

S. No.	RFP Volume	Page No.	Equipment	Clause & Section	Required Clause	Justification	Response
1	RFP Vol 1 Page 211, Application Performance Management			System should not allow end users to install/ upload software on to their desktops.	This clause is not a requirement of Application Performance Management solution. Clause should be rephrased as "System should measure real time end user experience without a need to install agents\ probes on end user desktops"		Please Refer RFP
2	RFP Vol 1 Page 205, Enterprise Management System			EMS should be from ISO 27001 certified OEM. Bidder should provide necessary OEM certificate.	Please confirm that ISO 27001 OEM certification requirement applies to all components listed under Enterprise Management System Section that also includes Identity & Access Management solution .Please confirm all EMS & IAM proposed tools should not be based on open source or free ware and should be from the same ISO 27001 OEM?		YES, OEM ISO27001 certification is required for both EMS & IAM components. Entire EMS & IAM should not be based on open source or freewares and should be from same OEM only for seamless integration and interoperability.
3	RFP Vol 1 Page 215, Identity & Access management			General Query	As per best practice only Identity Manager & SSO components should be set up across DC & DR site .Please confirm if DR is not required for all components?		EMS Servers should be set up at DC site only to provide centralized monitoring of network & server equipments across DC & DR site. Bidder should provide only appropriate IAM components setup at DR site which will directly integrate with applications rest other components should be set up at DC site.
4	RFP Vol 1 Page 215, Identity & Access management			General Query	How Many users should be considered for Identity & Access Management ?Can we consider total users for solution equivalent to number of desktops proposed?		SI to Evaluate, Analyze, Design & propose the best.
5	RFP Vol 1 Page 205, Enterprise Management System			SI shall procure and install EMS in datacenter for monitoring network	You have mentioned that EMS server will be deployed at primary DC. Please confirm if the NMS component under EMS is required to monitor network devices & servers for DR site?		EMS is to be deployed at the primary DC only. NMS is required to monitor Network Devices across DC & DR, however server performance monitoring is required at the DC site only.
6	RFP Vol 1 Page 211, Application Performance Management			General Query	Please confirm if proposed web application performance & end user monitoring tool must be licensed for unlimited number & unlimited types of real time end user web transactions & application performance based on these transactions.		YES, it should not restrict any sort of real end user web transactions based on transaction types as well as number of transactions.
7	RFP Vol II Page 29, Pre-Qualification Criteria			The Bidder should be an Information Technology System Integrator with a registered office and operations in India. The company should be operational in India for at least the last five financial years as on 31st March 2010. The Bidder has to be a single legal entity.	The clause should be modified as following: The Bidder should be an Information Technology System Integrator with a registered office and operations in India. The company should be operational in India for at least the last five financial years as on 31st March 2011. The Bidder has to be a single legal entity.		Please Refer Corrigendum I
8	RFP Vol II Page 29, Pre-Qualification Criteria			The Bidder, a single legal entity registered in India, should be a profitable vendor for the last three years as on 31st March 2010, from IT services (IT Infrastructure procurement and commissioning, IT Application Customization, Integration with legacy systems, Deployment and Maintenance).	The clause should be modified as following: The Bidder, a single legal entity registered in India, should be a profitable vendor for the last three years as on 31st March 2011, from IT services (IT Infrastructure procurement and commissioning, IT Application Customization, Integration with legacy systems, Deployment and Maintenance).		Please Refer Corrigendum I
9	RFP Vol II Page 29, Pre-Qualification Criteria			The Bidder must have a proven track record of providing a successful 'Turnkey Solution' for at least five (5) IT-projects in last 5 years as on 31st March 2010...	The clause should be modified as following: The Bidder must have a proven track record of providing a successful 'Turnkey Solution' for at least five (5) IT-projects in last 5 years as on 31st March 2011		Please Refer Corrigendum I
10	RFP Vol II Page 30, Pre-Qualification Criteria			The Bidder must have a proven track record of implementing at least two (2) e-Governance projects to summing up to a value of Rs. 10 Crore or above in last 2 years as on 31st March 2010.	The clause should be modified as following: The Bidder must have a proven track record of implementing at least two (2) e- Governance projects to summing up to a value of Rs. 10 Crore or above in last 2 years as on 31st March 2011		Please Refer Corrigendum I

11	RFP Vol II Page 30, Pre-Qualification Criteria			The bidder must have been assessed and must possess a valid certification for CMMI Level 3 as on the date of contract signing and the certificate should be valid for at least a period of one year from the date of submission of the bid.	Please clarify if the CMMI certification is valid till June 2012, do the bidder need to submit any undertaking?		YES, an undertaking needs to be submitted along with the bid since Certification needs to be valid for atleast a period of One year from the date of Contract signing.
