



**Police Headquarters, Chhattisgarh**  
**Sector- 19, Naya Raipur- 492 002, Chhattisgarh**  
**Tel No: + 91 771-2511606, Website: [www.cgpolice.gov.in](http://www.cgpolice.gov.in)**

**Corrigendum -1**

**Date: 31-08-2017**

**Name of the work: “Selection of Implementation Agency for Chhattisgarh State Dial 112 Emergency Response System”**

With reference to the **NIT No. RFP No- PHQ/Tech Ser./P1/166/17 dated 11th August 2017**; the following clarifications are issued in Corrigendum-1.

S. No	RFP Reference	Existing Clause	Revised Clause
1.	Vol-1 Section 3.6 Technical Evaluation Framework → Bidder's Organizational Strength and Experience point no 6	Number of state wide centralized implementation of the proposed CAD solution in India or abroad.  Criteria Details: 1 Marks for each completed project (or Go-Live achieved).	Number of state wide or city-wide or multi-city centralized implementation (catering to a population of at least 1 Crore) of the proposed CAD solution in India or abroad.  Criteria Details : a). 1 Marks for each completed project (or Go-Live achieved) b). 0.5 Marks for on-going project
2.	Volume 1, Selection Process for Bidder	Pre-qualification Criteria point 1: The Bidder / Lead Bidder must be a registered company in India, registered under the Companies Act 1956 and subsequent amendments thereto. The Bidder should be operating in India for the last five years as on 31/03/2017	The Bidder / Lead Bidder must be a registered company in India, registered under the Companies Act 1956 and subsequent amendments thereto. The Bidder should be operating in India for the last five years as on date of release of this RFP.
3.	Volume-1, Service Level Agreement	Implementation Phase SLAs point 1: The SI is expected to mobilize the team for commencement of work for this project within 15 days of issuance of Letter of Intent (LoI) Target: Complete Team Mobilization within 15 days	To be read as : The SI is expected to mobilize the team for commencement of work for this project within 15 days of issuance of Letter of Intent (LoI) Target: Complete Team Mobilization within 15 days as per resource deployment plan
4.	Vol 2- 7 Annexure 1: Minimum Technical Specification	Point no 3: The call center solution should have been implemented in minimum 1 projects (Emergency/Non-Emergency/BPO) handling over 50,000 calls per day in India or abroad. Documentary evidence to be submitted.	Point no 3 stands deleted
5.	Vol 2- 7 Annexure 1: Minimum Technical Specification	55” Video Wall Cube point no 37: Redundant Dual Power Supply - Cube should be equipped with a built in dual redundant power supply	Point stands deleted
6.	Vol 2- 7 Annexure 1: Minimum Technical Specification	55” Video Wall Cube point no 37: Screen to Screen Gap ≤ 0.3 mm	Point stands deleted
7.	Vol 2- 7 Annexure 1: Minimum Technical Specification	Network Switch point no 6: The switch should support layer 3 routing protocols such as OSPF, EIGRP, BGPv4, IS-IS, RIPv2, Policy-Based Routing (PBR), HSRP	Network Switch point no 6: The switch should support layer 3 routing protocols such as OSPF,BGP4,IS-IS,RIPv2,PBR,HSRP etc.
8.	Volume 2 – Scope of Work and Specifications → Section 4 Timelines	Timelines:- Contract Signing - T Resource Deployment - T+3 days Inception Phase - T+15 Days Requirement Phase - T+30 Days	Contract Signing - T Resource Deployment(key resources) - T+7 days Inception Phase - T+15 Days Requirement Phase - T+30 Days



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S. No	RFP Reference	Existing Clause	Revised Clause
		Design Phase - T+45 Days Development Phase- T+ 60 Days Integration & Testing Phase in 11 Districts -T+ 80 Days Go-Live in 11 Districts -T+90 Days Operations & Maintenance Phase -5 years from date of Go live	Design Phase - T+45 Days Development Phase- T+ 60 Days Integration & Testing Phase in Raipur District -T+ 80 Days Go-Live in Raipur District -T+90 Days Go-Live in remaining Districts -T+120 Days Operations & Maintenance Phase -5 years from date of Go live
9.	Volume 2, Section 2 Functional Requirements	List of minimum functionality point 9 Mobile application-> Senior Officer App functionalities: <ul style="list-style-type: none"><li>▪ View events status, tips, feedback</li><li>▪ View Statistics, dashboard</li><li>▪ View complaints</li></ul>	Senior Officer App functionalities: <ul style="list-style-type: none"><li>▪ View events status, tips, feedback-&gt; System should allow user to view status of each events category wise, tips based on severity and location/office wise feedbacks etc.</li><li>▪ View Statistics, dashboard-&gt; System should allow user to view date and category wise statistics, weekly/fortnightly/monthly/yearly dashboard etc.</li><li>▪ View complaints -&gt; System should allow user to location/category wise complaint and their action taken</li></ul>
10.	Volume-2 , 1.4.9 Acceptance Criteria and Procedure	The successful completion of the project requires the acceptance by concern authority on all the deliverables prepared and delivered pursuant to the Surveillance Project, including the System. The acceptance procedure described in this Clause is in addition to, and not in derogation of, the acceptance procedure laid down in the RFP.	The successful completion of the project requires the acceptance by concerned authority on all the deliverables prepared and delivered pursuant to the Dial 112 Project, including the System. The acceptance procedure described in this Clause is in addition to, and not in derogation of, the acceptance procedure laid down in the RFP.
11.	Volume-2, Annexure 1: Minimum Technical Specification	Point no 49 Enterprise Management System	Refer Annexure 3 below
12.	Volume-2, Bill of Material	CAD MDT Licenses-290 7” MDT – 240 + Additional 15 for Highway Patrol Vehicles Biometric Attendance System for ERVs – 240 SIM Cards (3G /4G) with data connection - 600	CAD MDT Licenses- 302 7” MDT – 252 + Additional 15 for Highway Patrol Vehicles Biometric Attendance System for ERVs – 252 SIM Cards (3G /4G) with data connection - 612
13.	Volume -3, Master Service Agreement, 1. Conditions Precedent & Effective date (cl – 4 (I) -	the SI shall, within 15 days after the receipt of Letter of Award from Chhattisgarh Police, furnish Five (5) unconditional, irrevocable and continuing Performance Security/Guarantees to	The SI shall, within 15 days after the receipt of Letter of Award from Chhattisgarh Police, furnish Five (5) unconditional, irrevocable and continuing Performance Security/Guarantees to Chhattisgarh Police,



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S. No	RFP Reference	Existing Clause	Revised Clause
	Conditions Precedent of the System Integrator, pg – 6 )	Chhattisgarh Police, each for an amount equal to 2% of the Total Value of Contract, from a nationalized or a scheduled bank in the format provided in Annexure 5 of Volume 1 of this RFP. The Performance Security shall be valid for entire Term and expiry of six months thereafter;	each for an amount equal to 2% of the Total Value of Contract, from a nationalized or a scheduled bank in the format provided in Annexure 5 of Volume 1 of this RFP. The Performance Security shall be valid for entire Term and expiry of three months thereafter;
14.	Volume -3, Master Service Agreement, 6. Events of Default by the SI (cl – 13, pg – 17)	i. The failure on the part of the SI to perform any of its obligations or comply with any of the terms of this Agreement shall constitute an Event of Default on the part of the SI. The events of default as mentioned above may include, inter-alia, the following: a) the SI has failed to perform the obligations under this Agreement; or b) the SI has exceeded cap on any liquidated damages; c) the SI has failed to conform with any of the service specifications as set out in the RFP or this Agreement; d) the SI has failed to demonstrate or sustain any representation or warranty made by it in this Agreement, with respect to any of the terms of its Proposal, the RFP and this Agreement; e) there is a proceeding for bankruptcy, insolvency, winding up or there is an appointment of receiver, liquidator, assignee, or similar official against or in relation to the SI or Consortium Member; f) the SI or Consortium Member has failed to comply with or is in breach or contravention of any Applicable Laws;	"i. The failure on the part of the SI to perform any of its obligations or comply with any of the terms of this Agreement shall constitute an Event of Default on the part of the SI. The events of default as mentioned above may include, inter-alia, the following: a) the SI has failed to perform the obligations under this Agreement solely due to its own (or its subcontractor, agent, consortium partners etc.) acts or omissions; or b) the SI has exceeded cap on any liquidated damages; c) the SI has failed to conform with any of the service specifications as set out in the RFP or this Agreement solely due to its own (or its subcontractor, agent, consortium partners etc.) acts or omissions; d) the SI has failed to demonstrate or sustain any representation or warranty made by it in this Agreement, with respect to any of the terms of its Proposal, the RFP and this Agreement; e) the SI has insolvency, receivership, reorganization, bankruptcy, or proceedings of a similar nature brought against it; f) the SI or Consortium Member has failed to comply with or is in breach or contravention of any Applicable Laws;
15.	Pre- bid queries		Annexure 1

Note: All other terms and conditions shall remain same.

Additional Director General of Police  
(Technical Services)  
Chhattisgarh Police

**Annexure 1: Pre-bid Queries**

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
1	Vol 1 - Bidder's Organizational Strength and Experience (Total Mark -50) Serial No. 6 Page No 37	Criteria - Number of state wide centralized implementation of the proposed CAD solution in India or abroad.  Criteria Details : 1 Marks for each completed project (or Go-Live achieved)  Documentary Evidence - Copy of work order(s) and scope of work · Go-Live / Satisfactory performance certificate(s) of operations from the client	Criteria is favoring only Global CAD OEM Companies and which is highly restrictive in nature. CAD OEM Companies in India who have good experience must also be given a fair chance.  Also Further the no of state wide roll out is limited since the technology adoption is at the early stage. The Criteria needs to be modified with Number of State wide Implementation / City Implementation with more than 10 Million Population / Multi City Operations.  2.5 Marks for each completed project (or Go-Live achieved) / 1 Mark for an On-Going Project  Copy of work order(s) and scope of work ( On-Going Project )  Go-Live / Satisfactory performance certificate(s) of operations from the client ( Completed Project )	Please refer Corrigendum.
2	Vol-1 Page 40,1 Program Manager = 4 marks	1 Program Manager = 4 marks	This clause was amended in previous tender, request the qualifications of project manager to be kept similar to previous RFP corrigendum. a)Educational Qualification: · BE / B. Tech / MCA = 1 Marks · Else 0 b)Certification : · PMP / Prince 2 Certification or MBA = 1 Marks	No Change. As per RFP.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
3	Vol 1- Page 43,Solution Architect	TOGAF or equivalent – 1 Marks	Request to remove this certification.	No Change. As per RFP.
4	Vol 1 Page no. 133 Point no.5	<p>SLA Parameter Vehicle Availability including device availability (i.e. a vehicle shall be considered unavailable during the time when device of that vehicle is not functional for any reason or when the vehicle itself is not available)</p> <p>Definition &amp; Target Availability in Percentage= (Total Hours for which vehicles are actually available in a month)/(Total Vehicle Hours in a month)/) x100 Target-100%</p>	<p>Bidders Concern: Vehicle are provided by the Police Department as per RFP. So kindly confirm additional ERV's other than on-field ERV's by Police department to achieve the SLA of vehicle availability.</p> <p>Request: Department has to provide at least 5% additional vehicles other than on-field ERV's. OR SLA related to the Vehicles availability should be removed from the bidder's scope.</p>	<p>Department to provide additional 5% of the vehicle i.e. 12 additional ERVs for each district to achieve the 100% availability.</p> <p>SI would need to provision additional MDTs, CAD licenses, SIM card, biometric attendance etc. for these vehicles</p>
5	Vol 1 Page No 101 Point No.34	ERV Operation Cost (including all costs related to operation of vehicles such as Insurance, Maintenance, Permits etc. but excluding fuel and driver cost)	<p>Bidders Concern: Insurance cost to be born by bidder. As it has been mentioned in RFP that Insurance of vehicle is in the bidders scope, but as per best of our knowledge, no insurance company is ready to give 1st party insurance for the vehicles registered in the name of police department.</p> <p>Request: All the vehicles should be covered under 1st Party Insurance for five years. It is a responsibility of Police department to get that 1st party insurance on chargeable basis to the bidder . OR Any mishaps / damages with ERV's and any legal / financial implications because of ERV's will not be a bidders responsibility.</p>	<p>No Change. As per RFP. Department has taken confirmation from the insurance company that they shall provide 1st party insurance for the vehicle. SI to provision the insurance amount in their bid.</p> <p>Department shall provide the necessary assistance in getting the vehicle insured.</p>
6	Vol 1 Page 101 to 102 point no. 34,35,36	Vehicle Maintenance and fuel for 100 KM per day.	<p>As per RFP running of Vehicles will be 100 KMs per day/ per vehicle and then after bidder has to quote per KM charges.</p> <p>Bidders Concern: Unless we know the make &amp; model of ERV's, how we</p>	<p>The make and Model of the ERVs are: 4 wheeler: Tata Sumo Gold 2 wheelers: Bajaj Pulsar 150 CC</p>

