

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
1.	Vol-2	41	7.1.2 : 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, UT may at its discretion withhold any payment until the completion of the contract. UT 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 (as detailed in Volume I of this RFP) 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 UT under the contract and law.	We request you to kindly relax the maximum value of the Liquidated Damages to not more than 5% of the value of delayed services, instead of 10%.	The clause remains unchanged in the RFP
2.	Vol-2	41	Vol II, Pg-41, Clause 7.2		We recommend that following clause should be included: Penalty shall not be invoked upon delay as a result of (i) Delay caused due to Force Majeure conditions, or (ii) reasons attributable partially/wholly to the owner. The liquidated damage shall be sole and exclusive remedy for delays, penalties, damage or other claims/ rights. Paid liquidated damages should be offset against any actual damage	Please refer to the corrigendum
3.	Vol-3	33	Vol III, Pg- 33, Clause 6.4	Termination for Convenience: The PHQ may, by prior written notice sent to the SI at least 3 months in advance, terminate the Agreement, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Department's convenience, the extent to which performance of work under the Agreement is terminated, and the date upon which such termination becomes effective	We recommend following clause to be included: PHQ shall pay the entire de-mobilization cost of the Project. Further as a consequence of such termination due to convenience of PHQ, PHQ should pay for the services performed till the date of termination, for the work in progress, for costs of termination of sub-contracts by the Supplier, if any and cancellation charge as compensation. PHQ should reimburse the costs incurred by Supplier towards termination of the Contract in whole or any part thereof. Further, a notice of one month should be served on the SI to cure the defect and if the defect is not cured within the time prescribed, the customer can terminate the contract after serving notice of three months on	The clause remains unchanged in the RFP

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
					the SI.	
4.	Vol-3	39	Vol III, Pg-39, Clause: 7.3	<p>Limitation of Liability – Notwithstanding any other term, there shall be no limitation of liability in case of (i) any damages for bodily injury (including death) and damage to real property and tangible personal property and willful fraud and/or (ii) the intellectual property infringement claims as per Article 8.1.</p> <p>b. In all other cases not covered by 'a' above, the total financial liability of the System Integrator shall be limited to the value of the Agreement, arrived at as the sum of Capital Expenditure (CapEx) incurred by the System Integrator till the relevant date on which such liability is to be calculated and Operational Expenditure (OpEx) for a year, the CapEx being determined on the basis of the original purchase value of all the Assets being considered for CapEx calculation less depreciation and OpEx being determined in accordance with the market rate, prevailing as on the relevant date, for all service elements being considered for OpEx calculation. SI will provide the list of CapEx and OpEx items with their respective costs when asked by PHQ for the same and PHQ will have the right to get that list verified by any 3rd Party agency (ies) before accepting it.</p> <p>c. Neither this MSA nor the SLA grants or creates any rights, benefits, claims, obligations or causes of action in, to or on behalf of any person or entity (including any third party) other than between the respective Parties to</p>	<p>We request following clause to be used: SISPL's total cumulative liability, arising from all causes of action of any kind, including, but not limited to, Contract, Tort (including negligence), Strict liability, breach of Warranty, infringement of Intellectual Property Rights, damage to property, misrepresentation, or otherwise, shall not exceed 10% the amount paid under this Contract. SISPL shall not be liable to Customer for any indirect, remote, special, incidental, or consequential damages arising out of or related to this Contract, lost profits, lost sales, business investments, loss of any goodwill. Limitations shall apply, notwithstanding any failure of essential purpose of any limited remedy.</p>	The clause remains unchanged in the RFP

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
				this MSA or the SLA, as the case may be.		
5.	Vol-3	35	Vol III, Pg-35, Clause: 7.1	<p>Warranties</p> <p>a. The SI warrants and represents to the PHQ that:</p> <p>i. It has full capacity and authority and all necessary approvals to enter into and to perform its obligations under the Agreement;</p> <p>ii. This MSA is executed by a duly authorized representative of SI; Such right of the PHQ shall be without prejudice to any other rights or remedies available under law or agreement.</p>	<p>We recommend following exclusions to be included:</p> <p>(i) The warranty shall not apply, if:</p> <p>(a) Operating environment conditions / site pre-requisites are not adhered to the specification of the system.</p> <p>(b) improper site preparation, or site or environmental conditions that do not conform to SISPL's site specifications;</p> <p>(c) Customer's non-compliance with Specifications or Transaction Documents;</p> <p>(d) improper or inadequate improper or negligent use, storage or maintenance or calibration;</p> <p>(e) Use or installation in connection with other products which do not fit in the specifications of the system or have not been approved by SISPL.</p> <p>(f) Customer or third-party media, software, interfacing, supplies, or other products;</p> <p>(g) Compliance with the design and instruction of employer or any third Parties appointed by employer or third party design or interface data.</p> <p>(h) Repairs or modifications not performed or authorized by SISPL;</p> <p>(i) Damage to equipment / hardware / software caused by harmful code, being any computer program virus or other code that is harmful, destructive, disabling or which assist in or enables theft, alteration, denial of service,</p>	The clause remains unchanged in the RFP

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
					<p>unauthorized disclosure or destruction or corruption of data.</p> <p>(j) Abuse, negligence, accident, loss or damage in transit, fire or water</p> <p>(k) damage, electrical disturbances, transportation by Customer, or other causes beyond SISPL's control.</p> <p>(ii) Non-SISPL Branded Products and Services. SISPL provides third-party Products, software, and services that are not SISPL Branded "AS IS" without warranties of any kind, although the original manufacturers or third party suppliers of such products, software and services may provide their own warranties.</p> <p>(iii) Following shall apply, if warranty is specifically applicable:</p> <p>(a) Warranty starts from the date of delivery of the equipment(s) on pro-rata basis.</p> <p>(b) The scope of the warranty is mentioned in the End User License agreement, in case of _____.</p> <p>(c) A warranty on the software and equipment shall be provided by the respective OEMs/Authorized partners as per the respective OEMs/partner policy and terms.</p> <p>(d) Warranty is limited rectification of "defect", being any material nonconformity with the contractually</p>	

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
					<p>agreed specifications.</p> <p>(e) The warranty shall be strictly limited to repair, renewal or replacement at SISPL's option, of the parts of the product which are returned by Customer and acknowledged to be defective.</p> <p>(iv) Any repair or replacement due to causes listed in the warranty exclusions part shall be at Customer's cost.</p> <p>(v) It is agreed that warranty set forth in the contract shall constitute the sole remedy of Customer and the sole liability of SISPL with respect thereto. The warranties of the contract should be in lieu of all other warranties, express or implied. If there is any replacement or rectification, during the warranty period there should not be any extension of warranty by such duration.</p> <p>(vi) Warranty for software covers updates, web-based support, bug-fixing, and providing patches etc. upgrade if required shall be at cost and charged at a mutually agreed price.</p>	
6.	Vol-2	27	Clause 5.1.4 / pg 27 / Vol II - section 1H	<p>Technical Evaluation Matrix</p> <p>SI should have experience in at least one data digitization and data migration project (worth of at least Rs 10 Lakhs and above) in the last 3 years shall be evaluated.</p>	Data Digitization is not task which IT companies take directly. It is always part of a bigger mandate. How do we show that the Data digitization part is of Rs. 10 lakhs. Secondly, Most companies have partners for this work. So if consortiums are not allowed then many companies which can undertake such a project will	The clause remains unchanged in the RFP

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
					not be eligible. Please consider.	
7.	Vol-2	38	Clause 5.1.6 / pg 38 / Vol II	Commercial Evaluation - evaluation formula	The formula shows that the weightage for technical evaluation is only 30%. This may not be beneficial for a project in which technology is a major component and only robust technology can ensure a stable and successful system. We suggest that the weightage be increased to 75-80%.	The clause remains unchanged in the RFP
8.	Vol-2	22	Consortium Criteria	Consortium is not allowed for this RFP	We would request you to allow consortium As this is a complex project with multiple domain expertise requirements, we would request you to allow consortium to enable the best-suited people to deliver the modules of their expertise.	The clause remains unchanged in the RFP
9.	Vol-2	22	PQ Criteria	The bidder must have been assessed and certified for CMMi Level 4 or above. The certificate should be valid for at least a period of one year from the date of submission of the bid.	We request you to change CMMi level 4 to CMMi level 3. As this is not an application development project. The core application has been already developed under NIC and it is provided to the shortlisted SI.	Please refer to the corrigendum
10.	Vol-2	21	Vol-2, Section 5.1.1, Point iii, Pg.No.21	The Bidder (System Integrator), a single legal entity registered in India, should be a profitable vendor for the last three years and must have an annual turnover from System Integration business (not h/w or n/w component sales) of not less Rs. 100 crores for the last three financial years (as on 31-03-2010).	Central PSU's may please be exempted for Profitability Clause.	The clause remains unchanged in the RFP
11.	Vol-2	22	Vol-2, Section 5.1.2, Point iii, Pg.No.22	Consortium is not allowed for this RFP	To make the bid competitive, consortium may be allowed as being allowed in CCTNS tenders of other States.	The clause remains unchanged in the RFP
12.	Vol-2	24-34	Vol-2, Section 5.1.4, Pg.No.24 to	Technical Evaluation Scoring Matrix:	As per the evaluation matrix, the capabilities & resources of consortium	The clause remains

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			34		may please be considered.	unchanged in the RFP
13.	Vol-2	8	Clause 2.1.10 (v) / pg 8 / Vol II	Bank guarantee for Mobilisation advance	What we understand is that a Bank guarantee which will be separate from the Bank guarantee for the project has to be submitted against the mobilisation advance. Please confirm.	Yes. There will be two separate bank guarantees
14.	Vol-2	22	Clause 5.1.1 (iii) / pg 21 / Vol II and 5.1.2 / pg 22	Pre qualification criteria: Bidder should be a single legal entity registered in India	We request you to consider this clause and allow consortiums as it will be difficult to meet all requirements by one bidder. The technical evaluation has individual cut-off for each section and many companies will not have all the services and so may not meet individual cut off.	The clause remains unchanged in the RFP
15.	Vol-2	21	Clause 5.1.1 (vii) (b) / pg 21 / Vol II	Quality Certifications	Does the bidder need to have both ISO 9001 and ISO 27001?	Both ISO 9001 & ISO 27001 Quality Certifications are required
16.	Vol-2	25	Clause 5.1.4 / pg 25 / Vol II - section 1C	Technical Evaluation Matrix	In case of more than 2 projects, the sum of the projects should be a minimum of 10 crores. So if I have 4 projects totaling 10 crores I will meet the criteria. But this goes against 5.1.1(v). Probably this has to be rephrased.	The clause remains unchanged in the RFP
17.	Vol-2	25	Clause 5.1.4 / pg 25 / Vol II - section 1E	Technical Evaluation Matrix	What is the rationale behind 25 location project? The current project has much less location and this criterion should be relaxed for better participation.	The clause remains unchanged in the RFP
18.	Vol-2	26	Clause 5.1.4 / pg 26 / Vol II - section 1G	Technical Evaluation Matrix	Capacity Building is not task which IT companies take directly. It is always part of a bigger mandate. How do we show that the capacity building part is of Rs. 50 lakhs. Secondly, Most companies have partners for this work. So if consortiums	The clause remains unchanged in the RFP