12	RFP Vol II Page 33, 3.4.5 Technical Evaluation Criteria			Technical Evaluation Scoring Matrix	We request you to please provide the grading in number of projects for various categories & points to be given for various grades		Please Refer RFP
13	RFP Vol II Page 15, 3.2.9 Earnest Money Deposit			Bidders shall submit, along with their Bids, EMD of Rs. 1 Crore only, in the form of a Bank Guarantee/ Demand Draft issued by the scheduled bank pledged in favor of 'Managing Director of PHC (SDA)' payable at Jammu for J&K State at Jammu and Kashmir Bank and will remain current till completion of the Project. Bid security in any other form will not be accepted.	Please provide us the validity for the Bank Guarantee to be submitted as EMD. Also, please provide us the format for the Bank Guarantee to be submitted for EMD		Please Refer Corrigendum I
14	RFP Vol I Page 229, Blade Servers			Minimum Memory - 32 GB scalable to 128 GB	Minimum Memory - 32 GB scalable to 192 GB (However, scalability to 384 GB should be preferable)	128 GB scalability asked in the RFP is extremely less for future scalability requirements, and blades from all OEMs come with minimum 192 GB or more scalability	Please Refer Corrigendum I
15	RFP Vol I Page 229, Blade Servers			2 X (1000BASE-T) Tx Gigabit / Equivalent or better LAN ports with TCP / IP offload engine support / dedicated chipset for network I/O on blade server	2 x 10 G multifunction network ports with support for FC/iSCSI, FCoE protocols 1 Additional NIC for remote management. (10 Gbps embedded ports will be preferred)	Gigabit NIC ports have been replaced by 10 G NIC ports in the industry and modern servers deliver built-in 10 Gbps LAN ports. It is suggested that the department should go for the latest technology available for better performance and investment protection	Please Refer Corrigendum I
16	RFP Vol I Page 230, Database Servers			Minimum 4x Quad core processor with 2.1GHz or above with 1066Mhz FSB / 2000 MT /s is scalable up to 8 processors 8 physical processor with min 4 MB L3 cache per processor.	Minimum 4x Quad core processor with 2.1GHz or above with 1066Mhz FSB / 2000 MT /s is scalable up to 8 processors 8 physical processor with min 4 MB L3 cache per processor within the same chassis.	Scalability should always be achieved within the same chassis so that customer will only have to pay for the additional 4 processors (and no other components)to make to scalable to 8 processors	Please Refer Corrigendum I
17	RFP Vol I Page 230, Database Servers			Disk bays: Support for min 8 small form factor hot plug SAS / SCSI hard drives in disk drive carriers	Disk bays: Support for min 8 small form factor hot plug SAS / SCSI and hot plug SSD hard drives in disk drive carriers	SSD HDDs are recommended to meet faster IOPs requirement in future. This is most important attribute which cannot be ignored, especially when this is a database server whose performance depends entirely on IOPs and IOPs requirement always increases exponentially in future in proportion to application load	Please Refer Corrigendum I
18	RFP Vol I Page 231, Storage Area Network			SAN controller • Dual Active Active Controller	SAN controller: Atleast Four Active Controllers	The performance of a storage arrays greatly depends on the controller architecture. Incase of a controller failure the performance of the 2 controller SAN drops drastically and chances of the failure of the remaining controller increases due to sudden increase in load. To avoid a complete shutdown of applications due to storage it is recommended that the storage should have atleast four controllers from day one in order to ensure no overhead incase of controller failure or maintenance	Please Refer Corrigendum I

19	RFP Vol I Page 231, Storage Area Network			Drive interface: 4 drive ports per controller—Fiber Channel (FC) Switched or FC Arbitrated Loop(FC-AL) standard per controller, 4 Gbps per port	Drive interface: 4 drive ports per controller—Fiber Channel (FC) Switched or FC Arbitrated Loop (FC-AL) standard per controller, 4 Gbps per port OR 16 SAS lanes per controller of 6Gbps for backend connectivity	Since some OEM's are offering SAS while others FC, it would give equal platform to all	Please Refer Corrigendum I
20	RFP Vol I Page 231, Storage Area Network			RAID levels Supported: 0, 1, 5 / 6	Hardware RAID Level Supported 0,1,5,6 as RAID 5 protects the system from 1 disk failure while RAID 6 protects it against 2 simultaneous disk failures. Hence depending on the criticality of the data the RAID level is decided. Both these are exclusive of each other and is required in any application environment. Hence request you to include the suggestion. Further the RAID should be hardware based to ensure there is no additional overhead of parity/RAID calculations on the storage controllers.		Please Refer RFP
21	RFP Vol I Page 231, Storage Area Network			General Query	The storage supplied should be capable of supporting a Zero Data Loss deployment.	The Feature should be storage based and should not be host or network based to avoid any overheads on the existing infrastructure. This will safeguard further heavy investment in the infrastructure if the department wants to ensure no data loss in future	Please Refer Corrigendum I
22	RFP Vol I Page 240, 48 port layer 3 Switch			4 No SFP-based Gigabit Ethernet ports	4 No SFP-based Gigabit Ethernet ports , the switch should support 4 No 10G ports in future	The switch should have future scalability	Please Refer Corrigendum I
23	RFP Vol I Page 240, 48 port layer 3 Switch			Per VLAN Spanning Tree	Per VLAN Spanning Tree or Equivalent	The existing clause is OEM specific. Different OEMs can always meet this functionality through equivalent protocol	Please Refer Corrigendum I
24	RFP Vol I Page 240, 48 port layer 3 Switch			• 32 Gbps switching fabric capacity and 38 mpps forwarding rate	176 Gbps switching fabric capacity and 131 mpps forwarding rate	Non-blocking architecture is asked, then Min 176 Gbps switching fabric capacity and 131 mpps Forwarding Rate is needed $[48 + (4 \times 10)] \times 2 = 176$ Gbps	Please Refer Corrigendum I
25	RFP Vol I Page 240, 48 port layer 3 Switch			• Support for minimum 8000 MAC addresses.	• Support for minimum 16000 MAC addresses	The switch is going to work as a Core switch. So it should have a higher MAC support than the Access switches	Please Refer Corrigendum I
26	RFP Vol I Page 241, Perimeter Firewall			• 4xGE Upgradable to 8	• 4xGE Upgradable to 8	The firewall should support 10G ports in future as The switch should have future scalability	Please Refer Corrigendum I
27	General Query			General Query: At the page 133 & 250 the customer has asked for the UTM Firewall with VPN and IPS. But in the specification of perimeter firewall, we didn't find any specification of the IPS. So please confirm, whether IPS feature needed in the firewall or not.			YES, Its Needed
28	RFP Vol I Page 86, 6.7 Network Connectivity for Police Stations, Higher Offices and District Training Centers			The System Integrator shall procure the connectivity from BSNL and is expected to setup the last mile connectivity to the all sites of Jammu and Kashmir police department	Is System Integrator responsible for only coordinating for connectivity from BSNL or shall cater for the cost of connectivity while bidding for the tender. The BOM does not have any option for providing the prices for connectivity/bandwidth. Please advise		SI does not have to provide the pricing for Connectivity Bandwidth, Pls refer RFP for the complete scope of SI in terms of Connectivity.