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
			<p>will be able to quote the exact cost of maintenance and fuel for 100 KMs per day / Vehicle and then after per KM charges. Request: Department has to provide the exact make and model of ERV's.</p>	
7	Vol 2, Page 18,1.5 Roles & Responsibilities	Vehicle Purchase- All four and two wheeler ERV (Tentative four wheeler to be purchased- Tata Sumo, Mahindra Bolero or any other equivalent vehicle of cost INR 7 lakhs approx.)	Vehicle to be purchased by department should be finalized before hand, as fuel efficiency and average mileage varies based on the make and model of the vehicle, we request your good office to provide final make and model of the vehicle along with the corrigendum.	Please refer to response of S.No 6
8	Vol 2, Page 47, Sec 7, Evaluation Criteria for Contact Center	NIL	<p>Request to add: "All components of the Contact Center like IP PBX, ACD, Multimedia System, CTI, Call Recording System, Contact Center Reporting, Dialer &amp; IP Phones should be from same OEM." Justification: All these components are crucial part of the contact center system and need to integrate seamlessly for the complete system to work without any service disruption. Since this is an "Emergency Contact Center", it is very important that there should be no service disruption like call drops, loss of call data, loss of call recordings etc as it can have severe legal implications. Hence it's recommended to have all components from single OEM for seamless integration.</p>	No Change. As per RFP.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
9	Vol 2- 7 Annexure 1: Minimum Technical Specification 15. CAD Software Page No 68.	The call center solution should have been implemented in minimum 1 projects (Emergency/Non-Emergency/BPO) handling over 50,000 calls per day in India or abroad. Documentary evidence to be submitted.	This is a PQ for the Contact Centre Solution and has been mentioned under the Minimum Technical Specifications of the 1. Contact Center ( Page 47 )  This clause is repeated and should not be applicable to the CAD Software.  This clause was deleted in the corrigendum issued during the last bid. Kindly delete this clause from the CAD Specifications.	Please refer Corrigendum.
10	Vol 2 Page 103 Video wall 37. Redundant Dual Power Supply	Cube should be equipped with a built in dual redundant power supply	In IPS panel dual power supply is not available, it is available in rare projection DLP cubes. So kindly remove this clause.	Please refer Corrigendum.
11	Vol 2 Page 103 Video wall 38. Redundant Dual Power Supply	Scree to Screen Gap <_0.3 mm	In IPS .3mm panel Bezel Width is not available, it is available in rare projection DLP cubes. So kindly remove this clause.	Please refer Corrigendum.
12	Volume 2 - Annexure 2; Sr. 45	Location Intelligence Platform	Please confirm if any TSP does not have relevant platform to provide location than shall the OEM be responsible to directly integrate with telecom network to get the location	Bidder may integrate with telecom network to get the location. However if TSP does not have relevant platform to provide location then OEM shall be responsible to directly integrate with telecom network to get the location
13	Volume 2 - Annexure 2; Sr. 42	Location Intelligence Platform	Considering the Location Intelligence platform has to be integrated with all TSPs of Chhattisgarh Circle for providing location of distress callers, kindly confirm the OEM shall have experience of integrating with all CG Circle TSPs.	No Change. As per RFP.
14	Volume 2 - Annexure 2; Sr. 43	Location Intelligence Platform	Considering the nature of the solution, OEM shall have atleast one similar deployment in any of the Indian state emergency services.	No Change. As per RFP.
15	Volume 2 - Annexure 2; Sr. 44	Location Intelligence Platform	The OEM shall have existing connectivity with all TSPs	No Change. As per RFP.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
16	Vol 2- 7 Annexure 1: Minimum Technical Specification 15. CAD Software Page No 68.	The call center solution should have been implemented in minimum 1 projects (Emergency/Non-Emergency/BPO) handling over 50,000 calls per day in India or abroad. Documentary evidence to be submitted.	<p>This is a PQ for the Contact Centre Solution and has been mentioned under the Minimum Technical Specifications of the 1. Contact Center ( Page 47 )</p> <p>This clause is repeated and should not be applicable to the CAD Software.</p> <p>This clause was deleted in the corrigendum issued during the last bid. Kindly delete this clause from the CAD Specifications.</p>	Please refer point no 9
17	Volume 2	Item 11 ( Network Switch )	The switch should support layer 3 routing protocols such as OSPF,EIGRP,BGP4,IS-IS,RIPv2,PBR,HSRP – some of the protocols lie EIGRP are vendor specific and functionally Layer 3 features are not ideally needed on edge layer. Kindly remove it	Please refer Corrigendum.
18	Volume 2 – Scope of Work and Specifications, 3.3 Common guidelines regarding the compliance of equipment/ systems, Page No. 37 of 242	Bidder should ensure that only one make and model is proposed for one component in Technical Bid for example all 7” MDTs must belong to a single OEM and must be of the same model etc	<p>Since as System Integrator, We are responsible to meet the technical specification and SLA levels for the entire technical Solution, we request you not to insist for single make /model in the contract. Alternatively, you may kindly approve at least three makes and models for each of the equipment to be provided for this project.</p> <p>This will help the SI to offer a very competitive price to the customer by taking aggressive risks on their costs, which will totally benefit the customer. If only one make is insisted the vendor does not support the SI in times and therefore the cost go up considerably.</p> <p>For your Kind information, in almost all of the government contracts there is a list of Compendium of Suppliers approved for each of their item required for the Project. This list is made part of the contract. During execution of the contract, the SI/Contractor shall have to supply materials of makes/vendors who are in</p>	The specifications of the tender are open and multiple OEMs comply with it. SI need to negotiate with them before the bid submission and should propose single Make and Model for each category of items. <b>Any bid with multiple Makes for an item shall be summarily rejected.</b> Support letters to be provided from the OEMs along with the bid.



S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
			that list only. This is followed in RRVPNL/RVVNL/JVVNL/PGCIL/NTPC/NPCIL. Hence we request you to kindly accept the same	
19	Volume 2 – Scope of Work and Specifications, 5 Milestones and Payment Criteria, Page No. 41 of 242	<p>Delivery and Receipt of material at site and after Verification of such items by Department of Police - 20% payment of Capital Cost</p> <p>Power-up (for hardware), Installation, configuration and ready for Application deployment - 20% payment of Capital Cost</p> <p>Web Portal and Mobile App deployment - 10% of the Capital Cost</p> <p>Command and Control Centre application and Manpower deployment - 10% of the Capital Cost</p> <p>Integration with Dial 108 - 5% of the Capital Cost</p> <p>Integration with Fire Department - 5% of the Capital Cost</p> <p>Go live 11 district - 10% of the Capital Cost</p> <p>Completion of respective quarter's operation &amp; maintenance as per requirements of the RFP -5% of the Operational Cost per quarter</p> <p>(M1 – M60) of the Operations &amp; Maintenance Phase - 1% of the Capital Cost per quarter</p>	<p>Delivery and Receipt of material at site and after Verification of such items by Department of Police - 30% payment of Capital Cost</p> <p>Power-up (for hardware), Installation, configuration and ready for Application deployment - 20% payment of Capital Cost</p> <p>Web Portal and Mobile App deployment - 20% of the Capital Cost</p> <p>Command and Control Centre application and Manpower deployment - 10% of the Capital Cost</p> <p>Integration with Dial 108 - 5% of the Capital Cost</p> <p>Integration with Fire Department - 5% of the Capital Cost</p> <p>Go live 11 district - 10% of the Capital Cost</p> <p>Completion of respective quarter's operation &amp; maintenance as per requirements of the RFP -5% of the Operational Cost per quarter</p>	No Change. As per RFP.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
20	GST	GST	As per GST law, We would like you to amend the payment terms as requested in SI.No.2 to enable the Input Tax Credit (ITC), hence 100% payment shall be made to the bidder within a period of 6 months from invoice date. Further, in case of any dispute on the payment to be made to the supplier, the same shall be settled on or before within a period of 6 months from invoice date.	Client will endeavor to make the payments within 6 months of invoice submission.
21	GST		We request you to add the following points As per statutory variation clause, Vol.3 of RFP, page 17, in case of change in indirect taxes due to change in indirect tax laws.....Chhattisgarh police shall verify these documents and if applicable and approved in writing by Chhattisgarh police, the SI shall incorporate such change into subsequent regular invoice for payment.	No Change. As per RFP.
22	GST		since Taxes are to be paid on effecting supply, the applicable rate of tax is to be discharged. In case of increase in rate, if we have to effect the change only upon approval from client, then SI shall be paid the differential tax along with interest and penalty as applicable for delayed payment due to reasons attributable to client. Kindly Clarify	Increase in taxes shall be intimated to the client immediately and prior to raising invoice with increased tax. Approval shall be given as soon as possible.
23	General		We understand that electricity recurring charges will be paid at actuals. However the same shall not be included the commercial bid	The recurring electricity charges shall be borne by the Department.
24	General		We understand that RI ( Re- Instatement)/ROW( Right Of Way) charges shall be borne by Customer and necessary approval shall be obtained by the customer. However Bidder will facilitate necessary support ,if any .Kindly confirm. Any delay attributed to ROW( Which impacts overall schedule of the project) shall be suitable compensated. Please confirm.	RI/RoW is not applicable in this project. However if during the period of the project such charges are applicable then department shall bear the charges and facilitate necessary support.

Response to Pre-bid Queries on RFP for Selection of Implementation Agency for Chhattisgarh State Dial 112 Emergency Response System

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
25	Volume 2 – Scope of Work and Specifications 4 Timelines	Timelines:- Contract Signing - T Resource Deployment - T+3 days Inception Phase - T+15 Days Requirement Phase - T+30 Days Design Phase - T+45 Days Development Phase- T+ 60 Days Integration & Testing Phase in 11 Districts -T+ 80 Days Go-Live in 11 Districts -T+90 Days Operations & Maintenance Phase -5 years from date of Go live	We request you to amend the timeline as follows  Timelines:- Contract Signing - T Resource Deployment - T+45 days Inception Phase - T+60 Days Requirement Phase - T+75 Days Design Phase - T+90 Days Development Phase- T+ 120 Days Integration & Testing Phase in 11 Districts -T+ 150 Days Go-Live in 11 Districts -T+180 Days Operations & Maintenance Phase -5 years from date of Go live	Please refer Corrigendum.
26	Volume 1 – Bidding Instructions and Terms & Conditions, Page No. 103 of 133, Note.2	The payments towards operating cost of Telephone/PRI line, SMS and Bandwidth will be reimbursed to the SI by Chhattisgarh Police. The cost of these items must be budgeted in the price bid.	As per TRAI guidelines , resale of bandwidth connectivity is not allowed. In such a case tripartite agreement should be formed between Authority, selected Bidder and Internet Service Provider(s). Hence we understand that the bandwidth charges will be directly paid to ISP by client .and also Request you to share the format of Tripartite agreement	No Change. As per RFP. The connections shall be in the name of Department and as per TRAI guidelines Tripartite agreement shall be signed. SI to budget the cost and shall be responsible to ensure the SLA.
27	Volume 2 – Scope of Work and Specifications 1.6 Manpower Requirements	Drivers-720	Please remove 720 driver from Our Scope as this can be arranged by different industry experts.	No Change. As per RFP.
28	General		We understand that, place for Operator, Water Facility, Electricity, will be provided By Client	Yes.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
29	Assignment Clause (new Clause proposed) :	Assignment Clause (new Clause proposed) :	<p>“The Contractor shall not, without the express prior written consent of the Employer, assign to any third party the Contract or any part thereof, or any right, benefit, obligation or interest therein or there under, except that the Contractor shall be entitled to assign either absolutely or by way of charge any monies due and payable to it or that may become due and payable to it under the Contract to any Financial Institution(s) or Bank(s) or NBFC(s).</p> <p>In the event the Contractor assigns the monies due and payable to it or that may become due and payable to it, under the Contract, to any Financial Institution(s) or Bank(s) or NBFC(s), the Employer shall acknowledge the intimation letter it may receive from such financial institution(s) or Bank(s) or NBFC (s). If the Employer does not reply within 15 days of the receipt of the intimation letter, it can be considered as “acknowledged by the Employer”. Furthermore the Employer will provide an indicative date by when the funds will be released to the Contractor as a measure of comfort for the decisions of Financial Institution(s) or Bank(s) or NBFC(s)”.</p>	No Change. As per RFP.
30	Volume 1 – Bidding Instructions and Terms & Conditions, 2.24. Initial Composition; Full Time Obligation; Continuity of Personnel Page 24 of 133	Bidder shall not make any changes to the composition of the Key Personnel and not require or request any member of the Key Personnel to cease or reduce his or her involvement in the provision of the Services during the defined term of the engagement unless that person resigns, is terminated for cause, is long-term disabled, is on permitted mandatory leave under Applicable Law or retires.	We request you to remove the penalty clause in case of change in deployed resource with the submitted resources along with the bid. However bidder shall ensure that the deployed resource shall match the requirement as per RFP	The resignation of the key resources (if after the date of bid submission) to be substantiated with their resignation acceptance letter from HR. Otherwise necessary Penalty as per RFP is applicable.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
31	Volume -3, Master Service Agreement, 1. Conditions Precedent & Effective date (cl – 4 (I) - Conditions Precedent of the System Integrator, pg – 6 )	the SI shall, within 15 days after the receipt of Letter of Award from Chhattisgarh Police, furnish Five (5) unconditional, irrevocable and continuing Performance Security/Guarantees to Chhattisgarh Police, each for an amount equal to 2% of the Total Value of Contract, from a nationalized or a scheduled bank in the format provided in Annexure 5 of Volume 1 of this RFP. The Performance Security shall be valid for entire Term and expiry of six months thereafter;	We request you to amend the clause as "The SI shall, within 15 days after the receipt of Letter of Award from Chhattisgarh Police, furnish Five (5) unconditional, irrevocable and continuing Performance Security/Guarantees to Chhattisgarh Police, each for an amount equal to 2% of the Total Value of Contract, from a nationalized or a scheduled bank in the format provided in Annexure 5 of Volume 1 of this RFP. The Performance Security shall be valid for entire Term and expiry of six one months thereafter"	Please refer Corrigendum.
32	Volume -3, Master Service Agreement, 2. Obligations under the Service Level Agreements (SLAs) (cl – 5, pg – 7, 4th para)	The System Integrator shall accomplish the scope of work under this Agreement as per the Timelines and as per the Service Levels mentioned in the RFP. If the System Integrator fails to achieve the Timelines due to reasons attributable to it (including its consortium members, agents, representatives and System Integrator's Team), or if it fails to achieve the Service Levels (in the SLAs) due to reasons attributable to the System Integrator (including its consortium members, agents, representatives and team), the System Integrator shall be liable to pay liquidated damages as per Section 18 of Volume 1 of the RFP. Payment of liquidated damages shall not be the sole and exclusive remedies available to Chhattisgarh Police and the System Integrator shall not be relieved from any obligations by virtue of payment of such liquidated damages. The liquidated damages will be capped as mentioned in Section 18 of Volume 1 of RFP. If the liquidated damages cross the cap on liquidated damages mentioned in Section 18 of Volume 1 of RFP, Chhattisgarh Police shall have the right to terminate the Agreement for breach and consequences	We request you to amend the clause as "The System Integrator shall accomplish the scope of work under this Agreement as per the Timelines and as per the Service Levels mentioned in the RFP. If the System Integrator fails to achieve the Timelines due to reasons solely attributable to it (including its consortium members, agents, representatives and System Integrator's Team), or if it fails to achieve the Service Levels (in the SLAs) due to reasons solely attributable to the System Integrator (including its consortium members, agents, representatives and team), the System Integrator shall be liable to pay liquidated damages undisputed amounts as per Section 18 of Volume 1 of the RFP. Payment of liquidated damages shall not be the sole and exclusive remedies available to Chhattisgarh Police and the System Integrator shall not be relieved from any obligations by virtue of payment of such liquidated damages. The liquidated damages will be capped as mentioned in Section 18 of Volume 1 of RFP. If the liquidated damages cross the cap on liquidated damages mentioned in Section 18 of Volume 1 of RFP, Chhattisgarh Police shall have the right to terminate the Agreement for	Query not clear

