

## CLARIFICATION

SNo.	RFP Reference				Description of the Clause	Amendment Requested	Reason for requesting the Amendment	Comments
	Volume No.	Page No.	Section No.	Clause No.				
1	-	-	-	-	General	Kindly take all the field equipment delivery as a single consignment as no OEM will keep the same prices over a period of 2 years because of foreign exchange fluctuations and price validity.		Bidders are requested to adhere to the tender conditions. Tender clause remains same.
2	BoQ	-	-	-	General	The software items (antivirus and HIPS) which were mentioned in BoQ1 will be covered under the CAPEX software schedule or would they be retained under CAPEX hardware schedule.		It is clarified that antivirus and HIPS will be part of the server component under CAPEX hardware.
3	BOQ-4	1.01 & 1.02			UPS Units & UPS Batteries	The quote sought for is for 5 years for batteries supplied in 2019 and units supplied 2020	Request clarification if Batteries would be changed during the project period as per the BOQ 9 1 quote sought as the cyclic life of the batteries are in general only 3 years.	SCRB will replace the batteries based on the cyclic life and the required backup time as per the rates quoted on the commercial bid
4	-	-	-	-	Infrastructure sizing	Request you to please let us know the sizing details of the existing infra for Web, Application and Database We would need the bifurcated details for better understanding for each of the 3 layers for both Production DC and Disaster Recovery environment in the table mentioned in sheet 2 of this excel		The number of servers mentioned in the RFP are indicative. Based on the application requirement & quantum of users, the bidder shall propose the number of servers. SCRB would validate and place orders for additional servers.
5	Vol I	69-70	12. Network & Server Rack Specifications		Specifications for Network and Server Rack	The Specs for Network and Server Racks is mentioned. However there is no pricing sought for the same in the commercial bid	Query	It is clarified that the network and server rack are not part of hardware scope.
6	-	-	-	-	General	As the Helpdesk will be accessed through mobile phones only hence recording of calls wont be available.Kindly confirm the same.		The details needs to be recorded in the EMS tool and a helpdesk ticket should be assigned for further follow up action. Recording of the mobile conversation is not expected.
7	BOQ		BOQ-4, 5, 6		Opex for existing hardware	Pl specify the date of commencement for existing hardware O&M	In case this is from Contract sign date , then the 5 year term will not be in sync with the contract end date as the O&M for the rest would commence after Go-Live date	The OPEX for the existing hardware as per the tender document will commence immediately and will cease from the year the hardware is replaced.
8	BOQ-3		BOQ-3	1.06 & 1.07	Cost of Manpower deployed at Data Center & Service Desk Manmonth	there is a manmonth gap between the implementation phase and the O&M Phase as the manmonth is sought only for 60months	We understand from the RFP that the existing infrastructure at Data Center and the help desk operations should commence from Contract Sign date. In which case, the manmonth rate can be billed accordingly at the same rates for the implementation period as well where resources are deployed for the said operations?	The OPEX for the existing hardware, Data Center & Helpdesk operations as per the tender document will commence from contract sign date. The payments for the services will be made as per the rates discovered.
9	BoQ	-	-	-	Opex for existing hardware	In BoQ3 (items 1.06 and 1.07) have references to Total of 360 Person Months. Considering the implementation phase and immediate take over of Data center and service desk, implementation-phase-period (currently mentioned in the corrigendum 2 as 7.5 months) needs to be included.		The OPEX for the existing hardware, Data Center & Helpdesk operations as per the tender document will commence from contract sign date. The payments for the services will be made as per the rates discovered.