29	RFP Vol I Page 86, 6.7 Network Connectivity for Police Stations, Higher Offices and District Training Centers				Please let us know if there is any infrastructure which needs to be provided for Training Centers/ On page No. 30 of RFP Vol I point 3.6, it is mentioned that each lab is fully equipped		For training purpose District Training Center can be utilized.
30	RFP Vol I Page 89, 6.9 IT Infrastructure at Data Center and Disaster Recovery Center				Please let us know if there is any infrastructure which needs to be provided for Disaster Recovery Setup. The RFP does not provide clarity on the location/infrastructure but mentions DR multiple times		Please Refer Corrigendum I

31	RFP Vol II Page 97			Out sourced manpower for data center 2nos.x 3 shifts for 5 years	Is the requirement for 5 years or 3 years?		3 Years
32	Vol-1: Functional & Technical Specification/ Page No.243			Processor- 400 MHz or Higher	Request to make it 375Mhz and above		No Change.
33	Vol-1: Functional & Technical Specification/ Page No.243			Memory:- 64 MB or Higher	The memory asked is for 64 MB we request for 32 MB , so that all OEM can quote .		No Change.
34	Vol-1 / 41			DMU	Please confirm if SDA will also provide Manual Data Entry and Digitization Software/Tool?		Data Migration tool will be provided by SDA/ MHA.
35	Vol-1 / 6.10 / 4 / 92			Digitization	Please confirm if scanning is limited to Images and Pictures Only.		Please refer RFP.
36	Vol-1 / 6.10 / 4 / 92			Digitization	Will the SI have 24x7 access to required Infrastructure and Records to execute the work also with un-interrupted power supply		YES
37	Vol-1 / 251			Data Digitization	Can we assume un-readable and un-scanable records will be excluded from the scope		NO
38	Vol-1 / 251			Data Digitization	Please confirm if scope is 100% Data Entry of all IIF forms and Scanning of supporting documents. Or its only key-fields Data Entry?		YES, Data Entry of all IIF forms and Scanning of supporting documents
39	Vol-1 / 251			Data Digitization	Please confirm the total volume of Digitization is 1,02,857 case files which is approx. 8 Lakh pages.		Please Refer RFP
40	Vol-1 / 251			Data Digitization	What is volume break up in page size, A4, A3, A0 etc.		The detailed information will be provided to the selected SI once onboard.
41	Vol-1 / 251			Data Digitization	In which language documents are available and in which language Data Entry has to be done?		All the documents will be available in Urdu and data entry will be done in English.
42	Vol-1 / 251			Data Digitization	How many approximate characters or Fields are there in each page		The detailed information will be provided to the selected SI, once onboard.
43	Vol-1/6.14/110			Handholding	What is state of paper, loose, hard Bind		The detailed information will be provided to the selected SI, once onboard.
44	Vol-1/6.14/110			Handholding	Will J&K Police be providing all required Infra, like, Computer, Software, Scanners, work space, Power supply etc...?		NO
45	Vol-2/97			Data Digitization	Please confirm the working hours and working days for Handholding resources		Official Working hours. P/S runs 24x7, whereas Higher offices run form 9AM - 6PM
46	Vol1/Section 6.13/pg 108			Capacity Building	Is Urdu reading, speaking must for Handholding resources?		YES
47	Vol1/Section 6.13/pg 105			Capacity Building	Unit rate for 6 Months in commercial format is not clear. Please confirm if this is separate or we need to quote for Man month rate for 6 months only or for complete Digitization		Complete Digitization
48	Vol1/Section 6.13/pg 108			Capacity Building	The training content is to be developed in English, Hindi and what other (vernacular)language?		English, Hindi and Urdu
49	Vol1/Section 6.13/pg 105			Capacity Building	The total number of police personnel is 42,442. So what is the individual numbers, police personnel to be trained for each of the four programs		44,442 Police Personnel has to be trained on the basis of Train the Trainers program by the Selected SI.
50	Vol1 /Section 6.13/pg 107			Capacity Building	What are the number of days of training for each of the training program		SI shall own the overall training plan working closely with the J&K Police Training team.