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
		for such termination as provided in this Agreement shall be applicable.	breach and consequences for such termination as provided in this Agreement shall be applicable".	
33	Volume -3, Master Service Agreement, 3. Representation & Warranties (Representations and warranties of the System Integrator – II, pg – 8)	the execution, delivery and performance of this Agreement shall not conflict with, result in the breach of, constitute a default by any of the terms of its Memorandum and Articles of Association or any Applicable Laws or any covenant, contract, agreement, arrangement, understanding, decree or order to which it is a party or by which it or any of its properties or assets is bound or affected	We request you to amend the clause as "The execution, delivery and performance of this Agreement shall not conflict with, result in the material breach of, constitute a default by any of the terms of its Memorandum and Articles of Association or any Applicable Laws or any covenant, contract, agreement, arrangement, understanding, decree or order to which it is a party or by which it or any of its properties or assets is bound or affected.D20	Query not clear
34	Obligations of Chhattisgarh Police – addition of clause		We request you to amend the clause as "to provide right of way within a reasonable time to the System Integrator so that the System Integrator shall accomplish the scope of work under this Agreement as per the Timelines and as per the Service Levels mentioned in the RFP".	Please refer to response of S.No 24

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
35	Volume -3, Master Service Agreement, 5. Acceptance Procedure – ( cl – 8 a (i), pg – 11)	<p>The System Integrator may submit interim drafts of written Deliverables (e.g., system designs and documentation) to Chhattisgarh Police for review. Chhattisgarh Police agrees to review each interim draft within a reasonable period of time after receiving it from the System Integrator. When the System Integrator delivers a final written Deliverable to Chhattisgarh Police, Chhattisgarh Police will have the opportunity to review such written Deliverable for an acceptance period of 15 days or such other period as is stated in the RFP or the agreed Project Plan (the “Acceptance Period”). In all cases, Chhattisgarh Police’s obligation to review a written Deliverable within the applicable Acceptance Period will be contingent on such written Deliverable being delivered to Chhattisgarh Police as scheduled. If and to the extent any written Deliverable is delivered earlier or later than scheduled, the Acceptance Period for such written Deliverable shall be extended as reasonably necessary to accommodate the availability of Chhattisgarh Police personnel responsible for reviewing such Deliverable. Similarly, if and to the extent multiple written Deliverables are delivered to Chhattisgarh Police within an Acceptance Period, the Acceptance Period for all such written Deliverables shall be extended as reasonably necessary to accommodate the availability of Chhattisgarh Police personnel responsible for reviewing them.</p>	<p>We request you to amend the clause as "The System Integrator may submit interim drafts of written Deliverables (e.g., system designs and documentation) to Chhattisgarh Police for review. Chhattisgarh Police agrees to review each interim draft within a reasonable period of time after receiving it from the System Integrator. When the System Integrator delivers a final written Deliverable to Chhattisgarh Police, Chhattisgarh Police will have the opportunity to review such written Deliverable for an acceptance period of 15 days or such other period as is stated in the RFP or the agreed Project Plan (the “Acceptance Period”). In all cases, Chhattisgarh Police’s obligation to review a written Deliverable within the applicable Acceptance Period will be contingent on such written Deliverable being delivered to Chhattisgarh Police as scheduled. If and to the extent any written Deliverable is delivered earlier or later than scheduled, the Acceptance Period for such written Deliverable along with Timelines shall be extended as reasonably necessary to accommodate the availability of Chhattisgarh Police personnel responsible for reviewing such Deliverable. Similarly, if and to the extent multiple written Deliverables are delivered to Chhattisgarh Police within an Acceptance Period, the Acceptance Period for all such written Deliverables shall be extended as reasonably necessary to accommodate the availability of Chhattisgarh Police personnel responsible for reviewing them".</p>	No Change. As per RFP.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
36	Volume -3, Master Service Agreement, 6. Events of Default by the SI (cl – 13, pg – 17)	<p>i. The failure on the part of the SI to perform any of its obligations or comply with any of the terms of this Agreement shall constitute an Event of Default on the part of the SI. The events of default as mentioned above may include, inter-alia, the following:</p> <p>a) the SI has failed to perform the obligations under this Agreement; or</p> <p>b) the SI has exceeded cap on any liquidated damages;</p> <p>c) the SI has failed to conform with any of the service specifications as set out in the RFP or this Agreement;</p> <p>d) the SI has failed to demonstrate or sustain any representation or warranty made by it in this Agreement, with respect to any of the terms of its Proposal, the RFP and this Agreement;</p> <p>e) there is a proceeding for bankruptcy, insolvency, winding up or there is an appointment of receiver, liquidator, assignee, or similar official against or in relation to the SI or Consortium Member;</p> <p>f) the SI or Consortium Member has failed to comply with or is in breach or contravention of any Applicable Laws;</p>	<p>We request you to amend the clause as</p> <p>"i. The failure on the part of the SI to perform any of its obligations or comply with any of the terms of this Agreement shall constitute an Event of Default on the part of the SI. The events of default as mentioned above may include, inter-alia, the following:</p> <p>a) the SI has failed to perform the obligations under this Agreement solely due to its own acts or omissions; or</p> <p>b) the SI has exceeded cap on any liquidated damages of undisputed claims by SI;</p> <p>c) the SI has failed to conform with any of the service specifications as set out in the RFP or this Agreement solely due to its own acts or omissions;</p> <p>d) the SI has failed to demonstrate or sustain any representation or warranty made by it in this Agreement, with respect to any of the terms of its Proposal, the RFP and this Agreement;</p> <p>e) the SI has insolvency, receivership, reorganization, bankruptcy, or proceedings of a similar nature brought against it and such proceedings are not dismissed or stayed within 180 (one eighty) Day of the commencement of such proceedings;</p> <p>f) the SI or Consortium Member has failed to comply with or is in material breach or contravention of any Applicable Laws;</p>	<p>"i. The failure on the part of the SI to perform any of its obligations or comply with any of the terms of this Agreement shall constitute an Event of Default on the part of the SI. The events of default as mentioned above may include, inter-alia, the following:</p> <p>a) the SI has failed to perform the obligations under this Agreement solely due to its own (or its subcontractor, agent, consortium partners etc.) acts or omissions; or</p> <p>b) the SI has exceeded cap on any liquidated damages;</p> <p>c) the SI has failed to conform with any of the service specifications as set out in the RFP or this Agreement solely due to its own (or its subcontractor, agent, consortium partners etc.) acts or omissions;</p> <p>d) the SI has failed to demonstrate or sustain any representation or warranty made by it in this Agreement, with respect to any of the terms of its Proposal, the RFP and this Agreement;</p> <p>e) the SI has insolvency, receivership, reorganization, bankruptcy, or proceedings of a similar nature brought against it;</p> <p>f) the SI or Consortium Member has failed to comply with or is in breach or contravention of any Applicable Laws;</p>



S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
37	Volume -3, Master Service Agreement, Termination for default (pg – 19)	Chhattisgarh Police shall have the right to terminate the Agreement as provided in clause 13.2 above. Chhattisgarh Police may, in its sole discretion, afford a further reasonable opportunity to the System Integrator to explain the circumstances leading to such a breach and may increase the time limit for curing such breach before terminating the Agreement	Chhattisgarh Police shall have the right to terminate the Agreement as provided in clause 13.2 above. Chhattisgarh shall give thirty (30) days' notice to the System Integrator to explain the circumstances leading to such a breach and may increase the time limit for curing such breach before terminating the Agreement.	No Change. As per RFP.
38	Volume -3, Master Service Agreement, Termination of convenience to be deleted.		Kindly delete the Clause	No Change. As per RFP.
39	Volume -3, Master Service Agreement, 9. Effects of termination (2nd para, pg – 20)	Subject to Clause 14.2 below, System Integrator (the "Indemnifying Party") undertakes to indemnify Chhattisgarh Police and its nominated agencies (the "Indemnified Party") from and against all losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's gross negligence, willful default or breach of terms of this Agreement. If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Deliverables/ Services/ Goods / Materials provided by the Indemnifying Party infringes a copyright, trade secret or patents of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by (a) Indemnified Party's misuse or modification of the Deliverables; (b) Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying	We request you to amend the clause as "Subject to Clause 14.2 below, System Integrator (the "Indemnifying Party") undertakes to indemnify Chhattisgarh Police and its nominated agencies (the "Indemnified Party") from and against all losses on account of bodily injury, death or damage to tangible personal property arising in favor of any person, corporation or other entity (including the Indemnified Party) solely attributable to the Indemnifying Party's gross negligence, willful default or material breach of terms of this Agreement. If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Deliverables/ Services/ Goods / Materials provided by the Indemnifying Party infringes a copyright, trade secret or patents of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by (a) Indemnified Party's misuse or modification of the Deliverables; (b) Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party; (c) Indemnified Party's use of the Deliverables in	No Change. As per RFP.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
		<p>Party; (c) Indemnified Party’s use of the Deliverables in combination with any product or information not owned or developed by Indemnifying Party;. If any Deliverable is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either (i) procure the right for Indemnified Party to continue using it, (ii) replace it with a noninfringing equivalent, (iii) modify it to make it noninfringing. If the Indemnifying Party fails to provide any of the foregoing (i), (ii), (iii) remedies, Chhattisgarh Police shall have the right to claim refund for such infringing product if payment for the same has already been made and shall also have the right to terminate the Agreement, in part or in full, under Event of Default provisions of this Agreement.</p> <p>The Indemnifying Party shall indemnify the Indemnified Party against all direct monetary losses, claims, damages, compensation, charges, finally awarded by a competent lower court or arbitration tribunal or such other body or mutually negotiated and finalized between the Parties, arising out of data loss, data theft, data misuse, data tempering unauthorized use or disclosure of Confidential Information etc. attributable to the Indemnifying Party's negligence, willful default, lack of due care or breach of terms of this Agreement</p>	<p>combination with any product or information not owned or developed by Indemnifying Party;. If any Deliverable is or likely to be held to be infringing solely attributable to the Indemnifying Party's gross negligence, willful default or material breach of terms of this Agreement, Indemnifying Party shall at its expense and option either (i) procure the right for Indemnified Party to continue using it, (ii) replace it with a non-infringing equivalent, (iii) modify it to make it non-infringing. If the Indemnifying Party fails to provide any of the foregoing (i), (ii), (iii) remedies, Chhattisgarh Police shall have the right to claim refund for such infringing product if payment for the same has already been made and shall also have the right to terminate the Agreement, in part or in full, under Event of Default provisions of this Agreement.</p> <p>The Indemnifying Party shall indemnify the Indemnified Party against all direct monetary losses, claims, damages, compensation, charges, finally awarded by a competent lower court or arbitration tribunal or such other body or mutually negotiated and finalized between the Parties, arising out of data loss, data theft, data misuse, data tempering unauthorized use or disclosure of Confidential Information etc. solely attributable to the Indemnifying Party's negligence, willful default, lack of due care or breach of terms of this Agreement".</p>	

