CLARIFICATION

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
1	Volume 2 - Page No.134 - Section No. 8.10 Business Continuity and Disaster Recovery - Point No.9	The proposed Storage replication technology shall not have any distance limitations on asynchronous replication.	Is supply of storages is in bidders scope of work at DC and DR ? If yes, kindly share minimum specifications of storage to be procured. Please provide more details.		SAN Storage, Networking infrastructure, backup server and tapes at DC & DR will be provided by SCRB
2	Volume 2 - Page No.135 - Section No. 8.10 Business Continuity and Disaster Recovery - Point No. 16	The SI shall also ensure daily automatic backup of business and daily transactional data at SDC.	1)Is supply of backup solution (Backup server and tape library) is in bidders scope of work at DC and DR? If yes, kindly share minimum specifications of Backup Sol. to be procured. Please provide more details.		SAN Storage, Networking infrastructure, backup server and tapes at DC & DR will be provided by SCRB
3	Volume 2 - Page No.40 - Section No. 6.2.3 - Data Centre Infrastructure - Point No. 7	Rackspace, Power, Cooling and Network arrangement will be provided by TNSDC.	Kindly confirm that the bidder has to only provide the compute and the storage component.All other components - a.network b. load balancers c.security devices such as firewall. d. backup tapes and backup softwares will be provided by SCRB		SAN Storage, Networking infrastructure, backup server and tapes at DC & DR will be provided by SCRB
4	Volume 2 - Page No.136 - Section No. 8.10 Business Continuity and Disaster Recovery - Other features & Requirements to be provisioned by SI are as follows: - Point No. 1	1) The interaction between the Internet zone and the Intranet zone shall be through a firewall such that all unwanted traffic is prevented from entering this zone.	Is supply of Networking infrastructure i.e. firewall, IPS, Load balancer, VPN device etc. are in bidders scope of work at DC and DR **OR** department will provide the same? Kindly provide more details.		SAN Storage, Networking infrastructure, backup server and tapes at DC & DR will be provided by SCRB
5	Volume 1 - Page No.39 - Section No. 4.5 - Prices and Price information- ii) e e) Operations & Maintenance expenses for already existing hardware (UPS Units, UPS Batteries & Servers)		IF the bidder is responsible for maintaining and supporting the correct version of CCTNS 1.0 on the current hardware environment then please provide the following - 1)Please provide list of software ,hardware on site and hardware in data centre, number of cores and the date till AMC is purchased with the contract number.If we have to maintain for the period till the new application is ready and accepted then please provide it . 2)If not , we are assuming that the incumbent or the Tamilnadu police will maintain the same till the new application is ready and accepted. 3)We will not be responsible for any SLA's on all the old application or the old hardware.		1. Please refer to Volume 1 - Section 7.2 for the existing hardware to be maintained by the bidder. 2. No SLA's shall be applicable for existing CIPRUS software application.
6	Volume 1 - Page No.30 - Section No. 3.2 Bid validity period	Bids shall be valid for a period of 180 days from the date of opening the technical proposals.	The bidder requests the following modification: Bids shall be valid for a period of 180 days from the last date of submission of the RFP.		Amendment requested is not accepted. Tender Clause remains same.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
7	Volume 2 - Page No.88 - Section No. 7.3.10 User role & Privileges	The total user count for the application shall be an estimated 4000 to 5000 approximate users. This estimate is based on the current count of user logins and estimation of use. This may increase depending on future integrations with other applications, and general operational expansion of the department. The concurrent usage of the application shall be an estimated 3000 users. This is based on concurrent usage of 2 data entry operators in each police station.	Considering the total user base is max 5000, concurrency of 3000 seems to high for consideration. Request department to please look into it.		Refer section 7.3.10 of Volume 2 of RFP. Based on current usage, it is estimated that atleast 3000 concurrent users will be there. Therefore, any reduction is not feasible. Further, it is likely to be scaled up in future based on the requirement.
8	Volume 2 - Page No.88 - Section No. 7.3.10 User role & Privileges	The total user count for the application shall be an estimated 4000 to 5000 approximate users. This estimate is based on the current count of user logins and estimation of use. This may increase depending on future integrations with other applications, and general operational expansion of the department. The concurrent usage of the application shall be an estimated 3000 users. This is based on concurrent usage of 2 data entry operators in each police station.	1. For a total user count of 4000 to 5000, a concurrent user base of 3000 is not practical. We understand that 3000 is the connected user count. Please confirm 2. Please provide the number of concurrent users supported in the last 6 months		Refer section 7.3.10 of Volume 2 of RFP. Based on current usage, it is estimated that atleast 3000 concurrent users will be there. Therefore, any reduction is not feasible. Further, it is likely to be scaled up in future based on the requirement.
9	Volume 2 - Page No.88 - Section No. 7.3.10 User role & Privileges	The total user count for the application shall be an estimated 4000 to 5000 approximate users. This estimate is based on the current count of user logins and estimation of use. This may increase depending on future integrations with other applications, and general operational expansion of the department. The concurrent usage of the application shall be an estimated 3000 users. This is based on concurrent usage of 2 data entry operators in each police station.	We do not see any information on number of Users from Internet / Public / Citizen. What is the expected concurrent users on Internet / Public / Citizen portal ? Please elaborate in details.		It is clarified that, the initial estimate for the number of concurrent users in Citizen Services portal accesed via internet is 2000 users.
10	Volume 2 - Page No.88 - Section No. 7.3.10 User role & Privileges	The concurrent usage of the application shall be an estimated 3000 users. This is based on concurrent usage of 2 data entry operators in each police station.	What is the expected no. of transactions per year?	Request clarification	Transactions is not mentioned in the relevant clause. It is estimated that atleast 3000 concurrent users will be there.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
11	Volume 3 - Page No.57 - Section No. 17 - Conflict of Interest	Conflict of Interest (a) The System Integrator shall hold SCRB's interests paramount, without any consideration for future work, and strictly avoid conflict of interest with other assignments or their own interests. If during the period of this MSA, a conflict of interest arises for any reasons, the System Integrator shall promptly disclose the same to SCRB. (b) The System Integrator shall also cause its staff and sub-contractors not to engage either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under or pursuant to this MSA.	TCS request SCRB/ ELCOT to provide their understanding/ definition of "Conflict of Interest" to get TCS legal feedback on the same.		Please refer Section 3.5 of Volume 1
12	Volume 2 - Page No.156 - Section No. 8.19 - High Availability & Offline mode	The SI shall ensure High Availability of the system. In case of interruption of network service, the offline transactions shall then be pushed to SDC/DRC automatically when connectivity is restored.	Kindly confirm HA is only required in DC.		High Availability is required in DC and the offline transactions to be pushed to SDC/DRC automatically when DC to DR connectivity is restored.
13	Volume 2 - Page No.143 - Section No. 8.13 Application Security	Application Security: The TN State Datacenter where the applications shall be hosted has Cybersecurity components embedded within their server and switching infrastructure. The Bidder shall peruse the same existing server-side security components.	We understand no additional security solution to be proposed at TN state data center and DR site. Please share list of security solutions implemented in DC and DR. Only End-point application security to be proposed by bidder as specified in Annexure-7	Confirmation required on DC and DR security solutions	Further information with respect to the security components at DC & DR will be provided to the successful bidder
14	Volume 1 - Page No.8 -Section No. 2.2 Tender /RFP Schedule- Point No. 6	Earnest Money Deposit (EMD) Rs. 1,00,00,000/- (Rupees One Crore Only) should be paid electronically through their respective internet banking enabled account via NEFT / RTGS to the account of ELCOT. The EMD in the form of Bank Guarantee is not acceptable	The bidder requests the following modification: (1) Please allow bidder to submit in the form of a bank guarantee (2) Please confirm the validity period of the EMD		It is clarified that as per Transparency in Tenders Act 1998 & Rules 2000, EMD shall be made by means of electronic mode of payment or in the form of a demand draft or banker's cheque.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
15	Volume 1 - Page No.8 - Section No. 2.2 Tender /RFP Schedule- Point No. 6	EMD: Rs. 1 Crore	Request EMD of to be accepted in the form of Bank Guarantee	1. Bank Guarantee is a valid form of EMD widely accepted across tenders. 2. Issuing an EMD in the form of RTGS/NEFT will block 1 Cr of working capital for the bidder and this would be retained by the tendering authority till the end of the tendering process, which in case is delayed , the money is held back till such time and inturn a financial impact to the bidder. In case of a BG only a margin money of the EMD would be blocked for the said period. However, this doesnot affect the tendering authority as they are assured of the security deposit of Rs. 1 Cr from the isuing bank on behalf of the bidder.	It is clarified that as per Transparency in Tenders Act 1998 & Rules 2000, EMD shall be made by means of electronic mode of payment or in the form of a demand draft or banker's cheque.
16	Volume 1 - Page No.29 - Section No. 2.9 Earnest Money Deposit (EMD)- Point No. i	An EMD amount of Rs. 1,00,00,000/- (Rupees One Crore only) as specified in the Tender Schedule shall be paid electronically through their respective internet banking enabled account via NEFT / RTGS to the account of ELCOT before the date and time of opening of the Tender: Account Number: 6681528770 Indian Bank, Nandanam Branch, Chennai – 600 035. IFSC Code: IDIB000N078	Requesting EMD in the form of Bank Guarantee	Generally many of System Intergration tenders will have EMD in the form of Bank Guarantee. Please consider the same	It is clarified that as per Transparency in Tenders Act 1998 & Rules 2000, EMD shall be made by means of electronic mode of payment or in the form of a demand draft or banker's cheque.
17	Volume 3 - Page No.76 - Section No. 2.4.6.1 Hradware SLA- 1. Station Hardware: Implemantation Phase- Point No. 4	Within 24 hours from the time of reporting /Commissioning of H/W	We request the SCRB to change timeline from 24 hours to 72 hours. Sunday / Govt holidays should not be counted for penalty calculation and max capping should be 5% for the said equipment during complete project duration.		Bidders are advised to devise a supply strategy/ approach to adhere to the timelines specified in the tender. Therefore, the request is not accepted.
18	Volume 2 - Page No.187 - Section No. 9.1 Implementation Schedule	Implementation Schedule	The Supply , Installation & Commisioning of hardware timeline to be revised to T+10	Considering the quantum of h/w & multiple h/w to be supplied and the geographical spread across the state , a 6M time frame is limited to complete the sequence of acttivities.	Bidders are advised to devise a supply strategy/ approach to adhere to the timelines specified in the tender. Therefore, the request is not accepted.
19	Volume 2- Page No.187 - Section No. 9.1 Implementation Schedule & 9.2 Payment Scehdule	Implementation Schedule	Is it expected that the Hardware and Infrastructure implementation needs to be completed prior to the development of the Software application task listed in Section 9.1.2? Or any overlap can be decided upon, during the System Study phase?	Understanding of the dependencies between Hardware rollout and Software development phases	Bidders are requested to refer to the timelines specified in the tender and adhere to it.
20	Volume 2 - Page No.42 - Section No. 6.2.9 Helpdesk and Incident Management	Help desk and incident management	Is a licensing model based on no of users/transactions acceptable?	Request clarification	Amendment requested is not accepted. Tender Clause remains same.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
21	Volume 3 - Page No.33 - Section No. 7.2 Invoicing and Settlement	Invoicing and Settlement	The bidder requests the following modification: The Purchaser shall be entitled to delay or withhold payment of any invoice or part of it delivered by the bidder where the Purchaser disputes such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. In the event that Purchaser disputes, Purchaser shall notify bidder reasons for disputing any amount within fifteen (15) days after receipt of applicable invoice, where upon Parties shall promptly seek to resolve the dispute by mutual discussion. If no dispute, substantiated in writing, is made by Purchaser within a period of fifteen (15) days of having received that invoice about any inaccuracy or any defect in the invoice, each such invoice shall be deemed to have been accepted as correct by the Purchaser. Any dispute shall not relieve Purchaser from paying when due, the undisputed portion of the invoice. Any invoice remaining unpaid after the aforesaid period of thirty days shall be treated as a debt owed by the Purchaser to the bidder and the bidder shall be, without prejudice to any other remedies that it may have in this regard, entitled to recover it as such with a monthly interest of 2% calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, the bidder also reserves the right to withhold the provision of Services till such time all the payments due to it under this Agreement have been made by Purchaser and any such withholding by the bidder shall not be treated as breach by it of the provisions of this Agreement.		SCRB shall make best effort to review and provide feedback to all the deliverables. Any dispute raised on the same shall be addressed and resoled amicably. In case the dispute stands unresolved, then provision set out in Volume 3: Clause 16 shall be adopted.
22	Volume 3 - Page No.33 - Section No. 7.2 Invoicing and Settlement	Invoicing and Settlement 5. SCRB shall be entitled to delay or withhold payment of any invoice or part of it delivered by the System Integrator where (a) SCRB disputes such invoice or part of it provided that such dispute is bonafide. (b) SCRB disputes any previous invoice or part of it that it had not previously disputed under Clause 16 of this document provided that such dispute is bonafide. The withheld amount in both the above cases shall be limited to that which is in dispute. The disputed amount in both the above cases shall be referred to the procedure as set out in Clause 16. Any exercise by SCRB under this clause shall not entitle the System Integrator to delay or withhold provision of the services.	The bidder requests the following addition to the clause: Any invoice remaining unpaid after the aforesaid period of thirty days shall be treated as a debt owed by the Purchaser to the bidder and the bidder shall be, without prejudice to any other remedies that it may have in this regard, entitled to recover it as such with a monthly interest of 2% calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, the bidder also reserves the right to withhold the provision of Services till such time all the payments due to it under this Agreement have been made by Purchaser and any such withholding by the bidder shall not be treated as breach by it of the provisions of this Agreement		Amendment requested is not accepted. Tender Clause remains same.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
23	Volume 3 - Page No.33 - Section No. 7.2 Invoicing and Settlement	Invoicing and Settlement (a) Generally, and unless otherwise agreed in writing between the parties or expressly set out in this MSA or the Service Level Agreement, the System Integrator shall raise an invoice for successful delivery of Services on a milestone basis till Go-live and on a quarterly basis after Go-live as per the Payment Schedule defined in Terms of Payment Schedule in this Agreement. (b) The invoice shall be submitted along with the necessary approval/signoff/acceptance/certification provided by the concerned parties for the respective Deliverables linked with the payment milestone, failing which SCRB reserves the right to reject the invoices.	The bidder requests the following modification: Kindly allow the bidder to submit the invoices for hardware and software delivery as per the prices quoted by the bidder in the RFP. The payments can subsequently be released by SCRB on the basis of the percentage of actual milestones achieved by the bidder.	During the Implementation phase, the bidder would be required to supply hardware / software / services as per the RFP requirement to deliver the solution. As per GST laws, the hardware and software need to be billed in full at the time of delivery and cannot be billed partially as per the milestone. From GST perspective, if for any supply, bifurcation in rates is not available and single value is defined for whole supply, then it shall be treated as composite supply or mixed supply. Composite supply generally expected to be disputed by the tax department. Thus, conservatively we need to treat the supply as mixed supply and the GST tax rate applicable shall be highest of items to be delivered. So it is not feasible to raise consolidated invoices for the entire milestone together.	Please refer to Volume 3: Clause 3.4.1 & 3.4.2 for hardware and software payment milestones. SCRB will make appropriate payments based on the deliverables or the milestones achieved.
24	Volume 3 - Page No.33 - Section No. 7.2 Invoicing and Settlement	Invoicing and Settlement 3. The System Integrator shall waive any charge for a service that is not invoiced within six months after the end of the month in which the Terms of Payment as stated in the Terms of Payment Schedule relating to such service are authorized or incurred, whichever is later	The bidder requests the deletion of this clause.		The bidder is expected to raise invoice on completion of the task as per the work order issued. This would facilitate SCRB is budgetting for the funds required to meet the contract obligations.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
25	Volume 1 - Page No.56 - Section No. 6.12 - Limitation of Liability.	i. Neither party shall be liable to the other party for any indirect or consequential loss arising out of or relating to the Contract. ii. In the case of Gross negligence or Willful misconduct on the part of the System Integrator/System Integrator's team or on the part of any person or firm acting on behalf of the System Integrator executing the work or in carrying out the services, the System Integrator, with respect to damage including to property and/or Assets/ Sales/ Revenue of SCRB or of any of the Stations shall regardless of anything contained herein, will be liable for any direct loss or damage that is less than or equal to (A) the Total Contract Value of the Project or (B) the proceeds the System Integrator may be entitled to receive from any insurance maintained by the System Integrator to cover such a liability, whichever of (A) or (B) is higher.	The bidder requests the following modification: i) The aggregate liability of bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the total amount, paid to bidder by the Purchaser in the preceding twelve months under this Agreement that gives rise to such liability (as of the date the liability arose). ii) In no event shall bidder be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third-party claims (other than those set-forth in Clause (i) above) even if it has been advised of their possible existence.		Amendment requested is not accepted. Tender Clause remains same.
26	Volume 3 - Page No.43 - Section No. 9.3 - Limitation of Liability		This clause is present in Vol 1, section 6.12 as well as vol 3, section 9.3b. Vendor requests for the same modifications at both places. The bidder requests the following modification: i) The aggregate liability of bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the total amount, paid to bidder by the Purchaser in the preceding twelve months under this Agreement that gives rise to such liability (as of the date the liability arose). ii) In no event shall bidder be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third-party claims (other than those set-forth in Clause (i) above) even if it has been advised of their possible existence.		Amendment requested is not accepted. Tender Clause remains same.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
27	Volume 1 - Page No.56 - Section No. 6.12 - Limitation of Liability	In the case of Gross negligence or Willful misconduct on the part of the System Integrator/System Integrator's team or on the part of any person or firm acting on behalf of the System Integrator executing the work or in carrying out the services, the System Integrator, with respect to damage including to property and/or Assets/ Sales/ Revenue of SCRB or of any of the Stations shall regardless of anything contained herein, will be liable for any direct loss or damage that is less than or equal to (A) the Total Contract Value of the Project or (B) the proceeds the System Integrator may be entitled to receive from any insurance maintained by the System Integrator to cover such a liability, whichever of (A) or (B) is higher.	n the case of Gross negligence or Willful misconduct on the part of the System Integrator/System Integrator's team or on the part of any person or firm acting on behalf of the System Integrator executing the work or in carrying out the services, the System Integrator, with respect to damage including to property and/or Assets/ Sales/ Revenue of SCRB or of any of the Stations shall regardless of anything contained herein, will be liable for any direct loss or damage that is less than or equal to (A) shall not exceed the Total Contract Value of the Project or (B) the proceeds the System Integrator may be entitled to receive from any insurance maintained by the System Integrator to cover such a liability, whichever of (A) or (B) is higher.	the liability cap can't be more than Agreement value	Amendment requested is not accepted. Tender Clause remains same.
28	Volume 3 - Page No.44 - Section No. 9.3 - Limitation of Liability - Point (b).	In the case of Gross negligence or Willful misconduct on the part of the System Integrator/System Integrator's team or on the part of any person or firm acting on behalf of the System Integrator executing the work or in carrying out the services, the System Integrator, with respect to damage including to property and/or Assets/ Sales/ Revenue of SCRB or of any of the Stations shall regardless of anything contained herein, will be liable for any direct loss or damage that is less than or equal to (A) the Total Contract Value of the Project or (B) the proceeds the System Integrator may be entitled to receive from any insurance maintained by the System Integrator to cover such a liability, whichever of (A) or (B) is higher.	In the case of Gross negligence or Willful misconduct on the part of the System Integrator/System Integrator's team or on the part of any person or firm acting on behalf of the System Integrator executing the work or in carrying out the services, the System Integrator, with respect to damage including to property and/or Assets/ Sales/ Revenue of SCRB or of any of the Stations shall regardless of anything contained herein, will be liable for any direct loss or damage that is less than or equal to (A) shall not exceed the Total Contract Value of the Project or (B) the proceeds the System Integrator may be entitled to receive from any insurance maintained by the System Integrator to cover such a liability, whichever of (A) or (B) is higher.	the liability cap can't be more than Agreement value	Amendment requested is not accepted. Tender Clause remains same.
29	Volume 1 - Page No.17 - Section No. 2.6 - Pre-Qualification Criteria- S.No.PQ-8	OEM Authorization > Documentary Proof	Request MAF for Ext HDD to be excluded	MAF for Ext HDD is not relevant	Amendment requested is not accepted. Tender Clause remains same.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
30	Volume 3 - Page No.40 - Section No. 9.1 Warranties		Please add the below new sub-clause in section 9.1 EXCEPT AS SET FORTH IN THIS AGREEMENT, SYSTEM INTEGRATOR MAKES NO WARRANTIES TO SCRB, EXPRESS OR IMPLIED, WITH RESPECT TO ANY SERVICES OR DELIVERABLES PROVIDED HEREUNDER, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH OTHER WARRANTIES ARE HEREBY DISCLAIMED BY THE SYSTEM INTEGRATOR.	Standard warranty disclaimer clause	Amendment requested is not accepted. Tender Clause remains same.
31	Volume 3 - Page No.109 - Section No. 2.3 Payments during Exit Management Period	Payments during Exit Management Period (a) Payment to the outgoing System Integrator shall be made to the tune of last set of rendered Services / Deliverables (including parts thereof) as stated in the terms of Payment Schedule, subject to SLA requirements. Without prejudice to any other rights, SCRB may retain such amounts from the payment due and payable by SCRB to the System Integrator as may be required to offset any losses, damages or costs incurred by SCRB as a result of the termination of System Integrator or due to any act/omissions of the System Integrator or default on the part of System Integrator in performing any of its obligations with regard to this MSA.	The bidder requests the following modification: (a) Payment to the outgoing System Integrator shall be made to the tune of last set of rendered Services / Deliverables (including parts thereof) as stated in the terms of Payment Schedule, subject to SLA requirements. Without prejudice to any other rights, SCRB may retain such amounts from the payment due and payable by SCRB to the System Integrator as may be required to offset any losses, damages or costs incurred by SCRB due to any act/omissions of the System Integrator or default on the part of System Integrator in performing any of its obligations with regard to this MSA.		Amendment requested is not accepted. Tender Clause remains same.
32	Volume 3 - Page No.115 - Section No. 3.4 Payment Schedule	Payment Schedule	The bidder requests the following modifications: For Hardware & Software Supply - 100% on the submission of invoice within 30 days. The hardware and software to be billed entirely at the time of delivery and their billing & payments should not be linked to services milestones. For Hardware AMC & Software AMC - 100% Annually in Advance within 30 days of submission of invoice. For Implementation Services - 100% value of the milestones achieved. For O&M - Monthly in Arrears within 30 days from the date of submission of invoice. For T&M & Job - Monthly in Arrears within 30 days from the date of submission of invoice.		Please refer to Volume 3: Clause 3.4.1 & 3.4.2 for hardware and software payment milestones. SCRB will make appropriate payments based on the deliverables or the milestones achieved.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
33	Volume 3 - Page No.118 - Section No.3.4.2 Software Payment Schedule - 2nd point of Note	Software Payment Schedule 2. 75 % of Software Capex Value will be paid during implementation phase and the remaining 25% of Software Capex Value will be paid equally during the O&M phase at 5% per year.	This clause is extremely onerous. The bidder has to pay all the OEMs upfront for the entire year including the support period. If SCRB witholds payments in this way, then the bidder will be burdened with negative cashflow throughout the contract term. The bidder requests SCRB to updtate all payment terms such that payments pertaining to CAPEX period should be duly paid to the bidder by the end of the Implementation phase only.		Please refer to Volume 3: Clause 3.4.1 & 3.4.2 for hardware and software payment milestones. SCRB will make appropriate payments based on the deliverables or the milestones achieved.
34	Volume 3 - Page No.118 - Section No.3.4.2 Software Payment Schedule - 5th point of Note	5. Definition of Go-Live - SCRB will accept the commissioning and project Go-Live only after successfully passed SDLC review process and also satisfying all the following parameters across all sites a. UAT sign-off from SCRB. b. Security, Performance, Testing, & VAPT signoff. c. SI shall ensure that the TPA audit is completed and the modifications as per the audit observations are completed and SI shall furnish the Third-party auditor certification to SCRB. d. Successful completion capacity building to all intended audience before the end of stabilization period. Based on the above four parameters Go-Live sign off will be issued by SCRB.	The bidder's payments / declaration of Go Live should not be delayed in case of reaonss that are not solely attributable to the bidder. The bidder requests that the clause be relaxed and the bidder should be provided conditional Go Live in special circumstances provided it is mutually agreed between both parties.		SCRB will make all efforts to review and approve deliverables on time.
35	Volume 1 - Page No.51 - Section No. 6.3 Performance Bank Guarantee (PBG) - Point No. iii.	The PBG for a value equivalent to 5% of the total contract value shall be submitted as per the format provided in this RFP from Scheduled Bank	The bidder requests the following modification: The Bidder shall furnish Performance Security to the Authority for an amount of 3% of the Contract Value (as per Circular No. F/9/4/2020-PPD, dtd. 12/11/2020, Ministry of Finance, Government of India) valid up to 30 (thirty) days after the date of completion of contract period.		Amendment requested is not accepted. Tender Clause remains same.
36	Volume 1 - Page No.52 - Section No. 6.8 Return of PBG	The PBG will be returned to the System Integrator on completion of entire project (Go- Live + 5 years of operation & maintenance) subject to satisfaction of SCRB. Such completion would be arrived at when the entire scope is completed by the System Integrator as per the contract agreement signed between Selected System Integrator and SCRB.	The bidder requests the following modification: The PBG will be returned to the System Integrator on completion of entire project (Go- Live + 5 years of operation & maintenance) ~~subject to satisfaction of SCRB~~. Such completion would be arrived at when the entire scope is completed by the System Integrator as per the contract agreement signed between Selected System Integrator and SCRB.		Amendment requested is not accepted. Tender Clause remains same.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
37	Volume 1 - Page No.16 - Section No. 2.6 Pre - Qualification Criteria- PQ-7 Technical Competency - IT Infrastructure Services & System Integration	Technical Competency - IT Infrastructure Services & System Integration	The project started in the last 10 years and succesfully gone -live with one year of O&M - Should be allowed	Request acceptance of the suggestion. One year time period is sufficient to stabilize the project	Amendment requested is not accepted. Tender Clause remains same.
38	Volume 1 - Page No.16 - Section No. 2.6 Pre - Qualification Criteria- PQ-7 Technical Competency - IT Infrastructure Services & System Integration7	Technical Competency - IT Infrastructure Services & System Integration	Pl confirm if supply installation and commisioning of hardware items, including Operations and maintennace phase done in the last 10 years can be considered as Project Experience	A self explained suggestion. Request for acceptance	Amendment requested is not accepted. Tender Clause remains same.
39	Volume 1 - Page No.19 - Section No. 2.6 Pre - Qualification Criteria - . PQ-11 Accreditions	Accreditions> Documentary Proof	To exclude copy of ISO 9001:2008 from OEMS	The accreditions from the bidders is being submitted, in addition seeking the same accereditions from OEMs as well may not be necessary as this is a System Integration project and hence the SI credentials should suffice	Amendment requested is not accepted. Tender Clause remains same.
40	Volume 1 - Page No.130 - Section No. 2. Pricing Formats - 4. CAPEX APPLICATION DEVELOPMENT	4 CAPEX APPLICATION DEVELOPMENT 4.1 Design & Development of Webbased Application as per Scope of Work - Lumpsum 1 4.2 Design & Development of API/ Web Service and Integration with Central Systems / State Departments & SCRB Applications as per Scope of Work - Lumpsum 1 4.3 Design & Development of Mobile Application as per Scope of Work- Lumpsum 1	The commercial format does not have any section for providing the pricing for the system software to be provisioned at DC, DR and non-production environments. Please clarify where is this cost to be factored or provide a separate heading for the same		Amendment requested is not accepted. Tender Clause remains same.
41	Volume 1, BOQ 7 to BOQ 13 - Page No.40 - Section No. 4.5 Prices and Price Information - 3rd point in Note.	The price discovery component of the Total Bid Value is excluded for the calculation of the Total Contract Value.	It is highly appreciated that SCRB and ELCOT have considered price discovery to be included as part of the bid evaluation. However, we request the price discovery quantities should not be one, and manpower should not be requested for per person-month. We request to consider quantities of 40 to 50% of the envisioned values for commericial evaluations. We are providing the below recommendation for your consideration for price discovery in BOQs for arriving at Total Bid Value. Total Contract Value will continue to remain as Total Bid Value minus PriceDiscovery items defined in BOQ 7 to BOQ 12	The requested amendment would ensure to bringout any malpractice/ manipulation involved by any bidder, and bring transparency in the commericial evaluation	Amendment requested is not accepted. Tender Clause remains same.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
42	Volume BOQ 9 - Page No. - Section No. - Clause No.		The pricing for BOQ 9-should not be taken for unit pricing instead of unit rate it needs to be replaced with certain quantities for example 40% to 50% of envisioned values for each line item. Later, on prorata basis, depending on the requirement the actual value would be calculated for billing purpose. This will ensure that the impact of the rate proposed by the bidder is visible at the time of commerical evaluation itself.	The requested amendment would ensure to bringout any malpractice/ manipulation involved by any bidder, and bring transparency in the commericial evaluation	Amendment requested is not accepted. Tender Clause remains same.
43	Volume BOQ 10 - Page No. - Section No. - Clause No.		The pricing for BOQ 10-should not be taken for unit pricing instead of unit rate it needs to be replaced with certain quantities for example 40% to 50% of envisioned values for each line item. Later, on prorata basis, depending on the requirement the actual value would be calculated for billing purpose. This will ensure that the impact of the rate proposed by the bidder is visible at the time of commerical evaluation itself.	The requested amendment would ensure to bringout any malpractice/ manipulation involved by any bidder, and bring transparency in the commericial evaluation	Amendment requested is not accepted. Tender Clause remains same.
44	Volume BOQ 11 - Page No. - Section No. - Clause No.		The pricing for BOQ 11-should not be taken for single API development or a single web service development. Please replace with certain number of APIs and web service to be developed. For example 40% to 50% of envisioned services to be developed. Later, on prorata basis, depending on the requirement the actual value would be calculated for billing purpose. This will ensure that the impact of the rate proposed by the bidder is visible at the time of commerical evaluation itself.	The requested amendment would ensure to bringout any malpractice/ manipulation involved by any bidder, and bring transparency in the commericial evaluation	Amendment requested is not accepted. Tender Clause remains same.
45	Volume BOQ 12 - Page No. - Section No. - Clause No.		The pricing for BOQ 12 each role should be taken for at least 250 or 500 man-months efforts across Year1 to Year 5. The unit rate (per person month bill rate) should be multipled with the above man-months to arrive at the *Total Price.* Later depending on the actual requirements the billing for the consumed manpower will be chargable. This will ensure that the impact of the rate proposed by the bidder is visible at the time of commerical evaluation itself.	The requested amendment would ensure to bringout any malpractice/ manipulation involved by any bidder, and bring transparency in the commericial evaluation	Amendment requested is not accepted. Tender Clause remains same.
46	Volume 1 - Page No.38 - Section No. 4.4 Proposal Submission - ii Commercial Proposal form - Point f.	In cases of discrepancy between the prices quoted in words and in figures, lower of the two shall be considered.	The bidder requests the following modification: In cases of discrepancy between the prices quoted in words and in figures, the amount quoted in figures shall be considered.		Amendment requested is not accepted. Tender Clause remains same.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
47	Volume 3 - Page No.34 - Section No. 7.3 Prices and Tax	Prices and Tax	The bidder requests the following modification: Prices shall be quoted in Indian rupees and charges quoted should be exclusive of all types of Taxes. All fees payable to bidder are exclusive of any sales, use, value added tax, service , GST or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable, the department shall be responsible to pay or reimburse bidder the amount of such taxes.		Amendment requested is not accepted. Tender Clause remains same.
48	Volume 2 - Page No.119 - Section No. 8.1 Implemantaion Phase - Overview - Point No. 13	In each phase, the selected System Integrator shall take formal approval of SCRB for deliverables (including documentation); only then shall the selected System Integrator commence with the next phase.	1)We assume that any delay which is not attributed to SI will not be considered for penalty. Also, There will not be any interim approval. 2)If the review comments/approvals are not received within 2 weeks then it is deemed approved.		It is clarified that penalty will be decided by SCRB after checking whether any delay is attributed to SI or not.SCRB's decision in this matter is final.
49	Volume 2 - Page No.128 - Section No. 8.7.1 Development Testing, Staging & Protection Environment	1. The SI shall have to provision for a separate development, test, staging and production environment. 2. The SI shall provide user test environment logins to SCRB for the various tools used by the selected System Integrator during the implementation phase of the applications. 3. The Application testing environment shall be used for conducting application testing during implementation and O&M phases for change requests. 4. The development, test and production environment shall be maintained by the selected System Integrator and transferred to SCRB at the end of the Contract.	Since Phase 2 will start in Year 2 and the development, testing, staging and production environment will be required in year 1. Please suggest how and where will these environments be deployed and how will they be paid for.		It is clarified that the purchase order for phase II components will be placed accordingly in Phase I itself.
50	Volume 3 - Page No.20 - Section No. 4.6 SCRB Obligations -Point (b)	SCRB shall provide requisite approvals to the System Integrator from time to time, which may include approval of Project plans, implementation methodology, design documents, specifications, or any other document necessary in fulfillment of this MSA.	The bidder requests the following modification: SCRB shall provide response or feedback on draft deliverables within 7 working days. SCRB shall provide signoff within 15 calendar days from the submission of final deliverable in complete form by the bidder. In case, SCRB fails to provide signoff on the final deliverable within 15 working days, same may be considered as deemed acceptance. However, in case SCRB confirms to the SI with an alternative date, then that date would stand revised for deemed acceptance. Such revisions will be limited to 1 (one) time for the respective deliverable.		Please refer to Volume 3: Section 6.3 for 'Acceptance Criteria'. SCRB will strive to give utmost importance in providing response or feedback on all deliverables