51	Vol1 /Section 6.13/pg 105			Capacity Building	What is the batch size that has to be considered for the training programs		SI shall own the overall training plan working closely with the J&K Police Training team.
52	Vol1/AnnexureIX/pg152			Post Implementation Support Services	Please clarify whether the Helpdesk support during implementation period is the responsibility of SI? Where will be the location of HelpDesk? Should the Helpdesk tool be provided by SI?		Please Refer RFP
53	Vol1/AnnexureIX/pg152			Post Implementation Support Services	When should the O&M support starts at DC , DR and Locations? Is it after go live at each phase location or after state wide go live?	YES	YES, after Go-Live of each phase/ location
54	Vol1/AnnexureIX/pg152			Post Implementation Support Services	Should SI provide the service desk tool and telecom infrastructure for the central service desk? Please share the total number of users for the application and the no. of concurrent users.		Please Refer RFP
55	Vol1/AnnexureIX/pg152			Post Implementation Support Services	What is the minimum no. of resources expected to be deployed at DC & DR?		Please refer RFP for the Post Implementation Support Services.
56	Vol1/Section 7/Pg114			Scope of services during post implementation phase	Does this means that for the locations going live in the phase 1 (T+6) , the O&M support should be provided for a period of 18 Months before the state Go Live (C+6) and continue the support for another 36 months post state wide go live?		Please Refer RFP
57	Vol-I 6.5 - Site preparation at Police station and higher offices / page 84			dequated flooring needs to be done	Please let us know that the total average area of the police station and higher offices also confirm which flooring is required i.e Vitrified . Etc		Aprox 10x10, SI to decide based on the location
58	Vol-I 6.5 - Site preparation at Police station and higher offices			Power points with proper earthing	pls confirm the nos of power point is required at per location and electrical source distance from Police station		Site Specific. Electric source will be provided in the room identified.
59	Vol-I 6.5 - Site preparation at Police station and higher offices / page 84			Civil , electrical and mechanical work	please clarify the details scope of job in civil , electrical and mechanical.		Please Refer RFP
60	Vol-I 6.5 - Site preparation at Police station and higher offices / page 84			Civil , electrical and mechanical work	Pls let us know the scope of civil - like flooring and painting in police station .		Please Refer RFP
61	Vol-I 6.9 - IT infrastructure at DC and DR center / page 90			The following common DC services shall be provided by the SI for the Data Center - Rack , Power and cooling, UPS , DG set etc	Since you have mention that these items shall be provided by SI Please clarify the Data center job for UPS , cooling , DG set etc will be in SI scope ?		The State Data Center location shall be utilized for parking all the necessary hardware pertaining to the CCTNS project.
62	Vol- I, Page no -243 UPS specification			UPS 2 KVa, DG Set - 2.5 KVA	DG set rating should be more than 1.5 times of UPS rating as you have asked the UPS backup for 2 hrs so UPS input demand will be on high side , please ammend it with 3 kva DG set.		Please Refer Corrigendum I
63	Vol- I, Page no -243 DG specification			UPS 2 KV, DG Set - 2KV	Please confirm the load details on DG set.		As per Hardware Deployed at each site
64	Vol-I , Page -84, 6.5 site preparation at police station and higher offices			civil Electrical work	Please confirm the area in sq feet and nos of person seating plan in each police station.		Aprox 10x10, as per Hardware Deployed at each site

65	Vol-I , Page -84, 6.5 site preparation at police station and higher offices			site preparation	The fire fighting equipment not considered please confirm .		Not Required
66	Vol-I , Page -84, 6.5 site preparation at police station and higher offices			site preparation	Please clarify Flooring and ceiling is required or not if yes than pls provide the room area and height also.		Please Refer RFP
67	Vol-I , Page -84, 6.5 site preparation at police station and higher offices			site preparation	Please clarify the input supply scope for the police station.		YES
68	JK_RFP_Vol-I Page no 28,Section 5.1 Geographical Scope			General Question	Will Internet bandwidth is required at SDC/ SDR for internet users, will this be provide by Bidder		Please refer RFP for the complete scope of SI in terms of connectivity.
69	JK_RFP_Vol-I Page no 28,3.4 Existing JK SWAN infrastructure			JKSWAN is considered to be the Secondary backup link for CCTNS Project	Secondary link is from SWAN, please confirm whether bidder will be responsible for Installation and Commissioning of these links with JK SWAN provider.		YES
70	JK_RFP_Vol-I Page no 89, 6.9 IT Infrastructure at the Data Center and Disaster recovery Center			SI will provide bandwidth at Datacenters	This Statement is contradictory with Scope of Work for BSNL Section, Please confirm whether SDC, SDR, NDC, NCRB, DC/DR, Police Stations / Higher Offices and also DC-DR Bandwidth procurement is in scope of bidder or its only to provide the service and support for testing & running of last mile connectivity to the all sites		Only to provide the service and support for testing & running of last mile connectivity to the all sites.