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
40	Volume -3, Master Service Agreement, Risk Purchase (pg – 21)	<p>If the System Integrator fails to perform its obligations (or any part thereof) under this Agreement and System Integrator does not to make good such failure to the satisfaction of Chhattisgarh Police within 30(thirty) days (or such other additional cure period deemed reasonable by Chhattisgarh Police) of receipt of notice from Chhattisgarh Police about such failure or if the Agreement is terminated by Chhattisgarh Police due to breach of any obligations of the System Integrator under this Agreement, Chhattisgarh Police reserves the right to procure same or equivalent Services / Goods/Deliverables from alternative sources at the System Integrator’s risk and responsibility. Any incremental cost borne by Chhattisgarh Police in procuring such services/goods/deliverables shall be borne by the System Integrator. Any such incremental cost incurred in the procurement of the material from alternative source will be recovered from the undisputed pending due and payable payments /Security Deposit / Performance Bank Guarantee provided by the System Integrator under this Agreement and if the value of the services/materials under risk purchase exceeds the amount of Security Deposit and / or Bank Guarantee, the same may be recovered if necessary by due legal process. The incremental cost that may be recovered by Chhattisgarh Police from System Integrator under this clause shall be limited to 100% of the amount that was payable to System Integrator for the non-delivered goods/services/deliverables</p>	<p>If the System Integrator fails to perform its obligations (or any part thereof) under this Agreement and System Integrator does not to make good such failure to the satisfaction of Chhattisgarh Police within 30(thirty) days (or such other additional cure period deemed reasonable by Chhattisgarh Police) of receipt of notice from Chhattisgarh Police about such failure or if the Agreement is terminated by Chhattisgarh Police due to material breach of any obligations of the System Integrator under this Agreement, Chhattisgarh Police reserves the right to procure same or equivalent Services / Goods/Deliverables from alternative sources at the System Integrator’s risk and responsibility. Any incremental cost borne by Chhattisgarh Police in procuring such services/goods/deliverables shall be borne by the System Integrator upon actual and proven claims. Any such incremental cost incurred in the procurement of the material from alternative source will be recovered from the undisputed pending due and payable payments /Security Deposit / Performance Bank Guarantee provided by the System Integrator under this Agreement and if the value of the services/materials under risk purchase exceeds the amount of Security Deposit and / or Bank Guarantee, the same may be recovered if necessary by due legal process. The incremental cost that may be recovered by Chhattisgarh Police from System Integrator under this clause shall be limited to 100% of the amount that was payable to System Integrator for the non-delivered goods/services/deliverables due to SI’s willful default or gross negligence</p>	No Change. As per RFP.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
41	Volume -3, Master Service Agreement, Limitation of Liability (cl – 14, pg -21)	<p>I. The liability of System Integrator (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed the Total Value of the Project.</p> <p>II. Notwithstanding anything contained in the foregoing, the liability cap and exclusion for the System Integrator given under this Clause 14.6 (I) shall not be applicable to the indemnification obligations set out in Clause 14 and breach of Clause 11.3 and 16.</p> <p>III. In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) even if it has been advised of their possible existence.</p> <p>IV. The allocations of liability in this Clause 14 represent the agreed and bargained-for understanding of the parties and compensation for the Services/Deliverables/Goods reflects such allocations. Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts.</p>	<p>I. The liability of System Integrator (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages solely occurring due to SI's gross negligence or willful misconduct only which shall in no event in the aggregate exceed unpaid portion of the Total Value of the Project.</p> <p>II. Notwithstanding anything contained in the foregoing, the liability cap and exclusion for the System Integrator given under this Clause 14.6 (I) shall not be applicable to the indemnification obligations set out in Clause 14 and breach of Clause 11.3 and 16.</p> <p>III. In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) even if it has been advised of their possible existence.</p> <p>IV. The allocations of liability in this Clause 14 represent the agreed and bargained-for understanding of the parties and compensation for the Services/Deliverables/Goods reflects such allocations. Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts</p>	No Change. As per RFP.
42	Volume -3, Master Service Agreement, 12. Force Majeure (cl – 15 – Force Majeure events, pg – 23, VA.)	act of God, including earthquake, flood, inundation, landslide, exceptionally adverse weather conditions, storm, tempest, hurricane, cyclone, lightning, thunder, volcanic eruption, fire or other extreme atmospheric conditions;	act of God, including earthquake, flood, inundation, landslide, exceptionally adverse weather conditions, storm, tempest, hurricane, cyclone, rains, lightning, thunder, volcanic eruption, fire or other extreme atmospheric conditions	No Change. As per RFP.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
43		<p>For the avoidance of doubt, it is expressly clarified that the failure on the part of the System Integrator and other consortium member under this Agreement to implement any disaster contingency planning and back-up and other data safeguards in accordance with the terms of this Agreement against natural disaster, fire, sabotage or other similar occurrence shall not be deemed to be a Force Majeure event. For the avoidance of doubt, it is further clarified that any negligence in performance of Services which directly causes any breach of security like hacking aren't the forces of nature and hence wouldn't be qualified under the definition of "Force Majeure". In so far as applicable to the performance of Services, System Integrator will be solely responsible to complete the risk assessment and ensure implementation of adequate security hygiene, best practices, processes and technology to prevent any breach of security and any resulting liability therefrom (wherever applicable).</p>	<p>We request you to amend the clause as "For the avoidance of doubt, it is expressly clarified that the failure on the part of the System Integrator and other consortium member under this Agreement to implement any reasonable disaster contingency planning and back-up and other data safeguards in accordance with the terms of this Agreement against natural disaster, fire, sabotage or other similar occurrence shall not be deemed to be a Force Majeure event. For the avoidance of doubt, it is further clarified that any negligence in performance of Services which directly causes any material breach of security like hacking aren't the forces of nature and not due to the fault of the System Integrator and hence wouldn't be qualified under the definition of "Force Majeure". In so far as applicable to the performance of Services, System Integrator will be solely responsible to complete the risk assessment and ensure implementation of adequate security hygiene, best practices, processes and technology to prevent any material breach of security and any resulting liability therefrom (wherever applicable)".</p>	<p>No Change. As per RFP.</p>

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
44	Volume -3, Master Service Agreement, Confidentiality (cl – 16, pg – 23)		<p>The obligations laid down here under shall not apply, however, to any information which:</p> <p>(i) was in the System Integrator's possession without an obligation to confidentiality prior to receipt from the Chhattisgarh Police;</p> <p>(ii) is at the time of disclosure already in the public domain or subsequently becomes available to the public through no breach of this Agreement by the System Integrator;</p> <p>(iii) is lawfully obtained by the System Integrator from a third party without an obligation to confidentiality, provided such third party is not, to the System Integrator's reasonable knowledge, in breach of any obligation to confidentiality relating to such information;</p> <p>(iv) is developed by the System Integrator independent of any Chhattisgarh Police's Confidential Information; or</p> <p>(v) is approved for release by written statement of Chhattisgarh Police.</p> <p>System Integrator may disclose Confidential Information of Chhattisgarh Police if the system Integrator is required to do so by any ruling of a governmental or regulatory authority or court or by mandatory law, provided that prompt written notice of such ruling is given to Chhattisgarh Police so as to give them an opportunity to intervene. Confidential Information which is disclosed in such way must be marked "Confidential".</p>	Accepted.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
45	Volume -3, Master Service Agreement, Warranty for system (2nd para, pg – 27)	<p>The warranties and covenants provided by the System Integrator under this Agreement will not be affected by Chhattisgarh Police’s modification of any portion of the System so long as the System Integrator can discharge its obligations despite such modifications, or following their removal by Chhattisgarh Police                      If during the Warranty Period of any component mentioned above, any of the warranties are found breached, the System Integrator shall promptly (but in no event more than 7 days), in consultation and agreement with Chhattisgarh Police, and at the System Integrator’s sole cost repair, replace, or otherwise make good such default, defect or deficiency as well as any damage to the Project caused by such default, defect or deficiency. Any component that has been repaired or replaced by the System Integrator shall be delivered at the Chhattisgarh Police’s designated place without any additional costs to the Chhattisgarh Police. Any component that has been replaced under this clause by the System Integrator shall remain the property of the System Integrator. The System Integrator shall use best efforts to ensure that such repair, replacement etc. shall be accomplished through a “hot” swap without any loss of production time or adverse impact on Chhattisgarh Police’s or System’s operations. Notwithstanding the foregoing, these are not the sole and exclusive remedies available to Chhattisgarh Police in case of breach of any warranty and are also not the sole and exclusive obligations on the System Integrator in case of breach of any warranty.</p>	<p>We request you to amend the clause as "The warranties and covenants provided by the System Integrator under this Agreement will not be affected by Chhattisgarh Police’s reasonable pre-determined modification of any portion of the System so long as the System Integrator can discharge its obligations despite such modifications, or following their removal by Chhattisgarh Police.                      If during the Warranty Period of any component mentioned above, any of the warranties are found breached solely due to the fault of the System Integrator, the System Integrator shall promptly (but in no event more than 7 days), in consultation and agreement with Chhattisgarh Police, and at the System Integrator’s sole cost repair, replace, or otherwise make good such default, defect or deficiency as well as any damage to the Project caused by such default, defect or deficiency. Any component that has been repaired or replaced by the System Integrator shall be delivered at the Chhattisgarh Police’s designated place without any additional costs to the Chhattisgarh Police. Any component that has been replaced under this clause by the System Integrator shall remain the property of the System Integrator. The System Integrator shall use best efforts to ensure that such repair, replacement etc. shall be accomplished through a “hot” swap without any loss of production time or adverse impact on Chhattisgarh Police’s or System’s operations. Notwithstanding the foregoing, these are not the sole and exclusive remedies available to Chhattisgarh Police in case of material breach of any warranty and are also not the sole and exclusive obligations on the System Integrator in case of breach of any warranty".</p>	No Change. As per RFP.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
46	Volume -3, Master Service Agreement, 15. Constitution of Consortium (cl – 24 (iii), pg – 33)	Lead Bidder shall be jointly and severally liable for performance of all obligations under this Agreement whereas the Consortium Members shall be severally liable for performance of their respective responsibilities under this Agreement. Notwithstanding the foregoing and subject to clause 14.6 of the Agreement, the liability for direct damages of each Consortium Member under this Agreement shall be limited to the total amount corresponding to / commensurate with the scope of work related to the Consortium Member and the liability for direct damaged of the Lead Bidder shall be limited to the Total Contract Value. The Lead Bidder shall ensure that at all times during the Term of this Agreement, each member of the Consortium and the System Integrator's Team complies with all the terms and conditions of this Agreement. Provided that Chhattisgarh Police may, if it deems necessary, deal with only the Lead Bidder or any member of the Consortium, individually or as a group	We request you to amend the clause as "Lead Bidder shall be jointly and severally liable for performance of all obligations under this Agreement whereas the Consortium Members shall be severally liable for performance of their respective responsibilities under this Agreement. Notwithstanding the foregoing and subject to clause 14.6 of the Agreement, the liability for direct damages of each Consortium Member under this Agreement shall be limited to the total unpaid amount corresponding to / commensurate with the scope of work related to the Consortium Member and the liability for direct damaged of the Lead Bidder shall be limited to the unpaid portion of the Total Contract Value. The Lead Bidder shall ensure that at all times during the Term of this Agreement, each member of the Consortium and the System Integrator's Team complies with all the terms and conditions of this Agreement. Provided that Chhattisgarh Police may, if it deems necessary, deal with only the Lead Bidder or any member of the Consortium, individually or as a group"	No Change. As per RFP.
47		A notice of at least 6 months in advance is required to be given by the System Integrator to Chhattisgarh Police if during the Term of this Agreement the System Integrator desires to terminate any contract/arrangement relating to the performance of Services hereunder with any member of the Consortium. Where, during the Term of this Agreement, the System Integrator terminates any contract/arrangement or agreement relating to the performance of the Services hereunder with any consortium member (subject to approval by Chhattisgarh Police), the System Integrator shall be liable for any consequences resulting from such termination. The System Integrator shall in such case ensure the smooth continuation of Services by providing a suitable replacement subject to approval	We request you to amend the clause as "A notice of at least 1 months in advance is required to be given by the System Integrator to Chhattisgarh Police if during the Term of this Agreement the System Integrator desires to terminate any contract/arrangement relating to the performance of Services hereunder with any member of the Consortium. Where, during the Term of this Agreement, the System Integrator terminates any contract/arrangement or agreement relating to the performance of the Services hereunder with any consortium member (subject to approval by Chhattisgarh Police), the System Integrator shall be liable for any consequences resulting from such termination. The System Integrator shall in such case ensure the smooth continuation of Services by providing a suitable replacement subject to approval and to the satisfaction of	No Change. As per RFP.



S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
		and to the satisfaction of Chhattisgarh Police at no additional charge and at the earliest opportunity	Chhattisgarh Police at no additional charge and at the earliest opportunity".	
48	Volume -3, Master Service Agreement, Governing Law and Dispute Resolution (cl -25.3, pg – 33)	In the case of dispute arising out of or in relation to or in connection with the Agreement between the Parties, which has not been settled in accordance with Clause 25.2 above within 30 days from date of reference of the dispute, any Party can submit the dispute for arbitration to a sole Arbitrator to be appointed by mutual consent of both the Parties. If the parties cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be appointed by the High Court of Chhattisgarh, India. The provisions of the Arbitration and Conciliation Act, 1996 (or any re-enactment or modification thereof) will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. The Arbitration proceedings will be held at Raipur, India. The language of the arbitration proceedings and that of all documents and communications between the Parties shall be English. All arbitration awards shall be in writing and shall state the reasons for the award.	We request you to amend the clause as "In the case of dispute arising out of or in relation to or in connection with the Agreement between the Parties, which has not been settled in accordance with Clause 25.2 above within 30 days from date of reference of the dispute, any Party can submit the dispute for arbitration be presided by an arbitral tribunal consisting of three arbitrators with each Party nominating its arbitrator and both the arbitrators appointing the third and presiding arbitrator. If the nominated arbitrators cannot agree on the appointment of the presiding Arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be appointed by the High Court of Chhattisgarh, India. The provisions of the Arbitration and Conciliation (Amendment) Act, 2015 (or any re-enactment or modification thereof) will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. The Arbitration proceedings will be held at Raipur, India. The language of the arbitration proceedings and that of all documents and	Accepted.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
			communications between the Parties shall be English. All arbitration awards shall be in writing and shall state the reasons for the award".	
49	Volume -3, Master Service Agreement, 18. Force Majeure (cl – 15, b 2nd part, pg - 22)	upon occurrence of an event mentioned in Clause 15.2 (I), (II), (III) and (IV), the Parties shall bear their respective Force Majeure Costs and neither Party shall be required to pay to the other Party any costs thereof	We request you to amend the clause as "upon occurrence of an event mentioned in Clause 15.2 (I), (II), (III) and (IV), the Parties shall bear joint Force Majeure Costs and neither Party shall be required to pay to the other Party any costs thereof".	No Change. As per RFP.
50	Volume 2_ RFP Dial 112 Chhattisgarh Police 11082017_Final.pdf49. Enterprise Management System	For efficient management of the system, reporting, SLA monitoring and resolution of issues. Various key components of the EMS to be implemented as part of this engagement are – § Network Monitoring System § Server Monitoring System § Helpdesk System The solution should provide a unified web based console which allows role based access to the users.	For procurement of better and industry Standard solution it is very essential to have the functional requirements of the desired service. RFP is missing the EMS/NMS compliance specification details. Request you to please elaborate the requirements around EMS, NMS, Service Management/Helpdesk, Server/Network/Client Automation, Asset Management, Inventory Discovery, Central Dashboard, etc..	Specifications updated. Please refer corrigendum