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
51	Volume 3 - Page No.26 - Section No.5.5 Use and Upkeep of Assets- Point (l)	Maintain standard forms of comprehensive insurance including insurance for the Assets, data, software, etc. in the joint names of SCRB and the System Integrator, where SCRB shall be designated as the 'loss payee' in such insurance policies	The bidder requests that the taking insurance till the acceptance of the system should be under the scope of the bidder. Post that, the insurance of these assets owned by SCRB should be taken care by SCRB at no additional cost to the bidder.		Bidder is responsible for taking insurance till acceptance of the same by SCRB. Post that insurance is not required.
52	Volume 3 - Page No.26 - Section No. 5.6 Insurance	Insurance	The bidder requests the following modification: 1) Obligation to maintain insurance In connection with the provision of the Services, the bidder must have and maintain, in addition to the insurances stipulated herein: a)for the Term of the Contract, adequate, valid and enforceable insurance coverage policies for: i.public liability; ii.either professional indemnity or errors and omissions; iii.product liability; and iv. workers' compensation insurance. b) Insurance of Goods: The bidder shall keep all goods supplied under this Agreement for an amount equal to the total value of the goods on 'all risk' basis, including but not limited to theft, burglary, fire, damage, strike, riots and civil commotion, acts of terrorism, natural calamities, vandalism, etc.at its own cost and expense naming the Purchaser as the beneficiary in such policies and in consultation with the Purchaser and shall apprise the Purchaser of the premium paid and claims made under the insurances on yearly basis. c) The bidder shall maintain valid and enforceable insurance policies for the duration of the Contract or any subsequent Term extension as applicable.		Please refer to Volume 3: Section 5.6 for more information on Insurance
53	Volume 3 - Page No.27 - Section No. 5.6 Insurance- Point no. 5	5. The System Integrator during the Term of this Contract: (a) shall take out and maintain, at his own cost but on terms and conditions approved by SCRB, insurance with financially sound and reputable insurers against the risks, and for the coverage, as specified above where SCRB shall be designated as the 'loss payee' in such insurance policies;	The bidder requests the following modification: 5. The System Integrator during the Term of this Contract: (a) shall take out and maintain, at his own cost but on terms and conditions approved by SCRB, insurance with financially sound and reputable insurers against the risks, and for the coverage, as specified above where SCRB shall be designated as the 'loss payee' in such insurance policies;		Amendment requested is not accepted. Please refer to Volume 3: Section 5.6 for more information on Insurance