71	JK_RFP_Vol-I Page no 88, 6.8 Scope of Work of System Integrator with respect to Network Connectivity, Role of System Integrator			The Police Stations and Higher offices which are within the proximity of SWAN PoP will be connecting on LAN directly from SWAN PoP	Please confirm whether network cabling work for the CCTNS sites which are co-located with SWAN POP will be owned by bidder		YES
72	General			Consumables	Pl include the below List as part of consumables and kindly request for exclusion of same from the SI scope <ul style="list-style-type: none"> o LIGHT FIHTINGS-- CFL, Tube lights, tungsten bulbs etc o Fuses – Glass fuses, Fuse conductors, Spark gap fuses o Electrical cables after warranty period o False floor panel and pedestals after warranty o DG Diesel Filter, Lub Oil filter, Lube oil air filter and V Belt.(These have to be changed for every 500 hrs of running of DG set) o Sheet Metals and Coils o Wire Wound Components like Transformers and Chokes o Consumables Like Fans and Capacitors o Fault due to ingress of animals and rodents o Modifications done without Service Provider Consent 		Please Refer RFP
73	Vol I – sect 5.1 / Pg. no 44 AND sect 8.1 / Pg. no 117-122			CCTNS PHASE 1 , 2 and Operate & Maintain Phase. AND CCTNS PHASE 1 , 2, 3 and Operation & Maintenance Support Phase.	Information provided in two different sections does not seem to match. Kindly Confirm for Implementation how many phases are there? What is the implementation timeline? As per section 8.1 we are considering it will be 18 months implementation period plus operation and maintenance period of 3 years.	Information at different section about implementation does not seem to match.	Please Refer RFP
74	sect 8.1 / Pg. no 117 AND sect 8.1 / Pg. no 121			Phase -I (T= Signing Date of Agreement) Providing the Premises for Server Room & Disaster Recovery JK Police T+1 AND CCTNS PHASE 3 (C = D+6)- CCTNS Site Preparation (all other locations and DR site) D = T+6 AND C = D+6	Setting up Disaster Recovery Center (DRC) falls under Phase 1 and also Phase 3 as per Detailed project plan. Kindly clarify if setting up disaster recovery centre activity in expected to be complete under Phase 1 (within first 6 month's) OR under Phase 3 (within 13th to 18 month's) activity.	Information on timeline (Phase 1 or Phase 3) for setting up DRC is not clear to us.	Please Refer RFP

75	(Vol 1) 6.10, Recommended methodology for data migration , Page. 93.			Recommended methodology for data migration	<p>1) We understand that for the data digitization exercise, case files and other hardcopies will be transported to certain identified centralized locations where the data digitization teams will work.</p> <p>a) Please give the number of such locations throughout the state, this will aid in proper estimation of this activity.</p> <p>b) We request full-time support of at least one Police resource knowledgeable of the FIR registration process per data digitization site to clarify any queries that may come up interpreting the case files for the data entry process. Please confirm.</p> <p>c) For security reasons of these critical datasets we request that the Police dept take responsibility for the delivery of the hardcopy files & registers for digitization to the identified centralized locations.</p> <p>d) Please also clarify if in addition to the premises, the Police dept will also provide the IT infrastructure required for digitization at the centralized locations (networked PCs, printers & Scanners with power backup).</p> <p>e) Please clarify if the SI can utilize the supplied hardware as infrastructure for the data digitization activity, as this decision will influence the costing for this activity.</p>	Limited Information	Digitization will happen at their respective places not centralized location.
76	(Vol 1) Annexure XIII, pg 251			Number of case files to be digitized = 1,02,857	<p>a) Please clarify the average number of pages per case file?</p> <p>b) Please clarify if the FIR's and other documents will be in local languages or standardized in English. Please also clarify the language preferred for digitization of these files?</p>	Limited Information	Depends upon the nature of the case, as it varies from Rural to Urban. Further, Local language is to be translated, digitization and migrated where digitization will be done in two parts first capturing of meta-data from all IIF forms in english prior to scanning of all the supporting documents.
77	(Vol 1) 6.10, Scope of Data migration , Page. 92.			Scope of Data Migration: And the data which has been digitized for the last 10years is 145453.	<p>a) With regards to data migration from existing system the RFP gives the following statistics; CCIS = 74,204 records MVCS = as mentioned on pg 146 of Vol1. For 4 districts. CIPA = as mentioned on pg 146 of Vol1. For 4 districts.</p> <p>b) Can the bidder safely assume 1,45,453 as the total number of records to be migrated into CAS.(from the legacy systems) ?</p>	Limited Information	Please Refer RFP.
78	(Vol 1) Annexure VII , Page 145.			Note: Out of the total data received at SCRB upto the year 2006, all data from 4 districts were fed into the FACTS system, and afterwards FACTS had exhausted it's capacity and no feeding of data has taken place. Data Pending for feeding into FACTS system =8401 records	<p>a) Is the FACTS system in addition to the existing legacy systems stated in this RFP for migration. Please clarify.</p> <p>b) Is the remaining 8401 data in digitized format in another system and required to be migrated, or is it in hardcopy format and required to be digitized?</p> <p>c) Given that FACTS has exhausted it's capacity, is the SI still required to enter the remaining data of 8401files into FACTS or can it be entered directly into CAS?</p>	Limited Information	Please Refer RFP.