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
51	Volume-1, Section-3.5, Page No. 32	The Bidder / Lead Bidder must be a registered company in India, registered under the Companies Act 1956 and subsequent amendments thereto. The Bidder should be operating in India for the last five years as on 31/03/2017	The Bidder / Lead Bidder must be a registered company in India, registered under the Companies Act 1956 and subsequent amendments thereto. The Bidder should be operating in India for the last five years as on release date of RFP or bid submission date	Please refer Corrigendum.
52	Volume-2, Section-4, Page No. 40	Go-Live in 11 Districts (T+90 Days)	90 days for Go-Live with 11 districts, timeline is very stringent as mostly hardware OEM will take 8-10 weeks for material delivery after PO to them. Such kind of programs involve collection of vast information, coordination, field installation, testing and detailed training before go-live. Request to kindly provide some relaxation in terms of implementation timelines.	Please refer Corrigendum.
53	Volume-1, Section-18, Page No. 126 Implementation Phase SLAs (Team mobilization and commencement of work)	The SI is expected to mobilize the team for commencement of work for this project within 15 days of issuance of Letter of Intent (LoI) Target: Complete Team Mobilization within 15 days	Request to provide relaxation on complete team mobilization. Required manpower should be mobilized related to the nature of work in progress.	Please refer Corrigendum.
54	Volume-1, Section-18, Page No. 126 Implementation Phase SLAs {Replacement of proposed named resource (resources evaluated during technical bid evaluation)}	The MSI is expected to deploy all the proposed named resources, the profiles of which have been evaluated as per technical evaluation criteria. No replacement of evaluated profiles is expected till Go-Live is achieved	There should NO penalty in case the particular resource resigns from the organization or any emergency with the resource.	Please refer Corrigendum.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
55	Volume-1, Section-B3. O&M Services Cost, Page No. 103	The SI/bidder has to ensure that their financial proposal is structured in such a way that the Capital Cost quoted in the project does not exceed 30% of total costs of the project. In case the bidder quotes higher figures towards capital costs the same shall be restricted to 30% while making payments towards Capex. Any value quoted towards capex over and above 30% limit will be paid in equal monthly instalments for next five years along with monthly payment for each quarter.	The SI/bidder has to ensure that their financial proposal is structured in such a way that the Capital Cost quoted in the project does not exceed 45% of total costs of the project. In case the bidder quotes higher figures towards capital costs the same shall be restricted to 45% while making payments towards Capex. Any value quoted towards capex over and above 45% limit will be paid in equal monthly instalments for next five years along with monthly payment for each quarter.	No Change. As per RFP.
56	Volume-2, Section-1.1 Scope Summary, Page No. 5 Centralized Command & Control Centre (C4)	The Centralized Dial 112 call Centre cum command Centre will be setup in the Raipur (Police Control Room, Civil Lines, Raipur) and will later be shifted to Naya Raipur in the premises of Police Headquarters.	Client has to provide the downtime as per bidder requirement for shifting the infrastructure from C4 and DC.  Downtime for the shifting of Call center and Datacenter should not be counted in SLA.	The approved downtime by the customer shall be not counted in SLA during shifting.
57	Volume-2, Section-1.1 Scope Summary, Page No. 5 Integration with Medical Emergency Service (108)	Control Room for 108 already exists in Raipur for the entire state. For 11 districts covered under this project, all medical emergency calls will land at C4 and will be dispatched to the 108 Control, which then will take over and be responsible for emergency response as per existing SLAs and procedures.	Integration with 108 is required, but system details ( Make Model, Software Version etc.)are not mentioned in the RFP.	In house application supported by Nortel Network Platform- ERO – Emergency Response Officer ver. 4.1.0.0
58	Integration with Fire Emergency Services	All fire emergency calls from 11 districts under the scope of this project will be handled and dispatched by Dial 112 C4. There are total 50 fire tender vehicles covering these 11 districts.	Integration with Fire Department is required, but system details ( Make Model, Software Version etc.)are not mentioned in the RFP.	Fire Department do not have any separate application / software in place. They shall be part of this project and the despatcher shall be available in the Dial 112 control room only.
59	Volume-2, Section-1.1 Scope Summary, Page No. 5 Emergency Response Vehicles (ERV)	Chhattisgarh Police will procure 240 4-wheeler ERVs and hand over these to the SI for end to end fleet operations including drivers. SIs need to provide drivers for each of 3 shifts for each 240 ERVs. In addition, SIs have to make necessary provisions for providing relievers.	Details of 2W and 4Wheeler's should provided, it will help in calculation of the cost for O&M 1. Make 2. Model 3. Date of purchase ( In case vehicle is Old)	Please refer S.No 6

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
		Additionally 50 2-wheeler ERVs are being procured by CG Police for branding and equipment fitting would be included as part of scope of SI.		
60	Volume-2, Section-1.1 Scope Summary, Page No. 7 Data Backup and Recovery	The SI needs to provision infrastructure (hardware, software and network) for data backup site to be hosted in C4. The purpose of the back-up site is to store an additional copy of data to be used for restoring primary data in case of any exigency. Once the C4 and Data Centre are shifted to Naya Raipur, Data Backup site shall be located in Naya Raipur outside C4.	Location (Address)of C4 and DR should be provided, because it will effect the network connectivity costing.	After C4 is shifted to Naya Raipur, the new data backup site will be within 2km from the new C4
61	Integration with other systems	Integration of Dial 112 system with outdoor surveillance system whenever ready like smart city surveillance, ITMS, CCTV etc. of Raipur, Naya Raipur and other proposed cities. Integration with other emergency system like Women Helpline etc. Seam-less integration and interoperability with the CCTNS Project of Chhattisgarh Police. Bidder would need to run analytics on historical data from CCTNS, PCR etc. for last 3 years. The historical data shall be provided by the Chhattisgarh Police.	Providing SDK's API for the integration should be client's (CGP) scope. Delay in the facilitating the same should not be the cause of any penalty to bidder.	Necessary support and SDK of the systems to be integrated shall be provided to SI.
62	Volume-2, Section-1.4.2 Supply and Installation, Page No. 12	Successful bidder is required to customize the map for control room requirements and bidder shall create the Vector Map and super impose the layers or use Google Maps Services with GIS overlay with yearly updates of attributes with required licenses to support CAD, AVLS etc. Also need to supply GIS Server-client software's with required licenses to support the process.	Client will provide the POI's/ ROW data for map creation or SI need to do the survey to collect the same for all 11 Districts.	Initial data shall be provided by the Department which shall include the area under jurisdiction of each Police stations, Point of Interest etc. Later the SI need to update frequently.

Response to Pre-bid Queries on RFP for Selection of Implementation Agency for Chhattisgarh State Dial 112 Emergency Response System

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
63	Volume-2, Section-1.4.10.5 Operation and Maintenance, Page No. 17	The vendor shall operate all the vehicles and ensure their availability for Chhattisgarh Police at various locations of the state as specified in the RFP. All the operational expenses would be borne by the vendor. These operational expenses may include but not limited to Salary of vendor's staff, fuel, maintenance expenses, accidental expenses, insurance expenses etc. A first aid box should be available at all the vehicles. All the vehicles would be stickered as per the design approved by Chhattisgarh Police.	Client has to provide all the documentation and support for required for getting any insurance and related claims because all the vehicles are on CGP.	Please refer S.No 5
64	Volume-2, Section-1.6 Manpower Requirements, Page No. 20  13. GIS Expert	a) Educational Qualification: BE / B. Tech / MCA b) Minimum 5 years of GIS experience	a) Educational Qualification: BE / B. Tech / MCA/ M.Sc./B.Sc. b) Minimum 5 years of GIS experience  Certification: Diploma in GIS, GPS & Remote Sensing.	No Change. As per RFP.
65	Volume 2/Section 1.3.1/Page10	Dial 108 emergency Services	Since 108 is serving 27 districts and the 112 system is catering to only 11, in case there are calls from outside these 11 districts what will be the workflow.	All the calls of outside 11 districts related to 108 shall be handled by 108 control room as per their standard operating procedures.
66	Volume 2/Section 2/Page24	5.Track your location - To track ERV location. Call dispatcher will coordinate with other departments, Control Rooms for quick assistance	Will this coordination be a manual process because it will lead to a lot of delay ideally there should be a web services based data integration interface provided by 108 & Fire agencies	Fire Department do not have any existing system. 108 is having a separate system where the calls shall be transferred only for the 11 districts and the response to be updated in the system upon closure from Dial 108 Control room.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
67	Volume 2/Section 2/Page28	9.Mobile Application - 2. Senior Officer App:	There is no details of this App. Please provide details of the functionality of this App.	Please refer Corrigendum.
68	Volume 2/Annexure 2/SNO- 2.5/135	The system must enable multiple roles to be performed from the same workstation, (example Call- taker and Dispatcher or supervisor)	Does this mean the call taking & dispatching functionality would be performed by same person through the same interface.	No, call taking and call dispatching will be performed by different persons. However, this means that a workstation may be used for different functions (call taking or dispatching) based on their user logins and rights.
69	Volume 2/Annexure 2/SNO- 10/148	The system should be capable of receiving electronic information from a call triggered by an alarm in a premise. It should obtain the location, contact information, protecting agency,	Please share details of the existing Alarm systems, along with their API Details.	Shall be provided to the successful bidder during the requirement phase.
70	Volume 2/Annexure 2/SNO- 23.1/170	The Response Units (RU) interacting with the CAD shall include police vehicles (Jeeps, SUVs and motor cycles). They shall also include fire engines, ambulances, cranes, etc. Each RU shall be equipped with suitable device(s) that perform following functions- -Transmit the location and direction of the vehicle to the CAD System	Are the MDTs going to be installed in Fire Engines & Ambulances as well.	Not presently. Fire Engines shall be fitted with GPS devices. The location of Ambulances shall not be tracked by the proposed system. However, in future there may be a requirement of provisioning MDTs in these vehicles and tracking these through the proposed CAD solution

S No	RFP Section	RFP Point			Clarification Sought			Response to Queries
71	Volume 2/Annexure 2/SNO-26 /178 -- Volume 2/Annexure 2/SNO-25 /176 -- Volume 2/Annexure 2/SNO-57 /201	SOS Mobile App-- 112 Mobile App--Citizen App			All these three are Citizen Apps and they are working on similar requirements, is it necessary to make three separate applications or should there be just one Citizen App with all these functions combined?			One App to be developed. Existing mobile app functionalities to be incorporated.
72	Volume1/Sno 3.5/33-34	Pre Qualification Criteria			As there has been a reference to the Gartner Magic Quadrant for Servers/Desktops etc. similarly we feel that since CAD is the heart of the system hence there should be specific Pre qualification criteria for CAD OEM .The CAD OEM should be one of the top 5 companies in the IHS report( Equivalent to Gartner in CAD Domain) published in any one of the last 3 years.-Supported by letter from the authorized signatory of the OEM along with the copy of the relevant pages of the report.			No Change. As per RFP.
73	Volume-2, Section-5 Milestones and Payment Criteria , Page No. 40	Milestone	Payment	Deliverables	Milestone	Payment	Deliverables	No Change. As per RFP.
		Delivery and Receipt of material at site and after Verification of such items by Department of Police	20% payment of Capital Cost	Delivery Challan	Delivery and Receipt of material at site and after Verification of such items by Department of Police	20% payment of Capital Cost	Delivery Challan	
		Power-up (for hardware), Installation, configuration and ready for Application deployment	20% payment of Capital Cost	Installation and commissioning Reports	Power-up (for hardware), Installation, configuration and ready for Application deployment	20% payment of Capital Cost	Power on test report and Installation Reports	
		Web Portal and Mobile App deployment	10% of the Capital Cost	Acceptance from Police	Web Portal and Mobile App deployment	15% of the Capital Cost	Acceptance from Police	



S No	RFP Section	RFP Point			Clarification Sought			Response to Queries
				Department, SRS, UAT			Department, SRS, UAT	
		Command and Control Centre application and Manpower deployment	10% of the Capital Cost	Acceptance from Police Department	Command and Control Centre application and Manpower deployment	15% of the Capital Cost	Acceptance from Police Department	
		Integration with Dial 108	5% of the Capital Cost	Acceptance from Police Department	Integration with Dial 108 & Fire Department	5% of the Capital Cost	Acceptance from Police Department	
		Integration with Fire Department	5% of the Capital Cost	Acceptance from Police Department	Go live 11 district	5% of the Capital Cost	Acceptance from Police Department	
		Go live 11 district	10% of the Capital Cost	Acceptance from Police Department	Six months after Go live against BG of similar amount for next 5 years	20% of the Capital Cost	Acceptance from Police Department	
		Operations & Maintenance Phase			Operations & Maintenance Phase			
		Completion of respective quarter's operation & maintenance as per requirements of the RFP · (M1 – M60) of the Operations & Maintenance Phase	5% of the Operational Cost per quarter 1% of the Capital Cost per quarter	· SLA Report each quarter · Monthly Status Report · Issue Resolution Reports · RCA	Completion of respective quarter's operation & maintenance as per requirements of the RFP · (M1 – M60) of the Operations & Maintenance Phase	5% of the Operational Cost per quarter	· SLA Report each quarter · Monthly Status Report · Issue Resolution Reports ( If any) · RCA ( If any)	