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
					are not allowed then many companies which can undertake such a project will not be eligible. Please consider.	
19.	Vol-2	21	VOL II / 5.1.1 / PG#21	The Bidder (System Integrator) must have a proven track record of providing a successful "Turnkey Solution" for at least five (5) IT-projects. Each of the 5 quoted projects should be an integrated turnkey project of a value of Rs. 10 Crores or above in India including setting up and configuring the hardware (Servers, Desktop, Network Clients) and implementing software solution including Operating Systems, Infrastructure Management Software, RDBMS, establishment of LAN / WAN including Firewalls, IPS, PKI, etc. and providing life cycle support.	<p>Herewith we would like to inform you that your requirement, "each of the 5 quoted projects should be an integrated turnkey project of a value of Rs. 10 Crores or above in India" seems to higher side and it should be relaxed by keep in mind below points:</p> <ol style="list-style-type: none"> 1. Estimated cost of this project is very low 2. As per model RFP for Selection of System Integrator, "...at least one of the 5 quoted projects should be an integrated turnkey project of a value of << 20% of the project cost >> or above in India required" (Kindly refer Pre-Qualification Criteria for Small States / UTs under section 5 of Model RFP) 3. Small Sates / UTs like Nagaland, Manipur, Meghalaya. Sikkim, GOA etc also floated CCTNS RFP and they have asked for "less than 5 Cr value for at least one of the 5 quoted projects" <p>Hence our sincere request you to amend the clause as "The Bidder (System Integrator) must have a proven track record of providing a successful 'Turnkey Solution' for at least five (5) IT-projects. At least one of the 5 quoted projects should be an integrated turnkey project of a value of 4 Crores or above in India</p>	The clause remains unchanged in the RFP

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
					<i>including setting up and configuring the hardware (Servers, Desktop, Network Clients) and implementing software solution including Operating Systems, Infrastructure Management Software, RDBMS, establishment of LAN / WAN including Firewalls, IPS, PKI, etc. and providing life cycle support.."</i> which will increase the no of participation and give more competitive and qualitative solutions to you.	
20.	Vol-2	22	VOL II / 5.1.1 / PG#22	v. The Bidder (System Integrator) must have a proven track record of implementing at least two (2) e-Governance projects summing up to a value of Rs. 10 Crores.	<p>Herewith we would like to inform you that mentioned project value seems quite higher side, while concerning the estimated cost of the project.</p> <p>Also Small Sates / UTs like Mizoram, GOA etc., floated CCTNS RFP and they have asked for 2-3 Cr value only.</p> <p>Hence, we request you to give some relaxation in this ground and amend the clause as <i>"The Bidder (System Integrator) must have a proven track record of implementing at least two (2) e-Governance projects summing up to a value of Rs. 2 Crores"</i></p>	The clause remains unchanged in the RFP
21.	Vol-2	22	VOL II / 5.1.1 / PG#22	vi. The bidder must have prior experience of working on at least 1 Software Services Project for Government of India, any of the State/UT governments or Public Sector Units. The project must be worth at least Rs. 5 Crores.	<p>We understand that software service is a part of immense project but your requirement of one software services project for Rs. 5 Crores does seems too high, while concerning the estimated cost of the project.</p> <p>Also we want to inform you that Model</p>	The clause remains unchanged in the RFP

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
					<p>RFP and other states (Himachal Pradesh, Maharashtra, GOA etc) RFP asked for 1 Cr value only.</p> <p>Hence, we request you to amend clause as "The bidder must have prior experience of working on at least 1 Software Services Project for Government of India, any of the State/UT governments or Public Sector Units. The project must be worth at least Rs. 1 Crores."</p>	
22.	Vol-2	22	VOL II / 10.1.0 / PG#22	Consortium Criteria: Consortium is not allowed for this RFP	CCTNS is an integrated system, which requires expertise in various areas to design development and implement the project. The system integrator must have experience and expertise for implementing the project and may require one or more partner; who has expertise in his work. Hence, we would like to request you to allow consortium participation for successfully implementation of this immense project.	The clause remains unchanged in the RFP.
23.	Vol-2	67 & 68	<p>CCTNS_SI_RFP_DD_DNH_Vol_II_v_09.1.pdf</p> <p>10.1.3 Form: Detailed Component-Wise Pricing (page no.-67,68)</p> <p>E. Operations and Maintenance</p>	<p>Application Maintenance & Operational Expense including up gradation, deployment of patches, fixes etc.</p> <p>Infrastructure Maintenance Expense (Helpdesk, deployed hardware & network infrastructure etc.)</p>	Does SI has to give the cost break up for Operations & maintenance cost as per given price table or can SI provide the costing for O & M as per service under Annexure 7 - Post Implementation Support Services	Bidder has to quote as per the price table in RFP Vol-2, keeping in view the Annexure-7 provided in RFP Vol-1

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			Costs (Quarterly Expenses for 5 years of contract after „ Go-Live”) – as detailed in RFP Volume 1			
24.	Vol-2&3	67 & 59	Section 10 (pages 67): Format for Bid Response – Commercial Bid CCTNS_SI_RFP_DD_DNH_Vol_II_v 09.1.pdf & Section 11 (pages 59): Change Control Note ("CCN"), CCTNS_SI_RFP_DD_DNH_Vol_II_v 09.1.pdf	Blended Person Month Cost for 300 Person Months	Does Daman & Diu considering this cost for Change Management Process-Change control note (CCN).or is it for other activities such as new projects. Please confirm	It is a part of estimated person months of this project only
25.	Vol-1	80	RFP Volume I, Section no. 5.11 Page No. 80	Capacity Building - Daman & Diu (285) and Nagar Haveli(248)	What is the total number of persons to be trained?	Approx. 600
26.	Vol-1	77	RFP Volume I, Section no. 5.9 Page No. 77	Data digitization requirements	Please provide average number of pages per case file to be digitized.	This is scope of the SI during implementation
27.	Vol-1	80	RFP Volume I, Section no. 5.10 Page No. 80	Migration of CIPA and CCIS Police stations / higher offices to CCTNS.	Please specify the Scope of electronic data available on CIPA (e.g, word, power-point etc.)	Currently CIPA & CCIS data is not in use and data of these projects need not be migrated
28.	Vol-1	76	RFP Volume I, Section no. 5.9 Page No. 76	Scope of Data digitization and Data migration	Please specify the volume of data to be migrated.	Please refer to RFP Vol-1, Pages 76-77

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
29.	Vol-2	66	Volume – II “Commercial and Bidding Terms” Clause 10.1.2 - C. Pricing Summary	(C) Blended Person Month Cost for 300 Person Months	Please clarify whether the 300 Person Months is part of SI. No. (1) or this is required additionally.	It is a part of estimated person months of the project.
30.	Vol-2	21 & 24	Volume – II “Commercial and Bidding Terms” Clause 5.1.1 and Clause 5.1.4	Criteria and Technical Evaluation Matrix	It seems there are certain discrepancies in the details provided at clause 5.1.1 and the technical evaluation matrix given at 5.1.4. Kindly clarify...	Remains unchanged in the RFP.
31.	Vol-1	152	Vol_I_Func. & Tech. Specification.1 Annexure 2 – Functional Requirement Specifications	CCTNS Application must support Digital Signatures of any of the Certifying Authorities registered under the Controller of Certifying Authorities, and must be modifiable as per the changes made by the respective Certifying Authorities on the structure of the Digital Signatures issued by them.	The Digital Signatures used and the CCTNS Application must provide the Time Stamping of the act of Digitally Signing a document as mandated by the IT Act 2000. Please provide number of Digital Signature required?	Approx 250
32.	Vol-1	152	Vol_I_Func. & Tech. Specification.1 Annexure 2 – Functional Requirement Specifications	The Smart Card reader or the USB Token, carrying the Private/Secret Key, must be activated by Biometric identification instead of a PIN / Password based system	The Smart Card reader or the USB Token, carrying the Private/Secret Key, must be activated by Biometric identification instead of a PIN / Password based system. Is Smart Card/ Biometric intended for Access Control? If yes, please provide numbers of work stations required to support this interface? If No, State purpose of this requirement.	Approx. 250
33.	Vol-1	154	Vol_I_Func. & Tech. Specification.1 Annexure 2 – Functional Requirement Specifications	Should support multilingual interface (minimum English, Hindi and Gujarati) as per Localization and Language Technology Standards for National e-Governance Plan.	Should support multilingual interface (minimum English, Hindi and Gujarati) as per Localization and Language Technology Standards for National eGovernance Plan. Does CAS-UT Supports Local Language Interface? If Yes, which library (API) is used?	Yes. CAS (UT) supports multilingual interface. A C-DAC tool would be used.
34.	Vol-1	156	Vol_I_Func. &	Please refer the FRS on “Citizen Services /	Is this document available at Website? Is	PI ref. pages -151

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			Tech. Specification.1 Annexure 2 – Functional Requirement Specifications	Information to be provisioned on the Police Website".	Daman & Diu new requirements/enhancements listed vis-à-vis CAS-UT?	(Annexure 2 – Functional Requirement Specifications) 215 of RFP Vol-1
35.	Vol-1	215 - 234	Vol_I_Func. & Tech. Specification.1 Annexure 2 – Functional Requirement Specifications	Citizen Services / Information to be provisioned on the Police Website	Requirements Stated from page 215-234 have blue back ground. Does it indicate Daman & Diu specific requirements?	It is coloured to differentiate as these services are meant to be provided through internet/ UT website. This is not specific to UT
36.	Vol-1	10 to 12	Vol_I_Func. & Tech. Specification.1 Section: Crime and Criminals Information System (CCIS)	CIPA & CCIS	Do you have CCIS and CIPA operational in UT? Is integration with CCIS and CIPA required?	CCIS and CIPA are not currently operational
37.	Vol-1	61	Pg No. 61, Chapter 5, Section 5.5, Site Preparation at Police Stations and Higher Offices	The no. of offices given is 12 whereas on Pg no. 38, Chapter - 5, Section - 5.1, Geographical scope of the project, the total no. of locations given is 17	So we assume that site preparation has to be done only for the 12 locations as given in the Pg no. 61, section 5.5. Please confirm?	Site preparation has to be done for 17 locations
38.	Vol-1	66	Pg No. 66, Chapter 5, Section 5.6, Infrastructure at the Client Site Locations, Infrastructure at Disaster	Civil work including electrical , Civil , earthing , Fire safety , cable bay etc	Please advise us on the approx. size of the physical space being provided for DRC construction. (in sq. mts.)	Will comply with Tier 3 Data center standards