10	BoQ	-	-	-	General	The bidder is required to quote the AMC charges for the Existing hardware in BoQ 4, 5 & 6 from Year 1 to Year 5 of the O&M Phase. However, what about the AMC charges for the existing hardware during the 7.5 months Implementation phase of the project? How will the bidder quote for these charges? Ideally, the BoQ should be modified for the bidder to quote the AMC charges for the Existing hardware for the entire duration of the contract from M1 onwards and should not be taken from the price discovery items. The Payment can be released to the bidder on Quarterly in Arrears basis.		The OPEX for the existing hardware, Data Center & Helpdesk operations as per the tender document will commence from contract sign date. The payments for the services will be made as per the rates discovered.
11	BoQ	-	-	-	General	BoQ1 : 4 and BoQ2 are considered as Application capex components which will be paid as part of implementation milestones in the ratio of 75% during implementation phase and rest 25% during O&M - 5% every year)		Bidders are requested to adhere to the tender conditions. Tender clause remains same.
12	Volume II	193	9.2.2		Software Payment Schedule	It is understood that 25% of the implementation cost is spread across 5 years of O&M and also a separate O&M Cost for 5 Years is sought	Pl clarify if the O&M costs for Application would be as per the Yearly quote sought for in BOQ3 1.05 + 5% of the balance implementation cost per year	O&M cost for application development will include 1. O&M yearly quote 2. 5% of the CAPEX per year
13	3	70	2.4.2	Implementation Phase #3	All penalties during the Pilot Rollout phase shall be accumulated on a monthly basis and shall be adjusted against the forthcoming payments milestone. The total maximum deduction by way of penalty shall not exceed 10% of the milestone payment value (without penalties) to be made for the milestone payment.	All penalties during the Pilot Rollout phase shall be accumulated on a monthly basis and shall be adjusted against the forthcoming payments milestone. The total maximum deduction by way of penalty shall not exceed <b>5%</b> of the milestone payment value (without penalties) to be made for the milestone payment.		Bidders are requested to adhere to the tender conditions. Tender clause remains same.
14	3	70	2.4.2	O&M phase #3	The total maximum quarterly deduction by way of penalty shall not exceed 25% of the quarterly payments (without penalties) to be made in that quarter.	The total maximum quarterly deduction by way of penalty shall not <b>exceed 10%</b> of the quarterly payments (without penalties) to be made in that quarter.		Bidders are requested to adhere to the tender conditions. Tender clause remains same.
15	Volume I	23	B	2	Prior project experience in application development / customization and maintenance for any Government Projects in India with minimum contract value of each project worth of INR 10 Crores in the last 10 years (as of 31st March 2020).	Request to change date in the clause from 31st March 2020 to 31st March 2021	Since bidding was to happen towards the end of last FY, i.e by 31st March 2021 and hence prior project experience upto 31st March 2020 has been asked in the RFP. But due to unforeseen circumstances it has got stretched upto Aug 2021, hence we should be allowed to showcase prior project experience that added up in last financial years ,i.e., upto 31st March 2021also	Bidders are requested to adhere to the tender conditions. Tender clause remains same.
16	BoQ	-	-	-	General	What are the terms and conditions for the payment of price discovery items mentioned in BoQ7, BoQ8, BoQ9, BoQ10, BoQ11 and BoQ12. To be precise, would these payment be made to the bidder immediately OR will be it added to the OPEX payment due to the bidder at the end of every quarter.		Payments for the items for which price discovery has been done will be paid along with the O&M quarterly payments.
17	BOQ-13		BOQ-13	4	Price Discovery	To be considered separate as in the evaluation parameter it is mentioned	Price Discovery to be considered separate else, actual quantity to be mentioned to arrive at actual bid value	Bidders are requested to adhere to the tender conditions. Tender clause remains same.

18	1	94	8.3	Annexure 3 #	Format for Undertaking on Key Personnel proposed for the Project	In the Undertaking letter for Key personnel 'Infrastructure Expert' is referenced as key personnel. However in the section 2.7 Technical Qualification Criteria Infrastructure Expert is not mentioned in section D (proposed Team and Governance Structure). As there are no marks awarded for this role request to delete 'Infrastructure Expert' from Undertaking letter for Key personel.		Bidders are requested to adhere to the tender conditions. The bidder is expected to provide undertaking for all the resources in Section D.
19	-	-	-	-	General	Kindly confirm that the zonal leads ,data centre level 2 resources and servcie desk level 1 resources can be sub-contracted. Kindly confirm that the 4 key positions of project manager , technical architect , team lead-data centre ,team lead - service desk have to be Bidder's employee.		Bidders are requested to adhere to the tender conditions. Tender clause remains same.
20	BoQ	-	-	-	General	As there is no preference for the bidder to select between opensource and COTS request to add a new line item under BoQ1 (sections 1 and 2) for inclusion of any other software which is required to complete the solution		Bidders are requested to adhere to the tender conditions. The necessary software cost for successful completion should be presented as part of BoQ 1
21	BoQ	-	-	-	General	If Opensource is preferred as part of the solution please let us know whether SCRB would prefer support or non-supported version. If supported version is preferred, please provide an item in BoQ 1		Bidders are requested to adhere to the tender conditions. The vendor is expected to provide continous support to SCRB for the entire solution till the end of the contract period.
22	-	-	-	-	General	Does the client prefers open source software, supported version of unsupported. In most of the Governments bids these days customer want Open Source Software (unsupported) because they donot want to lock down with any OEM.		Bidders are requested to adhere to the tender conditions. The vendor is expected to provide continous support to SCRB for the entire solution till the end of the contract period.
23	II	58	7.1.6	the entire section	Scope of Over View	As per the requirement provisioned in the section, understanding is Technology & Tools required for the given scope of work is as follows: (1)BPM (2)Testing Tools ( Performance, Vulnerability, Automation etc.) (3)Mobility (4)Portal (5)Geo-tagging Software (6)MDM (7)BI Tool (8)Data Warehouse (9)Enterprise Search (10)Infrastructure (11)DMS (12)IDAM Tool (13)API Gateway (14)Message Queue System (15)Knowledge Management Tool (16)Helpdesk Tool (SLA Monitoring/Incident Management/Asset Management) (17)Security Tools (18)Project Management Tool (19)Digital Signature	RFP/ Corrigendum should explicitly come out with the technology and tools required for the scope of work which is <b>not</b> clearly articulated however same is required as per the scope.  This will avoid misinterpretation of the scope by various bidding SIs'.	As already mentioned in Corrigendum# 2, the vendor is expected to propose appropriate tools & technologies to accomplish the scope of work as defined in the "Scope of Work" section of Volume 2 of RFP
24	Vol II	143	8.13 Application Security		Make necessary adjustment to CMS default settings.	1. We looked at current CCTNS website. It has only static informational pages. We would like to know whether you envisaged for CCTNS 2.0 web pages content to be created/edited through a UI? We need this clarification to ascertain the requirement for a Content Management System.	Query	CCTNS website shall have provision to create/modify content through UI. This UI shall adhere to the criteria mentioned in Section 7.4 "Tools & Portals on CCTNS Platform"