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
74	2. Instruction to Bidders 2.1. Consortium Conditions	vii. The final contract between the consortium members (The Consortium Contract) would be available for legal vetting and open to suggestions by the CHHATTISGARH POLICE. CHHATTISGARH POLICE will suggest binding corrections if it finds that such contract does not meet its requirements and interests as per the Tender in letter and spirit.	Consortium Agreement signed between the Parties will be submitted along with the response. Kindly confirm	Yes.
75	2.7. Earnest Money Deposit (EMD)	The EMD may be forfeited in any of the following circumstances: i. If a Bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any; or ii. In the case of a successful bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time. iii. During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization. iv. During the bid process, if any information found wrong / manipulated / hidden in the bid.	It is requested to reword as: The EMD may be forfeited in any of the following circumstances: i. If a Bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period ( <b>3 months beyond Bid Validity period</b> ), if any; or ii. In the case of a successful bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time. iii. During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization. iv. During the bid process, if any information found wrong / manipulated / hidden in the bid.	No Change. As per RFP.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
76	2.10.3. Commercial Bid Format	<p>Prices quoted by the Bidder shall remain firm during the entire contract period and shall not be subject to variation on any account except change in GST rates and laws. A Bid submitted with an adjustable price quotation will be treated as non-responsive and shall be summarily rejected.</p>	<p>It is requested to kindly modify as:                      Prices quoted by the Bidder shall remain firm during the entire contract period and shall not be subject to variation on any account except change in GST rates and laws. A Bid submitted with an adjustable price quotation will be treated as non-responsive and shall be summarily rejected.                      Further, any Tax rates are increased or decreased including but not limited to Basic Custom Duties, Goods and Service Tax etc., or a new Tax is introduced, an existing Tax is abolished, or any change in interpretation or application of any Tax occurs in the course of the performance of the Contract, which was or will be assessed on the SI/Contractor, its Subcontractors, or their employees in connection with performance of the Contract, an equitable adjustment to the Contract Price shall be made to fully take into account any such change by addition to or reduction from the Contract Price, as the case may be.</p>	<p>No Change. As per RFP.</p>
77	2.22. Disqualification	<p>i. During validity of the bid, or its extended period, if any, the bidder changes its quoted prices.                      ii. If any of the sole Bidder/Lead Bidder/consortium partner is also partner in any other bid or submitting more than 1 bid, then all the affected bids shall be disqualified.                      iii. More than one make and model proposed for any Hardware or Software.                      iv. The bidder's bid is conditional and has deviations from the terms and conditions of RFP.                      v. Bid is received in incomplete form.                      vi. Bid is not accompanied by all the requisite documents.                      ...</p>	<p>It is requested to delete the below clause:  <del>iii. More than one make and model proposed for any Hardware or Software.</del></p>	<p>Please refer point no 18</p>

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
78	Vol-I, 6.1.3.5. Pre-Qualification Criteria, Page No:-35	The bidder/ consortium member should be operating at least fleet of 100 Passenger Vehicles in India in multi-city scenario.	As GIS tracking is one form of Fleet tracking it is requested to kindly amend the clause as below: The bidder/ consortium member should have implemented at least Fleet/GIS/GPS/GPRS /Web based Vehicles Tracking System Project of minimum 100 Vehicles in India in multi-city scenario.	No Change. As per RFP.
79	Vol-I, 6.1.3.5. Pre-Qualification Criteria, Page No:-35	The bidder/consortium member should have implemented at least one emergency call center with minimum 25 seats OR 200 seats call center/BPO in non-emergency environment in India and the same should be Operational in last seven years (started or completed) from date of bid submission.	Looking at the scope of the project, System Integrator will play an important role. It is requested to kindly modify the clause as :  The bidder/consortium member should have implemented at least one emergency call center with minimum 25 seats OR 200 seats call center/BPO in non-emergency environment in India and the same should be Operational in last seven years (started or completed) from date of bid submission. Or The bidder/ consortium member should have experience in large Systems Integration project for any State Government/Central Government/PSU in India/Abroad during last Seven years (as on bid submission date) project value not less than INR 50 Crore	No Change. As per RFP.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
80	Vol-I, 6.1.Bidder's Organizational Strength and Experience (Total Mark -50), Page No:- 39	<p>The bidder/ consortium member should be operating a fleet of at-least 100 Passenger Vehicles in India across multiple cities</p> <p>Total number of vehicles under operation</p> <ul style="list-style-type: none"> <li>· Minimum 100 vehicles - 6 Marks</li> <li>· Minimum 200 vehicles - 8 Marks</li> <li>· Minimum 300 vehicles - 10 Marks</li> </ul>	<p>As GIS tracking is one form of Fleet tracking it is requested to kindly amend the clause as below:</p> <p>The bidder/ consortium member should have implemented at least one Fleet/GIS/GPS/GPRS /Web based Vehicles Tracking System Project in India across multiple cities</p> <p>Total number of vehicles under operation</p> <ul style="list-style-type: none"> <li>· Minimum 100 vehicles - 6 Marks</li> <li>· Minimum 200 vehicles - 8 Marks</li> <li>· Minimum 300 vehicles - 10 Marks</li> </ul>	No Change. As per RFP.
81	Vol-I, 6.1.Bidder's Organizational Strength and Experience (Total Mark -50), Page No:- 39	<p>The bidder / consortium member should have experience of at least one Emergency Call Center (ECC) with minimum 25 seats OR 200 seats call center/ BPO in non- emergency environment in India</p>	<p>Looking to the scope of the project and experience in other states, System Integration is one of the key parameters. Hence, it is requested to kindly modify the clause as:</p> <p>The bidder / consortium member should have experience of at least one Emergency Call Center (ECC) with minimum 25 seats OR 200 seats call center/ BPO in non-emergency environment in India</p> <p>Total number of seats under operation</p> <ul style="list-style-type: none"> <li>· Minimum 25 ECC seats/200 BPO seats- 6 Marks</li> <li>· Minimum 50 ECC seats/300 BPO seats- 8 Marks</li> <li>· Minimum 100 ECC seats/400 BPO seats- 10 Marks</li> </ul> <p>Or</p> <p>The bidder/ consortium member should have experience in large Systems Integration project for any State Government/Central Government/PSU in India/Abroad during last Seven years (as on bid submission date) project value not less than INR 50 Crore .</p> <p>1 project =5 marks 2 projects =7 marks 3 projects = 10 Marks</p>	No Change. As per RFP.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries																
82	18. Service Level Agreement Interpretation & General Instructions	For the Implementation Phase related Performance Levels , the liquidated damages are capped at 2% of Total Cost of Bid as defined in the Commercial Bid Format of Vol 1 of the RFP. During O&M phase, liquidated damages are capped at 8% of the total amount payable for O&M phase.	It is requested to reword as: For the Implementation Phase related Performance Levels , the liquidated damages are capped at 2% of Total Cost of Bid as defined in the Commercial Bid Format of Vol 1 of the RFP. During O&M phase, liquidated damages are capped at 8% of the total amount payable for that default quarter of the O&M phase.	No Change. As per RFP.																
83	18. Service Level Agreement	f. If SLA penalty calculations exceed 15% of the quarterly payment for two consecutive quarters or 25% in any quarter, then Client may take appropriate action including termination of the contract and invoking the Performance Bank Guarantee.	It is requested to reword as: f. If SLA penalty calculations exceed 15% of the quarterly payment for three <del>two</del> consecutive quarters or 25% in any quarter, then Client may take appropriate action including termination of the contract and invoking the Performance Bank Guarantee.	No Change. As per RFP.																
84	18. Service Level Agreement Implementation Phase SLAs	<table border="1"> <tr> <td>Delay in overall project</td> <td>Measured as the difference</td> <td>&lt;=15 days</td> <td>Nil</td> </tr> <tr> <td>Go-Live date</td> <td>between the planned date for the milestone and the actual date of its completion. Target: &lt;=15 Days</td> <td>0.25% of the <del>Pending Portion Total Contract Value</del> for each week delay (beyond 15 days) or part thereof</td> <td></td> </tr> </table>	Delay in overall project	Measured as the difference	<=15 days	Nil	Go-Live date	between the planned date for the milestone and the actual date of its completion. Target: <=15 Days	0.25% of the <del>Pending Portion Total Contract Value</del> for each week delay (beyond 15 days) or part thereof		<table border="1"> <tr> <td>Delay in overall project</td> <td>Measured as the difference</td> <td>&lt;=15 days</td> <td>Nil</td> </tr> <tr> <td>Go-Live date</td> <td>between the planned date for the milestone and the actual date of its completion. Target: &lt;=15 Days</td> <td>0.25% of the <del>Pending Portion Total Contract Value</del> for each week delay (beyond 15 days) or part thereof</td> <td></td> </tr> </table>	Delay in overall project	Measured as the difference	<=15 days	Nil	Go-Live date	between the planned date for the milestone and the actual date of its completion. Target: <=15 Days	0.25% of the <del>Pending Portion Total Contract Value</del> for each week delay (beyond 15 days) or part thereof		No Change. As per RFP.
Delay in overall project	Measured as the difference	<=15 days	Nil																	
Go-Live date	between the planned date for the milestone and the actual date of its completion. Target: <=15 Days	0.25% of the <del>Pending Portion Total Contract Value</del> for each week delay (beyond 15 days) or part thereof																		
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S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
85	Vol. 2, Section 1.1, Centralized Command & Control Centre (C4), Page 5	The Centralized Dial 112 call Centre cum command Centre will be setup in the Raipur (Police Control Room, Civil Lines, Raipur) and will later be shifted to Naya Raipur in the premises of Police Headquarters.	<p>A. We assume Police Department will provide clear space for the C4 and no brickwork/ masonry work, etc. needs to be carried out by bidder. Bidder will only carry out interiors as specified in thru RFP. Kindly confirm.</p> <p>B. We assume that requisite power at the C4 will be provided by Police Department and all electricity expenses during O&amp;M will be borne by the Department. Kindly confirm.</p> <p>C. Kindly clarify till what time the C4 will be operated from Raipur and when will be the expected date of migration to Naya Raipur.?</p> <p>D. We assume that complete site preparation at the Naya Raipur premises for migrating the Dial 112 centralized command and control center will be provided by Police Department. We will only migrate the necessary IT infrastructure and furniture to the new premises. Kindly confirm.</p>	<p>Yes.</p> <p>The expected date of migration of C4 from Raipur to Naya Raipur is not known yet. However sufficient notice will be provided to the selected bidder</p>
86	Vol. 2, Section 1.1, District Control Rooms, Page 5	Raipur District Control Room shall be co-located with C4. All other 10 districts will have Remote District Control Rooms in the respective District SP offices with limited functionality available for Remote District Supervisors	We assume that physical site setup including seating space will be provided by Police Department at District SP offices. Kindly confirm	The bidders are not expected to provide furnishing at district locations
87	Vol. 2, Section 1.1, Data Centre, Pages 6-7	Once the new C4 is established at Naya Raipur, then Data Center shall also be shifted from SDC to C4. SIs need to provision for necessary services required for one-time shifting of the Data Centre and the network links.	We assume that complete site preparation at the Naya Raipur premises for migrating the Data Center provided by Police Department. We will only have to migrate the necessary IT infrastructure to the new premises. Kindly confirm.	Yes

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
88	Vol. 2, Section 1.1, Data Backup and Recovery, Page 7	The SI needs to provision infrastructure (hardware, software and network) for data backup site to be hosted in C4. The purpose of the back-up site is to store an additional copy of data to be used for restoring primary data in case of any exigency. Once the C4 and Data Centre are shifted to Naya Raipur, Data Backup site shall be located in Naya Raipur outside C4.	<p>A. We assume that data backup site hosted in C4 will only be a data dump site and no services will run from the data backup site. Kindly confirm.</p> <p>B. Once the C4 and data center are migrated to Naya Raipur, kindly clarify who shall provide the facility for hosting the data backup site at Naya Raipur. What will be the distance between data backup site and Naya Raipur C4?</p> <p>C. We assume the network connectivity between Naya Raipur C4 and data backup site will be provided by the Police department. Please confirm.</p> <p>D. What will be the expected RPO for the data?</p>	<p>A. Yes</p> <p>B. Chhattisgarh Police will arrange facility for hosting data backup site. Distance between C4 and data backup site will be 2 km approx.</p> <p>C. No. Bidder needs to provision for connectivity</p> <p>D. Since it is nearby site, the RPO should be zero</p>
89	Vol. 2, Section 1.1, Connectivity, Page 8	Optical Fiber connectivity between SDC and C4	<p>A. Kindly clarify whether bidder has to lay the fiber for connecting Data Center to C4 at Raipur or fiber connectivity from ISP can be considered?</p> <p>B. In case, bidder has to lay the necessary fiber, we assume Police Department will provide the necessary support and bear all charges related to ROW, permissions, clearances, etc. Kindly confirm.</p>	<p>A. Fiber to be laid</p> <p>B. Yes</p>
90	Vol. 2, Section 1.4.1.1, Page 12	Undertake requirement / GAP Analysis, customization and installation of existing / customized integrated product as per the needs of the Department of Police, Government of Chhattisgarh Control Room for a minimum 'concurrent' user base of 30X2 from Day 1 of operations.	<p>As per Vol. 2, Page 32, Clause 3.2.2 Scalability of RFP, "User Base - Concurrent users at peak time may be assumed to be at 20 Internal and 100 external concurrent users. The design of the Solution should be scalable to handle increasing number of users."</p> <p>Kindly clarify what will be the number of concurrent users to be considered for this project?</p>	No Change. As per RFP.
91	Vol. 2, Section 1.4.2.1, Supply & Installation, Point ix, Page 12	ix) The bidder need to get ISO 27001 certification to ensure security of overall integrated system.	<p>A. Since Data Center will be established in SDC, we understand that ISO 27001 will be carried out for C4. Kindly clarify.</p> <p>B. Kindly clarify whether ISO 27001 will be carried out for Data Center after migration to Naya Raipur C4?</p> <p>C. Kindly clarify who shall bear the cost of ISO 27001 certification?</p>	<p>A. Yes</p> <p>B. Both will be co-located</p> <p>C. Bidder</p>