79	RFP Vol 1, 3.6, Pg 30			In the State of Jammu and Kashmir there are a total number of 6 Training centers/ Colleges under further augmentation, one State Crime Record Bureau (SCRB) and 25 District Training Centers. Each lab is equipped with a minimum of 6 computers, one Multi-Function Printer, one Projector with Screen, one 16 Port Switch and 5KV online UPS for backup purpose. Each of the labs is well furnished and fully functional out of which one or two sites still need renovation.	Is there any bigger training facility available for conducting training?	Total 42441 police personnel are to be trained and available training centers are 32 with seating capacity of 300. To address large nos. of trainee base and to complete training within specified time period, also for creating awareness and sensitization (through seminars, workshops etc) bigger training facility will be useful.	District Training Centers will be used for Training Purpose

80	RFP Vol 1, 6.3, Pg 83			<p>The SI is expected to setup the district training centers at each District Headquarters. The premises will be provided by the Jammu and Kashmir police department and all infrastructures such as projectors, computers, networking components, UPS required to run the training lab shall be provided by the SI. The training labs for CCTNS project in Jammu and Kashmir has been set up in all districts and training for the police personal has been started. The labs have been set up in all districts including 1 training lab in SCRB Jammu, where the police personal are getting trained. All necessary hardware has been provided</p>	<p>Requests confirm what training has been or will be completed and what will be SI scope?</p>	<p>Our understanding is computer literacy training will be completed by state police and SI has to impart training of CCTNS Application software only.</p>	<p>Please Refer RFP</p>																				
81	RFP Vol 3, 5.3, Pg 73 to 77			<p>Capacity Building in Phase I, II, III</p>	<p>Please of details</p> <table border="1" data-bbox="865 636 1180 919"> <thead> <tr> <th>Trg Module</th> <th>Ph-I</th> <th>Ph-II</th> <th>Ph-III</th> </tr> </thead> <tbody> <tr> <td>Master Trainers</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Up-gradation & Revision of Basic Computer Trg.</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Core Appl. Software Trg</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Sys. Admin. & Maint. Trg</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Trg Module	Ph-I	Ph-II	Ph-III	Master Trainers				Up-gradation & Revision of Basic Computer Trg.				Core Appl. Software Trg				Sys. Admin. & Maint. Trg				<p>To address large and geographically dispersed trainee base.</p>	<p>SI has to do a detailed system study and build the complete training modules.</p>
Trg Module	Ph-I	Ph-II	Ph-III																								
Master Trainers																											
Up-gradation & Revision of Basic Computer Trg.																											
Core Appl. Software Trg																											
Sys. Admin. & Maint. Trg																											
82	Volume I, Annexure XIII: Indicative Hardware Bill of Material Page No. 247			<p>Site Preparation at CIPA Police Stations</p>	<p>Provision of PC, printers and UPS is not in the scope of SI at CIPA Police stations. However Site Preparation has been asked in RFP. Please specify the scope of Site Preparation at CIPA Police Stations.</p>	<p>Limited Information</p>	<p>Please Refer RFP</p>																				
83	Volume I, Annexure XIII: Indicative Hardware Bill of Material Page No. 248			<p>Operational Expenses for 3 years</p>	<p>Which components are included in Operational Expenses? Are they Paper-toner, cartridge, diesel etc. or anything else than this. Kindly clarify the complete list of components with quantities. Please provide consumption details for 3 years.</p>	<p>Limited Information</p>	<p>SI should have good imagination of running a terminal/data center for all the consumables. SI does not have to cater fuel, once established.</p>																				
84	Volume I, Annexure XIII: Indicative Hardware Bill of Material Page No. 249			<p>Hardware distribution at Data Centre and Disaster Recovery Site – SAN storage</p>	<p>As per BOM, there are two Storage Box (SAN) and one DR Recovery Storage. What is the actual number of SAN required at DC & DR? As per our understanding one SAN is required at each DC & DR.</p>	<p>Limited Information</p>	<p>Please Refer RFP</p>																				

85	Volume I, Annexure XIII: Indicative Hardware Bill of Material Page No. 249			Hardware distribution at Data Centre and Disaster Recovery Site – Tape Library	As per BOM, two Tape Libraries are required. Please confirm on the number of tape library required at DC & DR.	As per general practice, tape library is not part of DR site.	Please Refer RFP
86	Volume I, Section 6.9: IT Infrastructure at the Data Center and Disaster Recovery Center Page No. 90			The following common data Centre services shall be provided by the SI for the data center: <ul style="list-style-type: none"> • RACK • Power and Cooling • UPS, DG set power backup • Bandwidth and Connectivity • LAN • VPN • Firewall • Intrusion Protection System • Fire prevention • Physical security surveillance • Network Operation Centre • Common Data Centre facility Maintenance and Support 	1) Please confirm if SI is responsible for providing all the components mentioned in the section. 2) If so, please provide desired specifications of the required components. 3) Please confirm if SI is responsible for providing UTM firewall at DC (RFP Vol I, Annexure XIII, page 250) if VPN, Firewall and Intrusion Prevention System shall be provided by SDC as common Data Center services.	More Information is required on 1.SDC 2. SI responsibility at the DC	Please Refer RFP
87	Volume I, Annexure XIII: Indicative Hardware Bill of Material Page No. 249			Hardware distribution at Data Centre and Disaster Recovery Site	As per our understanding, the table provides total hardware/software requirement at DC & DRC. Please provide distribution of hardware/software at DC and DRC	BoM for DR is not clearly defined in RFP	Please Refer Corrigendum I
88	Volume I, Annexure XIII: Indicative Hardware Bill of Material Page No. 250			Hardware distribution at Data Centre and Disaster Recovery Site – Antivirus Software for servers	Are there any existing systems (servers) in the DC/DRC? If so, can we make use of the existing hardware (servers and networking equipments)? As per the BOM, only 14 server hardware is required whereas antivirus license requirement is mentioned as 18. Please clarify the exact number of antivirus licenses required for servers.	More Information will help us design better system with optimal resources.	Please Refer Corrigendum I
89	Volume I, Annexure XIII: Indicative Hardware Bill of Material Page No. 250			Hardware distribution at Data Centre and Disaster Recovery Site - EMS	There is a requirement of EMS software at DC however hardware server is not mentioned in the BOM. Please specify if SI has to make use of existing servers of J & K Police or quote for additional server for EMS.	More Information will help us design better system with optimal resources.	Necessary EMS hardware is required to be deployed at DC site. Bidder to propose necessary hardware, OS, DB required to run EMS as per OEM's best practices.