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
54	Volume 3 - Page No.29 - Section No. 6.3 Acceptance Criteria	Acceptance Criteria	The bidder requests the following addition to the clause: SCRB shall provide response or feedback on draft deliverables within 7 working days. SCRB shall provide signoff within 15 calendar days from the submission of final deliverable in complete form by the bidder. In case, SCRB fails to provide signoff on the final deliverable within 15 working days, same may be considered as deemed acceptance. However, in case SCRB confirms to the SI with an alternative date, then that date would stand revised for deemed acceptance. Such revisions will be limited to 1 (one) time for the respective deliverable.		Please refer to Volume 3: Section 6.3 for 'Acceptance Criteria'. SCRB will strive to give utmost importance in providing response or feedback on all deliverables.
55	Volume 2 - Page No.119 - Section No. 8.1 Implementation Phase - Overview- Point No. 14)	14) It is to be noted that System Integrator would be required to visit the various offices/locations of the Department across the state to ensure successful completion of their obligations under the Project. It is the responsibility of the selected System Integrator to plan these visits at their own cost.	The bidder requests the following modification: 14) It is to be noted that System Integrator would be required to visit the various offices/locations of the Department across the state to ensure successful completion of their obligations under the Project. These costs shall be reimburable to the SI on actuals.		Amendment requested is not accepted. Tender Clause remains same.
56	Volume General - Page No.- - Section No. - - Clause No. -	Consumables	The bidder requests the following clarification: The C-AMC of the equipment shall be under the scope of the SI. However, SCRB has to bear the cost of consumables. This will not be in bidder's scope. Please confirm.		Please refer to Volume 2: Section 5.1 - Scope Overview. The Bidders is expected to maintain all the hardware as per the scope of work.
57	Volume 2 - Page No.- - Section No. - - Clause No. General	General	We believe that, department will provide the required compute and storage space on existing servers to bidder to setup a development, UAT, staging and test environment. Kindly confirm our understating is correct or not? If not, do the bidder is suppose to setup a new environments on new set of servers. Please provide more details.		It is clarified that the LIVE database shall not be accessible for offshore development team.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
58	Volume 3 - Page No. 30 - Section No. 6.4 Final testing and certification	Final testing and certification	d) SCRB will confirm acceptance in writing to System Integrator. SCRB shall not withhold or delay the issuance of acceptance certificate of any of the deliverables, if the deliverables substantially meet the specifications or on account of any minor defects which have no material effect on the functionality of the deliverables. Notwithstanding the foregoing sentence, a deliverable shall be treated as accepted by SCRB if SCRB (a) fails to provide the list of non conformities within two (2) weeks of delivery, (b) fails to notify the acceptance of the deliverables in terms of this clause within the period of two (2) weeks from delivery, or (c) starts using the deliverable in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT). Reworking of defects shall be at the cost of System Integrator provided the defects are for reasons solely and entirely attributable to the System Integrator, in all other cases it shall be charged to SCRB. Items reported as defects that are not deviations from the immediate previous accepted baseline will be reported again through fresh Change Request documents under the Change Management Procedure described herein. Items reported through the Change Management Procedure will be dealt with separately.		Please refer to Volume 3: Section 6.4 for 'Acceptance Criteria'. SCRB will strive to give utmost importance in providing response or feedback on all deliverables.
59	Volume 3 - Page No. 34 - Section No. 7.3 Prices and Tax	The prices should be mentioned without any qualifications whatsoever and should include all taxes as may be applicable in relation to the activities proposed to be carried out. It is mandatory that such charges wherever applicable/ payable should be indicated separately.	The prices should be mentioned without any qualifications whatsoever and are exclusive of any sales, use, value added tax, service taxes or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable, SCRB shall be responsible to pay or reimburse System Integrator the amount of such taxes. Where applicable, System Integrator shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority upon receipt of such amount from the SCRB. Each party is responsible for its own income taxes, corporate taxes and franchise taxes.		Please refer to Volume 3: Clause 7.3 - Prices & Taxes for detailed information.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
60	Volume 2 - Page No.162 - Section No. - 8.20.1 Applications, Software and Database- Database Management:	Database Management: 1) Undertake end-to-end management of database on an on-going basis to facilitate smooth functioning and optimum utilization including regular database backup and periodical testing of backup data, database administration, database archival conducting configuration review to tune database, database security, maintaining the necessary documentation and managing database schema, disk space, user roles, and storage.		Request Clarification and the BoQ doesnot elaborae on co ponents related to this section	Database management is part of the Software Operations & Maintenance of the project.
61	Volume 3 - Page No.28 - Section No. 5.8 - Contract Amendments	Contract Ammendments	No variation in or modification of the terms of the Contract shall be made by **"without"** written amendment signed by both the parties i.e. the System Integrator and SCRB.	Request to include the word without	Amendment requested is not accepted. Tender Clause remains same.
62	Volume 3 - Page No.30 - Section No. 6.3 Acceptance Criteria - Point (c)	SCRB will review the Deliverables and either accept the Deliverables or provide feedback on changes to be done in writing within a reasonable period of time.	Request to define the reasonable period		Please refer to Volume 3: Section 6.3 for 'Acceptance Criteria'. SCRB will strive to give utmost importance in providing response or feedback on all deliverables.
63	Volume 3- Page No.34 - Section No. 7.2 Invoicing and Settlement - Point No. 3	The System Integrator shall waive any charge for a service that is not invoiced within six months after the end of the month in which the Terms of Payment as stated in the Terms of Payment Schedule relating to such service are authorized or incurred, whichever is later.	The payment for any un invoiced service can be claimed during the contract period		Bidders are advised to stick on to the payment conditions as stipulated in the tender document.Amendment requested is not accepted. Tender Clause remains same.
64	Volume 3- Page No.41 - Section No. 9.1 Warranties	Sub clauses d, e, f, I, j, k, l	Proposed to be deleted	The statements are obligations of SI and not warranties.	Amendment requested is not accepted. Tender Clause remains same.
65	Volume 1- Page No.45 - Section No. 5.3 Sample Submission- Point No. ii	Sample Submission	Does this mean that Sample of all Hardware requires to be submitted within 7 days of opening the Pre-qualification	Request Clarification	The pre – qualified bidders shall alone have to submit the samples(except servers) within 7 days from the date of intimation from ELCOT
66	Volume 1 - Page No.45 - Section No. 5.3 - Sample Submission- Point No. iv	Sample Submission - evaluation/trial / demo	Should the demo be arranged at the Client premise / Elcot or Police Station	Request Clarification	Demo Location will be intimated only to the prequalified bidders.
67	Volume 2 - Page No.146 - Section No. 8.14.1 Security & Performance Audit- Security Audit	Security Audit	While Security Audit is elaborated , the BoQ only mentions about AV & HIPS	Request Clarification/ Inclusion or deletion as appropriate	Security audit for the sotfware application will be arranged by SCRB. SI shall coordinate for carrying out the audit

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
68	Volume 3 - Page No.70 - Section No. 2.4.2 Service Level Violation Penalty- Implementation Phase: Point No. 3)	Service Level Violation Penalty

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. | The bidder requests the following modification:

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 5% of the milestone payment value (without penalties) to be made for the milestone payment. The penalty will only be applicable if the reasons for delay are solely attributable to the bidder. | | Amendment requested is not accepted. Tender Clause remains same. |
| 69 | Volume 3 - Page No.71 - Section No. 2.4.2 Service Level Violation Penalty- O&M Phase: Point No. 3) | Service Level Violation Penalty

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 bidder requests the following modification:
3) The total maximum quarterly deduction by way of penalty shall not exceed 5% of the quarterly payments (without penalties) to be made in that quarter. The penalty will only be applicable if the reasons for delay are solely attributable to the bidder. | | Amendment requested is not accepted. Tender Clause remains same. |
| 70 | Volume 3 - Page No.58 - Service Level Agreement | | TCS request to include the below clause in the Service Level Agreement draft version System Integrator shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the SCRB or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that System Integrator is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the SCRB, then System Integrator shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which System Integrator is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the SCRB. Such failures or delays shall be brought to the notice of the SCRB and subject to mutual agreement with the SCRB, then System Integrator shall take such actions as may be necessary to correct or remedy the failures or delays. System Integrator shall be entitled to invoice the SCRBt for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties. Total penalty mentioned for above and Liquidated damages shall be subject to maximum of 10% of the total fee payable. | | It is Clarified that SLA will be applicable for any delays pertaining to SI deliverables only. |
| 71 | Volume 3- Page No.70 - Section No. 2.4.1 Calculation of Service Availability- Point No. 7 | Business Hours | Request to maintain 8 hours as business hours 9AM to 5PM | Standard business hours is 8 hours | Amendment requested is not accepted. Tender Clause remains same. |

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
72	Volume 3 - Page No.72 - Section No. 2.4.3 Security Level-b.Resolution Time	Resolution Time	Request P1 to be made as 10 business hours and P2 to be made as 20 business hours	Considering the remote locations where the PS are situated and restricted transport avaialbility at certain interior locations. Request the same to be considered	It is clarified that considering the criticality of work carried out in the police stations, SLA remains the same as specified in the RFP. Tender Clause remains the same
73	Volume 3 - Page No.75 - Section No. 2.4.6.1 Hardware SLA	Hardware Delivery SLA Target Performance	Second phase has delivery, commissioning and sign-off all in the same month. While other phases have 1 month gap between the sequence of activities	Request Clarification	Bidders are requested to adhere to the timelines as mentioned in the RFP as the number of locations and hardware items are lesser compared to other phases. Tender Clause remains the same
74	Volume 3- Page No.77 - Section No. 2.4.6 Detailed Service Level	Hardware SLA for Station Hardware O&M Phase	Request reduction in SLA terms for client side infrastructure	The Violation and associated penalties for Client side alone for a quarter is high. Request relaxation	It is clarified that considering the criticality of work carried out in the police stations,SLA remains the same as specified in the RFP.Tender Clause remains the same
75	Volume 3 - Page No.77 - Section No. 2.4.6.1 Hardware SLA	Hardware SLA for Station Hardware O&M Phase	The severity level mentioned for P1 & P2 are the same .	Request clarification. As in page 72 P1 is Medium and P2 is Low. However, in this section both are mentioned as Medium	It is clarified that considering the criticality of work carried out in the police stations,SLA remains the same as specified in the RFP. Tender Clause remains the same
76	Volume 3 Page No. - Section No. 2.4.6 Detailed Service Level (2 & 7)	Web Application O&M Phase - SLA- Application & Query Response Time	Here the SLA is mentioned 4 seconds & 10 seconds. However this can also have a dependency on the Network provided by BSNL and not the application alone. In which case how will the SLA be measured	Request Clarification	It is clarified that available Bandwidth speed will also be considered while calulating the SLA
77	Volume 2 - Page No.63 - Section No. 7.2.1 FIR Registration- FR No. FR 3	The user should be able to save a FIR, get approval of the senior officers and then generate the final copy. Once the final copy is generated, changes should not be allowed by the system.	As per the mentioned clause we understand that Citizen would get the Final Copy of FIR only after Appoval of Senior Officer post with no changes to be allowed by the system. Theabove mentioned functionalities asked are not a part of any other state implementation of CCTNS hence kindly confirm if tamilnadu police state still wants it .		Refer section 7.2.1 of Volume 2 of RFP.
78	Volume 2 - Page No.129 - Section No. 8.7.2 Indicative list of Testing	The SI shall carryout following software testing for the system developed including: 1) Unit Testing 2) System Testing 3) Integration Testing 4) Functionality Testing 5) Performance Testing (Full Load/ Stress Test) 6) Integrity Testing 7) Security Testing	Please conform that the testing tools like Unit testing, Functional testing, performance testing - will be provided by the department. Please let us know the names of the tools provided.		It is clarified that the testing has to be carried out by the bidder. Detailed test process shall be submitted by the bidder for approval by the department at the time of presentation during technical evaluation.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
79	Volume 1 - Page No.99 - Section No. 5. Compliance to Minimum Hardware Specification - 1) Desktop : Parameter 16	1) Desktop: 16 Operating System - Linux	Is bidder free to propose any operating system for desktops? If yes, kindly change the compliance sheet accordingly.		Bidder shall supply desktops with Linux based operating systems as mentioned in the specification.
80	Volume 1 - Page No.65 - Section No. 7 Specifications - 5) Printer LP	Specs - Laser Printer	Composite Technology	It is observed that in the specs of MFP composite technology was mentioned, however the same is not a part of the Laser specifications. Request clarification	The bidder is free to propose any technology with regard to single function laser printer
81	Volume 1 - Page No.64 - Section No. 7 Specifications - 4) Printer MFP- Parameter: Initial Toner(s) Yield	Printer MFP - Initial Toner Yield	1500 pages or higher instead of 2500 pages	Initial toner yield would be a capacity of 1500+ in the segment where specs is seeked for.	Initial toner yield of 2500 pages. Bidder is free to provide more than one to fulfill the requirements.
82	Volume 1 - Page No.90 -Section 8.4 Annexure 4 -Technical Qualification Proposal - Format 3: Proposed Team and Governance Structure - Point No. g	ELCOT reserves the right to interview the personnel proposed, if found unsuitable, ELCOT/ SCRB reject the deployment of the personnel for this project.	We request SCRB to allow us submit indicative CVs now and replace with a equivalent or better experience at the time of deployment.	We cannot keep resources on bench until the project starts as that incurs cost with no productivity. We have rich resource pool, hence we agree to place the right resources at the contract signing.	Bidder are advised to deploy the same key personell. Any change in the "Key Personnel" shall be carried out with prior written consent of State Crime Record Bureau (SCRB).
83	Volume 2 - Page No.45 - Section No. 6.2.10.1 Hardware Items - Phase 1	Phase 1 will consist of procurement, delivery and commissioning of desktop computers and UPS units in batches, i.e., with every police station having a capacity and sanction for 4 desktop computers, 2 will be supplied in Phase 1 and the remaining in Phase 3. Similar rollout plan for UPS. Detailed rollout plan has been described in Section 6.2.11	1)We will request that all the Hardware that eeds to be supplied on the end locations should be done in a single phase that all the end devices required in a police station should be supplied in one shot .Kindly amend the clause accordingly. 2)We also would request that all the phases need to be co-terminus i.e. the AMC should end at the same day.Kindly amend the clause accordingly. 3) We would suggest that the data centre hardware should be purchased first and if needed the end devices can be purchased after pilot UAT using old desktops.Kindly amend the clause accordingly.		Bidders are requested to adhere to the tender conditions. Tender Clause Remains same.
84	Volume 2 - Page No.44 - Section No. 6.2.10.1 Hardware Items - Item delivery count (in Phase) - S.No. 6	6. Ext. HDD	1)Request you to schedule the delivery of Ext. HDD in Phase 1 so that it can be used in backup and restoration of desktop data in Phase 1? Kindly clarify. 2)In the event of the HDD Theft or data corruption, we hope the bidder is not responsible for any data loss. Kindly confirm.		It is clarified that External HDDs already available in the police stations can be used for the backup and restoration of desktop data.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
85	Volume 3 - Page No.41 - Section No. 9.1 Warranties - Point (j)	(j) all hardware items procured by the System Integrator for this Project is purchased within last two months from the date of deployment and documentary proof for OEM warranty and proof of purchase should be produced at the time of deployment of Hardware Items	As per our understanding, hardware will be supplied in different phases i.e. Phase1, Phase2 and Phase3. We believe that bidder has to supply all the hardware with 5 years warranty support. However, such scattered procurement will drive issues for the warranty from OEM and bidders may have to reduce the subsequent warranty for the items procured in different Phases i.e. Procurement of Items in Phase 1 will have 5 Years warranty. Procurement of Items in Phase 2 will have 4 Years warranty. Procurement of Items in Phase 3 will have 3 Years warranty. Is our understanding is correct or not? Kindly confirm. Also, warranty start date will be considered from the date of Delivery of hardware / software by department. Kindly confirm.		It is clarified that the bidder shall maintain the hardware items for the O & M period as mentioned in the RFP.
86	Volume 2 - Page No.190 - Section No. 9.1.2 Software Implementation and O & M Schedule	Software Implementation and O & M Schedule	Has the compatibility compatibility of old IBM servers validated with latest technologies? Request to shift requirement of proposed server from Phase II to Phase I. Amend clause as "Hosting of Application Software in proposed servers by SI"	There could be compatibility issue with latest technology/applications and existing old IBM servers.	IBM servers(3 Nos.) have been procured in the year 2020 and have minimum specification to support latest technology. Tender Clause Remains same.
87	Volume 1 - Page No.53 - Section No. 6.9 Termination of Contract	Termination	The bidder requests the following modifications as the right to terminate should be available to either party: 1) Either party may terminate this Agreement for cause if either party materially breaches this Agreement, provided that either party gives the other notice of such breach and it remains uncured after 60 days following notice or such other period as mutually agreed. 2) Either party may by written notice with a notice period of 90 days sent to the other, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective. On termination, the bidder is entitled to compensation against all the services rendered, material delivered, advances paid and all such costs that have been incurred by the bidder to provide services as per the agreement. 3) In the event that Purchaser terminates this agreement, compensation will be accorded to the bidder for the services rendered, advance paid and expenses incurred upto the termination along with the cost for the additional period for which the purchaser has requested the bidder to continue the services. 4) If any amount due and payable by Purchaser under the Agreement is more than 30 days overdue; and there is no dispute between Purchaser and the bidder in relation to that amount, the bidder may issue to Purchaser a notice that payment is overdue. If Purchaser fails to pay the bidder within 7 days after the date of such notice, the bidder may by a further notice to Purchaser terminate the Agreement or at its election withdraw services or stop performance of its obligations until payment is made.		Amendment requested is not accepted. Tender Clause remains same.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
88	Volume 1 - Page No.55 - Section No. 6.10 Effects of Temination - Point f.	Notwithstanding anything contained herein above and without prejudice to the right to terminate the MSA, if the System Integrator fails to set up and operationalize the system at the designated locations, SCRB may in its sole discretion, engage another agency/System Integrator to fulfill the remaining obligations (or part of the remaining obligations) as may be decided, at the risk and cost of the System Integrator. The additional cost incurred by the SCRB shall be recoverable from the Performance Bank Guarantee or any amount payable or due to the System Integrator, and in case such Performance Bank Guarantee or amount is not adequate, the System Integrator shall make good the shortfall.	The bidder requests the following modification: If the bidder fails to perform its obligations (or any part thereof) under this Agreement or if the Agreement is terminated by the Purchaser due to breach of any obligations of the bidder under this Agreement, the Purchaser reserves the right to procure the same or equivalent Goods / Services / Deliverables from alternative sources at the bidder's risk and responsibility. Any such cost borne by the Purchaser in procuring such Goods /Services/ Deliverables shall be borne by the bidder. Any such cost incurred in the procurement of the such Goods /Services/ Deliverables from alternative source will be recovered from the undisputed pending due and payable Payments to the bidder under this Agreement. The cost of procurement from alternate source shall be capped to value of goods/services not delivered as established in the contract.		Amendment requested is not accepted. Tender Clause remains same.
89	Volume 1 - Page No.56 - Section No. 6.10 - Effects of Termination - Point no.V	v. If the Contract is terminated by SCRB due to supply of substandard- services, system or hardware to the stations, the difference in cost of the items purchased through other Technically Qualified Bidders or any other alternative sources will be recovered from the System Integrator.	The bidder requests the following modification: v. If the Contract is terminated by SCRB due to supply of substandard- services, system or hardware to the stations, the difference in cost of the items purchased through other Technically Qualified Bidders or any other alternative sources will be recovered from the System Integrator. The cost of procurement from alternate source shall be capped to value of goods/services not delivered as established in the contract.		Amendment requested is not accepted. Tender Clause remains same.
90	Volume 3 - Page No. 37 - Section No. 8.2.1 Termination for Convenience	By SCRB - By giving the System Integrator not less than 30 (thirty) days written notice of termination	By SCRB - By giving the System Integrator not less than 90 (ninety) days written notice of termination		Amendment requested is not accepted. Tender Clause remains same.
91	Volume 3 - Page No.39 - Section No. 8.3 Effects of Temination-(d) (iii)	In the event of this MSA being terminated (as mentioned in Section 8.2 or due to Force Majeure as mentioned in Section 9.4) earlier than the planned Contract period, the System Integrator shall be eligible to receive payments as described in the Payment Schedule for the work completed and approved by SCRB.	In the event of this MSA being terminated (as mentioned in Section 8.2 or due to Force Majeure as mentioned in Section 9.4) earlier than the planned Contract period, the System Integrator shall be eligible to receive payments as described in the Payment Schedule for the services provided through the effective date of termination.		Amendment requested is not accepted. Tender Clause remains same.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
92	Volume 3 - Page No.40 - Section No. 8.3 - Effects of Termination - (d) (vi)	Notwithstanding anything contained herein above and without prejudice to the right to terminate this MSA, if the System Integrator fails to set up and operationalize the system at the Stations locations, SCRB may in its sole discretion, engage another agency/System Integrator to fulfill the remaining obligations (or part of the remaining obligations) as may be decided, at the risk and cost of the System Integrator. The additional cost incurred by SCRB shall be recoverable from the Performance Bank Guarantee or any amount payable or due to the System Integrator, and in case such Performance Bank Guarantee or amount is not adequate, the System Integrator shall make good the shortfall.	The bidder requests the following modification:

If the bidder fails to perform its obligations (or any part thereof) under this Agreement or if the Agreement is terminated by the Purchaser due to breach of any obligations of the bidder under this Agreement, the Purchaser reserves the right to procure the same or equivalent Goods / Services / Deliverables from alternative sources at the bidder's risk and responsibility. Any such cost borne by the Purchaser in procuring such Goods /Services/ Deliverables shall be borne by the bidder. Any such cost incurred in the procurement of the such Goods /Services/ Deliverables from alternative source will be recovered from the undisputed pending due and payable Payments to the bidder under this Agreement. The cost of procurement from alternate source shall be capped to value of goods/services not delivered as established in the contract. | Same feedback from Vol 1, pg55, sec 6.10 | Amendment requested is not accepted. Tender Clause remains same. |
| 93 | Volume 1 - Page No.52 - Section No. 6.9 - Termination of Contract - Point no.1 | Termination for Covenience | Request to exclude this clause or make it either party | This caluse entitles one party to terminate the contract without assigning any reason, liability or damages to one party alone. This clause significantly increases the risk perseption of the bidders. This has also been advised similarly to resconsider in the guideline specified in the MeiTY for SI projects | Amendment requested is not accepted. Tender Clause remains same. |
| 94 | Volume 3 - Page No.37 - Section No. 8.2.1 Termination for Convenience - Point No. 1 & 3 | By SCRB - By giving the System Integrator not less than 30 (thirty) days written notice of termination;
1. SCRB may at any time terminate the Contract for any reason by giving the System Integrator a notice of termination that refers to this clause.
3. in addition, the all System Integrator shall: | (i) The Agreement can be terminated for any reason by either Party by providing 90days' notice to other Party.
3. in addition, the all System Integrator shall upon payment in full by SCRB for the accrued amounts till date of termination : | (i) Termination for Convenience clause should be applicable to SI also.
(ii) Notice period of termiantion for convenience should be atleast 90 days.
(iii) IPR transfer shall be conditioned on full payment of all accrued amounts till date of termination | Amendment requested is not accepted. Tender Clause remains same. |

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
95	Volume 3 - Page No.39 - Section No. 8.3 Effects of Termination - (d) (iii)	Upon the expiration or termination of this MSA, System Integrator shall undertake the actions set forth in this MSA to assist SCRB to replace services as provided hereunder: In the event of this MSA being terminated (as mentioned in Section 8.2 or due to Force Majeure as mentioned in Section 9.4) earlier than the planned Contract period, the System Integrator shall be eligible to receive payments as described in the Payment Schedule for the work completed and approved by SCRB.	Upon the expiration or termination of this MSA, System Integrator shall undertake the actions set forth in this MSA to assist SCRB to replace services as provided hereunder upon payment in full by SCRB for the accrued amounts till date of termination: In the event of this MSA being terminated (as mentioned in Section 8.2 or due to Force Majeure as mentioned in Section 9.4) earlier than the planned Contract period, the System Integrator shall be eligible to receive payments as described in the Payment Schedule for the work completed and approved by SCRB and the termination assistance fees to cover the costs incurred by SI for third party contracts undertaken for execution of services under this Agreement for SCRB..	Any transfer of work post termination would be undertaken on payment of accrued amounts. Also termination assistance fees should be paid in the event of termination for convenience.	Amendment requested is not accepted. Tender Clause remains same.
96	Volume 1 - Page No.94 - Section No. 8.4 Annexure 4 - Technical Qualification Proposal - Format 3 - Point No. d	Undertaking on Key Professional proposed for the project: 1. I/We, as Bidder do hereby undertake that those persons whose profiles were part of the basis for evaluation of the proposals (Project Manager, Technical Solution Architect, Data Center Expert, Service Desk Expert, Infrastructure Expert), hereby referred to as "Key Personnel" of the proposed team, shall be deployed during the Project as per our Bid submitted in response to the RFP. 2. We undertake that any of the identified "Key Personnel" shall not be removed or replaced without the prior written consent of State Crime Record Bureau (SCRB).	1. Request this undertaking to be removed OR 2. Modify the undertaking by allowing equaivalent r higher skillset key professionals in lieu of the submitted CVs.	It is difficult to commit to deploy the same key personell (Project Manager, Technical Solution Architect, Data Center Expert, Service Desk Expert, Infrastructure Expert) if selected for the project. However, we can assure that equivalent or higher profiles will be deployed benchmarking the CV submitted for evaluation.	Bidder are advised to deploy the same key personell. Any change in the "Key Personnel" shall be carried out with prior written consent of State Crime Record Bureau (SCRB).
97	Volume 1 - Page No.89 - 8.4 Annexure 4 - Technical Qualification Proposal - Format 2 - Approach & Methodology	Approach & Methodology- Security Architecture	Pl add the security architecture components if applicable or security architecture phrase to be removed	As only AV, HIPS are requested in security, not the complete stack of data / cyber security.	Amendment requested is not accepted. Tender Clause remains same.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
98	Volume 2 - Page No.25 - Section No. 5.1 Project Overview- Infrastructure Refresh, Operate and Maintenance Point iii	iii. The maintenance of existing servers, and storage at the SDC and DRC for the first year (O&M), supply of new servers in Phase 2 or Year 2 and maintenance of newly supplied servers till the end of contract period	Request to clarify in 2nd year what will happen to exisitng 17servers kept at SDC and the existing NIC application	As per RFP all the data to be migrated to new application, the PS and HO will use new application based on the Go-Live signed off by SCRB. Whether all 17 existing server and application to be maintained along with new servers and new application	The new application will be hosted in the existing servers and to be maintained by the SI till second year.After the replacement of existing servers with new servers,the application needs to be migrated to the new servers and the existing servers will be at the custody of SCRB.
99	Volume 2 - Page No.40 - Section No. 6.2.4 Supply, Installation and Commisioning- Point No. 4)	4) Existing CIPRUS (or any future versions) Application Installation and Configuration.	Request to change the clause, support to be done to install exisitng CIPRUS in existing desktop available in PS and HO	Please clarify, the desktop to be supplied in phase-1 also required CIPRUS appliaiton installation by new SI. The exisiting CIPRUS application will come up with NIC sucured Linux OS. The new hardware supplied at PS and HO will have Windows (or) Ubuntu Linux OS. This will led to compatability issue.	It is clarified that installation of CIPRUS application/ NIC customized OS will be carried out by SCRB. The hardware supplied will be going through a PoC stage where NIC will customize the OS as per the specifications of the new hardware. The new SI will be required to extend technical support to NIC for customization of all hardware supplied.
100	Volume 2 - Page No.42 - Section No. 6.2.8 Operation & Maintenance - Point i.	i. The O&M period of the existing items that were supplied by current SI (UPS batteries and units as mentioned in Section 8.5.2 (d) of Volume 1 of the RFP, existing site infrastructure) will start from the date of Issue of Work Order.	i. The O&M period of the existing items that were supplied by current SI (UPS batteries and units as mentioned in Section 8.5.2 (d) of Volume 1 of the RFP, existing site infrastructure) will start from the date completion of site suvery accepted by SCRB and new SI	The condition of UPS and other hardware items supplied by existing SI to be verified along with site inspection by new SI. Based on the working condition the O & M date should start.	Amendment requested is not accepted. Tender Clause remains same.
101	Volume 1 - Page No.16 - Section No. 2.6 - Pre - Qualification Criteria - PQ-7	PQ-7: Technical Competency - IT Infrastructure Services & System Integration : The Bidder should have delivered "Supply, Installation and Commissioning of Hardware Items (Desktop, Printers and Servers) and "Application Development" scope along with at least 3 of the following services through a single/ multiple (Not more than 3) contract in India for any State / Central Government / Quasi Government / PSU Clients with a minimum value of INR 75 Crore during the last 10 years (as on 31st March 2020). The Bidder should have also successfully completed at least 3 years of Operation and Maintenance phase post the successful completion of the Implementation phase for the same project 1. Application Development Support and Maintenance 2. Operation & Maintenance of Hardware Items 3. Help Desk Services 4. Training & Capacity building	PQ-7: Technical Competency - IT Infrastructure Services & System Integration : The Bidder should have delivered "Supply, Installation and Commissioning of Hardware Items (Desktop / Printers / IT Products / POS Terminals and Servers) and "Application Development" scope along with at least 3 of the following services through a single/ multiple (Not more than 3) contract in India for any State / Central Government / Quasi Government / PSU Clients with a minimum value of INR 75 Crore during the last 10 years (as on 31st March 2020). The Bidder should have also successfully completed at least 3 years of Operation and Maintenance phase post the successful completion of the Implementation phase for the same project 1. Application Development Support and Maintenance 2. Operation & Maintenance of Hardware Items 3. Help Desk Services 4. Training & Capacity building	This will help more prospective bidders having experience in doing e- gov projects also to participate in the tender.	Amendment requested is not accepted. Tender Clause remains same.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
102	Volume 1 - Page No.18 - Section No. 2.6 - Pre - Qualification Criteria -PQ-10	PQ- 10 :Manpower Strength : The Bidder should have a minimum number of 500 technically qualified IT professional Staff (B.E/ B.Tech/ M.E./ M.Tech/ MBA/ MCA) with experience in Software development, IT Infrastructure, System & Database Administration, Project Management experience) as on 31st March 2020 on its rolls in India.	PQ- 10 :Manpower Strength : The Bidder should have a minimum number of 200 technically qualified IT professional Staff (B.E/ B.Tech/ M.E./ M.Tech/ MBA/ MCA) with experience in Software development, IT Infrastructure, System & Database Administration, Project Management experience) as on 31st March 2020 on its rolls in India.	Only few IT companies that are in to Software Development will have this range of manpower strength and hence this CCTNS being an System Integration project it requires hardware supply, maintenance, integration, commissioning along with the application development requirements of the project. This will make more SI companies participate in the tender.	Amendment requested is not accepted. Tender Clause remains same.
103	Volume 1 - Page No.18 &19 - Section No. 2.6 - Pre - Qualification Criteria - PQ-11	PQ-11 : Accreditations : The Bidder should have the following valid certifications as on date of bid submission. a) SEI CMMI Level 3 or higher b) ISO 27001 certification or higher or equivalent (Information Security Management) c) ISO 20000 certification or equivalent (IT Service Management) d) ISO 9001:2008 certification or higher or equivalent (Quality Management)	PQ-11 : Accreditations : The Bidder / OEM should have the following valid certifications as on date of bid submission. a) SEI CMMI Level 3 or higher b) ISO 27001 certification or higher or equivalent (Information Security Management) c) ISO 20000 certification or equivalent (IT Service Management) d) ISO 9001:2008 certification or higher or equivalent (Quality Management)	This will help more prospective bidders having experience in doing e- gov projects also to participate in the tender and both the bidder & OEM are responsible for the quality & security management.	Amendment requested is not accepted. Tender Clause remains same.
104	Volume 1 - Page No.19 - Section No. 2.7 - Technical Qualification Criteria - Evaluation Parameter - Point B	B . Prior Project Experience : 30	B . Prior any e-Gov Project Experience : 30	This will help more prospective bidders having experience in doing e- gov projects also to participate in the tender.	Amendment requested is not accepted. Tender Clause remains same.
105	Volume 1 - Page No.20 & 21 - Section No. 2.7 - Technical Qualification Criteria - A Evaluation Criteria - A Organization Strenth - Point no.1	A . Organization Strength : 2. Bidders Average turnover from Supply, Installation and Commissioning of Hardware Items (Desktop, Printers and Servers) and "Application Development" should be minimum INR 75 Crores in the last three FY Years 19-20; 18-19; 17-18 as on 31-3-2020	A . Organization Strength : 2. Bidders Average turnover from Supply, Installation and Commissioning of Hardware Items (Desktop / Printers / IT Products / POS Terminals and Servers) and "Application Development" should be minimum INR 75 Crores in the last three FY Years 19-20; 18-19; 17-18 as on 31-3-2020	This will help more prospective bidders having experience in doing e- gov projects also to participate in the tender.	Amendment requested is not accepted. Tender Clause remains same.
106	Volume 1 - Page No.20 & 21 - Section No. 2.7 - Technical Qualification Criteria - A Evaluation Criteria - A Organization Strenth - Point no.4	A . Organization Strength : 4. Bidders manpower strength on technically qualified IT professionals as on 31st March 2020 with minimum 500 IT professionals : a. 500 – 750 nos.– 1 mark b. 751 – 1000 nos.– 2 marks c. Greater than 1000 nos. – 3 marks	A . Organization Strength : 4. Bidders manpower strength on technically qualified IT professionals as on 31st March 2020 with minimum 200 IT professionals : a. 50 – 100 nos.– 1 mark b. 100 – 200 nos.– 2 marks c. Greater than 200 nos. – 3 marks	Only few IT companies that are in to Software Development will have this range of manpower strength and hence this CCTNS being an System Integration project it requires hardware supply, maintenance, integration, training, commissioning along with the application development requirements of the project. This will make more SI companies participate in the tender.	Amendment requested is not accepted. Tender Clause remains same.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
107	Volume 1 - Page No.22&23 - Section No. 2.7 -Technical Qualification Criteria - B.Prior Project Experience-Point no.1	B. Prior Project Experience : Bidders to have implemented IT System Integration Project with a Minimum Contract Value of INR 75 crores with at least 3 of the following services through a single/ multiple (Up to 3 only) contract in India for any State / Central Government / Quasi Government / PSU Clients in last 10 years (as on 31st March 2020) The Bidders should have successfully completed at least one year of Operations and Maintenance post the successful completion of the Implementation phase for the same project 1. Procurement Supply Installation and Commissioning of Hardware Items (Desktop, Printers and Servers) 2. Operation & Maintenance of Hardware Items (Desktop, Printers and Servers) 3. Application Development Support and Maintenance 4. Help Desk Services 5. Training & Capacity building	B. Prior Project Experience : Bidders to have implemented IT System Integration Project with a Minimum Contract Value of INR 75 crores with at least 3 of the following services through a single/ multiple (Up to 3 only) contract in India for any State / Central Government / Quasi Government / PSU Clients in last 10 years (as on 31st March 2020) The Bidders should have successfully completed at least one year of Operations and Maintenance post the successful completion of the Implementation phase for the same project 1. Procurement Supply Installation and Commissioning of Hardware Items (Desktop / Printers / IT Products / POS Terminals and Servers) 2. Operation & Maintenance of Hardware Items (Desktop / Printers / IT Products / POS Terminals and Servers) 3. Application Development Support and Maintenance 4. Help Desk Services 5. Training & Capacity building	This will help more prospective bidders having experience in doing e- gov projects in other domains also to participate in the tender.	Amendment requested is not accepted. Tender Clause remains same.
108	Volume 1 - Page No.24&25 - Section No. 2.7 - Technical Qualification Criteria -B. Prior Project Experience - Point no.3	B. Prior Project Experience : Previous project experience in working with Police Departments in India with minimum contract value of each project worth of INR 10 crores. Scope of work should include any 3 of the following services 1. Supplying, installation and commissioning of Hardware 2. Application Development / customization / Maintenance 3. Operations and Maintenance 4. Training & Capacity Building	B. Prior Project Experience : Previous project experience in working with Police Departments / e-Governance projects to state / Central PSUs, in India with minimum contract value of each project worth of INR 10 crores. Scope of work should include any 3 of the following services 1. Supplying, installation and commissioning of Hardware 2. Application Development / customization / Maintenance 3. Operations and Maintenance 4. Training & Capacity Building	This will help more prospective bidders having experience in doing e- gov projects in other domains also to participate in the tender.	Amendment requested is not accepted. Tender Clause remains same.
109	Volume 1 - Page No.25 - Section No. 2.7 - Technical Qualification Criteria -B. Prior Project Experience - Point no.4	B. Prior Project Experience : Prior Project Experience in providing training & capacity building to minimum 500 Government officials of State / Central Government / Public Sector Undertaking in India.	B. Prior Project Experience : Prior Project Experience in providing training & capacity building to minimum 500 Government officials / Users of State / Central Government / Public Sector Undertaking in India.	This will help more prospective bidders having experience in doing e- gov projects in other domains having organised training schedules to Govt officials along with the end users , also to participate in the tender.	Amendment requested is not accepted. Tender Clause remains same.
110	Volume 1 - Page No.27 & 28 - Section No. 2.7 - Technical Qualification Criteria -D Proposed Team. Point no.2,3, 4 & 5.	D. Proposed Team : Points 2, 3, 4 & 5 : Prior project experience in similar projects – 2 marks	D. Proposed Team : Points 2, 3, 4 & 5 : Prior project experience in similar / e- Governance projects – 2 marks	This will help more prospective bidders having experience in doing e- gov projects also to participate in the tender.	Amendment requested is not accepted. Tender Clause remains same.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
111	Volume 1 - Page No.51 - Section No. 6.3 - Performance Bank Guarantee (PBG) - Point No. iii	iii. The PBG for a value equivalent to 5% of the total contract value shall be submitted as per the format provided in this RFP from Scheduled Bank.	iii. The PBG for a value equivalent to 3% of the total contract value shall be submitted as per the format provided in this RFP from Scheduled Bank.	As per the recent GOI guidelines.	Amendment requested is not accepted. Tender Clause remains same.
112	Volume 1 - Page No.99 - Section No. 5. Compliance to Minimum Hardware Specification - 2) Online UPS with Battery (2KVA)	**Input Voltage Range** - 150 - 270V AC, SINGLE PHASE	Request to change : SINGLE PHASE, 175 - 280 V AC at full load, 120 VAC at < 60 % load	most of the UPS in this category comes with 175 to 300 V AC	Minimum voltage requirement is specified in the RFP. Tender Clause remains same.
113	Volume I - Page No.101- Section No. 5. Compliance to Minimum Hardware Specification - 2) Online UPS with Battery (2KVA)	**Overload Capacity:** Overload Capacity: Withstand for 5 Minutes at 110% load (2200 Watts Resistive Load / 1540Watts Combinational Load).	Requirement is for 2 kVA UPS. Which means 2 kVA / 1.6 kW. 10 % over load is 2.2 kVA / 1.92 KW. Request to change **110 % for 10 minutes**	modern UPS has better overload capability,	Amendment requested is not accepted. Tender Clause remains same.
114	Volume I - Page No.101 - Section No. 5. Compliance to Minimum Hardware Specification - 2) Online UPS with Battery (2KVA)	**Power Sockets:**Power Sockets – 3 Nos. of 5A Socket.	Request to change 2 Nos of 5 A Socket		Amendment requested is not accepted. Tender Clause remains same.
115	Volume I - Page No.102 - Section No. 5. Compliance to Minimum Hardware Specification - 2) Online UPS with Battery (2KVA)	**Meters:**Metering for Input Voltage, Output Voltage and frequency, battery voltage, output current etc.	Request to change Metering for Input Voltage, Output Voltage and frequency, battery voltage, output current level in %		Amendment requested is not accepted. Tender Clause remains same.
116	Volume I - Page No.102- Section No. 5. Compliance to Minimum Hardware Specification - 2) Online UPS with Battery (2KVA)	**Isolation Transformer:**Isolation Transformer must be provided internally / externally at input.	Request to change Isolation Transformer must be provided internally at input.	modern UPS are coming with input isolation transformer	Amendment requested is not accepted. Tender Clause remains same.
117	Volume I - Page No.103 - Section No. 5. Compliance to Minimum Hardware Specification - 3) Online UPS with Battery (5KVA)	**Input Voltage Range:** 150 - 270V AC, SINGLE PHASE	Request to change : SINGLE PHASE, 175 - 300 V AC at full load, 120 VAC at < 50 % load	most of the UPS in this category comes with 175 to 300 V AC	Minimum voltage requirement is specified in the RFP. Tender Clause remains same.
118	Volume I - Page No.105 - Section No. 5. Compliance to Minimum Hardware Specification - 3) Online UPS with Battery (5KVA)	**Overload Capacity :** Overload Capacity: Withstand for 5 Minutes at 110% load (2200 Watts Resistive Load / 1540Watts Combinational Load).	Requirement is for 5 kVA UPS. Which means 5 kVA / 4 kW. 10 % over load is 6 kVA / 4.8 KW. Request to change 110 % for 3 min	modern UPS has better overload capability,	Already addressed in corrigendum No.1
119	Volume I - Page No.106 - Section No. 5. Compliance to Minimum Hardware Specification - 3) Online UPS with Battery (5KVA):	**Isolation Transformer Isolation Transformer must be provided internally / externally at input.**	Request to change Isolation Transformer must be provided internally at input.	modern UPS are coming with input isolation transformer	Request for amendment is not accepted. The bidder is free to choose as per the specification in the RFP.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
120	Volume I - Page No.109 - Section No. 5. Compliance to Minimum Hardware Specification - 4) Inverter	**Integrated Stand:** **Inverter along with the batteries should be accommodated in the existing integrated stand available at the respective locations. If the supplied device cannot be accommodated, then the inverter should be supplied along with the integrated stand. The integrated stand should also have electrical panel to control the supply to inverter through a tripper switch and should have provision to tap the inverter supply.**	Kindly clarify existing integrated stand. Any sample photo copy / drawing may be provided		Photo can be provided. Corrigendum to be given
121	Volume 1 - Page No.99 - Section No. 5. Compliance to Minimum Hardware Specification - 1) Desktop:	1) Desktop: 19 OS Certification MS Windows and Boss Linux.	Boss Linux is an OS which is specific to the CCTNS projects. All OEMs may not have this certification. Request that this clause may be modified to " OS Certification - MS Windows and Linux."		As per GoI guidelines, it is recommeded to use BOSS Linux OS.
122	Volume 1 - Page No.40 - Section No.4.5 Prices and Price Information- Point v.	The prices, once offered, must remain fixed for 2 years from date of signing of contract and must not be subject to escalation for any reason within that 2 years. A proposal submitted with an adjustable price quotation or conditional proposal will be liable for rejection.	The bidder requests the following clarification: Can the bidder revise the prices after 2 years from the date of signing of the contract? Please clarify.		Please refer Section 4.5 (V) of Volume 1
123	Volume 1 - Page No.48 - Section No. 5.5 Total Bid Evaluation - Point i.	Total Bid Evaluation The Total bid evaluation shall be based on Quality and Cost based Evaluation (QCBS). Technical Score shall have 70 % weightage and Commercial Score shall have 30% weightage	The bidder requests the following modification: The Total bid evaluation shall be based on Quality and Cost based Evaluation (QCBS). Technical Score shall have 80 % weightage and Commercial Score shall have 20% weightage		To get inclusive advantage of having a sound technical as well as reasonable commercial proposals, weightage(70:30) mentioned in the RFP is recommended.
124	Volume 1 - Page No.48 - Section No. 5.5 Total Bid Evaluation - Point ii.	The Total Score of the bidder = $0.7*$(Technical Score) + $0.3*$(Commercial Score)	The bidder requests the following modification: The technical score of the bidder should also be normalized like the Financial score.		Amendment requested is not accepted. Tender Clause remains same.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
125	Volume 2 - Page No.63 - Section No. 7.2.1 FIR Registration - FR 5	In case the application or module is unavailable for FIR registration, the system should auto-save the form with the partially filled entries as draft and store it in a separate folder for retrieval after the online application is made available again. If the user tries to register a new FIR or update any other pending FIR, system should prompt the user to complete the previous pending FIR. If the user wants to skip the pending FIR, system should ask the user to enter a reason. Again, during next login, the system should prompt the user of all the pending draft FIRs yet to be frozen/finalized.	If FIR is saved as a draft, in that case whether to assign temporary FIR number or Actual sequential FIR number to it ? The above mentioned functionalities asked are not a part of any other state implementation of CCTNS hence kindly confirm if tamilnadu police state still wants it .		This query is regarding a core workflow process which shall be deliberated and finalized at the time of SRS.
126	Volume 2 - Page No.63 - Section No. 7.2.1 FIR Registration- FR 5	In case the application or module is unavailable for FIR registration, the system should auto-save the form with the partially filled entries as draft and store it in a separate folder for retrieval after the online application is made available again. If the user tries to register a new FIR or update any other pending FIR, system should prompt the user to complete the previous pending FIR. If the user wants to skip the pending FIR, system should ask the user to enter a reason. Again, during next login, the system should prompt the user of all the pending draft FIRs yet to be frozen/finalized.	If draft FIR will be assigned with Actual FIR Number, Please provide clarity on below points i) if the FIRs that are skipped by user are temporary or permanently and if FIR is skipped temporary, same FIR would be registered later with the old sequence number or the new sequence number ? ii)If user will skip the FIRs then the sequence number should also get skipped or proper sequence needs to be maintained for next FIR ? The above mentioned functionalities asked are not a part of any other state implementation of CCTNS hence kindly confirm if tamilnadu police state still wants it .		This query is regarding a core workflow process which shall be deliberated and finalized at the time of SRS.
127	Volume 2 - Page No.69 - Section No. 7.2.3 Prosecution - FR 1	The system should allow the user to record the details about the split charge sheet details	Please provide clarity on split FIR and chargesheet in detail		This query is regarding a core workflow process which shall be deliberated and finalized at the time of SRS.
128	Volume 3 - Page No.93 - Section No. 2.4.6.2 Software SLA	`	Please provide the SLA report for the last 6 months		NIC is our current application developer and it is based on Client Server Architecture, the relevancy of which is not comparable with the proposed web application to be developed by new SI.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
129	Volume 2 - Page No.143 - Section No. 8.13 Application Security	The Security features shall include but not limited to- 1) Ensure all security features in place to prevent hacking including Denial-of-service (DoS) and distributed denial-of-service (DDoS) attacks, Phishing and spear phishing attacks, Malware attack, SQL injection attack, Man-in-the-Middle attack etc. 2) Audit trail and logging of user activities on website for the website administrators and SCRB. 3) Administrator and officials of SCRB should be able to generate security report comprising number of attacks, time of attack, IP, Network, page for which attack was attempted. 4) Feature to block a particular IP / range of IPs or Network from accessing the website. 5) Usage of HTTPS protocol. 6) Make necessary adjustment to CMS default settings. 7) Regular backup of website data.	As it is being in a state data centre as well as NIC data centre kindly confirm which security solutions needs to be supplied by the bidder in both DC and DR.		Refer Annexure 7 for the system security requirements. For others, the security components available in DC/DR can be utilized
130	Volume 2 - Page No.143 - Section No. 8.13 Application Security	The TN State Datacenter where the applications shall be hosted has Cybersecurity components embedded within their server and switching infrastructure. The Bidder shall peruse the same existing server-side security components.	Request you to provide list of security components which are available with TN State Datacentre team and can be used by bidder on shared basis. Kindly elaborate in detail.		TNSDC has high level security architecture framework as per Tier -II standard. Successful bidder will be informed on the details in coordination with TNSDC.
131	Volume 2 - Page No.138 - Section No. 8.11.1 Data Migration from Legacy Database - Point No. 9	Ensure migration of all data is completed before rollout of the new application The data migration has to be completed for all information from CCTNS 1.0. An stimated total quantum of data to be migrated to the new CCTNS 2.0 system shall be approximately 1 TB, which may however be subject to change depending on the completeness and quality of the existing data.	1. Can you please provide the break-up as to how much is the structured data and how much data is unstructured. 2. Please provide the number of tables in the current system, that is, total number of a. master data tables, b. transaction data tables c. Configuration data data tables d. Reports/queries data tables		Refer section 8.11.1 of Volume 2 of RFP which says an estimated total quantum of data to be migrated to the new CCTNS 2.0 system shall be approximately 1 TB. The database used is PostgreSQL as mentioned in Section 7.1.4 of Volume 2 of RFP. All the data to to be migrated is available in digital format. The schema and details of database will be provided to the successfull bidder.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
132	Volume 2 - Page No.137 - Section No. 8.11.1 Data Migration from Legacy Database	Data Migration from Legacy Database	(1) Request data on the volume of data to be migrated & (2)what is current format of the data that requires migration	Request clarification	Refer section 8.11.1 of Volume 2 of RFP which says an estimated total quantum of data to be migrated to the new CCTNS 2.0 system shall be approximately 1 TB. The database used is PostgreSQL as mentioned in Section 7.1.4 of Volume 2 of RFP. All the data to to be migrated is available in digital format. The schema and details of database will be provided to the successfull bidder.
133	Volume 2 - Page No.137 - Section No. 8.11.1 Data Migration from Legacy Database	Data Migration from Legacy Database	How is the document managed in the current system	Request clarification	Refer section 8.11.1 of Volume 2 of RFP which says an estimated total quantum of data to be migrated to the new CCTNS 2.0 system shall be approximately 1 TB. The database used is PostgreSQL as mentioned in Section 7.1.4 of Volume 2 of RFP. All the data to to be migrated is available in digital format. The schema and details of database will be provided to the successfull bidder.
134	Volume 2 - Page No.42 - Section No. 6.2.9 Helpdesk & Incident Management - Point No. i	Procure support for the existing CA EMS tool and continue to use it for Helpdesk, SLA monitoring, Asset management, Incident management etc.	Kindly share the current version of CA Tool,current server specifications, replication method for DB and application files to DR location; database size,	Will give us better clarity on existing setup	Please refer Section 7.2 for Current Server Specification Please refer Section 8.11 for Database Size.
135	Volume 2 - Page No.117 - Section No. 8.1 Implementation Phase-Overview - Point No. 4)	4) The migration of legacy data from current CIPRUS 1.0 database to the envisaged CCTNS 2.0 database structure. The SI shall be responsible for creating or updating master data and migration of historical investigation data for functioning of the envisaged system.	Kindly confirm the size of data (Structured and Unstructured data) to be migrated in new system. What Time period of historical data need to be migrated to system for its functioning, please specify the Year. 2)It is also envisaged that all the data which is in digital format and can be searched and read through application is the only part of data migration? Kindly confirm.		Refer section 8.11.1 of Volume 2 of RFP which says an estimated total quantum of data to be migrated to the new CCTNS 2.0 system shall be approximately 1 TB. The database used is PostgreSQL as mentioned in Section 7.1.4 of Volume 2 of RFP. All the data to to be migrated is available in digital format. The schema and details of database will be provided to the successfull bidder.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
136	Volume 2 - Page No.56 - Section No. 7.1.5 Challenges with Existing System	Challenges with Existing System > No Automated Workflows, Data Sync problems etc were mentioned in the current system, due to outdated framework (Java Wicket)	Need to understand if the current system (1.) codebase, libraries, Logs that are all available for system study and analysis towards the definition of the target system.	The current codebase could be provide insights into the target state definition	Please refer to Volume 2: clause 7.1.4 'Current CIPRUS System of CCTNS' The existing application is built on a client server architecture which is completely different from the proposed web based application. The available codebase, libraries and logs will be provided to the successful bidder
137	Volume 2 - Page No.80 - Section No. 7.3.5 Dashboard Builder- FR1 - FR6	Dashboard Builder (SI Scoper of Work)	How many total tables are there approximately?	Seeking this information for estimation purpose	Based on scope of work, Bidder shall decide the need for data warehouse.
138	Volume 2 - Page No.40 - Section No. 6.2.3 Data Structure Infrastructure - Point No. 2	2) Will replace the existing 18 IBM servers in Year 2 (Phase 2) of this CCTNS 2.0 project with new servers with configuration as listed in Section 7 in Volume 1 of this RFP.	Request to clarify how 18 server requirement has been arrived for new web based application. Also the server capacity requirements based on technology used, application architecture, deployment architecture, type of data to be stored in application and read and write funcations of application.	Request to add "replacement exisiting 18 servers with Govt. of approved Cloud Solution" please refer below guidelines given by GoI for cloud solution. GoI promoting cloud solution under Digital India component. https://www.meity.gov.in/content/gi-cloud-meghraj https://www.meity.gov.in/writereaddata/files/Work%20Item%231_GI%20Cloud%20Reference%20Architecture_06112020.pdf	Amendment requested is not accepted. Tender Clause remains same.
139	Volume 2 - Page No.45 - Section No. 6.2.10.1 Hardware Items - Note:	The Bill of Material for hardware items is mentioned based on the existing Police Stations, Higher Offices, Special Units & Training centres in the state	Request to confirm Bill of Material		Please refer Section 8.5.2 of Volume 1.
140	Volume 2 - Page No.44 - Section No. 6.2.10.1 Hardware Items - Item Delivery Classification (UPS Units)	Item Delivery Classification (UPS)	It is mentioned that Desktop is being provided for Higher offices & Training centers . However the UPS units is not mentioned to be supplied. Request clarification if UPS units are already available where the Desktops would be connected to	Improper stutdown in case of power cut/ fluctuation will affect the performance of the supplied desktops	It is clarified that UPS units already available will be utilised
141	Volume 1 - Page No.27 - Section No. 2.7 Technical Qualification Criteria - D Proposed Team	D Proposed Team Copy of documents confirming on roll status of the resources with bidder organization such as (Company ID Card, Aadhaar Card, EPF number, PAN, Email ID)	As per the GDPR, it is not feasible to share the following - Company ID Card, Aadhaar Card, EPF number, PAN, Email ID. These can only be provided at the time of deployment of the resource. Please remove this clause		Already addressed in corrigendum No.1