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			Recovery Center at PHQ, Silvassa			
39.	Vol-1	65	Pg No. 66, Chapter 5, Section 5.6, Infrastructure at the Client Site Locations, Infrastructure at Disaster Recovery Center at PHQ, Silvassa	Civil work including electrical , Civil , earthing , Fire safety , cable bay etc	We assume that there would be a building and a room provided to the SI in which the temporary DRC has to be constructed. Please confirm?	Yes
40.	Vol-1	103	Pg No. - 103, Chapter - 5, Section 5.12, Handholding Support, Scope of terms, Bullet No. 2	The SI will bear the cost of providing the training; supply of course material, any consumables, and IT infrastructure required for training, training kits, snacks / refreshments, etc. while Police Department will provide the training premises.	Snacks and refreshments is not a part of SI service. These need to be arranged by the Police department for their own personnel. Hence we request this to be deleted from the RFP	Please refer to the corrigendum
41.	Vol-1	103	Pg No. - 103, Chapter - 5, Section 5.12, Handholding Support, Scope of terms, Bullet No. 3	The SI will carry out all the major amendments required by Police Department in the CCTNS application. It is important to mention that the requests for amendments during Handholding support, i.e. for one year post Go-Live of complete system in the State shall not be eligible for any type of Change requests by SI	We assume that major amendments mean the changes in the sections / rules of the state level crime policies. Any other amendment like change in design, look and feel, workflow etc. post go-live will be a part of the CR process and not treated as a part of the project	Please refer to the corrigendum
42.	Vol-1	104	Pg No. - 104, Chapter - 5, Section 5.12, Handholding Support, Scope of	In case of new additions to the staff members in the Police Station, the SI will be required to provide the aforementioned training to them as well, during the currency of handholding support (i.e. one year)	SI has already given train the trainer training to the required Police officers. Since the frequency of new recruits and or transfers is not available, it is difficult for the SI to ascertain the no. of trainings it may need to give. Hence we suggest	The clause remains unchanged in the RFP. The frequency of the trainings may be finalized with the department

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			terms		that the new recruits and/or transfer cases should be trained by the officers trained by the SI and if need be SI can pitch in case of any issues or additional training. Please confirm if this is ok?	during project execution
43.	Vol-1	117	Pg No. - 117, Chapter 6, IMPLEMENTATION AND ROLL-OUT PLAN, Sr. No. 2	Customization and implementation of CCTNS Core Application Software provided by NCRB in T + 3 months	Since the hardware at all the locations would go-live by T+6 months only, it is advisable to make the CAS system go-live by T+5 months at the minimum. This is because this would assist the core team to be well prepared to do the testing (UAT and System testing) on the CAS system as they would get some time on training and would not start the UAT from the T+3 months as required in the roll-out plan. Please confirm	The clause remains unchanged in the RFP.
44.	Vol-1	117	Pg No. - 117, Chapter 6, IMPLEMENTATION AND ROLL-OUT PLAN, Sr. No. 6	Capacity building for police personnel is defined as T+9 months	It would be advisable to split this into two clear phases. Training on CAS and training on the balance new systems being developed by SI. This would help all the Police personnel to be well trained on the entire system landscape instead and give a much better acceptance of the new applications, thus benefitting the overall Change Management Process and the ultimate goal of the UT. Please confirm.	The clause remains unchanged in the RFP.
45.	Vol-1	117	Pg No. - 118, Chapter - 7, SERVICE LEVELS	The SI shall monitor and maintain the stated service levels to provide quality service to U.T. The SLAs (Service Level Agreements) are provided in Annexure 4 to this RFP	Normally the SLA monitoring tool provided from SI is used to monitor the SLAs of the overall system architecture. But in this case the SLAs asked for are the functional SLAs for which extensive customization maybe required. Please advise if this is really required to be monitored by SI under the scope of this	Yes. The clause remains unchanged in the RFP.

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
					project?	
46.	Vol-1	238	Pg No. - 239, Annexure 4 – Service Levels, Bullet no. (e)	“Helpdesk Support” shall mean the 16x6 basis support centre which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract	In the earlier reference for Helpdesk and hand-holding the working hours asked were 9:00 AM to 7:00 PM whereas now in the Helpdesk support, new hours have been defined. Please advice against this discrepancy?	The clause remains unchanged in the RFP. There is no discrepancy. 9 AM to 7 PM specified in RFP is for handholding support.
47.	Vol-1	239	Pg No. - 240, Annexure 4 – Service Levels, Bullet no. 3, Interpretations, Sub-bullet (c)	18X7 shall mean hours between 06:00AM -12.00 midnight on all days of the week	This is a new time slot being advised. Neither the helpdesk nor the DC and neither the location support or the hand-holding support demand this. So why this timing has been indicated?	The new time slot is essential, keeping in view the nature of Police duties
48.	Vol-1	249	Pg No. - 242, Annexure 4 – Service Levels, Implementation Phase SLAs, Bullet no. 2	Data Migration / Digitization	The heading given in the table is Data Migration. We assume it should read as Data Migration / Digitization because since CIPA system is not being used at all, there should be zero or minimal data to be migrated as a soft data. Hence the SLAs on error in data should be only on the physical data being digitized. Please confirm?	The heading may be read as “Data Digitization”
49.	Vol-1	257	Pg No. - 258, Annexure 4 – Service Levels, Post Implementation Phases SLAs, Bullet no. 6	Handholding Support: Helpdesk and Data Center Support	For logging calls does the SI need to factor the EPBAX and other PRI lines and also the telephone costs? We assume this would be a central helpdesk where the EPBAX and the other related hardware including the telephone sets, headphones and sitting arrangements would be provided by UT. Please confirm.	The necessary infrastructure and relevant communication costs would be borne by the UT as the helpdesk would be operating from Police Office premises.
50.	Vol-1	257	Pg No. - 258, Annexure 4 – Service Levels, Post	Handholding Support: Helpdesk and Data Center Support	Can SI suggest an offshore helpdesk with Business Continuity Planning at its office location say Pune or Mumbai or Chennai with a toll-free number given to	Helpdesk and Data Center Support should be provided from the geographical location of

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			Implementation Phases SLAs, Bullet no. 6		UT for logging calls?	the UT only.
51.	Vol-1	263	Pg No. - 264, Annexure 4 – Service Levels, Post Implementation Phases SLAs, Bullet no. 8	Credits for Successful Application Uptake the table talks about the penalties but it should be about the credits	Ideally the table should read as: % increase over the measurement Credit Points for calculation in the last reporting period >5 & <=10% 2 >10 & <=15% 3 >15% 4	The clause remains unchanged in the RFP.
52.	Vol-1	278	Pg no. - 279, Annexure 7 - Post Implementation Support Services, Services covered under ATS	Updates/Upgrades/New releases/New versions. The SI shall provide from time to time the Updates/Upgrades/New releases/New versions of the software and operating systems as required. The SI should provide free upgrades, updates & patches of the software and tools to U.T as and when released by OEM	Changing the version in midst of a steady state support is not advised. Also when a version upgrade is done for an application, it is required to perform complete testing and re-certification of the entire application. This is actually a complete re-implementation of the solution on an upgraded or an enhanced landscape. So we assume this is only limited to new patches received for the existing softwares. Please confirm?	The clause remains unchanged in the RFP.
53.	Vol-1	279	Pg. No. - 280, 281 and 282 Annexure 7 - Post Implementation Support Services	As per the timings of the UT mentioned in the RFP we understand that DC admin and system monitoring for all DC and Network is 24 x 7, hand-holding support for 6 months at the PS is required on 10 x 6 and the helpdesk is required on a 16 x 6 support	Please confirm?	The clause remains unchanged in the RFP.
54.	Vol-1	337	Pg No. - 338, Annexure 9 – Functional Requirements and Technical Architecture of	Technical Requirements	These are the technical requirements for the CAS (UT). For CAS (UT) or CAS (Center), these guidelines are already set and have to be confirmed by the SDA. SI can only confirm or adhere to the guidelines given for the modules being developed by the SI. So we assume that	The guidelines for CAS (UT) or CAS (Center) have to be considered and adhered to by the SI also during the integration/customization of the CAS

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			CAS UT and CAS (Center)		these guidelines are for the SDA and not for the SI. Please confirm.	
55.	Vol-1	281	Page 282 of CCTNS_SI_RFP_DD_DNH_Vol_I_v0 9.1.pdf Annexure 7 - Post Implementation Support Services As part of the Handholding services to provide application functional support services SI shall provide:	Enhancements and defect fixes. SI shall incorporate technological changes, and provide enhancements as per the requests made by U.T. SI shall perform minor changes, bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the application.	Please provide the definitions for the followings in terms of the qualification criteria for each activity and the maximum time taken by each activity . (for e.g.- the changes which takes < or = 8 hours of effort should be qualify as minor changes) 1.minor changes 2.bug fixes 3.error 4.resolutions 5.minor enhancements	These activities have to be performed by the SI during the post implementation services phase
56.	Vol-1	281	Page 282 of CCTNS_SI_RFP_DD_DNH_Vol_I_v0 9.1.pdf Annexure 7 - Post Implementation Support Services As part of the Handholding services to provide application functional support services SI shall provide:	Routine functional changes that include user and access management, creating new report formats, and configuration of reports.	Please provide the definitions for the followings in terms of the qualification criteria for each activity and the maximum time taken by each activity . (for e.g.- the changes which takes < or = 8 hours of effort should be qualify as routine functional changes) 1.Routine functional changes 2.creating new report 3.configuration of reports	These activities have to be performed by the SI during the post implementation services phase
57.	Vol-1	281	Page 282 of	Enhancements and defect fixes. SI shall	Can SI put the cap on each of the below	These activities have to be

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			CCTNS_SI_RFP_DD_DNH_Vol_I_v0 9.1.pdf Annexure 7 - Post Implementation Support Services As part of the Handholding services to provide application functional support services SI shall provide:	incorporate technological changes, and provide enhancements as per the requests made by U.T. SI shall perform minor changes, bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the application. Routine functional changes that include user and access management, creating new report formats, and configuration of reports.	activities in terms of how may no. of such activities SI will perform each year under operation & maintenance support. Or unlimited no. of such activates has to done by SI. 1.minor changes 2.bug fixes 3.error 4.resolutions 5.minor enhancements 6.Routine functional changes 7.creating new report 8.configuration of reports	performed by the SI during the post implementation services phase
58.	Vol-1	282	Page 283 of CCTNS_SI_RFP_DD_DNH_Vol_I_v0 9.1.pdf Annexure 7 - Post Implementation Support Services As part of the Handholding services to provide application functional support services SI shall provide:	The SI shall migrate all current functionality to the new / enhanced version at no additional cost to U.T and any future upgrades, modifications or enhancements..	Does Daman & Diu CCTNS expects functionality change/functional upgrade under future upgrade or does it only restricted to migration of functionality to the new/enhanced version. Because, Upgrades to new releases affect the functionality of the system. In industry practice upgrade to new release is taken up as a separate project. We assume that technical and functional upgrade of the solution is not part of the scope of work. Please confirm.	The clause remains unchanged in the RFP.
59.	Vol-1	282	Page 283 of CCTNS_SI_RFP_	The services shall include administrative support for user	Please provide the criteria for granting user access and authorization. And also	It will be as per the delegation of

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			DD_DNH_Vol_I_v0 9.1.pdf Annexure 7 - Post Implementation Support Services As part of the Handholding services to provide application functional support services SI shall provide:	registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support, announcing and providing networking services for users and providing administrative support for print, file, directory and e-mail servers.	please provide the criteria for limit access to the authorized end users of the U.T.	authority/powers and will be part of implementation scope.
60.	Vol-1	102 & 103	Page 102-103 of CCTNS_SI_RFP_DD_DNH_Vol_I_v0 9.1.pdf 5.12 Handholding Support	The System Integrator will provide one qualified and trained person per police station / higher office for a period of 6 months or one qualified and trained person per two police stations for a period of 1 year to handhold the staff in the police station / higher office and ensure that the staffs in that police station / higher offices are able to use CCTNS on their own by the end of the handholding period. & In case of new additions to the staff members in the Police Station, the SI will be required to provide the aforementioned training to them as well, during the currency of handholding support (i.e. one year).	Here the paragraph "In case of new additions to the staff members in the Police Station, the SI will be required to provide the aforementioned training to them as well, during the currency of handholding support (i.e. one year)" suggests handholding is for one year, whereas the paragraph "The System Integrator will provide one qualified and trained person per police station / higher office for a period of 6 months or one qualified and trained person per two police stations for a period of 1 year to handhold the staff in the police station / higher office and ensure that the staffs in that police station / higher offices are able to use CCTNS on their own by the end of the handholding period." shows that SI either can go with 6 months handholding support or 1year	Yes. The clause remains unchanged in the RFP.