25	Vol II	64	7.2.2 Investigatio n		The system should have provision to upload audio- video clips of witness statement, confession statement, CCTV footages etc. in the relevant sub modules/case events.	2. We understand documents, images, vdeo and audio statements(digital assets) will be uploaded in CCTNS 2.0 as part of FIR, investigation etc. and these will be stored centrally not locally. Can we also know what will be the storage consumption(in GB) of these digital assets on daily or monthly basis?	Query	As clarified in Corrigendum 2, Bidder is free to is free to propose suitable solution based on the volume & type of data. The files can be compressed without compromising on the quality of content. In concurrence with bidder, Admin shall have provision to limit allowable file size
26	Vol II	206	13. Annexure 1 – Web Application- CCTNS 2.0 Application Design Principles		The objective of the system shall be to provide multifarious options to the user to capture information under all situations such as network connectivity issues/ application not working/ mobile device not working. For instance, in case of network connectivity issues, the user should be able to login to static pages in the application and enter information in offline mode. The information should be saved in the backend as draft. As soon as the connectivity resumes, the system should push the data to the server and sync it with the live application. In case of Investigating officer mobile device not working, the data could be captured in alternate device and uploaded later into application through I.O login/ once his device is functional, whichever is earliest. The system should have provision to capture this data while recording details of person, time of data capture at source and have necessary approval mechanism for such deviations.	Please clarify if you are ok to use Mobile App features on Mobile or Tablet in case of no network connectivity on desktops.	Query	The mobile/desktop application should be able to record information even when network connectivity is not available to ensure that data is recorded at any point of time and shall be pushed to server when connectivity resumes later
27	2	73	7.2.5	4	External API – The SI shall develop APIs for licensing authorities to send and receive data from the module.	Please specify the maximum number of external licensing authorities in this regards		The requirement for API integration with various databases is clearly mentioned in Section 7 of Volume 2 of RFP for integration with various applications.
28	3	102	Schedule	1.2	Change Control Schedule	If there are any changes originated after SRS is signed-off Change Control process needs to be followed where SI will provide the impacted analysis of the changes and the same will be discussed with concerned team from SCRB on the timelines and financial impact. Request to include this item as part of this schedule. Kindly note this clause is applicable during implementation and O&M phases		Please refer to Volume 3, "Project Acceptance' and section 6 " & Schedule 1 "Change Control Schedule" for further information
29	-	-	-	-	Security	As you have asked for a email based anti APT solution which is to be integrated with your existing email system,kindly provide us the details of your existing email system and also called as the volumetric , no of email transactions per hour as the same would be required for solutioning and sizing of anti APT solution.		CCTNS 2.0 shall integrate TN Police email service with the CCTNS application for sending mails to citizens as mentioned in Section 7.3.12 Communication Module of Volume 2. Maintenance of TN Police email service will be carried out by SCRB. Email based anti APT solution is not part of bidders scope of work.
30	Voume II	150	8.15		Pilot Implementation	PI clarify the number of locations or districts that would be considered in the pilot phase ?	This will have an impact in the cost being quoted. Hence clarity is requested for	Pilot will be conducted in 1 city and 2 districts.
31	2	200	12	Key resource Requirement	Key resource Requirement	20 onsite resources are required to be deployed, however in Voume 1 section 2.7 Technical Evaluation #D proposed Team (Team evaluation) 4 positions mentioned. Can we consider Business Associates from Registered partners with TCS who would carry valid TCS ID card for the remaining 16 resources?		Bidders are requested to adhere to the tender conditions. Tender clause remains same.