90	Volume I, Annexure XIII: Indicative Hardware Bill of Material Page No. 247			Hardware Distribution at Non-CIPA, CIPA and all other Higher Office - UPS	As per the BOM, 2.5 KVA UPS is required however as per Annexure XII: Indicative Technical Specifications (page 243) reads as "SNMP Based 2 kVA UPS" and inside the specifications it is written "Backup period should be at least 2 Hr with minimum 7200VAH for 3 kVA" Please clarify the desired rating of UPS.	Ambiguous Information	Please Refer Corrigendum I
91	Volume I, Annexure VII Power Supply Page No. 142			Annexure VII – Power Supply	How does J & K Police intend to provide electrical power where electricity is not available? Please clarify if Genset will be used for power generation then provision of fuel (diesel/petrol) will be catered by J & K Police itself.	Information requires to plan for gensets if it's in SI's scope.	SI does not have to cater fuel, once established.

92	6.7 Network Connectivity / Page 86			The System integrator is expected to provide the Network connectivity to all Police Stations, Higher offices, district training centers wherever the connectivity is required for the smooth functioning of the CCTNS Project. The System integrator shall procure the connectivity from BSNL and is expected to set up the last mile connectivity to the all sites of Jammu and Kashmir Police department.	Is Network connectivity under scope of System Integrator? As per section 6.8 page 87 we understand that connectivity is under scope of BSNL.		NO, SI has to provide the service and support for testing & running of last mile connectivity to the all sites.
93	5.2.1 Functional Module/ Page 47 GIS Module			Geographical Information System (GIS) Module:	To develop a GIS module, Spatial and non spatial data will be needed; RFP document "JK_RFP_Vol-I_Dec2011.pdf" does not provide any information about GIS data creation or Existing GIS data migration. Please provide the more details about GIS (Spatial and Non spatial) data requirements.		No requirement for any additional module as of now. The bidder may not consider GIS module to be part of the solution.
94	5.2.1 Functional Module/ Page 47 GIS Module			Geographical Information System(GIS) Module:	Information regarding GIS data creation is not mentioned in RFP, Please clarify whether J & K police is already having the GIS data ready with them in proper digital format and only integration with MIS data is needed OR System integrator has to build GIS data.		No requirement for any additional module as of now. The bidder may not consider GIS module to be part of the solution.
95	5.2.1 Functional Module/ Page 47 GIS Module			GIS Application allows users to create interactive queries, analyze spatial information, edit data, maps and present the result in user friendly manner.	To create GIS based queries & reports for Crime analysis, Thematic mapping and Terrorism module and it is also anticipated that there is a requirement of Base map as a part of GIS Module development following inputs will be needed: * Complete GIS feature list along with their attributes * Type of thematic layers and their attributes * Scale of mapping to be considered in rural and urban area * Name of districts / towns along with their geographical areas in sq. km. * Type of satellite data such as QB to be used or J & K Police will provide the high resolution satellite imagery. * Total number of hard copy maps, if available then please provide the size, scale of the maps * Total number of digital maps, if available, then please specify their format * Quality Acceptance criteria		No requirement for any additional module as of now. The bidder may not consider GIS module to be part of the solution.
96	5.2.1 Functional Module/ Page 47 GIS Module			Geographical Information System(GIS) Module:	Please provide the number of Concurrent GIS Users who will access the GIS module		No requirement for any additional module as of now. The bidder may not consider GIS module to be part of the solution.

97	JK_RFP_Vol-I_Dec2011 Section 5.2 Page 55			While the CAS being provided by NCRB will support English and Hindi languages, it is extremely essential for JK Police to have multilingual support in Urdu language. It is proposed to develop the same at the State level as part of the CCTNS project. This feature shall make it possible for FIRs and other reports typed in Urdu to be able to read in English/ Hindi. This essential interface will make the CCTNS at the State level practical and user friendly otherwise it will not find takers at the Police Station level who will tend to avoid using the CCTNS application if the local language support is not there. It is also proposed to train our staff on these applications before they actually start using it.	Multi Lingual Support: This feature shall make it possible for FIR type in Urdu to be read in hindi and English. Is scope is limited to support Urdu (Arbic) font or also to support to convert the language from Urdu to Hindi/ English?		YES
98	General Query			General Query	Do you have requirement of interface with Payment Gateways?		YES
99	General Query			General Query	Do you have requirement for Documents Signing?		YES
100	General Query			General Query	Do you require support for OEM for all hardware/software COTS suggested in our solution?		YES, Individual OEMs should provide necessary support for their respective hardware/software for a period of three (3) years.