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
142	Volume 1 - Page No.27 - Section No. 2.7 Technical Qualification Criteria - D Proposed Team	Proposed Team>Documentary Proof for CV	Request to exclude copy of Aadhaar, PAN & EPF Number	According to GDPR compliance, mandates personal data and Privacy of employees to be protected and not shared	Already addressed in corrigendum No.1
143	Volume 1 - Page No.32 - Section No. 3.5 Conflict of Interest	Successful Bidder shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the Bidder due to prior, current, or proposed contracts, engagements, or affiliations with NCRB/ MHA or State Government.	Clarification is requested whether existing contract with SCRB will be covered in this clause		Please refer Section 3.5 of Volume 1 - 'Conflict of Interest' for further detials.
144	Volume 2 - Page No.134 - Section No. 8.10 Business Continuity and Disaster Recovery - Point No. 5)	**Business Continuity and Disaster Recovery :** Replication between Data Centre and DR Site as well as changeover during disaster shall be quick for minimal impact on user experience.	Software for disasterr recovery management will be provided by SI or SDC?	Clarification required on Disaster recovery management tool	The tape backup will be managed by DCO from TNSDC common infra. Disaster Recovery at TNDRC is responsibility of SI
145	Volume 2 - Page No.135 - Section No. 8.10 Business Continuity and Disaster Recovery - Point No. 16)	**Business Continuity and Disaster Recovery :** The SI shall also ensure daily automatic backup of business and daily transactional data at SDC.	Software for backup will be provided by SI or SDC?	Clarification required on Backup tool	The tape backup will be managed by DCO from TNSDC common infra. Disaster Recovery at TNDRC is responsibility of SI
146	Volume 2- Page No.136 - Section No. 8.10 Business Continuity and Disaster Recovery - Other features & Requirements to be provisioned by SI are as follows- Point 1)	**Business Continuity and Disaster Recovery :** Other features & Requirements to be provisioned by SI are as follows: - 1) The interaction between the Internet zone and the Intranet zone shall be through a firewall such that all unwanted traffic is prevented from entering this zone.	It has been specified that Cybersecurity components are deployed in Data Centers (please refer section 8.13 and 6.1.3 Existing Connectivity Infrastructure architecture also shows firewalls) but clause specified here contradict to these clause. Please share Security architecture of SDC and also clarify whether SI to propose firewall or not?	Clarification on Firewalls to be proposed or not.	Firewall will be provided by SDC. Further information on the security architecture of SDC shall be provided to successful bidder.
147	Volume 2 - Page No.134 - Section No. 8.10 Business Continuity and Disaster Recovery - Point No. 7)	7) The SI shall ensure zero data loss over synchronous between the primary DC and Disaster Recovery site.	Synchronous replication is not possible when two data centres are in different seismic zone. So, zero data loss is not possible. Request you to correct the requirement accordingly.		Already addressed in corrigendum No.1