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
					handholding support. Please confirm on the above.	
61.	Vol-1	102 & 103	Page 102-103 of CCTNS_SI_RFP_DD_DNH_Vol_I_v0 9.1.pdf 5.12 Handholding Support	The SI will carry out all the major amendments required by Police Department in the CCTNS application. It is important to mention that the requests for amendments during Handholding support, i.e. for one year post Go-Live of complete system in the State shall not be eligible for any type of Change requests by SI.	Could you please elaborate on the type of major amendments required by Police Department in the CCTNS application. Please illustrate an example of such major amendments.	Please refer to the corrigendum
62.	Vol-1	34	Page 35 of CCTNS_SI_RFP_DD_DNH_Vol_I_v0 9.1.pdf Technical Program Management of Implementation of CAS (UT)	Preparation of technical manuals to enable the SI to configure, customize, enhance and deploy CAS in States/U.Ts; to be made available to SIs through the CAS online repository managed by the SDA.	Can SI expect to get the detail reports on the minor changes bug fixes, error resolutions, minor enhancements occurred during the application management period supported by Software Developing Agency (SDA).	Yes.
63.	Vol-1	33	Page 34 of CCTNS_SI_RFP_DD_DNH_Vol_I_v0 9.1.pdf 4. Role of Software Developing Agency (SDA) in supporting CAS	Application Management Services for CAS UT and CAS (Center)	Please specify the period of "Application Management Services for CAS UT and CAS (Center)" from Software Developing Agency (SDA) in terms of start date and end date.	This could be clarified on receipt of further clarifications from NCRB
64.	Vol-1	392	SLA Monitoring	Uptime of data center - Meantime for restoration of Data center etc	Please elaborate in more detail	Should comply with Tier 3 Data center standards
65.	Vol-1	393	SLA Monitoring	Uptime of DC	Pls elaborate this point.	Should comply with Tier 3 Data center standards
66.	Vol-1	37			On Page 37 under section 5.1	Locations as mentioned

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
		& 60			Geographical Scope for CCNTS and on page 60 section 5.5 Site Preparation at Police Stations and Higher Offices - which describes the same but the number of count differs in both the tables	in Page no. 37 may be taken
67.	NA	NA			At various places it is mentioned to build Interfaces with external agencies like courts, transport authorities, hospitals, and municipal authorities etc.... but no where it tells detail about the system (architecture / platform / DB etc..) which is used by external agencies.	This will be part of implementation process.
68.	NA	NA		Scope mentions customization of existing software to cover new functionalities	Question: In case the successful SI has ready software with additional functionalities needed, will department consider the same for use to save on development / customization time?	No. The software of the UT (CAS UT) has to be customized
69.	Vol-1	76		page 76. Scan images and pictures within the case file in color and store them in the digital format	Question: Please specify the volume of scan images to be migrated.	Please refer to RFP Vol-1 Page-77, "Recommended Methodology of Data Migration"
70.	Vol-1	347		page 347 PKI Service Requirements / Digital Signatures	Question: How many Digital Certificate and type of certificate to be provided ? Is there any requirements for HSM appliance to be provided as part of the RFP?	Appox 250 would be required.
71.	NA	NA		Support to 3rd Party Acceptance Testing, Audit And Certification	Question: Would the UT/SDA bear the cost for 3rd party age	No. SI has to bear the cost.
72.	Vol-1	32	Clause 3.1 / pg 32 / Vol I	CAS (UT) SW application	CAS SW application will undergo enhancements as mentioned in the RFP doc and this application will be known as CCTNS application. Please confirm.	Yes.
73.	Vol-1	34	Clause 4 / pg 34 / Vol I	Technical Program Management of Implementation of CAS (UT)	The SDA engaged by NCRB is ordinarily for a period of three years, unless the	This could be clarified on receipt of further

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
					contract is extended. Can you tell us when the 3 years end? Can you also tell us who the SDA is?	clarifications from NCRB
74.	Vol-1	34	Clause 4 / pg 34 / Vol I	Technical Program Management of Implementation of CAS (UT)	The SDA has a very significant role in the success of the program at the state / UT level. Who ensures his performance - NCRB or the local Police Administration?	NCRB
75.	Vol-1	48-68	Clause 5.3 / pg 48 & clause 5.7 / pg 68 / Vol I	Network Connectivity	It is mentioned that Network connectivity shall be provided by BSNL. So the SI's role is to ensure LAN setup only. Please confirm. Secondly, is there an agreement with BSNL already? Who shall bear the cost of BSNL services?	SI will be responsible for setting up and maintenance of LAN at the individual offices. NCRB is coordinating with BSNL for required support.
76.	Vol-1	81	Clause 5.1.1 / pg 81 / Vol I	Capacity Building	The training to be provided shall be in English or some other language? Please specify. Similarly training material has to be in which language?	The training and relevant material shall be developed in English, Hindi and Gujarati language.
77.	Vol-2	66	Clause 10.1.2 / pg 66 / Vol II	Commercial Bid Format - Pricing Summary	The numbering in part B is incorrect	Please refer to the corrigendum
78.	Vol-2	66	Clause 10.1.2 / pg 66 / Vol II	Commercial Bid Format - Pricing Summary	What is meant by 'Blended person month cost for 300 person months'? Do we give an average per person month cost or total?	It is a part of estimated person months of the project. It is the total cost.
79.	Vol-2	66	Clause 10.1.2 / pg 66 / Vol II	Commercial Bid Format - Pricing Summary	There shall be manpower cost in the Implementation Phase too. But that has not been provided in the format.	Please refer – RFP Vol-2 , Page-67 10.1.2 Form 1 – Pricing Summary C - Blended Person Month Cost for 300

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
						Person Months
80.	Vol-2	66	Clause 10.1.2 / pg 66 / Vol II	Commercial Bid Format - Pricing Summary	The part C - Blended Person month cost shall be considered part of the Operational expense and shall be clubbed with part B and then the total shall be divided into 10 installments payable every 6 months. Please confirm.	Please refer to RFP Vol-2, Page no. 36, 5.1.6 - Evaluation of Commercial Bids. Blended person man month shall be considered as a part of implementation phase and it will be separate from the year wise Operation expense for five years.
81.	Vol-2	22	VOL II / 5.1.1 / PG#22	Undertaking on Provision for Required Storage Capacity 2. I/We as System Integrator do hereby undertake that the proposed storage at the Data Center and Disaster Recovery Site as per our sizing will be sufficient to meet the RFP requirements in terms of storing the case information for XX police stations with an average of XX cases per month per police station for the historical data of 10 years and future data of 5 years.	Kindly provide an average of cases per month per police station detail.	Approx 7-10 Cases per police station per month
82.	Vol-2	66	Vol II /10.1.2/ Pg#66	Price Summary 8. Change Management, Capacity Building, and Handholding Support	We could not find heading in 10.1.3 Form: Detailed Component-Wise Pricing. Kindly insert line item for this activity.	Pls ref. Page 68 & 69, 10.1.3 Form: Detailed Component-Wise Pricing F: Support Manpower H: Training
83.	Vol-2	66	Vol II /10.1.2/ Pg#66	Price Summary C. Blended Person Month Cost for 300 Person Months	You have asked pricing for various services under heading Services Provided During Implementation Phase ,	It is a part of estimated person months of the project.

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
					which covers various kind of manpower required to implement this project also. Kindly clarify following - Elaborate Requirement of Blended Person. - Quality of Manpower	
84.	Vol-2	68	Vol II /10.1.3/ Pg#68	Form: Detailed Component-Wise Pricing A. Hardware Related Costs with the AMC for the period of 5 years from the Go-Live of the project	We could not find any heading under Price Summary (10.1.2) where we can plug-in this price. Kindly clarify.	Pls ref. Page 66, 10.1.2 Form 1 – Pricing Summary Services Provided During Implementation Phase, Points 2,3,4,5,6
85.	Vol-2	68	Vol II /10.1.3/ Pg#68	Form: Detailed Component-Wise Pricing B. Networking (LAN) related Costs	We could not find any heading under Price Summary (10.1.2) where we can plug-in this price. Kindly clarify.	Pls ref. Page 66, 10.1.2 Form 1 – Pricing Summary Services Provided During Implementation Phase, Points no.5
86.	Vol-2	68	Vol II /10.1.3/ Pg#68	Form: Detailed Component-Wise Pricing C: Application Development & Database Creation	We could not find any heading under Price Summary (10.1.2) where we can plug-in this price. Kindly clarify.	Pls ref. Page 66, 10.1.2 Form 1 – Pricing Summary Services Provided During Implementation Phase, Points no.1
87.	Vol-2	68	Vol II /10.1.3/ Pg#68	Form: Detailed Component-Wise Pricing F: Support Manpower	We understand this Manpower are required for at Data Center during O&M period and we have to plug in same under O & M heading of Price Summary. Please confirm.	Yes.
88.	Vol-2	68	Vol II /10.1.3/ Pg#68	Form: Detailed Component-Wise Pricing G: Data Digitization & H Training	We could not find any heading under Price Summary (10.1.2) where we can plug-in this price. Kindly clarify.	Pls ref. Page 66, 10.1.2 Form 1 – Pricing Summary Services Provided During Implementation Phase, Points no.7 & 8

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
89.	Vol-2	68	Vol II /10.1.3/ Pg#68	Form: Detailed Component-Wise Pricing H. Training	Kindly define L & M.	These are the attributes for reference
90.	Vol-2	69	Vol II /10.1.3/ Pg#69	Form: Detailed Component-Wise Pricing Data Centre and Disaster Recovery Centre Related Costs	We could not find any heading under Price Summary (10.1.2) where we can plug-in this price. Kindly clarify.	Pls ref. Page 66, 10.1.2 Form 1 – Pricing Summary Services Provided During Implementation Phase, Points no.6
91.	Vol-2	69	Vol II /10.1.3/ Pg#69	Form: Detailed Component-Wise Pricing J: O&M of Data Center Site Preparation	Site preparation comes under Installation part only. Kindly remove form O&M part and insert under installation scope.	Yes. The clause remains unchanged in the RFP.
92.	Vol-2	69	Vol II /10.1.3/ Pg#69	Form: Detailed Component-Wise Pricing J: O&M of Data Center Electricity Charge	We understand this charge shall be borne by UT only.	Yes.
93.	Vol-1	76	Vol I /5.9/ Pg#76	Scope of Data digitization and Data migration	We understand, data digitization means manual entry of data after scanning. Please clarify.	Please refer to RFP Vol-1 Page-77, "Recommended Methodology of Data Migration"
94.	Vol-1	77	Vol I /5.9/ Pg#77	The table below provides the indicative number of records to be digitized Also, digitization may be restricted to number of case files, which are around 8,000 case files over the past 10 years.	You have mentioned 8000 case files, which is not matched with figure mentioned in the table. Kindly clarify. Also clarify number of words per page per case file to be digitized.	Assessment on data digitization is scope of the SI. 8000 is the number of files and not records, which are mentioned in the table.
95.	Vol-1	406	General Finger Print Scanner	Scanner – Dual Prism	This is not generic Specifications, Regular single prism will solve the purpose, Dual prism is locked spec to single vendor, Request to change the same.	Please refer to the corrigendum
96.	Vol-1	406	General Finger Print Scanner	Platen Size- 45 mm X 45 mm	Request you to change them to 46 mm X 46mm which you can have dual finger flat and single rolled finger.	Specifications are minimum and indicative in nature, SI can propose equivalent or better
97.	Vol-1	406	General Finger	Glass Thickness 25mm	This is not a generic, This Specifications	Please refer to the