S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
92	Vol. 2, Section 1.4.5, Capacity Building and Training, Table, Point 3, Page 14	Refresher Training w.r.t. changes in SOP, work flow, system updates etc. - Minimum 2 days - 234 persons (All of the above excluding drivers)	Kindly clarify the frequency of Refresher trainings to be carried out during the project lifecycle?	Two times in a year and other training as applicable especially in case of change of resource
93	Vol. 2, Section 1.4.10.5, Page 17	All the operational expenses would be borne by the vendor. These operational expenses may include but not limited to Salary of vendor's staff, fuel, maintenance expenses, accidental expenses, insurance expenses etc.	Operational expenses such as fuel, maintenance of vehicle, accidental expenses will vary during operations from vehicle to vehicle. Considering the importance of the Emergency Response Vehicles in the operations of the entire project, we suggest that these expenses (fuel, maintenance, accidental, insurance, etc.) be paid on actual. Kindly consider.	No Change. As per RFP.
94	Vol. 2, Section 1.4.10.5, Page 17	It is estimated that an ERV shall be running, on an average, for 100 km per day. Therefore, it is envisaged that each day cumulative distance traveled by all cars shall be within 24,000 Km (240 * 100). The bidders are required to budget the cost of operations and maintenance accordingly. The average distance traveled may be recalibrated by Chhattisgarh Police from time to time by observing the actual usage of ERVs.	As per RFP, budgeting for operational expenses of ERV is to be carried out at an average of 100 kms per day. We assume that if the average goes beyond 100 kms per day, Police Department will pay the additional amount on actual. Kindly clarify.	Yes
95	Vol. 2, Section 1.4.10.5, Page 17	In case of natural causes/accidents or damage beyond the control of the bidder, the risk of damage to vehicle shall be borne by the SI.	We assume that since Police Department is already procuring the necessary vehicles, insurance of the vehicle will be available and any damages/ accidents will be covered through the insurance of the vehicle as provided by the Department. Kindly confirm.	Please refer S No. 5
96	Vol 2, Section 3.3, Point 7, Page No. 37	Bidders should ensure complete warranty and support for all equipment from OEMs. All the back-to-back service agreements should be submitted along with the Technical Bid.	Warranty and support clause is already present in MAF format provided in Volume 1, Page 72 of RFP. We understand the same should suffice for warranty and support terms and no separate back-to-back service agreement will be required. Kindly confirm.	Yes

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
97	Vol. 2, Functional Architecture, Table, Point 9, Page 28	<p>1. Citizen App: Below are mandatory functionality to be provided by bidder:</p> <ul style="list-style-type: none"> <li>§ Log an event</li> <li>§ Anonymous tips</li> <li>§ Track your vehicle (browser/mobile app)</li> <li>§ SOS</li> <li>§ Send your location to relatives during distress</li> <li>§ Feedback on Dial 112 or event</li> </ul> <p>2. Senior Officer App:</p>	Functionalities for Senior Officer App have not been provided. Request to provide the same.	Please refer S No 67
98	Vol. 2, 29. The IT infrastructure proposed for CHHATTISGARH POLICE system should comply with the below:	General	Kindly amend the clause for the DIAL-112 Application OEM criteria, The OEM of DIAL-112 should be in "IHS" report published in any one of last 3 years. The OEM will submit the Copy of the report pages along with the Proposal.	Please refer S No. 72
99	Vol 2,Section 3.3, Point 3,Page No. 37	None of the IT / Non-IT equipment's proposed by the Bidder should be End of Life product. It is essential that the technical proposal is accompanied by the OEM certificate in the format given in Section 5.11 (Form 10) of Volume I of this Tender, where-in the OEM will certify that the product is not end of life & shall support for at least 7 years from the date of Bid Submission	Since the products are very fast moving now a days due to rapid change in technology and standard lifecycle of products is 5 years, we request to modify the clause as "None of the IT / Non-IT equipment's proposed by the Bidder should be End of Life product. It is essential that the technical proposal is accompanied by the OEM certificate in the format given in Section 5.11 (Form 10) of Volume I of this Tender, where-in the OEM will certify that the product is not end of life & shall support for at least 5 years from the date of Bid Submission"	No Change. As per RFP.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
100	Vol 2, Section 3.3, Point 21, Page No. 38	The proposed systems and IT Infrastructure components like servers, storage, network etc. should be of enterprise class and must be current as per OEMs latest offering, in line with advancements of technology in these domains. Bidder need to provide the published benchmarks for the stated systems along with the sizing assessment sheet being certified by the OEM for the stated systems. All the components should be able to handle expected loads and provision the desired transaction times and throughputs.	Since the overall solution will be provided by the Bidder considering sizing inputs from OEMs of various solution components, we suggest that bidder will provide undertaking for total responsibility as required in Section 6.7 of RFP Volume 1.	No Change. As per RFP.
101	Vol. 2, Section 4, Timelines, Page 40	Timelines	Timelines for establishment of C4, Data Center, ERVs and training have not been provided. Since payment is linked to these activities, we request you to provide the same.	C4 and Data Center facility are ready as on date. The requisite no of ERVs will be made available for development & testing phase and remaining ERVs will be made available 15 days before Go-live
102	Vol. 2, Section 6.2, Hardware, Point 25, Page 44	Provision of 200 KVA Diesel Generator with accessories, & earthing with high raised flooring or steel structural arrangements and civil works	We assume that fuel expenses for operating the diesel generator set will be reimbursed by Police Department on actual. Kindly confirm.	Yes
103	Vol. 2, Section 6.2, Hardware, Points 38, 39, 40 & 41, Page 44	PTZ Cameras for ERV with Hydraulic System - 11 Nos. Fixed Dome Cameras for ERV - 22 Nos. NVRs with 4-G SIM Support & Wi-Fi Support with 4 TB HDD for ERV - 11 Nos. Solar Panel Modules with 2 Hrs. Battery Back-up for ERV - 11 Nos.	A. Kindly clarify whether such equipment are to be installed on specific ERVs or any fixed location at the district level. B. Kindly provide installation locations for the same if installation is to be carried out at district level.	Such equipment will be installed in one ERV in each district and all equipment will be installed in central location
104	Vol. 2, Section 7 - Annexure 1, Table 23 - Storage Specifications, Page 91	Primary Storage to have 100% capacity for all solutions of the project for as per recording parameters	A. Kindly clarify the recording parameters such as FPS, Resolution, Compression Format for cameras (PTZ, fixed box, indoor) as these will be required for storage capacity sizing? B. Kindly provide retention time (in days) in primary storage for both video and non-video data as this will be required for storage capacity sizing	A. At D1 resolution, 15 FPS, H.264 or better 2. One month

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105	Vol. 2 , Section 7 - Annexure 1, Table 35 - End Point Protection - Anti Virus, Point 12, Page 110	The solution must provide the logs for real time scanning, local scanning, shell scanning, general events like signature updates and must be integrate with proposed SIEM	SIEM has not been asked for in the RFP Bill of Material and Specifications. Kindly clarify whether bidder needs to propose the same?	Yes bidder needs to propose																																																									
106	5 Milestones and Payment Criteria <b>PAYMENT TERMS</b>	<table border="1"> <thead> <tr> <th colspan="3">Payment Terms</th> </tr> <tr> <th>Milestone</th> <th>Payment</th> <th>Deliverables</th> </tr> </thead> <tbody> <tr> <td>Delivery and Receipt of material at site and after Verification of such items by Department of Police</td> <td>20% payment of Capital Cost</td> <td>Delivery Challan</td> </tr> <tr> <td>Power-up (for hardware), Installation, configuration and ready for Application deployment</td> <td>20% payment of Capital Cost</td> <td>Installation and commissioning Reports</td> </tr> <tr> <td>Web Portal and Mobile App deployment</td> <td>10% of the Capital Cost</td> <td>Acceptance from Police Department, SRS, UAT</td> </tr> <tr> <td>Command and Control Centre application and Manpower deployment</td> <td>10% of the Capital Cost</td> <td>Acceptance from Police Department</td> </tr> <tr> <td>Integration with Dial 108</td> <td>5% of the Capital Cost</td> <td>Acceptance from Police Department</td> </tr> <tr> <td>Integration with Fire Department</td> <td>5% of the Capital Cost</td> <td>Acceptance from Police Department</td> </tr> <tr> <td>Go live 11 district</td> <td>10% of the Capital Cost</td> <td>Acceptance from Police Department</td> </tr> </tbody> </table>	Payment Terms			Milestone	Payment	Deliverables	Delivery and Receipt of material at site and after Verification of such items by Department of Police	20% payment of Capital Cost	Delivery Challan	Power-up (for hardware), Installation, configuration and ready for Application deployment	20% payment of Capital Cost	Installation and commissioning Reports	Web Portal and Mobile App deployment	10% of the Capital Cost	Acceptance from Police Department, SRS, UAT	Command and Control Centre application and Manpower deployment	10% of the Capital Cost	Acceptance from Police Department	Integration with Dial 108	5% of the Capital Cost	Acceptance from Police Department	Integration with Fire Department	5% of the Capital Cost	Acceptance from Police Department	Go live 11 district	10% of the Capital Cost	Acceptance from Police Department	<table border="1"> <thead> <tr> <th colspan="3">Payment Terms</th> </tr> <tr> <th>Milestone</th> <th>Payment</th> <th>Deliverables</th> </tr> </thead> <tbody> <tr> <td>Inception Phase</td> <td>10% payment of Capital Cost</td> <td>Submission of Inception Report, Project Plan, Risk Management and Mitigation Plan, Site Survey report, Final BoQ</td> </tr> <tr> <td>Delivery and Receipt of material at site and after Verification of such items by Department of Police</td> <td>20% payment of Capital Cost</td> <td>Delivery Challan</td> </tr> <tr> <td>Power-up (for hardware), Installation, configuration and ready for Application deployment</td> <td>20% payment of Capital Cost</td> <td>Installation and commissioning Reports</td> </tr> <tr> <td>Web Portal and Mobile App deployment</td> <td>5 10% of the Capital Cost</td> <td>Acceptance from Police Department, SRS, UAT</td> </tr> <tr> <td>Command and Control Centre application and Manpower deployment</td> <td>5 10% of the Capital Cost</td> <td>Acceptance from Police Department</td> </tr> <tr> <td>Integration with Dial 108</td> <td>5% of the Capital Cost</td> <td>Acceptance from Police Department</td> </tr> <tr> <td>Integration with Fire Department</td> <td>5% of the Capital Cost</td> <td>Acceptance from Police Department</td> </tr> <tr> <td>Go live 11 district</td> <td>10% of the Capital Cost</td> <td>Acceptance from Police Department</td> </tr> </tbody> </table>	Payment Terms			Milestone	Payment	Deliverables	Inception Phase	10% payment of Capital Cost	Submission of Inception Report, Project Plan, Risk Management and Mitigation Plan, Site Survey report, Final BoQ	Delivery and Receipt of material at site and after Verification of such items by Department of Police	20% payment of Capital Cost	Delivery Challan	Power-up (for hardware), Installation, configuration and ready for Application deployment	20% payment of Capital Cost	Installation and commissioning Reports	Web Portal and Mobile App deployment	5 10% of the Capital Cost	Acceptance from Police Department, SRS, UAT	Command and Control Centre application and Manpower deployment	5 10% of the Capital Cost	Acceptance from Police Department	Integration with Dial 108	5% of the Capital Cost	Acceptance from Police Department	Integration with Fire Department	5% of the Capital Cost	Acceptance from Police Department	Go live 11 district	10% of the Capital Cost	Acceptance from Police Department	Please refer S No. 19
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S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
107	1. Definitions and Interpretations	<p>Documents forming part of this Agreement This Agreement, including its Schedules and Annexure, represents the entire agreement between the Parties. The following documents shall be deemed to form and be read and constructed as part of the Agreement viz.:</p> <p>I. This Agreement along with the Schedules;                      II. Request for Proposal and corrigendum/addendum to the Request for Proposal (if any)                      III. The Proposal submitted by the System Integrator as accepted by Chhattisgarh Police along with any related documentation;                      IV. Letter of Award                      V. The Corporate Non-disclosure agreement, individual Non-disclosure document and any other document to be submitted by the System Integrator and appended to this Agreement.</p>	<p>It is requested to reword as:                      Documents forming part of this Agreement This Agreement, including its Schedules and Annexure, represents the entire agreement between the Parties. The following documents shall be deemed to form and be read and constructed as part of the Agreement viz.:</p> <p>I. This Agreement along with the Schedules;                      II. Request for Proposal and corrigendum/addendum to the Request for Proposal (if any)                      III. The Proposal submitted by the System Integrator as accepted by Chhattisgarh Police along with any related documentation;                      IV. Letter of Award                      V. The Corporate Non-disclosure agreement, individual Non-disclosure document and any other document to be submitted by the System Integrator and appended to this Agreement.                      vi. Change Request(s) if any</p>	No Change. As per RFP.
108	12. Financial Matters Tax	New Clause to be added	<p>Kindly add                      Further, any Tax rates are increased or decreased including but not limited to Basic Custom Duties, Goods and Service Tax etc., or a new Tax is introduced, an existing Tax is abolished, or any change in interpretation or application of any Tax occurs in the course of the performance of the Contract, which was or will be assessed on the SI/Contractor, its Subcontractors, or their employees in connection with performance of the Contract, an equitable adjustment to the Contract Price shall be made to fully take into account any such change by addition to or reduction from the Contract Price, as the case may be.</p>	No Change. As per RFP.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
109	13. Event of Default, Termination and Suspension Consequences of Event of Default	b) Suspend all corresponding and relevant payments to the SI under the Agreement (except for milestones which have been successfully achieved) by written notice of suspension to the SI provided that such notice of suspension shall (a) specify the nature of failure; and (b) request the SI to remedy such failure within a specified period from the date of receipt of such notice of suspension by the SI;	Kindly reword as: b) Suspend all corresponding and relevant payments to the SI under the Agreement (except for milestones which have been successfully achieved and the equipment including hardware and software is delivered) by written notice of suspension to the SI provided that such notice of suspension shall (a) specify the nature of failure; and (b) request the SI to remedy such failure within a specified period from the date of receipt of such notice of suspension by the SI;	No Change. As per RFP.
110	13. Event of Default, Termination and Suspension Termination for Convenience	Termination for Convenience Chhattisgarh Police may, by written notice of 90 (ninety) days sent to the SI, 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 Chhattisgarh Police's convenience, the extent to which performance of work under the Agreement is terminated, and the date upon which such termination becomes effective. Chhattisgarh Police may, at its discretion, relax or absolve the SI from following the timelines and/or service levels related to the part of the Agreement which is being terminated	It is requested to reword as: Termination for Convenience Chhattisgarh Police may, by written notice of 90 (ninety) days sent to the SI, 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 Chhattisgarh Police's convenience, the extent to which performance of work under the Agreement is terminated, and the date upon which such termination becomes effective. Chhattisgarh Police may, at its discretion, relax or absolve the SI from following the timelines and/or service levels related to the part of the Agreement which is being terminated An opportunity of being heard shall be given to the SI within 30 days of the notice	No Change. As per RFP.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
111	14. Indemnification & Limitation of Liability	<p>Risk Purchase                      If the System Integrator fails to perform its obligations (or any part thereof) under this Agreement and System Integrator does not to make good such failure to the satisfaction of Chhattisgarh Police within 30(thirty) days (or such other additional cure period deemed reasonable by Chhattisgarh Police) of receipt of notice from Chhattisgarh Police about such failure or if the Agreement is terminated by Chhattisgarh Police due to breach of any obligations of the System Integrator under this Agreement, Chhattisgarh Police reserves the right to procure same or equivalent Services / Goods/Deliverables from alternative sources at the System Integrator's risk and responsibility. Any incremental cost borne by Chhattisgarh Police in procuring such services/goods/deliverables shall be borne by the System Integrator. Any such incremental cost incurred in the procurement of the material from alternative source will be recovered from the undisputed pending due and payable payments /Security Deposit / Performance Bank Guarantee provided by the System Integrator under this Agreement and if the value of the services/materials under risk purchase exceeds the amount of Security Deposit and / or Bank Guarantee, the same may be recovered if necessary by due legal process. The incremental cost that may be recovered by Chhattisgarh Police from System Integrator under this clause shall be limited to 100% of the amount that was payable to System Integrator for the non-delivered goods/services/deliverables.</p>	<p>It is requested to reword as:                      Risk Purchase                      If the System Integrator fails to perform its obligations (or any part thereof) under this Agreement and System Integrator does not to make good such failure to the satisfaction of Chhattisgarh Police within 30(thirty) days (or such other additional cure period deemed reasonable by Chhattisgarh Police) of receipt of notice from Chhattisgarh Police about such failure or if the Agreement is terminated by Chhattisgarh Police due to breach of any obligations of the System Integrator under this Agreement, Chhattisgarh Police reserves the right to procure same or equivalent Services / Goods/Deliverables from alternative sources at the System Integrator's risk and responsibility. Any incremental cost borne by Chhattisgarh Police in procuring such services/goods/deliverables shall be borne by the System Integrator. Any such incremental cost incurred in the procurement of the material from alternative source will be recovered from the undisputed pending due and payable payments /Security Deposit / Performance Bank Guarantee provided by the System Integrator under this Agreement and if the value of the services/materials under risk purchase exceeds the amount of Security Deposit and / or Bank Guarantee, the same may be recovered if necessary by due legal process. <del>The incremental</del> cost that may be recovered by Chhattisgarh Police from System Integrator under this clause shall be limited to 100% of the amount that was payable to System Integrator for the non-delivered goods/services/deliverables.</p>	No Change. As per RFP.