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
148	Volume 2 - Page No.134 - Section No. 8.10 Business Continuity and Disaster Recovery - Point No. 5)	5) Replication between Data Centre and DR Site as well as changeover during disaster shall be quick for minimal impact on user experience. Ensuring data backup till the last transaction occurring in the system to ensure enhanced service levels. RPO and RTO objectives are as below and shall be strongly adhered to. RPO = 0 minutes RTO <=60 minutes 6) The System shall support both synchronous and asynchronous mode of operation and in both the modes and it shall assure 100% data consistency. 7) The SI shall ensure zero data loss over synchronous between the primary DC and Disaster Recovery site.	Zero data loss (i.e. RPO of 0 minutes) requires a near DR to be setup and / or availability of dark fiber connectivity. Please confirm how will this be achieved in the current scenario with DC at Chennai and DR at Pune. Please remove the clause of zero data loss and modify the RPO to atleast 15 minutes.		Already addressed in corrigendum No.1
149	Volume 2 - Page No.134 - Section No. 8.10 - Business Continuity and Disaster Recovery - Point No. 5)	**Business Continuity and Disaster Recovery :** Replication between Data Centre and DR Site as well as changeover during disaster shall be quick for minimal impact on user experience. Ensuring data backup till the last transaction occurring in the system to ensure enhanced service levels. RPO and RTO objectives are as below and shall be strongly adhered to. RPO = 0 minutes RTO <=60 minutes	Replication between Data Centre and DR Site as well as changeover during disaster shall be quick for minimal impact on user experience. Ensuring data backup till the last transaction occurring in the system to ensure enhanced service levels. RPO and RTO objectives are as below and shall be strongly adhered to. RPO = 15 minutes RTO <=120 minutes	RPO =0 is not possible with two data centers DC and DR. To achieve RPO=0 3 Data Centers will be required (DC, Nearline DR and DR)	Already addressed in corrigendum No.1
150	Volume 2 - Page No.134 - Section No. 8.10 Business Continuity and Disaster Recovery - Point No. 7)	The SI shall ensure zero data loss over synchronous between the primary DC and Disaster Recovery site.	The SI shall ensure asynchronous between the primary DC and Disaster to insure 15 min RPO	Synchronous replication is only possible with 3 Data Centers will be required (DC, Nearline DR and DR)	Already addressed in corrigendum No.1
151	Volume 2 - Page No.25 - Section No. 5.1 Scope Overview - Point No. iii.	The maintenance of existing servers, and storage at the SDC and DRC for the first year (O&M), supply of new servers in Phase 2 or Year 2 and maintenance of newly supplied servers till the end of contract period.	Request you to provide complete details (Make/Model/Serial No/Warranty-AMC start and end date/Role of servers) of all existing hardware (IT and Non-IT) DC and DR (Server/SAN storage/SAN switch/Backup device/network device etc.) which are to be maintained by bidder for first Year (O&M).	Without Serial No. it is not possible for bidder to get the AMC quote.	Please refer to Volume 2: Clause 6.1.2 Make and model along with date of procurement of the servers have been provided in the tender document. The serial numbers can be collected from the respective OEMs.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
152	Volume 2 - Page No.40 - Section No. 6.2.3 Data Center Infrastructure - Point No. 1, 4, 5 & 6	1) Will maintain the existing 18 IBM and 2 DELL servers procured and deployed during CCTNS 1.0, at the State Datacenter for next 1 year. 4) Will continue to maintain the existing 2 DELL servers procured during CCTNS 1.0 5) Will continue to maintain the existing 3 IBM servers at DRC till the end of contract period. 6) Will maintain 3 additional new DELL make servers that were procured in Jan'2020, till the end of contract	1. Please provide the serial numbers and the date of procurement of all the servers at DC and DR. 2. Please confirm whether the respective OEMs have confirmed support availability for the IBM servers and Dell servers which need to be maintained till the end of contract period.		Please refer to Volume 2: Clause 6.1.2 Make and model along with date of procurement of the servers have been provided in the tender document. The serial numbers can be collected from the respective OEMs.
153	Volume 2 - Page No.42 - Section No. 6.2.8 Operation & Maintenance - Point No. i	i. The O&M period of the existing items that were supplied by current SI (UPS batteries and units as mentioned in Section 8.5.2 (d) of Volume 1 of the RFP, existing site infrastructure) will start from the date of Issue of Work Order.	Request you to provide Make, model and serial number details of existing UPS which is to be maintained by bidder for five years.		Already addressed in corrigendum No.1
154	Volume 2 - Page No.153 - Section No. 8.17 Full Scale Roll -Out, Stablization & Go Live- Point No. 5)	SI shall ensure availability of applications at end user points at all locations	Kindly confirm that end point desktop should not exceed to 6800.		Please refer Section 6.2 of Volume 2
155	Volume 2 - Page No.215 - Section No. 15 - Annexure 3 List of Police Station, Special Unit & Higher Office and Training Center	Annexure 3 List of Police Station, Special Unit & Higher Office and Training Center	The total count mentioned varies against police stations vary with oter section of the RFP	Vol II page 16 mentiones 1551 locations whereas Anexxure 3 mentions 1541 locations	Already addressed in corrigendum No.1
156	Volume 2 - Page No.42 - Section No.6.2.8 - Operations & Maintenance	The SI shall procure and setup three customer care numbers for the users to reach out to helpdesk team	The bidder requests the following clarification: Who will bear the cost of procuring these customer care numbers and their annual maintenance / recurring charges for the entire project term?		Bidder shall procure three exclusive mobile numbers (acting as customer care number). The entire cost including any recurring charges shall be borne by SI
157	Volume 2 - Page No.42 - Section No.6.2.8 - Operations & Maintenance	Operations and Maintenace	SI shall set up and maintain three customer care numbers for users to reach out to help desk team	Pl specify if Landline / Mobile or Toll Free should be considered	Bidder shall procure three exclusive mobile numbers (acting as customer care number). The entire cost including any recurring charges shall be borne by SI
158	Volume General - Page No.- - Section No. - - Clause No. -	Bandwidth charges	The bidder requests the following clarification: The SI does not have to provision any costs towards bandwidth charges. These are solely under the scope of SCRB. Please confirm.		Bandwidth charges to all police stations, special units & higher offices are under the scope of SCRB.
159	Volume 2 - Page No.42 - Section No. 6.2.9 Helpdesk & Incident Management - Point No. i	Procure support for the existing CA EMS tool and continue to use it for Helpdesk, SLA monitoring, Asset management, Incident management etc.	How many prepetual licenses are being used	Will give us better clarity on existing setup	Please refer Section 7.2 for Current Server Specification Please refer Section 8.11 for Database Size.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
160	Volume 2 - Page No.42 - Section No. 6.2.9 Helpdesk & Incident Management - Point No. i	Procure support for the existing CA EMS tool and continue to use it for Helpdesk, SLA monitoring, Asset management, Incident management etc.	Is CA tool is integrated with any existing CCTNS applications	Will give us better clarity on existing setup	CA tool is integrated with CCTNS applications
161	Volume 2 - Page No.42 - Section No. 6.2.9 Helpdesk & Incident Management	Help desk and incident management	Existing CA EMS Tool	Pl clarify if the current data should be migrated if in acse a new tool is proposed or if the same tool is used should the existing data of CCTNS 1.0 tickets be still mainatined. If data needs to be migrated pl specify what all data should be migrated	It is clarified that data pertaining to CCTNS 1.0 will not migrated.
162	Volume 1 - Page No.132 - Section No. 2 Pricing Formats -c.OPEX: Newly Supplied Hardware, Application & Helpdesk Resources - S.No. 7	Cost of Manpower deployed at SCRB for Service Desk Operations (16 x 7) Total 360 Man-months	1)Kindly confirm if the bidder has to provide 3 persons per 8 hour shift. 2)Also confirm the start and end time of the shift.		Already addressed in corrigendum No.1
163	Volume 2 - Page No.44 - Section No. 6.2.9 Helpdesk & Incident Management	The Helpdesk support team shall be deployed at SCRB and work closely with PMU and divisional staff of the project to resolve issues. SI may deploy additional resources based on the need of the project and also meet the defined SLAs defined in the RFP.	1. Please provide the helpdesk support window. 2. Please provide the number of helpdesk seats to be managed by the bidder in each shift. 3. Please provide the channels over which the helpdesk can be accessed 4. Please provide the number of helpdesk calls received in the last 6 months and also a bifurcation of the nature of these calls		Already addressed in corrigendum No.1
164	Volume 2 - Page No.44 - Section No. 6.2.9 Helpdesk & Incident Management	The Helpdesk support team shall be deployed at SCRB and work closely with PMU and divisional staff of the project to resolve issues. SI may deploy additional resources based on the need of the project and also meet the defined SLAs defined in the RFP.	1. Please provide the helpdesk support window and (Days & Time). 2. Please provide the number of Concurrent helpdesk seats to be managed by the bidder in each shift. 3. Please provide the channels over which the helpdesk can be accessed 4. Please provide the number of helpdesk calls received in the last 6 months and also a bifurcation of the nature of these calls. 5. Retension period for Calls & Data	Defining scope of work	Already addressed in corrigendum No.1
165	Volume 2 - Page No.175 - Section No. 8.23 Project Deliverables, Documentation & Knowledge Management - Helpdesk, Business Continuity, Disaster Recovery, Database Migration, Third Party Integration, SMS, Email and Payment gateway Integration	Helpdesk, Business Continuity, Disaster Recovery, Database Migration, Third Party Integration, SMS, Email and Payment gateway Integration	We understand that the SMS, email and Payment gateways would be provided by the purchaser .Also ,kindly confirm that the purchaser would pay for any capex or opex expenses involved for the same.		Already addressed in corrigendum No.1

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
166	Volume 2 - Page No.175 - Section No. 8.23 Project Deliverables, Documentation & Knowledge Management - Helpdesk, Business Continuity, Disaster Recovery, Database Migration, Third Party Integration, SMS, Email and Payment gateway Integration	Helpdesk, Business Continuity, Disaster Recovery, Database Migration, Third Party Integration, SMS, Email and Payment gateway Integration	1)Kindly confirm SCRB will provide the email gateway ,sms gateway , payment gateway procured by them to be used for integration. 2)Kindly confirm if SCRB will bear all the capex and opex expenses involved in the email gateway,sms gateway and payment gateway.		Already addressed in corrigendum No.1
167	Volume 2 - Page No.174 - Section No. 8.23 Project Deliverables, Documentation & Knowledge Management - Study & Design Stage Point No.4	Gap analysis report on existing infrastructure, network and hardware recommendations.	Please confirm that all the expenses related network connectivity will be borne by the department		It is clarified that expenditure relating to network connectivity at police stations will be borne by SCRB
168	Volume General - Page No.- - Section No. - - Clause No. -	General	Is there any specific data protection constraints around data accessed by offshore development team / data administrator on LIVE environment?		It is clarified that the LIVE database shall not be accessible for offshore development team.
169	Volume 1 - Page No.128 - Section No. 2. Pricing Formats - 1. CAPEX - DATA CENTRE HARDWARE & 2 CAPEX - DISASTER RECOVERY CENTER HARDWARE	a. CAPEX: DC/ DRC/ Field Assets & Application Development 1.1 Web / Application Servers Nos. 11 1.2 Database Server Nos. 4 1.3 Enterprise Management System Nos. 1 2 CAPEX - DISASTER RECOVERY CENTER HARDWARE 2.1 Web / Application Servers Nos. 1 2.2 Database Server Nos. 2	1. We understand that the number of web, application, database servers are indicative and that the bidder can propose the number of servers based on the infrastructure sizing derived based on the volumetrics shared in the RFP. Please confirm. 2. Hence it is requested that the required quantity in the commercial format should be allowed to be editable since the bidder is responsible for the SLAs. 3. What is the size of DR as a %age of DC?		The number of servers mentioned in the RFP are indicative and 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.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
170	Volume 2 - Page No.46 - Section No. 6.2.10.2 Data Center & Disaster Recovery Center	Data Center & Disaster Recovery Center: For details regarding the server count, please refer below table: 1. ELCOT SDC Chennai (11+4)=15 Servers 2. DR Pune (2+1)= 3 Servers	1. Has the compute sizing on application users concurrency to arrive on server counts? 2. Will department provide/procure additional servers required to deploy the applications, if required? also what if lesser number of servers required to deploy the proposed solution? 3. Only 3 servers count given at DR site which are not even 50 % compute of DC. As SLA are also applicable from DR site, DR should be atleast 50% of DC	Request Clarification to Fix qty of servers given for proposed applications.	1. The number of servers mentioned in the RFP are indicative and 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. 2. With respect to submission of price-bid, the numbers as specified in the bid document shall be used. 3. DR is limited to storing backup of the database and application. The scope of software application to be developed as part of this tender include an offline version facilitating police stations to remain operational in case of network failure.
171	Volume 2 - Page No.157 - Section No. 8.20 Operations and Maintenace - Overall System	Operations and Maintenace - Overall System- Preventive Maintenance	Pl mention the frequency of preventive maintennace that is being proposed	Request clarification as this will have a bearing on the quoted price	Already addressed in corrigendum No.1
172	Volume 3 - Page No.115 - Section No.3.4 Payment Schedule	Payment Schedule	The bidder requests the following clarification: What will be the payment terms of the other items quoted in the financial format: (1) CAPEX Application development (2) CAPEX Training and Capacity building (3) OPEX of Exiting Hardware (4) Price Discovery Items Request the payment terms to be clearly structured.		Please refer to Volume 3: Clause 3.4.1 & 3.4.2 for hardware and software payment milestones. SCRB will make appropriate payments based on the deliverables or the milestones achieved.
173	Volume 2 - Page No.45 - Section No. 6.2.10.1 Hardware Items - Phase 3	Phase 3 procurement, delivery and commissioning will entail desktop computers, UPS units, printers, inverters and external HDDs across all stations and other offices as mentioned in the rollout plan in Section 6.2.11	1. When will Phase 3 start, 2. Please specify the start of Phase 1. 3. We understand from the RFP that Phase 2 will start in 2nd year, please let us know which month of 2nd year.		Please refer section 9.1 for further details.
174	Volume 1 - Page No.20 - Section No. 2.7 Technical Qualification Criteria- A. Organization Strength- S.No.1	Bidders Average Sales turnover for the last 3 audited financial years FY 19-20; 18-19; 17-18 as on 31-3-2020 should be minimum INR 200 Crores	The bidder requests the following clarification: In the clause 2.6, the bidder has to provide documentary evidence for Sales Turnover from IT/ITES. However, in clause 2.7, only the average sales turnover has to be mentioned. This does not specify if the average turnover to be mentioned is from IT/ITES business. Please clarify.		Both the clauses are independent of each other. Clause 2.6 talks about prequalification whereas clause 2.7 talks about marking system for technical qualification

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
175	Volume 1 - Page No.20 - Section No. 2.7 Technical Qualification Criteria- A. Organization Strength- S.No.2	Bidders Average turnover from Supply, Installation and Commissioning of Hardware Items (Desktop, Printers and Servers) and "Application Development" should be minimum INR 75 Crores in the last three FY Years 19-20; 18- 19; 17-18 as on 31-3-2020	The bidder requests the following clarification: In the clause 2.6, the bidder has to provide documentary evidence for Sales Turnover from IT/ITES. However, in clause 2.7, the Average turnover from Supply, Installation and Commissioning of Hardware Items (Desktop, Printers and Servers) and "Application Development" has to be mentioned. Please clarify if clause 2.6 or 2.7 will prevail.		Both the clauses are independent of each other. Clause 2.6 talks about prequalification whereas clause 2.7 talks about marking system for technical qualification
176	Volume 1 - Page No.17 - Section No. 2.6 Pre-Qualification Criteria- PQ-9	Presence in Tamil Nadu> Documentary Proof	Request to treat GST certificate issued by Authority for Chennai office address as a proof of presence in Tamil Nadu for this clause. Kindly allow.	The GST Registration certificate mentioning the Local office Address of the State is also considered as a documentary proof of local address in tenders by Government Organizations	Include any legal document/proof and statutory certificates
177	Volume 1 - Page No.179 - Section No. 8.5 - Clause No. 2a B3	CAPEX Field asset Hardware	UPS Batteries replacement during the project tenure	Considering that the rated cyclic life of the battery , will there be a replacemnet of batteries within the project period. Since O&M is for a period of 5 years and the cyclic life of battery is max 3 years.	Batteries will be replaced based on the requirements and as per the prices discovered as part of this tender
178	Volume 1 - Page No.132 - Section No.8.5 Annexure 5- Commercial Proposal - d OPEX Existing Hardware	OPEX Existing Hardware (UPS & Batteries)	Will there be a battery replacement for the existing UPS during the project tenure	Typically a battery life would be for 3 years. The Opex seeked is for 5 years and the batteries were supplied in 2019	Batteries will be replaced based on the requirements and as per the prices discovered as part of this tender
179	Volume 2 - Page No.37 - Section No. 6.2.1 Station Hardware- Printers	Printers - Supply of Cartridges	Supply of cartridges of 4 per printer per year is mentioned. However, the commercial format doesnot seek a quote for the same.	Request clarification	Already addressed in corrigendum No.1
180	Volume BoQ - Page No.BoQ 10 - Section No. - Clause No. 1&2	Data Center/ Diaster Revovery Center Commercial quote	The quantity for Antivirus and Host Intrusion prevention software is mentioned as "1". However the quantity of servers mentioned is 18 Nos.	Request clarification	Already addressed in corrigendum No.1
181	Volume BOQ - Page No.BoQ1 - Section No. 3.04 - Clause No.	Inverter	Quantity mentioned is 1923. However the quantity mentioned in Volume 2 48 Section 6.2.11.5 is 1551 only	Request to cnfirm the quantity	Already addressed in corrigendum No.1
182	Volume General - Page No.- - Section No. - - Clause No. -	Assets to be used by Manpower resources	The bidder requests the following clarification: Will SCRB provide the end computing devices (laptops, printer, scanner etc) to be used by helpdesk and manpower resources during the contract term?		Already addressed in corrigendum No.1
183	Volume 2 - Page No.44 - Section No. 6.2.9 Helpdesk & Incident Management	The Helpdesk support team shall be deployed at SCRB and work closely with PMU and divisional staff of the project to resolve issues. SI may deploy additional resources based on the need of the project and also meet the defined SLAs defined in the RFP.	We believe that, Desktops, Printer, Scanner, LAN, UPS Power, AC and Furniture and space for helpdesk will be provided by department. Kindly confirm.		Already addressed in corrigendum No.1

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
184	Volume 2 - Page No.- - Section No. Generic - Clause No. -	Environment for development	Please let us know whether bidder needs to be provision for the development environment or department would make the necessary arrangements for the same.		Already addressed in corrigendum No.1
185	Volume 2 - Page No.210 - Section No. 14.2 General Requirement of application	General Requirement of application	Is the offline functionality required only for mobile or for desktop also?	Request clarification	The offline functionality shall be available for both mobile and desktop.
186	Volume 2 - Page No.210 - Section No. 14.2 - General Requirement of application	General Requirement of application	Is the solution/web portal expected to be in English only or it needs to be in any regional language like Tamil.	Request clarification	Already addressed in corrigendum No.1
187	Volume 1 - Page No.45 - Section No. 5.3 Sample Submission - Point No. i & ii. Volume 1 - Page No.45 - Section No 5.4 Bid Evaluation Process - 2. Stage 2: Technical Proposal- Point No. V	5.3 Sample Submission i. For each hardware item quoted in the RFP, the samples should be submitted to ELCOT indicating the make, model number and brochures / specification of the items for testing by ELCOT as per Annexure 8.2 (Sample Submission Form) of this RFP. ii. The pre – qualified bidders have to submit the samples within 7 days from the date of intimation from ELCOT unless any specific time given by ELCOT in writing. 5.4 Bid Evaluation Process 2. Stage 2: Technical Proposal v. Bidders should submit the samples as per the terms specified in Section 5.3 "Sample Submission Clause" initially to ELCOT and to SCRB for testing/evaluation. Preliminary sample evaluation will be done at ELCOT and the samples will be forwarded to SCRB for further evaluation. Based on the sample acceptance report from SCRB, the Technically qualified bidders will be selected under this tender for further process i.e. on the satisfactory comments/feedback from SCRB, the bidder will be selected as technically qualified bidder.	The hardware being supplied is from international reputed vendors, the bidder can provide the model number of the proposed hardware, however it is not possible to submit samples during the proposal evaluation phase. Please remove this clause		Already addressed in corrigendum No.1
188	Volume 1 - Page No.45 - Section No. 5.3 Sample Submission - Point No. i	For each hardware item quoted in the RFP, the samples should be submitted to ELCOT indicating the make, model number and brochures / specification of the items for testing by ELCOT as per Annexure 8.2 (Sample Submission Form) of this RFP.	Request to remove the submission of hardware samples.	The system integrator will tie up with OEMs for hardware supply. Generally we consult with many OEMs (like HP, Acer, Canon, etc., for a hardware requirement as per RFP and Pricing. Post getting order from Govt. another round of disucssion will be done with all OEMs for better price negosiation. Sumbmitting the sample during techinical evaluation and during supply of material brand may vary but no compromisze in hardware specification. Hence request to remove the same.	Already addressed in corrigendum No.1