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			Print Scanner		is locking to someone hardware vendor, Request to remove the specifications	corrigendum
98.	Vol-1	406	General Finger Print Scanner	Product Certifications are not there in the specifications	ISO-IEC 19794-4:2005 FIPS 201 PIV Standard EN 55022:2006, EN 55024:1998+A1:2001+A2:2003 'Image Quality :Forensic-quality flat fingerprint images	These certifications are preferred, however not mandatory
99.	Vol-1	355	Technical Specification for Server for Data Center and DR Site Components, Specification of Database Server	Processor X86 based Processor with 64 bit Extensions (EM64T).Processor Core Per CPU should be Four(Quad Core). The Frequency should be minimum 1.8 GHz.	It should be "Processor X86 based Processor with 64 bit Extensions (EM64T).Processor Core Per CPU should be Four(Quad Core). The Frequency should be minimum 2.4GHz or higher." (Reason:1.8 Ghz CPU is oldest generation CPU. New generation CPU will give performance as well as Support benefits.)	Please refer to the corrigendum
100.	Vol-1	356	Technical Specification for Server for Data Center and DR Site Components, Specification of Database Server	Hard Drive 2 X 146 GB SAS minimum 15K RPM SAS or better Hot Plug Drives with RAID1	Change to Hard Drive 2 X 300 GB SAS minimum or higher 15K RPM SAS or better Hot Plug Drives with RAID1.(Reason: Will give large internal space in same slots)	Specifications are minimum and indicative in nature, SI can propose equivalent or better
101.	Vol-1	356	Technical Specification for Server for Data Center and DR Site Components, Specification of Database Server	PCI Slots Minimum 3 x PCI-Express	It should be "PCI Slots Minimum 4 x PCI-Express." (Reason: Even no. slots provide redundancy options)	Specifications are minimum and indicative in nature, SI can propose equivalent or better
102.	Vol-1	358	Specifications for	Cache Memory 12 MB L2 Cache Memory per	Please change to Cache Memory 12 MB	Please refer to the

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			Application Server, Intranet Web Server, Mail Messaging Server, Directory server at DC and DR	Processor	L3 Cache Memory per Processor. (Reason: L3 cache available in all latest series of processor.)	corrigendum
103.	Vol-1	360	Specifications for Internet Web Server, Proxy & web filtering server, EMS & Helpdesk server , Antivirus server, Backup Server at DC and DR	CPU X86 based Processor with 64 bit Extensions (EM64T).Processor Core Per CPU should be Four(Quad Core). The Frequency should be minimum 2.0 GHz. Processor should be latest series/generation for the server model being quoted	Should be CPU X86 based Processor with 64 bit Extensions (EM64T).Processor Core Per CPU should be Four(Quad Core). The Frequency should be minimum 2.4 GHz or higher. Processor should be latest series/generation for the server model being quoted. (New generation CPU will give performance as well as Support benefits.)	Please refer to the corrigendum
104.	Vol-1	360	Specifications for Internet Web Server, Proxy & web filtering server, EMS & Helpdesk server , Antivirus server, Backup Server at DC and DR	Hard Disk Drives Two 146 GB 2.5" SAS Hard Disk Drive hot swappable system disk with mirroring using integrated RAID 0,1 on internal disks	Hard Disk Drives Two 300 GB 2.5" SAS Hard Disk Drive hot swappable system disk with mirroring using integrated RAID 0,1 on internal disks. (Reason: Will give large internal space in same slots)	Specifications are minimum and indicative in nature, SI can propose equivalent or better
105.	Vol-1	361	Specification of Storage Area Network for DC and DR, Specification of SAN Storage Box	New Addition	Please provide no. IOPS and sequential throughput required from Storage box. (Reason: Useful for proper storage sizing, will avoid future performance issue.)	No Change
106.	Vol-1	372	VOLUME-I: FUNCTIONAL AND	Memory: Minimum 1 GB	Request to change Memory: Minimum 4 GB - (Reason-Minimum 1 GB is very low for performing high speed load	Please refer to the corrigendum

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			TECHNICAL SPECIFICATION S - Specification of Server Load Balancer		balancing and ssl offloading hence request to have 4 GB memory as minimum support)	
107.	Vol-1	373	FUNCTIONAL AND TECHNICAL SPECIFICATION S - Specification of Server Load Balancer	New addition	Should have hardware based ssl offloading (Reason - 2048 bits ssl offloading is the minimum required support by certificate authority and is approx 4 times heavier than 1024 bits and 10 times heavier to server side ssl offloading)	No Change
108.	Vol-1	373	FUNCTIONAL AND TECHNICAL SPECIFICATION S- Specification of Link Load Balancers	New spec	'The appliance should support web compression, module (Reason - The bandwidth are major constraint at high load and traffic, hence it is recommended to have web compression support for link load balancers to ensure bandwidth saving and faster performance to internet users. This solution does not require any software to be installed on client side compatible with all browsers as open solution)	No Change
109.	Vol-1	365	Technical Specification of Networking Items for DC and DR, Specification of Core Switches	Core data switch consisting of One Management module	Switch should have 2 management modules / Switching Fabric / CPU Processing with Virtualization like latest technology support [reason-Two management modules are very much necessary on core switch. This will ensure good performance and redundancy]	Please refer to the corrigendum
110.	Vol-1	365	Technical Specification of Networking Items for DC and	Minimum 2* 12 Gigabit Fiber Interfaces. Support of 100BASE-SX , 100BASE FX (Multi Mode) & 100BASE-BX (Single Mode)	Requesting to add Transceivers type and quantity also in the BOM	Specifications are minimum and indicative in nature, SI can propose equivalent or better

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			DR, Specification of Core Switches			
111.	Vol-1	366	Technical Specification of Networking Items for DC and DR, Specification of Core Switches	Redundant power source to meet the full power requirements including the expanded load in future.	The chassis should be offered with less power consuming Power supply to meet the Data centre Green Requirement, weightage would be offered to less power consumption	Specifications are minimum and indicative in nature, SI can propose equivalent or better
112.	Vol-1	366	Technical Specification of Networking Items for DC and DR, Specification of Core Switches	The Core Data Switch should have the following features & requirements and Scalable with full expansion capability, Number of Slots – Minimum of 4 slots.	4 slots should not include the two slots for Processor/Switch fabric module. [reason-This will add good scalability with fabric redundancy]	Please refer to the corrigendum
113.	Vol-1	366	Technical Specification of Networking Items for DC and DR, Specification of Core Switches	Number of VLANs: - >=200	Number of VLANs: - >=4000 802.1Q [reason-Increase the VLAN for higher security, Scalability and management purpose]	Specifications are minimum and indicative in nature, SI can propose equivalent or better
114.	Vol-1	366	Technical Specification of Networking Items for DC and DR, Specification of Core Switches	802.1 p/q - VLAN Tagging	802.1q - VLAN Tagging [reason-IEEE 802.1q is the standard for VLAN Tagging]	Specifications are minimum and indicative in nature, SI can propose equivalent or better
115.	Vol-1	367	Technical Specification of Networking Items for DC and DR, Specification of Core Switches	L2, L3 and L4 access control filters. L3/L4 frame classification	Supporting both IPv4 and IPv6 packets [reason-This will support IPv6 and IPv4 networks security]	Support for both IPv4 and V6 is required
116.	Vol-1	367	Technical Specification of Networking	Support for IP routing features for Static,RIPv1,BGPv4,OSPFv2,IS-IS	Support for IP routing features for Static,RIPv1,BGPv4,OSPFv2,IS-IS for both IPv4 and IPv6 supporting dual	Support for both IPv4 and V6 is required

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			Items for DC and DR, Specification of Core Switches		stack functionality	
117.	Vol-1	367	Technical Specification of Networking Items for DC and DR, Specification of Core Switches	IP Version 6 (IPv6) support in hardware.	IP Version 6 (IPv6) support in hardware for IPv6 management, Routing protocols and ACL functionality	Please refer to the corrigendum
118.	Vol-1	367	Technical Specification of Networking Items for DC and DR, Specification of Core Switches	RFC 1075 - DVMRP v3-07	Delete this clause [reason-DVMRP is an absolute technology and have scalability issues. This is replaced by PIM-SM, PIM-DM. PIM-SM is already asked in this tender hence we request to remove DVMRP.]	Please refer to the corrigendum
119.	Vol-1	367	Technical Specification of Networking Items for DC and DR, Specification of Core Switches	ISL priority	ISL or 802.1q priority [reason-As ISL is vendor specific this will allow only one OEM to bid. Hence we request to add 802.1q which is industry standard feature.]	Please refer to the corrigendum
120.	Vol-1	368	Technical Specification of Networking Items for DC and DR, Specification of Core Router	Serial port with synchronous speed up to 2 Mbps with interface V.35/G.703, Channelized E1 interfaces for provisioning nx64Kbps connectivity	Serial port with synchronous speed up to 2 Mbps with interface G.703, Channelized E1 interfaces for provisioning nx64Kbps connectivity [As the deployment is huge we suggest to consider channelized E1 at central locations with E1 at remote locations.]	Specifications are minimum and indicative in nature, SI can propose equivalent or better
121.	Vol-1	369	Technical Specification of Networking Items for DC and DR, Specification of Core Router	Shall have RIPng and OSPFv3 for IPv6.	Shall have RIPng and OSPFv3, BGPv4+, MPLS for IPv6.	Please refer to the corrigendum
122.	Vol-1	369	Technical	Security Features - New addition	Should support 802.1X over RADIUS	No Change

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			Specification of Networking Items for DC and DR, Specification of Core Router		authentications, ACL for IPv4 and IPv6, Time based ACLs, [reason-Security features required for IPv4 and IPv6 networks]	
123.	Vol-1	368	Technical Specification of Networking Items for DC and DR, Specification of Core Router	2 x V.35/G703 Serial Interfaces (along with necessary cables)	2 x G703 Serial Interfaces (along with necessary cables) [reason-As the deployment is huge we suggest to consider channelized E1 at central locations with E1 at remote locations.]	Specifications are minimum and indicative in nature, SI can propose equivalent or better
124.				<u>Addition of clause</u>	Should support Serial (2/4/8 ports module concentration), ADSL, Wireless abgn, 3G, STM, E3, 1G Ethernet routed ports [reason-Router flexibility and scalability to support various WAN options]	No Change
125.	Vol-1	368	Technical Specification of Networking Items for DC and DR, Specification of Core Router	router throughput should be minimum 500 kpps	Minimum 700 kpps performance [reason-To ensure good routing performance at the core.]	Specifications are minimum and indicative in nature, SI can propose equivalent or better
126.	Vol-1	368	Technical Specification of Networking Items for DC and DR, Specification of Core Router	Router should support Redundant Power supply	Router should have hot swappable Redundant Power supply [reason-Redundant Power supply should be hot swappable as this will provide uninterrupted service]	Specifications are minimum and indicative in nature, SI can propose equivalent or better
127.	Vol-1	368	Technical Specification of Networking Items for DC and DR, Specification of Core Router	<u>Addition of clause</u>	Router should have embedded hardware encryption accelerator [reason-It is suggested to include embedded hardware encryption accelerator to improve encryption performance]	No Change