32	3	28	6.3 and 6.4	Acceptance Criteria	Acceptance Criteria	As Acceptance criteria is not defined in section 6.3 and 6.4 of Volume 3 TCS requested to include the acceptance criteria for each phase for both infrastructure and application development		Bidders are requested to adhere to the tender conditions. Tender clause remains same.
33	1	53	6.9	2	On termination, the system integration shall be paid for the work completed and signed off as per the payment milestones	Please reconfirm that on the event of termination the exit management phase will begin and SI shall be paid for the services rendered during the exit management period under prorata basis		Bidders are requested to adhere to the tender conditions. Tender clause remains same.
34	2	187	9.1	9.11	Legends (T, T1, T2) and "Phases" referenced on top of each implementation plan	Please confirm the tentative start date (month/year) of Phase 1,2 and 3 so that we can calculate the cost of AMC which is significantly different for Phase 1? To be more precise on this question, we would like to know the relative period amongst T, T1 and T2 along with the month start of each phase across 67.5 months especially for Infrastructure Implementation. Also , Please confirm that AMC will be co-terminous		Bidders are requested to refer to the relevant sections of the tender conditions and adhere to the same. Tender clause remains same.
35	2	139	8.12	Change Management and Capacity Building	Capacity Building	1)There are 2 phases of training – Pilot Phase and Full Scale. Kindly share the user base for these training (Phase wise how many users to be trained?). 2)Also share the batchwise details for the following - a)duration b)batch size c)number of batches for each type of training d)training locations e)type of training (application related training, basic IT training etc )		The SI is required to provide training only to ToT's (Train the Trainer) at HQ. As stated in the BoQ, bidder is expected to provide the man-day cost for training.
36	Volume II	140	8.12	Table	Change Management & Capacity Building	The Capacity Building Plan shall indicate schedule , scope , resource requirement, and participant details of the following trainings a. Project Management.  B.Change Management/ Project Sensitization c. Basic IT Training d.End user training on various SCRB System and system components. e.Training on SCRB Systems f. Databases and Admin Module Administration g.Train the Trainer upto 100 personnel	Request clarification on the below: 1. Is end user training across all PS required ? In which case can we consider the number of PS as the no of people to be trained? 2. The modules mentioned a-g - should all participants be trained on all modules? 3.PI clarify what does training on SCRB Systems cover? 4.The BoQ reflects only TOT , so where does the end user training component gets covered in the price bid ? 5.The TOT mentions upto 100 personnel. So can we consider the max people to be trained is 100? 6.How many to be trained as a batch? 7.Where should the training be conducted - At HQ or District wise	The SI is required to provide training on the application only to ToT's (Train the Trainer) at HQ. As stated in the BoQ, bidder is expected to provide the man-day cost for training.
37	BOQ		BOQ-2		Capex: Training and Capacity Building	1. Quantity of Personnel to be trained is mentioned as "1" which is a price discovery . However, the same is considered in the evaluation parameter2. Price is sought only for TOT. However, the scope reflected in Section 8.12 details end user training of various modules	This will have an impact in the cost being quoted. Hence clarity is requested for	The SI is required to provide training only to ToT's (Train the Trainer) at HQ. As stated in the BoQ, bidder is expected to provide the man-day cost for training.

38	Vol I	139	C		Training	Kindly allow digital training on-line in lieu of class-room training centres in state	During this pandemic time period, the concept of on-line digital training should be promoted wherever possible.	Bidders are requested to adhere to the tender conditions. Tender clause remains same.
39	2	37	Printer specifications	Printer specifications	it is mentioned 4 toner cartridges to be supplied on yearly basis per printer matching the yield of 2500 pages for MFP and 1500 pages for Laser printer.	Instead of supplying of 4 toners per year we would like to know if we can supply 1 toner matching the yield of 10000 pages for MFP and 6000 Pages for Laser printer.		Bidders are requested to adhere to the tender conditions. Tender clause remains same.