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
189	Volume 2 - Page No.121 - Section No. 8.3 System Study & Solution Design- Point j)	j Preparation of Technical Architecture Document (Application, Network, and Security) & o. Preparation of the IT Infrastructure Security plan.	Pl add the security architecture components in the RFP if applicable or security architecture phrase to be removed	As only AV, HIPS are requested in security, not the complete stack of data / cyber security.	Already addressed in corrigendum No.1
190	Volume 2 - Page No.124 - Section No. 8.3 System Study & Solution Design - System Design	System Design > Security Architecture	Pl add the security architecture components in the RFP if applicable or security architecture phrase to be removed	As only AV, HIPS are requested in security, not the complete stack of data / cyber security.	Already addressed in corrigendum No.1
191	Volume 2- Page No.143 - Section No. 8.13 Application Security	Application Security: The Bidder shall, however, ensure the application end point security and other web security components are built into the systems and they must comply with the application security requirements and guidelines.	Kindly eloborate the " WEB SECURITY COMPONENTS"	Request Clarification	Already addressed in corrigendum No.1
192	Volume 2 - Page No.225 - Section No. Annexure 7 - Application Security Requirements- S.No. 2	Application Security Requirements	2. Endpoint solution should have capability of Anti-Virus, Vulnerability Protection, Firewall, Device control, Application Control, Virtual Patching, DLP from day one.	Request Qty on end point machines where AV is required for sizing	Already addressed in corrigendum No.1
193	Volume 2 - Page No.228 - Section No. Annexure 7 - Application Security Requirements - S.No. 1	Application Security Requirements	1. The solution must provide single platform for complete server protection over physical, virtual (server/desktop), & cloud:	Request to confirm Number of servers for which AV is required as BoQ mentions the Qty as 1	Already addressed in corrigendum No.1
194	Volume 2 - Page No.46 - Section No. 6.2.10.2 Data Center/ Disaster Recovery Center	For the 2nd phase of the project, i.e., Year 2, an estimated 15 servers shall be commissioned and deployed by the SI at the State Data center. For detailed specifications of servers to be procured in Year 2, please refer Section 7 of Volume 1 of this RFP.	1. The new servers will be made available in Year 2. How can we stick to the given SLA's with old servers? 2. There will be time when the system will be running on the old infra and the new Infrastructure. Please let us know that your data centre both at the SDC and the NIC datacentre (DR) has the sufficient space to host both the old and new infra at the same time. Kindly confirm.		1. It is clarified that the purchase order for phase II components will be placed accordingly in Phase I itself. 2. Sufficient hosting space will be made available by SCRB in coordination with data center.
195	Volume 1 - Page No.134 - Section No. 2. Pricing Formats - e. OPEX: Price Discovery - 1. Site Infrastructure - 1) Site Preparation:	1) Site Preparation:	Each component will have different labour/installation charges. Request you to change the format accordingly for respective items.		Already addressed in corrigendum No.1
196	Volume 2 - Page No.29 - Section No. 6 - Clause No. 6.1.1 Existing Hardware Infrastructure- Site Preparation	Site Preparation	1. Pl fix a % age of sites which require complete Site Preparation. 2. As per the scope, site survey requires to be conducted by the SI. Hence request that line item also to be included in BoQ 7 of the commercial sheet	Based on the price discovery, if only one component requires change . How would the labour for the same be calculated as the BoQ on labour is for one complete site	Already addressed in corrigendum No.1

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
197	Volume BOQ7 - Page No. - Section No. - Clause No.		The pricing for BOQ 7 -should not be taken for unit pricing instead of unit rate it needs to be replaced with certain quantities for example 40% to 50% of envisioned values for each line item. Later, on prorata basis, depending on the requirement the actual value would be calculated for billing purpose. This will ensure that the impact of the rate proposed by the bidder is visible at the time of commerical evaluation itself.	The requested amendment would ensure to bringout any malpractice/ manipulation involved by any bidder, and bring transparency in the commericial evaluation	Amendment requested is not accepted. Tender Clause remains same.
198	Volume BoQ - Page No.BOQ 7 - Section No. BoQ7 - Clause No.	Site Preparation	Request to include line item wise labour/ installation charges for the BoQ 7 of commercial bid or can the installation charges be charged on actuals per site	If only one item requires to be changed , the labour and installation charges for the same has not been asked for. Only lunmp sum prices for a complete site has been asked for in the BoQ 7	Already addressed in corrigendum No.1
199	Volume 2 - Page No.25 - Section No. 5.1 Scope Overview - Infrastructure Refresh, Operate and Maintenance - Point No. ii	The conditional repair or replacement and maintenance of all infrastructure (electrical,cabling and local network) items as part of site preparation subject to site inspection by the Bidder.	1)We request the SCRB to share the site readiness status (as mentioned at page no 29) for each locations (police stations and higher offices). We will conduct sample site survey. 2)We would request that the electrical and the land wiring should be taken by the Elcot and the SCRB as it is really impossible for the bidders to do the required service before the bid is submitted as this has the commercial impact on the bid so that all the bidders are on the same page we request that this activity be carried out by the purchaser.	It is difficult to conduct survey for 2000+ offices within stipulated time.	Refer section 6.2.2 in Volume 2.
200	Volume 2 - Page No.36 - Section No. 6.2 Scope of Work Hardware Infrastructure - Point No. 2)	Supply install and commission site infrastructure subject to site inspection by the SI.	We request the SCRB to share the site readiness status (as mentioned at page no 29) for each locations (police stations and higher offices). The SCRB should provide the exact state of readiness (electrical wiring , network wiring ,furniture) based on these inputs the bidder will estimate the effort involved and will have a commercial effect on the bid.Kindly note it cannot be a generic information.	It is difficult to conduct survey for 2000+ offices within stipulated time.	Refer section 6.2.2 in Volume 2
201	Volume 2 - Page No.60 - Section No. 7.1.6 Scope of Work Overview - S. No. 7 b)	b) Personal Identity Databases like Aadhaar, Voter ID, Ration Card, Passport, PAN etc.	We understand that storage of Aadhaar data in the system would not be scope of work. Bidder needs to integrate with UIDAI system for validation purpose without the need to store Aadhaar number in the system. Please confirm on our understanding. We also understand that the Aadhaar transactional cost would be borne by department. Please confirm on our understanding.	UIDAI rule bars Integrating systems to store Aadhaar number in the system without ecrypting the same. Encryption of the Aadhaar data would require provisioning of separate HSM system for storing encryption keys and for encrypting the same. HSM comes at a cost and needs to be provisioned separately.	Already addressed in corrigendum No.1

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
202	Volume 2 - Page No.112 - Section No. 7.5.5 Fingerprint Database	The admin or user of web Application should also be able to send a requisition to system or any external databases like financial institutions, transport department, UIDAI, etc. in case the fingerprint needs to be mapped with such personal identity databases. The development of all such necessary APIs should be done by the SI.	1. Please confirm if the department is already registered as an AUA. 2. Please confirm that the department will bear the per transaction cost charged by the ASA to connect to UIDAI.		1. SCRB is in the process of being registered as Sub-AUA and thereby will facilitate for accessing aadhaar database. Bidder to ensure regulatory compliance by providing HSM system for storing encryption keys. 2. The transactional cost, if any will be borne by SCRB
203	Volume 2 - Page No.115 - Section No. 7.8 Integration with external Databases - Point No. 2	2. Personal Identity Databases such as Passport verification services, Aadhaar verification services, Driving License, PAN, Voter ID etc.	We understand that for performing Aadhaar verification services, the department will need to maintain the Aadhaar numbers in the system. As per the UIDAI guidelines, the Aadhaar number has to be stored in a specialized Aadhaar vault which also requires an HSM for storing the keys. Please confirm whether the department already has the Aadhaar vault and HSM or the bidder has to provision the same.		1. SCRB is in the process of being registered as Sub-AUA and thereby will facilitate for accessing aadhaar database. Bidder to ensure regulatory compliance by providing HSM system for storing encryption keys. 2. The transactional cost, if any will be borne by SCRB
204	Volume 2 - Page No.117 - Section No. 8.1 Implementation Phase-Overview - Point No. 4	4) The migration of legacy data from current CIPRUS 1.0 database to the envisaged CCTNS 2.0 database structure.	Please provide the technology stack for the existing CIPRUS 1.0 application		Refer section 8.11.1 of Volume 2 of RFP which says an estimated total quantum of data to be migrated to the new CCTNS 2.0 system shall be approximately 1 TB. The database used is PostgreSQL as mentioned in Section 7.1.4 of Volume 2 of RFP. All the data to to be migrated is available in digital format. The schema and details of database will be provided to the successfull bidder.
205	Volume 2 - Page No.156 - Section No. 8.20 Operation and Maintenance	The SI shall be responsible for the day-to-day operations & maintenance of the system for the entire period of Contract. The Operations and Maintenance (O&M) phase will be a five-year period commencing from the date of Go-Live, wherein the SI shall Administer, Operate, Maintain & Manage the Application Software and other support services as per the requirements, SLA & contract agreement.	Please confirm that the current incumbent will support the CCTNS 1.0 till CCTNS 2.0 goes live. In case the selected SI have to maintain CCTNS 1.0 then 1) kindly share the relevant documentation - like SRS, HLD/LLD, infra deployment architecture etc. 2) Handover time require should be atleast 6 months (from current SI to the selected SI) 3)Please provide Last 6 months of helpdesk calls volumes 4) last 6 months SLA's maintence records 5)last 6 months of defects and changes		It is clarified that the bidder shall be required to maintain only the hardware infrastructure till the time new application is developed and deployed. The existing software application will be maintained by SCRB only. The SLA for software application is not applicable for the existing software in use. The hardware SLA for Datacenter components will be applicable.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
206	Volume 2 - Page No.41 - Section No. 6.2.4 Supply, Installation & Commissioning The SI shall carry out the following list of activities - Point No. 4)	4) Existing CIPRUS (or any future versions) Application Installation and Configuration.	1. We understand that the bidder does not need to maintain or install or upgrade the existing CIPRUS application. Please confirm 2. We understand that NIC will continue to maintain / upgrade the CIPRUS application till the time that the new CCTNS application goes live. Please confirm		It is clarified that the bidder shall be required to maintain only the hardware infrastructure till the time new application is developed and deployed. The existing software application will be maintained by SCRB only. The SLA for software application is not applicable for the existing software in use. The hardware SLA for Datacenter components will be applicable.
207	Volume General - Page No.- - Section No. - - Clause No. -	Generic	Kindly share the scope of security in maintentance of CCTNS1.0. If security is in scope, please share list of security components.		It is clarified that maintenance of components pertaining to CCTNS 1.0 shall be carried out by SCRB through the existing software developer i.e. NIC
208	Volume 2 - Page No.107 - Section No. 7.4.7 Mobile Application Development	Mobile Application Development	Request department to let us know the list of all services which are needed over the mobile application.		Please refer Section 7.4.7 of Volume 2 for the requested information
209	Volume 2 - Page No.107 - Section No. 7.4.7 Mobile Application Development	7.4.7 Mobile Application Development	Please specify whether CCTNS mobile apk and Officer Portal apk are same		The developer can choose to have same or different apk for mobile app
210	Volume 2 - Page No.129 - Section No. 8.7.2 Indicative list of Testing	For the performance and load testing, the System Integrator shall be required to simulate the testing environment using the appropriate tools in its own environment.	As per clause 8.7.1 Development, Testing, Staging & Production Environment - 1. "The SI shall have to provision for a separate development, test, staging and production environment." 1. The non production environments are to be hosted in the DC, however as per the RFP, the DC will come up after 1 year, please clarify where are these non production environments to be maintained during the implmentation phase 2. Please confirm that the bidder does not need to provision any separate environment at its own premises for the performance and load testing		It is clarified that department will support the new SI with regard to performance and load testing.
211	Volume 2 - Page No.210 - Section No. 14.2 General Requirement for Application - S.No.17	17. The System shall run on native desktop browser with additional plug in's that shall be freely downloadable and shall support at the minimum Chrome, Opera, MS IE, Netscape, Mozilla Firefox, Safari etc.	This statement is open ended, please confirm that the system has to support only the following browsers "Chrome, Opera, MS IE, Netscape, Mozilla Firefox, Safari "		It is clarified that Volume 2: section 14.2 specified the Minimum browsers have been listed to emphasis compatibility with contemporary browsers in use.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
212	Volume 2 - Page No.214 - Section No. 14.3 General Requirement of the Database - S. No. 3	3. The database shall be able to handle structured data, unstructured data including multimedia formats such as images, videos, audios etc.	Though the database can manage structured and unstructured data, we request that it should be left to the bidder's decision whether to maintain the multimedia formats such as images, videos, audios etc. in the database or file system.		It is clarified that the bidder is free to propose suitable solution based on the volume & type of data
213	Volume 2 - Page No.- - Section No. Generic - Clause No. -	Changes till the new solution gets ready	Please let us know how the changes in the existing system are envisaged to be maanaged till the proposed solution is fully operational.		It is clarified that the O&M of existing CIPRUS application will be taken care by existing SI
214	Volume 2 - Page No.- - Section No. Generic - Clause No. -	Take over from existing Incumbent	Please let us know the envisaged approach of the take over from the existing incumbent vendor.		It is clarified that the O&M of existing CIPRUS application will be taken care by existing SI. Migration of historical data to web application shall be responsibility of selected SI
215	Volume 2 - Page No.64 - Section No. 7.2.2 Investigation- SI Scope of Work- Point No. 5	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.	What would be the maximum size to be allowed for Audio / Video upload and also whether compression of video/audio is allowed or not? Please confirm		It is clarified that the files can be compressed without compromising on the quality of content. In concurance with bidder, Admin shall have provision to limit allowable file size
216	Volume 2 - Page No.73 - Section No. 7.2.5 Regulatory Framework - Point No. 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. Kindly confirm if opensource community version of an API engine can be used.		Refer Section 7 of Volume 2 of RFP for integration with various applications. Open Source Community version of an API can be used
217	Volume 2 - Page No.107 - Section No.7.4.7 Mobile Application Development	The SI should develop a mobile application which should be compatible with Android OS latest version.	Please specify whether only Android version is needed or separate iOS version is also expected here		Already addressed in corrigendum No.1
218	Volume 2 - Page No.170 - Section No. 8.22.1 Compliance with Industry Standards - Specifications - Point No. 2 to 5	2) Digital signature RSA standards. 3) Document encryption PKCS specifications. 4) Information Security - ISO 27001 compliant. 5) Operational integrity & security management - ISO 17799 compliant.	Is getting the ISO270001 certification done under the scope		It is clarified that the application shall be developed in compliance to mentioned standards. Certification shall not fall under SI's scope
219	Volume 2 - Page No.230 - Section No. 19 Annexure 7 Application Security Requirements - S.No. 33	The proposed solution should have intelligence to analyze and share key informational events for correlation to SIEM	As the SIEM is running in the SDC and NIC DC, it is assumed that the SOC operations including the man power will be provisioned by SDRC.		It is clarified that the SIEM tool available in SDC shall be utilized

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
220	Volume 2 - Page No.207 - Section No.13. Annexure 1 - Web Application- CCTNS 2.0 -Data Capture & Integrity:	Data Capture & Integrity: 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.	Mobile device Management (MDM) is not mentioned in the RFP. Please clarify if this has too be included or will be provided to the SI by the department	Request Clarification	It is clarified that the MDM shall not be under SI's Scope of Work
221	Volume 2 - Page No.63 - Section No. 7.2.1 FIR Registration - FR 9	The system should integrate with the Admin data correction Module in case any update/modification needs to be done after an FIR has been finalized/frozen .	When would the FIR Copy to be provided to citizen on Citizen Portal if modification needs to be done even after finalized/frozen FIR ? Please provide clarity on this. The above mentioned functionalities asked are not a part of any other state implementation of CCTNS hence kindly confirm if tamilnadu police state still wants it .		Time frame for opening FIR to citizens will be conveyed during application development stage . Admin shall have provisions to modify the time frame
222	Volume 2 - Page No.99 - Section No. 7.4.3 Station Crime History- FR 2	The system should have a 'crime mapping feature' where all geo tagged locations such as scene of crime, accident prone zones etc. are plotted	Kindly confirm if opensource community version of an Geo Location can be used.		Open source community version shall be used
223	Volume 2 - Page No.64 - Section No. 7.2.2 Investigation - SI Scope of Work - Point No. 4	The system should have provision for geo tagging of locations by the officer from his mobile phone.	Kindly confirm if opensource community version can be used.		Open source community version shall be used
224	Volume 2 - Page No.75 - Section No. 7.3.1 Form Builder - FR 1	The system should allow the admin to add, modify or delete data fields in a form subject to necessary approvals from Superadmin	Form builder facility expected here is only for New Forms build from tool or all other forms developed by SI like FIR, Chargesheet, etc. Please clarify.		Form builder shall be able to make minor modifications in all forms including the forms developed by SI.
225	Volume 2 - Page No.84 - Section No. 7.3.7 Admin Rights & Privileges- FR 10	The state admin user should be able to add/modify /delete data field(s) on approval of the super admin and its validation	Please specify the forms on which this functionality is expected.		Form builder shall be able to make minor modifications in all forms including the forms developed by SI.
226	Volume 2 - Page No.88 - Section No. 7.3.10 User role & Privileges- S No. 3 Point 6	Made entries in registers like Duty Roster, Leave Register, Arms Issued Register, Quarters Register	Do we need to develop applications for Duty Roster, Leave Register, and Quarters Register mentioned in RFP. If Yes, what would be the scope required for developing those registers		The listed registers would not fall under the scope of SI
227	Volume 2 - Page No.230 - Section No. Annexure 7 - Application Security Requirements - S.No. 5	5. The proposed solution must be purpose built hardware appliance with hardened operating system and must be able to support both incoming as well as outgoing messages	Whether Email Hardware appliance need to be factored for Both DC & DR?		eMail services will be provided by SCRB
228	Volume 2 - Page No.91 - Section No. 7.3.12 Communication Module- FR 1	The system should have 2 modes of email triggers: Manual mode and Autotrigger mode	Please specify whether TN Police will provide the email gateway procured by them to be used for integration or not		eMail services will be provided by SCRB