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
128.	Vol-1	63	Bill of Material - Data center (Page:63)	<u>Internet Router</u>	Quantity 2 is mentioned but no specifications in the RFP We request you to incorporate attached specifications	Please refer to revised BOM in Corrigendum
129.	Vol-1	63	Bill of Material - Data center (Page:63)	<u>Distribution Switch</u>	Quantity 2 is mentioned but no specifications in the RFP We request you to incorporate attached specifications	Please refer to revised BOM in Corrigendum
130.	Vol-1	370	Technical Specification of Networking Items for DC and DR, Specification of Layer 2 switch For DMZ and Server Farm	The switch should have minimum 20 x Gigabit Ethernet Ports & 4 X dual –purpose Uplinks (four SFP-based Gigabit Ethernet ports).	The switch should have minimum 20xGigabit Ethernet ports &4xdual-purpose uplinks(four SFP-Based Gigabit Ethernet Ports) with optional slots for upto 4 10gig ports scalability (Reason-This will ensure the scalability with 10gig performance)	Please refer to the Corrigendum
131.	Vol-1	370	Technical Specification of Networking Items for DC and DR, Specification of Layer 2 switch For DMZ and Server Farm	Up to 255 VLANs should be supported	Up to 2000 802.1q VLANs should be supported. [Reason-For better security and management in DMZ zone we request you to increase the no. of VLAN. This will ensure the scalability in the core.]	Specifications are minimum and indicative in nature, SI can propose equivalent or better
132.	Vol-1	370	Technical Specification of Networking Items for DC and DR, Specification of Layer 2 switch For DMZ and Server Farm	25 Gbps switching fabric	Should support 88 Gbps minimum for wirespeed operation [reason-This is required to offer wirespeed operation of the proposed switches.]	Specifications are minimum and indicative in nature, SI can propose equivalent or better
133.			Technical Specification of Networking	<u>Addition of clause</u>	Should support close loop stacking with dedicated stacking ports offering minimum 48 Gbps bidirectional	No Change

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			Items for DC and DR, Specification of Layer 2 switch For DMZ and Server Farm		stacking bandwidth. [reason-This will offer high performance, redundancy}	
134.	Vol-1	370	Technical Specification of Networking Items for DC and DR, Specification of Layer 2 switch For DMZ and Server Farm	Wire-speed forwarding rate - 30 Mpps	Should support 90 Mpps [reason-This is required to offer wirespeed operation of the proposed switches.]	Specifications are minimum and indicative in nature, SI can propose equivalent or better
135.	Vol-1	372	Technical Specification of Networking Items for DC and DR, Specification of Layer 2 switch For DMZ and Server Farm	RMON I and II standards	RMON I and II or equivalent standards [Reason-There are many standards to do remote monitoring. So request you to add equivalent standards also. RMON is an old technology replaced by newer flow based technologies]	Specifications are minimum and indicative in nature, SI can propose equivalent or better
136.	Vol-1	374	Technical Specification of Networking Items for DC and DR, Specification of Internet Firewall Active & Failover unit	Firewall Throughput of 1GBPS for 64 byte packets	Firewall Throughput of 5 GBPS for 64 byte packets [reason-To achieve higher throughput and looking of future we request you to increase Firewall throughput to 5 Gbps for 64 byte packets]	Please refer to the Corrigendum
137.	Vol-1		Technical Specification of Networking Items for DC and DR, Specification of Internet	Encrypted Throughput : minimum 400 Mbps	Encrypted Throughput : minimum 1000 Mbps	Please refer to the Corrigendum

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			Firewall Active & Failover unit (Page:374)			
138.	Vol-1	374	Technical Specification of Networking Items for DC and DR, IOS Features	The Firewall should have Integrated specialized inspection engines for protocols Like HTTP, FTP, SMTP, DNS, SNMP, ICMP, SQL*Net, NFS, H.323 Versions 1 -4, SIP, MGCP, RTSP and TAPI over CTIQBE protocol, GTP, LDAP, ILS, RPC and many more.	The Firewall should have Integrated specialized inspection engines for protocols Like HTTP, FTP, DNS, SNMP, ICMP, SQL*Net, , SIP, MGCP, RTSP, LDAP, ILS, RPC and many more. [reason-The mentioned features are majorly used. So request you to include these features only.]	Specifications are minimum and indicative in nature, SI can propose equivalent or better
139.	Vol-1	374	Technical Specification of Networking Items for DC and DR, Specification of Internet Firewall Active & Failover unit	Virtual Interfaces (VLANs) support for at least 100 VLANs for forming Secure Server Farms and DMZs	Virtual Interfaces (VLANs) support for at least 4000 VLANs 802.1q for forming Secure Server Farms and DMZs [reason-For scalability to support more firewall segments, zones]	Specifications are minimum and indicative in nature, SI can propose equivalent or better
140.	Vol-1	374	Technical Specification of Networking Items for DC and DR, Specification of Internet Firewall Active & Failover unit	Scalability through VPN clustering and load balancing	This clause to be deleted as this is not a firewall not terminating VPNs. [reason-not a relevant feature.]	Specifications are minimum and indicative in nature, SI can propose equivalent or better
141.	Vol-1	376	Specification of Intrusion Prevention system, Active & Failover	<u>Addition of clause</u>	1. The vendor shall propose Intrusion Prevention System (IPS) hardware architecture that must be based on Network Processors, Field Programmable Gate Arrays (FPGAs), XLR Processor and Application Specific Integrated Circuits (ASICs) and should support stickiness.	No Change

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
					<p>2. The proposed NIPS solution must support hitless OS upgrade and software reboot. Thus not requiring any downtime for upgrade.</p> <p>3. The proposed IPS should support up to 10,000,000 concurrent network sessions and 230K connection per second.</p> <p>4. The proposed IPS vendor must provide coverage and response time statistics for Microsoft vulnerabilities for the Y2006-Y2009. The proposed NIPS must consistently provide a high coverage score (80% and above) and with speed of coverage in the negative range (True Zero Day protection).</p> <p>5. The proposed IPS solution must provide intrusion prevention functionality out of the box, with approx 1400+ filters enable in blocking mode by default. The IPS should support 2.5 Gbps of inspected Throughput, supporting 10 Copper ports, and 10gig scalable.</p> <p>The proposed NIPS solution must be in the leadership quadrant in Gartner NIPS Magic Quadrant for the past 3 years. The NIPS must also be ICSA Labs certified.</p>	
142.	Vol-1	402	Layer 2 Switch - Technical	Packet Buffer Memory 340KBytes Buffer Memory per Device	Packet Buffer Memory 1Mb Buffer Memory per Device	Specifications are minimum and indicative

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			Specification of Networking Items for DC and DR, Specification of Layer 2 switch (Page:402)		[reason-This will eliminate the data retransmission due to packet loss.]	in nature, SI can propose equivalent or better
143.	Vol-1	402	Layer 2 Switch - Technical Specification of Networking Items for DC and DR, Specification of Layer 2 switch (Page:402)	<u>Addition of clause</u>	IEEE 802.1q Vlans Minimum 512 Vlans with 4000 Vlan ID support with dynamic vlan assignments [reason-VLAN will give higher security and better management control]	No Change
144.	Vol-1	402	Layer 2 Switch - Technical Specification of Networking Items for DC and DR, Specification of Layer 2 switch (Page:402)	<u>Addition of clause</u>	Should support SSL/SSH/SNMP v1/v2/v3 management using IPv4 and IPv6 addresses [reason-to Allow secure access to the browser-based management GUI in the switch]	Please refer to the Corrigendum
145.	Vol-1	402	Layer 2 Switch - Technical Specification of Networking Items for DC and DR, Specification of Layer 2 switch (Page:402)	<u>Addition of clause</u>	Advanced access control lists (ACLs): MAC and IP-based ACLs, time based ACLs for both IPv4 and IPv6 packets [reason-to allow for greater flexibility with managing network access]	Please refer to the Corrigendum
146.	Vol-1	402	Layer 2 Switch - Technical Specification of Networking Items for DC and	<u>Addition of clause</u>	Switch Quantity is not clear	Please Refer to Revised BOM in the corrigendum

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			DR, Specification of Layer 2 switch (Page:402)			
147.	Vol-1	402	Layer 2 Switch - Technical Specification of Networking Items for DC and DR, Specification of Layer 2 switch	<u>Addition of clause</u>	Should Radius and 802.1x authentication support to implement security and authentication of users per switch port basis [reason: Enhanced Security]	No Change
148.	Vol-1	402	Layer 2 Switch - Technical Specification of Networking Items for DC and DR, Specification of Layer 2 switch	Switching fabric of 16 Gbps	Switching fabric of 36 Gbps and Performance of 20 Mpps to offer line rate performance [reason-This is recommended switching capacity for the Gigabit switch]	Please refer to the Corrigendum
149.	Vol-1	402	Layer 2 Switch - Technical Specification of Networking Items for DC and DR, Specification of Layer 2 switch	<u>Addition of clause</u>	Plus two additional 10/100/1000baseT/SFP Combo ports [reason-The switch needs to be uplinked to the LAN Core/WAN on 1000baseT, Better Performance, future investment protection.]	No Change
150.	Vol-1	62	RFP Volume I, Section no. 5.6 Page No. 62	Office automation	Please explain the term "Office automation" required at police station.	Office Automation tools like MS Office is required
151.	Vol-1	62	RFP Volume I, Section no. 5.6 Page No. 65	Generator set at Disaster Recovery Center (Silvassa PHQ)	Please specify the rating of the generator set at Disaster Recovery Center.	Please Refer to Revised BOM in the corrigendum
152.	Vol-1	68	RFP Volume I, Section no. 5.7 Page No. 68	Provisioning of the Routers (at CCTNS site) and Modems for locations to be connected directly with SWAN and all other hardware and network infrastructure provided for VPNoBB / WiMax / VSAT connectivity.	As per the Bill of Material of DC/DRC mentioned in section 5.6, the networking items like modem, router, NTU have to be provided by SI. Please clarify the deliverable of network connectivity.	Connectivity is not in scope of SI