S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
112	14. Indemnification & Limitation of Liability Limitation of liability	II. Notwithstanding anything contained in the foregoing, the liability cap and exclusion for the System Integrator given under this Clause 14.6 (I) shall not be applicable to the indemnification obligations set out in Clause 14 and breach of Clause 11.3 and 16.	It is requested to reword as: II. Notwithstanding anything contained in the foregoing, the liability cap and exclusion for the System Integrator given under this Clause 14.6 (I) shall also <del>not</del> be applicable to the indemnification obligations set out in Clause 14 and breach of Clause 11.3 and 16.	No Change. As per RFP.
113	5. AUDIT RIGHTS OF SUPPLIERS AND AGENTS	REPORTING: The System Integrator will provide quarterly reports to the Chairperson, PIU / Steering committee regarding any specific aspects of the Project and in context of the audit and access information as required by Chhattisgarh Police or its nominated agency.	It is requested to kindly explain the kind of reports and documents which will be required for the Audit purpose	Audit requirements mentioned in Schedule 4 of volume 3
114	Vol 2 Page 121,5 inch for 2 Wheeler Motorcycle, Sr.No.2	Screen :Touch screen should be 5" HD (1280 x 720) Sunlight-readable display with Glove & Rain mode 10-point capacitive multi-touch Brightness: up to 500 nits	Since the screen is only 5" it is very difficult to touch with 10 fingers at a time. Request you to reconsider to 5-Point multi-touch instead of 10 point multi-touch	No Change. As per RFP.
115	Vol 2 Page 121,5 inch for 2 Wheeler Motorcycle, Sr.No.5	Processor: 1.7GHz Quad-core processor or higher	Quad-Core processor is a multiprocessor architecture that is designed to provide faster processing power. Processor speeds varies and request you to accept any Quad-Core processor.	No Change. As per RFP.
116	Vol 2 Page 121,5 inch for 2 Wheeler Motorcycle, Sr.No.13	Power: Lithium- Ion 6200 mAh battery with user replaceable option with 12-14 Hrs backup or more with Hot Swap option.	Industry battery Standard operation is 5000mAh with 10hrs battery backup. We request you to consider this so that many players can compete. In addition 10000mAh power bank can be provided so that it can give 2 charges per cycle and the device can be used 24x7 without hot swap function	No Change. As per RFP.



S No	RFP Section	RFP Point	Clarification Sought	Response to Queries
117	Vol 2 Page 122,7 inch for 4 Wheeler Vehicle, S.no.1	It should be fully rugged- water, dust , shock, vibration resistant- with IP 65, MIL 810G & 461Fcertified	<p>Since wireless Radio equipment's used in Police vehicles also uses Portable MIL-STD-810G and sealing standards of IP 67. Moreover MIL 461F is required only airborne or Defense applications. We have deployed similar devices in Police department in India and the same is working absolutely fine.</p> <p>Kindly request you to consider MIL-STD-810G &amp; IP-67 as the standard qualification criteria.</p>	No Change. As per RFP.
118	Vol 2 Page 122,7 inch for 4 Wheeler Vehicle, S.no.10	Integrated GPRS/4G with GSM SIM & GPS.	<p>In addition to 4G data support built in voice calling feature will enable dispatcher in the command center to directly call the MDT in Vehicle and provide hands free assistance.</p> <p>Also voice calling feature allows field officer to dial out the citizens who is in distress need.</p> <p>In turn this can eliminate the necessity of providing separate smart phones and save the cost factor.</p> <p>Since GPS plays a major role, it will be better to have External GPS antenna connector on the tablet so that antenna can be extended on to the patrolling vehicle to have more precise GPS signals.</p> <p>MDT with integrated Biometric reader will allow patrolling officers to login/ logout give attendance from the Tablet itself. Separate biometric device may have the chance of getting misplaced and will be loosely hanging. This integrated feature can eliminate the necessity of providing separate Biometric Attendance System for ERVs and save the cost factor.</p>	No Change. As per RFP.

### **Annexure 3- Enterprise Management System (EMS) / Network Monitoring System (NMS) Specification**

The Enterprise Management System (EMS) is an important requirement of this Project. Various key components of the EMS are:

- i. SLA & Contract management System
- ii. Network Monitoring System
- iii. Server Monitoring System
- iv. Helpdesk System

Proposed EMS Solution shall be based on industry standard best practice framework such as ITIL etc.

#### **SLA & Contract management System**

The SLA & Contract Management solution should enable the Police Department to capture all the System based SLAs defined in this Tender and then calculate quarterly (or for any duration) penalty automatically. Measuring service performance requires incorporation of a wide variety of data sources of the Dial 112 project. The SLA solution should support the collection data from various sources in order to calculate Uptime / Performance / Security SLAs. Various features required in this component to EMS are -

- i. It must be a centralized monitoring solution for all IT assets (including servers, network equipment etc.)
- ii. The solution must have integrated dashboard providing view of non performing components / issues with related to service on any active components
- iii. The solution must follow governance, compliance and content validations to improve standardization of service level contracts
- iv. Application should be pre-configured so as to allow the users to generate timely reports on the SLAs on various parameters.
- v. The solution must support Service Level Agreements & Lifecycle Management including Version Control, Status Control, Effectively and audit Trail to ensure accountability for the project.
- vi. The solution must have the ability to define and calculate key performance indicators from an End to End Business Service delivery perspective related to Dial 112 Project under discussion.
- vii. The solution should support requirements of the auditors requiring technical audit of the whole system
- viii. The solution must have an integrated dashboard, view of Contract Parties & current SLA delivery levels and view of Services & current SLA performance
- ix. The solution should support SLA Alerts escalation and approval process.
- x. Solution should support effective Root Cause Analysis, support capabilities for investigating the root causes of failed service levels and must make it possible to find the underlying events that cause the service level contract to fail.
- xi. Accept Data from a variety of formats; provide pre-configured connectors and adapters, Ability to define adapters to data source in a visual manner without coding.
- xii. Support for Defining and Calculating service Credit and Penalty based on clauses in SLAs.

#### **Reporting**

- i. Ability to generate reports on penalty and credit due, to check on non-compliance of SLAs for the Dial 112 project
- ii. Monetary penalties to be levied for non-compliance of SLA, thus the system must provide Service Level Performance Report over time, contract, service and more.
- iii. The solution should provide historical and concurrent service level reports for the Dial 112 project in order to ensure accountability of the service provider's performance
- iv. Automatic Report creation, execution and Scheduling, must support variety of export formats including Microsoft Word, Adobe PDF etc.
- v. The solution must support Templates for report generation, Report Filtering and Consolidation and Context sensitive Drill-down on specific report data to drive standardization and governance of the Dial 112 project
- vi. The solution must support security for drill-down capabilities in dashboard reports ensuring visibility for only relevant personnel of the Dial 112 project
- vii. Support real-time reports (like at-a-glance status) as well as historical analysis reports (like Trend, Top N, Capacity planning reports etc.)
  - Resource utilization exceeding or below customer-defined limits
  - Resource utilization exceeding or below predefined threshold limits

An indicative List of SLAs that need to be measured centrally by SLA contract management system are given in the Tender Document. These SLAs must be represented using appropriate customizable reports to ensure overall service delivery.

### **Network Management System**

Solution should provide Fault, Configuration & Performance management of the entire datacenter infrastructure and should monitor IP\SNMP enabled devices such as Routers, Switches, IP phones, Online UPS, etc. Proposed Network Management shall integrate with SLA & Contract Management system in order to supply KPI metrics like availability, utilization in order to measure central SLA's and calculate penalties. Following are key functionalities that are required, which will help measuring SLA's as well as assist administrators to monitor network faults & performance degradations in order to reduce downtimes, increase availability and take proactive actions to remediate & restore network services.

- i. The proposed solution must automatically discover manageable elements connected to the infrastructure and map the connectivity between them. Solution should provide centralized monitoring console displaying network topology map from central location to Zonal / Police Station Level.
- ii. Proposed solution should provide customizable reporting interface to create custom reports for collected data.
- iii. The system must use advanced root-cause analysis techniques and policy-based condition correlation technology for comprehensive analysis of infrastructure faults.
- iv. The system should be able to clearly identify configuration changes as root cause of network problems and administrators should receive an alert in case of any change made on routers/ switches used in Dial 112 project.
- v. Network Performance management system should provide predictive performance monitoring and 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 based on baseline data instead of setting up manual thresholds for monitored devices.
- vi. The system must support the ability to create reports that allow the Dial 112 administrators to search all IP traffic over a specified historical period, for a variety of conditions for critical router interfaces.
- vii. The proposed system must be capable of providing the following detailed analysis across Dial 112 domain:
  - Top utilized links (inbound and outbound) based on utilization of link
  - Top protocols by volume based on utilization of link
  - Top host by volume based on utilization of link

### **Server Performance Monitoring System**

- i. The proposed tool should integrate with network performance management system and support operating system monitoring for various platforms supplied as part of the Dial 112 Project.
- ii. The proposed tool must provide information about availability and performance for target server nodes.
- iii. The proposed tool should be able to monitor various operating system parameters such as processors, memory, files, processes, file systems, etc. where applicable.
- iv. The solution should provide a unified web based console, which consolidates all aspects of role based access under a single console.
- v. Proposed Network Management shall integrate with SLA & Contract Management system in order to supply KPI metrics like availability, utilization, and performance in order to measure central SLAs and calculate penalties.

### **Centralized Helpdesk System**

- i. The proposed helpdesk solution must provide flexibility of logging, viewing, updating and closing incident manually via web interface for issues related to Dial 112 project.
- ii. Helpdesk system should provide incident management, problem management templates along with helpdesk SLA system for tracking SLA's pertaining to incident resolution time for priority / nonpriority incidents.
- iii. The proposed helpdesk solution must have a built-in workflow engine to define escalations or tasks to be carried out after issues or change order are logged pertaining to Dial 112 project.
- iv. Centralized Helpdesk System should have integration with Network/Server Monitoring Systems so that the Helpdesk Operators can to associate alarms with Service Desk tickets to help Dial 112 operators that for what particular alarms corresponding helpdesk tickets got logged.
- v. Dial 112 Network admin should be able to manually create tickets through Fault Management GUI.
- vi. System should also automatically create tickets based on alarm type
- vii. System should provide a link to directly launch a Service Desk view of a particular ticket created by alarm from within the Network Operation console.