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
229	Volume 2 - Page No.91 - Section No. 7.3.12 Communication Module- FR 6	The system should have an email local client view for user specific logins where users can check messages regarding user actions on the application	Is there any license associate with email local client view. Kindly confirm that ELCOT/Tamilnadu SCRB will purchase the corresponding licences (if any) and provided it to the bidder.		eMail services will be provided by SCRB
230	Volume 2 - Page No.92 - Section No. 7.3.12 Communication Module- FR 13	The system should allow users to invoke a real time chat interface where users can chat regarding some issue, a situation that needs immediate conversation, etc.	Please specify whether the real time chat services would be applicable only for Webapplication for external users over web and mobile or the real time chat services would be application for both external and internal users		Refer Outline of Section 7.3.12 . Real time chat services would be only for internal department users to communication with each other
231	Volume 2 - Page No.104 - Section No. 7.4.5.1 Citizen Services Portal- Point No. 11)	Add any citizen facing services that may come up in the future	Kindly remove this open ended clause.		Future requirements in addition to requirements mentioned in RFP shall be part of CR
232	Volume 2 - Page No.104 - Section No. 7.4.5.2 Officers' Portal	7.4.5.2 Officers' Portal	Please specify whether CCTNS web application and Officer Portal are separate. If yes, please confirm if single sign on is required for signing in for both		CCTNS web application shall be accessed through VPN network and Officer portal shall be accesed through internet. Hence Single-sign on is not required.
233	Volume 2 - Page No.71 - Section No. 7.2.4 CSR (Non- Cognizable Offense)- FR3	Registration The system should allow user to generate CSR receipt and print and sign the same. There should be provision to digitally sign the CSR receipt as well. The signature will be issued only after successful OTP authentication of the CSR issuing officer using his unique Aadhaar number to access eKYC of the UIDAI server and triggering OTP to the officer/s verified mobile number. In case of manual authentication, system should allow scan and upload of the signed CSR copies.	Does bidder need to provision e-sign service as a part of CSR module, if yes please provide approximate number of e-sign transactions per year?		Bidder to provide e-sign service. Approx. 7 lakh CSRs are generated every month.
234	Volume 2 - Page No.30 - Section No. . 6.1.2 Existing Data Center	Existing Data Center Infrastructure: LUN Spaces	Please confirm LUN spaces from Data center storage will be proposed for proposed applications.	Confirmation Storage requirements in DC and DR.	Existing 16TB of shared Lun space can be used from TNSDC and any additional requirement of LUN space will be addressed by SCRB
235	Volume 2 - Page No.192 - Section No. 9.2.1 Harwdare Payment Schedule - S.No. 3	Commissioning of equipment and submission of equipment inspection report a) Fixing of Asset Tags and computer cover at all locations b) Configuration of Monitoring Tool(existing CA EMS or new EMS) and mapping details of each hardware to asset ids, location and employee	We understand that the said milestone is only wrt Commissioning of HW and it has no dependency of CCTNS application.		It is clarified that Hardware deployment has no dependency on CCTNS application development.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
236	Volume 2 - Page No.117 - Section No. 8.1 Implementation Phase- Overview - Point No. 7)	7) The SI may use the currently functioning CA EMS Helpdesk whose perpetual licenses have been procured but support for the current version of EMS by CA Technologies has expired. The SI may use the existing system provided its support is procured by the SI. In case the SI is unable to procure or provide support for the existing system, the SI will have to procure a new EMS software for use. A detailed specification of the existing CA EMS is mentioned in Annexure 4 in this volume of the RFP.	We understand that the bidder is free to propose open source tools to achieve the functionality being currently met by the EMS from CA. Please confirm		It is clarified that bidder is free to propose open source tools without comprising the funtionalities being met by the current EMS from CA.
237	Volume 2 - Page No.25 - Section No. 5.1 Scope Overview- Application Development, Integration & Maintenance- Point No. Ii	Integration with Applications	We assume that the integration are to be carried out for those listed in the RFP and any further / new integration or API development would be as per the price discovery quoted in BoQ 11 of the commercial bid	Request Clarification	Integration shall be carried out for the listed number and any further increase in the number of integration shall be as per the price discovery made in BoQ 11
238	Volume 2 - Page No.38 - Section No. 6.2.1 Station Hardware - External Hard Disk Drives (HDDs)	As a part of CCTNS 2.0 scope, all the stations will get External HDDs since the external physical storage capacity initially supplied is obsolete and insufficient now, also with the ongoing expansive CCTNS 2.0 operations in the future, there is a need for higher external physical storage.	Since the exsiting application is client server architecure, it may required to get the DB backup from the PS desktop. The External HDDs used for the same.	Since the new application is web based, why external HDDs is required, please clarify. We strongly recommend not data w.r.t any case should not kept in the local storage. It will lead to security breach	It is clarified that External HDDs already available in the police stations can be used for the backup and restoration of desktop data.
239	Volume 2 - Page No.80 - Section No. 7.3.5 Dashboard Builder - FR1 - FR6	Dashboard Builder (SI Scoper of Work)	What is the existing Data warehouse? If no, do we need to build Data warehouse as part of the scope?	No mention of Data warehouse in Tender doc	Based on scope of work, Bidder shall decide the need for data warehouse.
240	Volume 2 - Page No.80 - Section No. 7.3.5 Dashboard Builder	Dashboard Builder (SI Scoper of Work)	Explain your expectations on the need for a Datawarehouse that could be leveraged for analytics and reports for the police force. Are the analytics reqirements expected to be global, across states?	No mention of Data warehouse in Tender doc . Pl clarify	Based on scope of work, Bidder shall decide the need for data warehouse.
241	Volume 2 - Page No.80 - Section No. 7.3.5 Dashboard Builder - FR1 - FR6	Dashboard Builder (SI Scoper of Work)	Do we need to integrate with the external databases such as (RTO, Hospital, Tax etc) to generate Analytical reports? If so, with how many tables and what is the size of the data?	No detailed information on Business Intelligence (BI) reports to be generated	Analytical reports are not required through integration with external databases. Usage reports with external databases shall only be required.
242	Volume 2 - Page No.80 - Section No. 7.3.5 Dashboard Builder - FR1 - FR6	Dashboard Builder (SI Scoper of Work)	For Business Intelligence, Please let us know if a cloud based solution (based on Azure, AWS etc) will be acceptable as per the Cloud policies.	No information on Business Intelligence solutions has to be on cloud or on on-premise	Cloud based solution is not acceptable
243	Volume 2 - Page No.80 - Section No. 7.3.5 Dashboard Builder - FR1 - FR6	Dashboard Builder (SI Scoper of Work)	Please let us know existing Data warehouse, ETL/ELT, BI/ Visualization, Analytics techologies in use … & any inclination towards any technoloy stack.	NA	Based on scope of work, Bidder shall decide the need for data warehouse.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
244	Volume 2 - Page No.80 - Section No. 7.3.5 Dashboard Builder - FR1 - FR6	Dashboard Builder (SI Scoper of Work)	Please let us know the number of users for the following: 1. Number of users accessing the BI system 2. Number of users who would like to build their own dashboards 3. Concurrency of users for the BI system.	Solution may vary based on the no.of users who access the BI reports and the same has not been mentioned	Only admins would access the dashboard builder- not more than 50 including both state and district admins
245	Volume 2 - Page No.80 - Section No. 7.3.5 Dashboard Builder - FR1 - FR6	Dashboard Builder (SI Scoper of Work)	Please let us know the number of dashboards that CCTNS would like to get developed. Please let us know how many of these would be simple (<5 KPIs), medium (5 to 10 KPIs) and complex (>10 KPIs).	Seeking this information for estimation purpose	SI shall develop only the dashboard builder. Dashboards shall be customized by SCRB admin
246	Volume 2 - Page No.80 - Section No. 7.3.5 Dashboard Builder - FR1 - FR6	Dashboard Builder (SI Scoper of Work)	Area there any geo tagged BI reports are there (e.g. crime mapping etc)? Please let us know if you already have GIS data for integration with the BI system. Or if you would like us to propose a GIS solution.	Seeking this information for solution purpose	There are no geotagged BI reports in the dashboard
247	Volume 2 - Page No.80 - Section No. 7.3.5 Dashboard Builder - FR1 - FR6	Dashboard Builder (SI Scoper of Work)	What is going to be total Volume of daily data. Are we looking for historical data to be also migrated to new Data Warehouse	Seeking this information for estimation purpose	Historical data available in digital format shall be migrated. The volume of daily data has to be estimated once the web application is designed. The data about the exisitng system which is a client server architecture shall be shared for reference during estimation.

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
248	Volume 2 - Page No.58 - Section No. 7.1.6 Scope of Work Overview	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 should explicitly come out with the technology and tools required for the scope of work which is not clearly articulated in the section/ RFP. However same is required and hence incorporation of the same is necessary to avoid any misinterpretation of the scope.	Refer Scope of Work section of Volume 2 of RFP
249	Volume 3 - Page No.92 - Section No. 2.4.6.2 Software SLA - 2 Web Application- O&M Phase - S.No. 2	2 Web Application- O&M Phase: 2 Application Response Time - 4 seconds Measurement - Random checks done by SCRB from various locations.	As the bidder is not providing the network connectivity and will not have any control over the bandwidth hence SLA measurement from end locations will include network latency. Please modify the clause such that the SLAs are measured from within the DC.		SLAs shall be measured from within the DC.
250	Volume 3 - Page No.93 - Section No. 2.4.6.2 Software SLA - 2 Web Application- O&M Phase - S.No. 7	7 Query / Report Response Time Measurement - Random checks done by SCRB from various locations.	As the bidder is not providing the network connectivity and will not have any control over the bandwidth hence SLA measurement from end locations will include network latency. Please modify the clause such that the SLAs are measured from within the DC.		SLAs shall be measured from within the DC.
251	Volume 2- Page No.35 - Section No. 6.1.3 Existing Connectivity Infastructure	Existing Connectivity Infastructure	We understand that the existing connectivity is provided by BSNL. BSNL Point to point network, Who ensures the BSNL links are available, and what are the SLA	Request clarification for current SLA understanding	SCRB will monitor the BSNL links. The bidder is required to record the call through helpdesk.
252	Volume 2 - Page No.225 - Section No. 19. Annexure 7 – Application Security Requirements - Minimum Specifications	Minimum Specifications	There are multiple Minimum Specifications Table has been mentioned but it is difficult to co-relate or map it. We request you to kindly clarify for which these respective minimum specification are associated i.e. HW Devices/NW devices / Software solutions?		Already addressed in corrigendum No.1

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
253	Volume 2 - Page No.214 - Section No. 14.2 General Requirement for Application - S. No. 60 & 61	60. Load and stress testing tool shall be an integral part of the System 61. Third party testing tools (like Mercury, Silk etc.) shall be able to be used as a service with System's load and stress testing integration	We understand that the bidder is free to propose open source testing tools for different types of testing. Please confirm.		Open Source Testing tools shall be proposed
254	Volume 1 - Page No.66 - Section No. 7 - Specifications- 7) Server Specification - S.No. 1	Processor - Latest series/ generation of 64-bit x86/ equivalent processor(s) with 16 or higher Cores Processor speed should be minimum 2.9 GHz and minimum 3.9 GHz turbo frequency, minimum 22MB Cache having SPEC Rate 2017_fp_base of 228 or Higher and SPEC Rate 2017_fp_base of 252 or Higher Minimum 2 processors per each physical server	Reqquest to amend as " Latest series/ generation of 64-bit x86/ equivalent processor(s) with 16 or higher Cores Processor speed should be minimum 2.9 GHz and minimum 3.9 GHz turbo frequency, minimum 22MB Cache having **SPECRate2017_fp_base of 213 or Higher and SPECRate2017_int_base of 226** or Higher Minimum 2 processors per each physical server"	The requested amendments are inline with the CPU requirements. Also it seems that same benchmark is mentioned twice mistakenly with two different figures. Hence we requet to correct it.	Already addressed in corrigendum No.1
255	Volume 1 - Page No.112 - Section No. 5- Compliance to Minimum Hardware Specification - 8) Server Specification - S.No. 1	Latest series/ generation of 64-bit x86/ equivalent processor(s) with 16 or higher Cores Processor speed should be minimum 2.9 GHz and minimum 3.9 GHz turbo frequency, minimum 22MB Cache having SPEC Rate 2017_fp_base of 228 or Higher and SPEC Rate 2017_fp_base of 252 or Higher Minimum 2 processors per each physical server	Two Processors each physical server is specified here but in Volume 2 section "6.2.10.2 Data Center/ Disaster Recovery Center" in item type is "RACK-2U- 4 PROCESSOR"	Please confirm the server sepcfications prevailed.	Already addressed in corrigendum No.1
256	Volume 1 - Page No.129 - Section No. 2. Pricing Formats - 3. CAPEX - FIELD ASSETS HARDWARE - 3.2	UPS Units (Excluding Battery) - 979	Kindly Provide the KVA requirement of these UPS's. It's not getting cleared from the line item it's of which Capacity of UPS.		Already addressed in corrigendum No.1
257	Volume 1 - Page No.59 - Section No. 7 - Specifications- 2) Online UPS with battery - S.No. 33	Hardware Specification - Online UPS 2KVA / 5 KVA. Line item 33 Other Features	Pl clarify if only SNMP slot to be provided or along with the card to be provided	Request clarification as this will have a bearing on the per unit pricing	Already addressed in corrigendum No.1
258	Volume 1 - Page No.60 - Section No. 7 Specifications- 2) Online UPS with battery- S.No.7 - 2KVA SMF batteries Min VAH	2KVA SMF batteries Min VAH	Request to maintain 3000VAH instead of 3160 VAH	Most of the standard batteries fall short of 3160 VAH, hence the requirement would go to a higher rating which will also have a direct impact on the cost and the quantity of batteries would result in a odd number which cannot be accomodated in standrad stand	Already addressed in corrigendum No.1

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
259	Volume 1 - Page No.60 - Section No. 7 Specifications- 2) Online UPS with battery- S.No.7 - 5KVA SMF batteries Min VAH	5KVA SMF batteries Min VAH	Request to maintain 7000 VAH instead of 7900VAH	As per estimation, 6500 VAH would be sufficient for One hour back up proposed	Already addressed in corrigendum No.1
260	Volume 1 - Page No.61 - Section No. 7 Specifications- 2) Online UPS with battery- S.No.15 - 5KVA SMF batteries Min VAH	Overload capacity - 5KVA UPS	Request revision to 5500 W instead of 2200 W	The cited 2200 W holds good for a 2KVA and not a 5KVA and the quantity of batteries would result in a odd number which cannot be accomodated in standrad stand	Already addressed in corrigendum No.1
261	Volume 2 - Page No.41 - Section No. 6.2.4 Supply, Installation & Commissioning	The SI shall ensure that their staff presence is available at district level to attend and satisfy SLA conditions.	Kindly clarify the time period for which the bidder staff has to be available at the district level.		Bidders are advised to refer Section 2.4 Service Level Agreement of Volume 3 for the details
262	Volume 2 - Page No.145 - Section No. 8.14.1 Security & Performance Audit	The developed system shall satisfy both Third Party Acceptance Testing and Internal User Acceptance Testing. The Third-Party Agency after obtaining necessary approval will be designing the procedures and parameters for assessment and acceptance of the deployed system. The assessment shall be done in two stages: before Pilot Stage roll out and before Full Scale Roll out stage. The third-party audit before the Pilot stage rollout will consist of security audit and VAPT.	1. The assessment by 3rd party agency will require atleast 4-6 weeks per assessment, however the current project plan does not factor in these assessments. Request that the project plan may be modified to incorporate the same. 2. Any delay in these activities should not be attributable to the SI		The time frame for the security audit will be factored and the timelines will be adjusted based on the actual time taken by the security auditor
263	Volume 2 - Page No.144 - Section No. 8.14 - Third Party audit	Third Party audit	We assume that all cost against third party engagement will be borne by ELCOT/SCRB.		Refer Section 8.22.2 . SCRB reserves the right to get the system certified by Third Party Agency . Hence, Third Party Audit Cost will be borne by SCRB
264	Volume 2 - Page No.118 - Section No. 8.1 Implementation Phase Overview -Point No. 12)	The SI shall support the security, performance, vulnerability & non- functional requirements audit done by third Party Audit Agency appointed by SCRB. Only on compliance to the same the system shall deem to be stable for hosting at TNSDC and fit for full scale Rollout.	Bidder understands SCRB will assign a third party audit agency and cost for the same is borne by the SCRB		Refer Section 8.22.2 . SCRB reserves the right to get the system certified by Third Party Agency . Hence, Third Party Audit Cost will be borne by SCRB

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
265	Volume 2 - Page No.130 - Section No. 8.8 Test Environment	The SI shall maintain an exclusive test environment login during the entire duration of the project for the purpose of conducting UAT and security, performance, VAPT, NFR audits by Third Party Auditors.	SI understands UAT, security, performance, VAPT, NFR audits by Third party auditors. Third party auditors for the same will be assigned by SCRB and cost for the same would be borne by the SCRB. Please confirm.		Refer Section 8.22.2 . SCRB reserves the right to get the system certified by Third Party Agency . Hence, Third Party Audit Cost will be borne by SCRB
266	Volume I - Page No.100 - Section No. 5. Compliance to Minimum Hardware Specification - 2) Online UPS with Battery (2KVA)- S.No. 10	**Battery Storage Box:** External Storage Box / MS-Rack for housing the Batteries	Kindly clarify Open Rack or Closed box required	Better understanding before quote	It is clarified that Open Rack shall be used.
267	Volume I - Page No.104 - Section No. 5. Compliance to Minimum Hardware Specification - 3) Online UPS with Battery (5KVA) - S.No. 10	**Battery Storage Box:** External Storage Box / MS-Rack for housing the Batteries	Kindly clarify Open Rack or Closed box required	Better understanding before quote	It is clarified that Open Rack shall be used.
268	Volume 2 - Page No.39 - Section No. 6.2.2 Site Preparation	As mentioned in Section 6.1.1 above, an estimated 15% of the premise infrastructure items which include cabling, network racks & switches, earthing, etc. are damaged or in poor condition. Hence, as part of CCTNS 2.0 site preparation scope of work, such items have to be checked for faults, replaced or rectified	Please clarify, once site prepartion is completed and signed off from SHO. Incase of any damage due to mishandling (or) entire PS short circuit, (or) rodent bite. Whether the additional charges to be taken care by respective PS	Based on our past experience in site preparation, due to poor handling of infrastructure, the entire IT and non IT asset become failure. Need suitable clause in the RFP	Already addressed in corrigendum No.1
269	Volume 2 - Page No.42 - Section No. 6.2.9 Helpsek & Incident Managment	The department is currently using an Enterprise Management System (EMS) from CA Technologies. The CA EMS tool has been in use since CCTNS 1.0 inception. The tool is used for Helpdesk and Incident management. The CA EMS tool is also used for other purposes like Asset Monitoring, Server utilization Monitoring, etc.	As mentioned in RFP CA EMS tool support not available in market. Request to change clause as any other tool available in market (or) SI developed tool can be used for monitoring of servers and incident management post evaluation of servers and exisitng EMS incident tool	A EMS tool support not available in market	Please refer Section 6.2.9 of Volume 2
270	Volume I - Page No.101 - Section No. 5. Compliance to Minimum Hardware Specification - 2) Online UPS with Battery (2KVA) - S.No. 18	**Ambient Temperature:** To be specified by the tenderer (Preferable upto 50 Degree Celsius)	Request to change UPS should support upto 50 Deg C without affect any distubance at site	most of the UPS are having upto 50 Deg C as operating temperature	Already addressed in corrigendum No.1

SNo.	Title of the Clause	Description of the Clause / Existing clause	Amendment Requested	Reason for requesting the Amendment	Comments
271	Volume I - Page No.105 - Section No. 5. Compliance to Minimum Hardware Specification - 3) Online UPS with Battery (5KVA) -S.No. 18	**Ambient Temperature:** To be specified by the tenderer (Preferable upto 50 Degree Celsius)	Request to change UPS should support upto 50 Deg C without affect any disturbance at site	most of the UPS are having upto 50 Deg C as operating temperature	Already addressed in corrigendum No.1
272	Volume I - Page No. 10 - Section No. 2.5. Instruction to Bidders		HP India Sales Pvt. Ltd. is a India incorporated company and therefore as an OEM in this opportunity, is not a company originating from a country sharing a land border with India, in line with the office memorandum F.No. - 06/18/2019-PP dated 23rdJuly, 2020. However, one of our proposed product/model (HP LaserJet Pro MFP M226dw Printer) is manufactured by HP's ODM factories in China. We request you to allow us to participate with this model, as there is limited domestic availability of such products. Kindly confirm to proceed further.		Request is not accepted as per GOI guidelines
273	Volume I - Page No.103 - Section No. 5. Compliance to Minimum Hardware Specification - 2) Online UPS with Battery (2KVA)	**Integrated Stand :** **UPS along with the batteries should be accommodated in the existing integrated stand available at the respective locations. If the supplied device cannot be ccommodated, then the UPS along with batteries should be supplied along with the integrated stand. The integrated stand should also have electrical panel to control the supply to UPS through a tripper switch and should have provision to tap the UPS supply**	Kindly clarify existing integrated stand. Any sample photo copy / drawing may be provided		Amendment requested is not accepted. Please refer Section 7.2(2) Existing Hardware Items. Tender Clause remains same.
274	Volume 1 - Page No.17 - Section No. 2.6 Pre-Qualification Criteria- PQ-9 Presence in Tamil Nadu	Documentary Proof to be submitted: Copy of the Sale deed/ Rental/ Lease Agreement/ latest Landline Telephone bills signed by Authorized Signatory of the Bidder shall be submitted	Request to treat GST certificate issued by Authority for Chennai office address as a proof of presence in Tamil Nadu for this clause. Kindly allow.	The GST Registration certificate mentioning the Local office Address of the State is also considered as a documentary proof of local address in tenders by Government Organizations	Amendment requested is not accepted. The bidder is requested to submit documentary proof as per the tender clause.