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
153.	Vol-1	377	RFP Volume I, Annexure 10 Page No. 377	FC-IP Router	Please clarify the role of FC-IP Router at DC/DRC	Please refer to the Corrigendum
154.	Vol-1	59	RFP Volume I, Section no. 5.4 Page No. 59	Infrastructure at the District Training Centers - The SI is expected to setup the district training centers at each District Headquarters and Police HQs. The premises will be provided by the U.T Administration 'but the entire infrastructure (including but not limited to) such as projectors, computers, networking components, UPS required to run the training lab shall be provided by the SI.	1) How many projectors, computers, networking components and UPS are required to be installed at District Training Center and PHQ by SI? 2) What will be the sitting capacity of each District Training Centers?	The requirement may be sized keeping in view the current manpower of the UT and possible scaling up in future
155.	Vol-1	354	RFP Volume I, Annexure 10 Page No. 354	Annexure 10 – Technical Specifications (Indicative)	Please specify average transactions per second on Web Server.	As there are no previous transaction details, We can take 5000 users accessing the Web server.
156.			N/A	N/A	Do you have requirements of SMS gateway and Digital Signature of documents	Yes, interface with SMS and Payment Gateway is required + 250 digital signature are also required
157.			N/A	N/A	Do you have requirements of Payment Gateway Interface?	Yes, interface with SMS and Payment Gateway is required + 250 digital signature are also required
158.	Vol-1	70	Vol_I_Func. & Tech. Specification.1 Section: 5.8 IT Infrastructure at the Data Center and Disaster Recovery Center	CAS (UT) will be developed in two distinct technology stacks by the SDA at the Center. The SI is expected to bid with Microsoft technology stack in the response to this RFP. SI shall procure all the necessary underlying solution components required to deploy the CAS (U.T) solution for the U.T.	The SI is expected to bid with Microsoft technology stack in the response to this RFP. Is any specific reason for selecting Microsoft Tech. stack over Open Source?	Department users are trained and more comfortable on Microsoft technology
159.	Vol-1	34	Pg No. 34,	CAS UT will be developed in two distinct	But on Pg No. 71, Chapter 5, Section 5.8,	Yes

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			Chapter 3, Section 3.11, Technology Stack for CAS UT and CAS (Center)	technology stacks by the Software Development Agency at the Center. The details of the Technology Stacks are provided in Annexure 6. The SI is expected to bid with one of the technology stacks in response to this RFP	Infrastructure at the Data Center and Disaster Recovery Center it is mentioned that "the SI is expected to bid with Microsoft technology stack in the response to this RFP. SI shall procure all the necessary underlying solution components required to deploy the CAS (U.T) solution for the U.T.". So we assume that in this RFP it is limited for the SI to go with only one stack and that is the Microsoft stack. Please confirm?	
160.	Vol-1	63	Pg No. 63, Chapter 5, Section 5.6, Infrastructure at the Client Site Locations	MLLN for DC and MLLN for DR	We propose to have two different MPLS cloud connectivity from two different ISPs for connecting the 8 locations. Please confirm if this is ok?	Connectivity is not in scope of SI.
161.	Vol-1	64	Pg No. 64, Chapter 5, Section 5.6, Infrastructure at the Client Site Locations, Infrastructure at Data Center	Operating system windows 2008 / Solaris open source	Solaris O/S is currently from SUN and hence not an open source. So we assume that the line should read as 'Operating system windows 2008 / Solaris / Open source'. Please confirm?	Please refer to the Corrigendum
162.	Vol-1	64	Pg No. 64, Chapter 5, Section 5.6, Infrastructure at the Client Site Locations, Infrastructure at Data Center	Blade enclosure	What is the need for 2 Blade Enclosures? Can the SI quote the no. of Blade enclosures required as per the redundant design being proposed? Please confirm.	SI need to do the sizing and propose accordingly
163.	Vol-1	65	Pg No. 65,	Civil work of DC including false flooring , false	Please advise us on the approx. size of	Will comply with Tier 3

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			Chapter 5, Section 5.6, Infrastructure at the Client Site Locations, Infrastructure at Data Center	ceiling, electrical system, construction , Fire safety system	the physical space being provided for DC (in sq. mts.)	Data center standards. Physical space for Temporary DC would be provided by the department and details will be provided during the implementation.
164.	Vol-1	65	Pg No. 65, Chapter 5, Section 5.6, Infrastructure at the Client Site Locations, Infrastructure at Data Center	Civil work of DC including false flooring , false ceiling, electrical system, construction , Fire safety system	We assume that there would be a building and a room provided to the SI in which the temporary DC has to be constructed. Please confirm?	Yes.
165.	Vol-1	64	Pg No. 65, Chapter 5, Section 5.6, Infrastructure at the Client Site Locations, Infrastructure at Data Center	2 Mbps E1 channelized for branches	Please advise what are these branches? Are these the locations of the UT or some other branches which need to be connected from DC? There is also a requirement asked for the overall MPLS connectivity between 8 locations on 128 Kbps. So does it mean that 8 Kbps is required to connect the PS internally on a MPLS and all the locations would be then subsequently connected to DC via a 2 MBPS line? Also what is the full form of EI.	Connectivity is not in scope of SI. However, Branches are the different police offices in the UT. Its E1 and not EI
166.	Vol-1	64	Pg No. 65, Chapter 5, Section 5.6, Infrastructure at the Client Site Locations, Infrastructure at	Connectivity to Delhi 2 Mbps	We assume that the last mile connectivity at Delhi SDC from the termination point of the ISP would be the responsibility of the SDC service provider. Please confirm?	Connectivity is not in scope of SI.

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			Data Center			
167.	Vol-1	65	Pg No. 65, Chapter 5, Section 5.6, Infrastructure at the Client Site Locations, Infrastructure at Data Center	Cabling, Lighting and 40KVA UPS are asked for as 'LS'	Please advice on the full-form of LS?	LS here means lump sum. Revised BoM will be given in corrigendum.
168.	Vol-1	65	Pg No. 66, Chapter 5, Section 5.6, Infrastructure at the Client Site Locations, Infrastructure at Disaster Recovery Center at PHQ, Silvassa	Rack Mounted Servers asked are 6 and then there is a Database server, Web server, DNS Server and E-Mail servers. But the total OS asked are only 5	We assume that each server will have an OS and hence we need to quote for at least 8 OS. Please confirm?	Yes, Each Server shall be shipped with bundled OS
169.	Vol-1	65	Pg No. 66, Chapter 5, Section 5.6, Infrastructure at the Client Site Locations, Infrastructure at Disaster Recovery Center at PHQ, Silvassa	42 U rack are 4	We feel this is oversized as per the normal sizing practice. Please advise if we need to quote for 4 racks or do we quote for the adequate Racks keeping redundancy in mind?	SI need to do sizing and propose accordingly
170.	Vol-1	67	Pg No. 57, Chapter 5, Section 5.7, Network Connectivity for Police Stations,	The WAN connectivity for the CCTNS project will be provided by BSNL through MPLS connectivity at select offices and VPN on Broadband for rest of the offices	This means that the items mentioned in the BoM are not required. Hence please confirm if SI is responsible for providing the WAN and yearly WAN running costs at the UT or not?	Connectivity is not in scope of SI

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			Higher Offices, and DTC			
171.	Vol-1	73	Pg No. 74, Chapter - 5, Section - 5.8, IT Infrastructure at the Data Center and Disaster Recovery Center, Additional IT Services Monitoring & Management requirements, Bullet no. ii)	Application Performance Management System & End-User Monitoring System Web based Applications and Portals	All the specifications are open source specific. Please advise us on the Application Performance Management criterions for the Microsoft stack.	SI need to propose according to their solution offering
172.	Vol-1	249	Pg no. - 249, Annexure 4 – Service Levels, Post Implementation Phases SLAs, infrastructure availability	RPO (zero data loss in case of failure of primary DC) should be zero minutes	Normally to achieve RPO zero, we would need a Near Line Data Center within 10 KM radius - range of the DC with Optical fiber connectivity. So please advise of the same or alternatively please change the RPO from zero to a normal value of 4 hours	DR will be in Surat, DC will be in Silvassa and Nearline Site shall be near DC (Silvassa)
173.	Vol-1	278	Pg no. - 279, Annexure 7 - Post Implementation Support Services	SI shall provide a comprehensive warranty and on-site free service warranty for 5 years from the date of Go Live	Why is the comprehensive warranty required for all the equipment? Also if this is required, then you should not ask for repair onsite as incase of comprehensive warranty the equipment is normally directly replaced by the OEM. So we feel this is an ambiguity and needs to be addressed. We assume that we will go ahead with standard	The clause remains unchanged in the RFP

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
					warranty of 3 years and then subsequent comprehensive AMC for 2 years. Please confirm?	
174.	Vol-1	287	Pg No. - 288, Annexure 8 – Technical Architecture and standards, Technical Architecture, Key Components	Devices, Mobile Devices The solution would support SMS based service also accessible via portable devices such as mobile phones and PDA's	Do we need to provide for the SMS gateway server as well in case integration is required? Also what about the SMS service provider? Is this liaison done directly by the Police department or do we as SI need to factor our this SMS costs into our costs of the bid?	SMS gateway integration is required. SI shall liaison with the service provider and factor any costs relevant while bidding
175.	Vol-1	295	Pg No. - 296, Anx 8 – Technical Architecture & standards, Deployment Architecture (Centralized), Enterprise Systems Management node	Diagram for Network, L2 Switch1 and L2 Switch2	The diagram is not very clear and on zooming in to the PDF, it becomes more distorted. Please provide a clearer picture. A soft copy would be preferable for the image. Also from the domestic connectivity routers should be actually Load Balancers and not switches	Please refer to corrigendum for logical diagrams
176.	Vol-1	295	Pg No. - 296, Annexure 8 – Technical Architecture and standards, Deployment Architecture (Centralized), Enterprise Systems Management node	Diagram for Network, Outside L2 SW1 and Outside L2 SW2	These should be the hardware Load Balancers and not switches	Please refer to corrigendum for logical diagrams
177.	Vol-1	296	Pg No. - 297,	Information Security Measures diagram	The diagram shown is the network	Please refer to

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			Annexure 8 – Technical Architecture and standards, Deployment Architecture (Centralized)		architecture. Please define the overall desired security architecture required by UT	corrigendum for logical diagrams
178.	Vol-1	358	Pg no. - 359, Annexure 10 – Technical Specifications (Indicative)	Specifications for Application Server, Intranet Web Server, Mail Messaging Server, Directory server at DC and DR, CPU-X86 based Processor with 64 bit extensions (EM64T).Processor Core Per CPU should be Four(Quad Core)	We can understand that the application server is required on a 4 CPU quad core = 16 core server (as suggested by CAS SDA) but what is the need to have the Mail, Web and the DNS server on 16 core? This is unnecessarily sized and it should be a normal maximum 2 CPU dual core or Single CPU quad core for Web, mail and DNS. Also for a 16 core server the memory should be at least 64 GB whereas the memory asked is 32 GB which is very less as compared to the sizing of a 16 core servers	Specs are minimum and indicative in nature, SI can propose equivalent or better specs as per their proposed solution
179.	Vol-1	Page 389	Infrastructure Services	Database Services – Monitor various critical relational database management system (RDBMS) parameters such as database tables / table spaces, logs etc.	What is the Database OEM & how many instances going to be used for this project?	SI should size and chose according to their solution offering
180.	Vol-1	389 - 390	Application Performance Management	Ability to identify the potential cause of memory leaks	How many Application servers going to be used or confirm total JVM count if application is using Java platform.	Application servers will 4 nos. 2 each in DC & DR
181.	Vol-1	357	Specification of Blades Enclosure: Dual network connectivity for each blade server for redundancy should be provided.	Dual network connectivity for each blade server for redundancy should be provided.	Blade chassis must be 10Gbps ready and Blade enclosure should accommodate Intel/AMD/Itanium 64Bit Blade servers in same chassis and must support the 4 CPU blade servers in same chassis for future scalability. The offered blade chassis must support at least 16 blade servers in chassis. The blade chassis	Please refer to the corrigendum

