value of the projects will be considered as a single entity. • The value of the projects should not be summed up for clarity say Project A has value 1 crore and Project B has 1 crore, the project 	One project completion of value >3 Crore	5 marks	One project completion of value >2 Crore	4 marks	One project completion of value >1 Crore	3 mark	<p>along with Operation & Maintenance support for projects of value 1 Crore or more (10 marks).</p> <ul style="list-style-type: none"> • 1 to 2 projects: 6 marks • 3 to 4 projects: 8 marks • >4 projects: 10 marks <p>1.2. Marks for the submission of work completion documents/ certificates: Weightage of work completion certificate marks will be given to the value of the projects and not on the quantity of completion of work orders (5 marks).</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">One project completion of value >3 Crore</td> <td style="width: 50%;">5 marks</td> </tr> <tr> <td>One project completion of value >2 Crore</td> <td>4 marks</td> </tr> <tr> <td>One project completion of value >1 Crore</td> <td>3 mark</td> </tr> </table> <ul style="list-style-type: none"> • The value of the projects will be considered as a single entity. • The value of the projects should not be summed up for clarity say Project A has value 1 crore and Project B has 1 crore, the project 	One project completion of value >3 Crore	5 marks	One project completion of value >2 Crore	4 marks	One project completion of value >1 Crore	3 mark		
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4.	SECTION-VI: TERMS OF REFERENCE	37	7.2. Detail Scope of work of the bidder for AMC (Sl. no. 1 & 4) AMC support for DC and DR infrastructure and application support.	<p>value will not be considered as 2 crores (by summing up the two projects). Projects undertaken within India will be considered. The value mentioned above should be for design and development of application, customization, bug testing along with Operation & Maintenance.</p> <p>New clause</p>	<p>value will not be considered as 2 crores (by summing up the two projects). Projects undertaken within India will be considered. The value mentioned above should be for design and development of application, customization, bug testing along with Operation & Maintenance.</p> <p>The AMC support for DC and DR infrastructure and application support will be mainly through remote support however the SI may be required to deploy manpower or visit the DRC as and when required.</p>	Addition	An additional clause appended in the relevant section.
5.	SECTION-VI: TERMS OF REFERENCE	39	7.2. Detail Scope of work of the bidder for AMC (Sl. no. 10 Helpdesk support)	<p>SI may deploy open source tools for helpdesk support to call logging, response monitoring & call resolutions to ensure the call is properly logged, tracked and managed by SI with a measurable and auditable parameter. The call logging facility may be provisioned</p>	<p>a) The open source tool should have the capability for the asset management of DC & DRC, SLA monitoring. In addition to the above the tool may have the provision for network and security device monitoring also. b) The management of the assets</p>	Addition	An additional clause appended in the relevant section.

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6.	SECTION-VI: TERMS OF REFERENCE	39	7.2. Detail Scope of work of the bidder for AMC (clause no. 9)	using existing CCTNS system by integrating open source tools / customizing a call log application which can be monitored at multiple levels.	of the client sites PS & HOs will not be in the scope. c) The help desk function has to be handled by the resource deployed by the bidder for CCTNS Mizoram. However, the bidder may propose additional help desk resource without any financial implications to Mizoram Police.	Addition	An additional clause appended in the relevant section.
7.	SECTION-VI: TERMS OF REFERENCE	39	7.2. Detail Scope of work of the bidder for AMC (clause no. 3)	Data Digitization and migration for historical records needs to be carried out by the respective Police Stations. SI will develop an inbuilt Data digitization tool integrated with CAS online application for digitization of historical records by the police station. The application will help PS to digitize historical data directly to the centralized database without any migration utility tool. VII. Security Audit and testing/ VAPT	a) The third-party security Audit/VAPT has to be conducted for compliance/audit. In such a scenario Mizoram Police has to adhere to security recommendations, compliance before the next VAPT is conducted.	Addition	An additional clause appended in the relevant section.

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8.	SECTION-VIII: SPECIAL CONDITIONS OF THE CONTRACT	56	SI. No. 28	28.The bidder shall have to provide back to back support for Data Centre equipment from their OEM to avoid any support related issue during operation & maintenance phase. However, SI may propose a best effort model keeping the quality work in mind.	<p>b) After submitting report by the bidder, the recommendations in the VAPT report will be evaluated by the Mizoram Police Team and the commercial implications will be taken up as per the requirement.</p> <p>c) However, the necessary configurations or settings for compliance as per the recommendations will be under the scope of SI.</p>	Modified	The clause is revised.
9.	SECTION-VIII: SPECIAL CONDITIONS	56	SI. No. 32	Quality of Spares: The equipment parts replaced must be new and equivalent in	a) In cases where the OEM has declared the End of support, and the spares are not available in	Addition	An additional clause appended in

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	OF THE CONTRACT			performance of existing parts or higher. Any deviation detected shall be considered as SLA violation and the contract may be terminated with additional penalty with two times the cost of the original equipment at present rate where the quality is compromised. The support should not be provided	the market. In such a condition, the best solution for the AMC and spare replacement suggested by the bidder may be considered on mutual agreement subject to the quality of spares/work.		the relevant section.
10.	SECTION-IX: PRE-QUALIFICATION & TECHNICAL PROPOSAL FORMS	76	Tech Form 14	--	The agreement between the consortium partners has to be signed on a non-judicial stamp paper of Rs.100 as per the draft MOU given in Tech Form 14 of the RFP.	Clarification	This is for clarification.
11.	ANNEXURE D: Payment Milestones	99	(a) Payment for the AMC of DC and DR:	The successful bidder will sign a Service Level Agreement (SLA) with Mizoram Police covering all the required services. The total contract of Comprehensive warranty will be equally divided into quarterly payments for the contract period. The payment will be made on completion of the quarter.	a) The successful bidder will sign a Service Level Agreement (SLA) with Mizoram Police covering all the required services. The total contract of Comprehensive warranty/ Operational maintenance services will be equally divided into quarterly payments for the contract period. The payment will be made on completion of each quarter. b) Further, the payment terms may be revised on mutual agreement	Addition	An additional clause appended in the relevant section.

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11.	ANNEXURE D: Payment Milestones	99	(a) Payment for the AMC of DC and DR:	VAPT testing Cost	with the L1 bidder during the contract negotiations. The VAPT completion payment may be considered annually post the completion and submission of the completion reports. The payment terms may be revised on mutual agreement with the L1 bidder as per requirement during the contract negotiation.	Clarification	This is for clarification to the bidders. The terms and clause may be revised with the L1 vendor during the contract negotiations.

Note:

- For the understanding the CAS software the bidders may pay a visit to the department with the prior information of the date and time for a detail study. However, technical documentation of the software, or any other resources will not be provided to the bidder for security reasons.



(NEIHCHUNGUNGA) IPS
Dy. Inspector General of Police, CID
&
Nodal Officer, CCTNS
Mizoram, Aizawl