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
					should be scalable to consider the future growth and hence it should support 16 nos of half size Intel servers/8 nos of full height EPIC Itanium blades. Today the network backbone is on 1Gbps and future roadmap would be 10Gbps LAN hence considering the 10Gbps we recommend the Blade chassis should be 10Gbps ready and there should be possible to install 10Gbps cards without replacing the existing blade chassis. The blade chassis should be scalable to consider the future growth and hence it should support 16 nos of half size Intel servers/8 nos of full height EPIC Itanium blades.	
182.	Vol-1	366	Scalability: Tape Library shall support scalability for more than 4 Number of LTO-5 and 120 slots either within the same frame or by cascading another frame	Scalability: Tape Library shall support scalability for more than 4 Number of LTO-5 and 120 slots either within the same frame or by cascading another frame	Scalability: Tape Library shall support scalability for 4 Number of LTO-5 and minimum 48 or maximum 96 slots either within the same frame or by cascading another frame. Industry standard four LTO5 drives are available with 48 and 96 slots and considering the servers backup requirement we request you to kindly consider 96 slots maximum as a cost effective solution	Please refer to the corrigendum
183.	Vol-1	366	Capacity: Shall support Native data capacity of 36TB (uncompressed) expandable to	1. Shall support Native data capacity of 144TB (uncompressed) expandable to 288TB (2:1 compressed). 2. Shall be offered with four nos of LTO5 FC tape drives. Tape Drive shall support	1. Shall support Native data capacity of 144TB (uncompressed) expandable to 288TB (2:1 compressed). 2. Shall be offered with four nos of LTO5 FC tape drives. Tape Drive shall support	Specs are minimum and indicative in nature, SI can propose equivalent or better

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			72TB (2:1compressed) Shall be offered with 24 Cartridge slots.	encryption. 3. Shall be offered with 96	encryption. 3. Shall be offered with 96 Cartridge slots. 96 slots provides scalability to consider the existing and future growth of backup	
184.	Vol-1	366	Partitioning:	Offered Tape Library shall have partitioning support so that each drive can be configured in a separate partition. Cartridge slots.	This will be helpful to create single library in to logical partition	Please refer to the corrigendum
185.	Vol-1	366	Encryption device:	Offered Library shall be provided with a hardware device like USB key, separate appliance etc. to keep all the encrypted keys in a redundant fashion.	Considering the criticality of the entire project, we strongly suggesting the encryption must be consider while considering the Tape Library	Please refer to the corrigendum
186.	Vol-1	358	Specification for Blade Enclosure	SAN Connectivity	Pls clarify the SAN Connectivity whether SI needs to provide Fiber Channel Pass through or Fiber Channel Switch within the Chassis.	Please refer to the corrigendum
187.	Vol-1	359	Specification for Blade Server (App, Mail etc)	CPU	Pls clarify the scalability of the processors in terms of socket	The clause remains unchanged in the RFP
188.	Vol-1	359	Specification for Blade Server (App, Mail etc)	SAN Connectivity	Pls clarify no of FC HBA required i.e. (1 x Dual Port or 2 x Single Port)	1FC HBA card is required in Database and Application servers
189.	Vol-1	361	Specification for Blade Server (Web, Proxy)	CPU	Pls clarify the scalability of the processors in terms of socket	The clause remains unchanged in the RFP
190.	Vol-1	361	Specification for Blade Server (Web, Proxy)	SAN Connectivity	Pls clarify no of FC HBA required i.e. (1 x Dual Port or 2 x Single Port)	1FC HBA card is required in Database and Application servers
191.	Vol-1	362	Specification for	Capability & Scalability	Disk size should be 300 GB 15 K RPM for	Specs are minimum and

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
			SAN Storage		better performance in terms of no of spindles will be increased	indicative in nature, SI can propose equivalent or better
192.	Vol-1	366	Specification for Tape Library	Scalability	120 slots will be both required as per the total data size , request you to change the no of slots from 120 to 96 slots	Already answered
193.	Vol-1	390	Specification for Tape Library	Database Service	Pls elaborate this point.	Query is not clear
194.	Vol-1	393	SLA Monitoring	Meantime for restoration of Data center etc	Pls elaborate this point.	Monitoring of Database server is required
195.	Vol-1	397	SLA Monitoring	Messaging Services	Pls clarify the no of mail boxes required.	650
196.	NA	NA			Database: What is the expected growth of the database in next few years	10% per year growth is expected and SI to build that into his proposed solution
197.	NA	NA			Web server: Indicate the number of registered users	5000 portal users
198.	Vol-1	57	Clause 5. 3.2 / pg 57 / Vol I	Regression, Integration, System and Functional Testing & Test Data Preparation	It is requested that the department provides us some data to undertake testing. It is our experience that testing on sample data created by software professionals has some gaps. These can cover if real data is available.	Will provide to successful bidder
199.	Vol-1	61-66	Clause 5.6 / pg 61 - 66/ Vol I	Infrastructure at Client Location	A list of infrastructure is provided. Is this list all exhaustive or can the SI built his solution which may have some variations to the above and still fulfill all objectives.	Refer to Revised BoM in a corrigendum
200.	Vol-1	386	Basic Requirements	Should be SNMP v1, v2, v3 and MIB-II compliant.	Should be SNMP v1, v2 and v3 compliant.	No Change
201.	Vol-1	387	Fault Management	Should provide an integrated performance view for all the managed systems and networks along with the various threshold violations alarms in them. It should be possible to drill-	Should provide an integrated event view for all the managed systems and networks along with the various threshold violations alarms in them. It	No Change

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
				down into the performance view to execute context specific reports.	should be possible to drill down into the performance and event views to execute context specific reports	
202.	Vol-1	387	Fault Management	Should provide the following reports for troubleshooting, diagnosis, analysis and resolution purposes: Trend Reports, At-A-Glance Reports, & capacity rediction reports.	Should provide a variety of reports for troubleshooting, diagnosis, analysis and resolution purposes such as Trend reports, At-A Glance reports, etc. It should also provide the capability to additional user-defined reports and customize existing reports.	No Change
203.	Vol-1	387	Fault Management	Should be able to auto-calculate resource utilization baselines for the entire managed systems and networks and allow user to set corresponding upper and lower threshold limits	The systems should allow defining baselines formulae for different set of infrastructure. It should allow user to define upper and lower threshold limits in a way wherein it almost burst threshold definition, duration threshold and combination.	No Change
204.	Vol-1	388	Presentation	Should provide custom visual mapping of L2 and L3 devices connectivity and relationships.	Should provide topology view for L2/L3 device connectivity.	No Change
205.	Vol-1	389	Application Performance Management	Proactive monitoring of all end user transactions	Proactive monitoring of all end user transactions; detecting failed transactions; gathering evidence necessary for problem diagnose	No Change
206.	Vol-1	390	Reporting	Should be able to generate all sorts of SLA Reports.	It should be able to generate variety of SLA Reports.	No Change
207.	Vol-1	391	Network Management	The Network Management function should collect and analyze the data	The Network Management function should collect and analyze the data. Once collected, it should automatically store data gathered by the NMS system in a database. This enterprise-wide data should be easily accessed from a central location and used to help with capacity	No Change

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
					planning, reporting and analysis.	
208.	Vol-1	391	Network Management	The Network Management function should also provide information on performance of Ethernet segments, WAN links and routers.	The Network Management function should also provide information on performance of Ethernet segments, including capacity utilization and error statistics for the segment, WAN links and routers.	No Change
209.	Vol-1	391	Network Management	Alerts should be shown on the Event Management map when thresholds are exceeded	Alerts should be shown on the Event Management map when thresholds are exceeded and should subsequently be able to inform Network Operations Center (NOC) and notify concerned authority using different methods such as pagers, emails, etc.	No Change
210.	Vol-1	392	SLA Monitoring	<p>The SLA Monitoring function of the EMS is by far the most important requirement of the DC/DR Project. The SLA Monitoring component of EMS will have to possess the following capabilities:</p> <ul style="list-style-type: none"> o EMS should integrate with the application software component of portal software that measures performance of system against the following SLA parameters: Response times of Portal; Uptime of data centre; Meantime for restoration of Data Centre etc; o EMS should compile the performance statistics from all the IT systems involved and compute the average of the parameters over a quarter, and compare it with the SLA metrics laid down in the RFP. o The SLA monitoring component of the EMS 	<p>The SLA Monitoring function of the EMS is by far the most important requirement of the DC/DR Project. The SLA Monitoring component of EMS will have to possess the following capabilities:</p> <ul style="list-style-type: none"> o EMS should integrate with the application software component of portal software that measures performance of system against the following SLA parameters: Response times of Portal; Uptime of data centre; Meantime for restoration of Data Centre etc; o EMS should compile the performance statistics from all the IT systems involved and compute the average of the parameters over a quarter, and 	No Change

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
				<p>should be under the control of the authority that is nominated to the mutual agreement of Director, the partner so as to ensure that it is in a trusted environment.</p> <p>o The SLA monitoring component of the EMS should be subject to random third party audit to vouchsafe its accuracy, reliability and integrity.</p>	<p>compare it with the SLA metrics laid down in the RFP.</p> <p>o The EMS should compute the weighted average score of the SLA metrics and arrive at the quarterly service charges payable to the Agency after applying the system of penalties and rewards.</p> <p>o The EMS should provide details of uptime/downtime/availability report details based on which penalties can be calculated</p> <p>o The SLA monitoring component of the EMS should be under the control of the authority that is nominated to the mutual agreement of Director, the partner so as to ensure that it is in a trusted environment.</p> <p>o The SLA monitoring component of the EMS should be subject to random third party audit to vouchsafe its accuracy, reliability and integrity.</p>	
211.	Vol-1	392	Reporting	The Reporting and Analysis tool should provide a ready-to-use view into the wealth of data gathered by Management system and service management tools. It should consolidate data from all the relevant modules and transform it into easily accessible business-relevant information. This information, should be presented in a variety of graphical formats can be viewed interactively	The Reporting and Analysis tool should provide a ready-to-use view into the wealth of data gathered by Management system and service management tools. It should help generating variety of reports and the relevant information easily accessible to business pertaining to servers/ network devices being monitored. This information, should be presented in a variety of graphical formats can be viewed interactive	No Change
212.	General	1	General	PKI Security and Encryption	As we understand that security should be an integral part of the infrastructure	HSM is required, Refer to Revised BOM in

Responses to the Bid Queries - CCTNS Project, Daman & Diu And Dadra & Nagar Haveli held on Dt.06/05/2011

SI	RFP Vol #	Pg. #	Bidding Document Reference(s) (Section Number / Page)	Content/details as mentioned in RFP	Query/recommendations by the bidder	Response
					and therefore to ensure integrity and confidentiality, the data collected (both online and offline) at the police location should be digitally signed and encrypted before it is sent from one location to other / central data center. Appliance based FIPS certified Hardware Security module shall help in security of the signing key, key management and multifactor authentication to access the key and most significantly it will enhance the performance of the complete system by offloading the complete cryptography. All data interchanged among various police offices and between the users of an application interface, Core application, Police agencies and CCTNS databases should be digitally signed and encrypted using the PKI infrastructure. Hardware Security Module should be used to provide a higher level of security. The PKI public and private keys will be stored inside the hardware module thus making it inaccessible, tamper proof and highly secure.	corrigendum