101	JK_RFP_Vol-I_Dec2011 Annexure XI: FRS, Page 176				Please provide the list of enhancements desired by you in CCTNS-State, if Any?		The enhancements/ Customization of CAS State would be decided once SI is on board and CAS STATE is provided to the particular State.
102	Volume II , page no. 41 Clause no. 5.3 - Liquidated Damages			In the event of the Bidder's failure to submit the Bonds, Guarantees and Documents and supply the solution / equipment as per schedule specified in this RFP, JK Police may, at its discretion, withhold any payment until the completion of the contract. JK Police may also deduct from the Bidder as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered services (as detailed in Volume I of this RFP) for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not more than 10% of the value of delayed services. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to JK Police, under the contract and law.	We request you to kindly relax the maximum value of the Liquidated Damages to not more than 5% of the value of delayed services, instead of 10%.		No Change

103	Volume II, Page no. 10 Clause no. 3.1 – RFP Document Fee			RFP document can be purchased from Staff Office to IGP Crime, JK Police Crime Branch Old PHQ, Complex Panjtirthi Jammu from 17th Dec, 2011 to 24th Dec, 2011 between 10:00 am to 5:00 pm by submitting the non refundable bank demand draft of Rs.10,000 (Rupees ten thousand only) drawn in the favor of IGP Crime, J&K. The bidder can also download the RFP from JK police website: www.jandkpolice.org/ www.crimebranchjkpolice.nic.in in such case the demand draft should be submitted along with the technical proposal. Tenders received without or inadequate RFP document fees shall be liable to disqualification.	We understand that the payable location is at Jammu. Kindly confirm.		YES
104	Volume II, page no. 15 Clause no. 3.2.9.1 – Earnest Money Deposit (EMD)			Bidders shall submit, along with their Bids, EMD of Rs. 1 Crore only, in the form of a Bank Guarantee/ Demand Draft issued by the scheduled bank pledged in favor of 'Managing Director of PHC (SDA)' payable at Jammu for J&K State at Jammu and Kashmir Bank and will remain current till completion of the Project. Bid security in any other form will not be accepted. This shall be submitted along with the format provided in the Annexure as specified in this RFP.	Kindly clarify the term "payable at Jammu for J&K State at Jammu and Kashmir Bank and will remain current till completion of the Project"		Please refer Corrigendum I
105	Functional Query - Vol 1, Page 51		GIS Reports	What are the types of reports expected - PDF / HTML/ XML?			No requirement for any additional module as of now. The bidder may not consider GIS module to be part of the solution.
106	Performance Query - Vol 1, 5.2.1 Functional Module Page 46		would be qualitative approach for user friendliness and the performance of the system	What is meant by qualitative approach? Is there any set defined benchmark for matching the performance of the system?			Please Refer RFP
107	Interoperability Standards Vol 1, Page 75		(D) ",.....solution should be build on Open standards"	What are the proposed open standards required? Anything for GIS in particular ?			No requirement for any additional module as of now. The bidder may not consider GIS module to be part of the solution.
108	Integration Query - Vol 1, Page 129		General Query	The RFP mentions existing 5 legacy systems - CCIS, CIPA, MVCS, AFIS & OCIS. Do all these applications need to be integrated with CCTNS along with GIS interface?			At present, there is no requirement for developing the GIS module.
109	General Query		General Query	Are there any defined application standards?			Please Refer RFP

110	General Query Vol 1, Page 127		General Query	Their server and client boxes seem to be Linux. And we support Browsers Firefox, Mozilla, and Chrome on Windows. However, a little later on Page 138 they state that they wish to migrate CIPA to a new system. Will the new application be on Windows ? What is their preferred browser ?			YES.
111	General Query		General Query	Does the application require to configure the data in Real-time basis? For instance –Registration of crime, traffic analysis, etc			YES.
112	General Query - Vol 1, Page 225		Database	Need more clarification on near-real time synchronization of Database?	What functions are expected in Real time synchronization of Database?		Please Refer RFP
113	Functional and Technical Specs, Vol 1, Page 51, 193		Item 235 "System should present various statistics...indicating hot spots" Page 51- benefits	Please provide estimated number of reports, and sample of expectations if any.	Would be useful to get further clarity		Can be Ignored since no GIS module is to be developed as part of the solution.
114	Functional and Technical Specs, Vol 1, Page 225		Database should be able to support various types of content such as Spatial natively	Do they have a preferred database?			Please Refer RFP
115	Functional & Technical Specs, Vol 1, Page 226		Spatial database capabilities	Can this requirement be expanded for clarity ?			Please Refer RFP
116	Technical Query - Vol 1, Page 29, 127		OS for Client and Servers	Does the state police intend Linux based desktops for their end users? If so what is the browser and version number of that browser? On the server side, Windows servers can be used?			NO
117	Volume III, page no. 81, Section 5.6 – Annexure F Roles & Responsibility of the parties		4. Insure the entire hardware against the infrastructure deployed at various locations for the entire duration of the contract against vandalism, theft, fire and lightening.	The SI's responsibility should be to get insurance cover till the point of delivery to the Client. After the insurance is Client's responsibility. Pl. confirm			YES
118	Volume II, page no. 90, Section 6.8.4, Form 3: Detailed component wise pricing formats		Site preparation	There is no quantification for items like furniture, Electric cabling, CAT 6 cable etc. Do we need to assume qty. for these items or these items are not to be quoted? Pl. clarify			As per site requirement
119	Volume – II, page 87, Clause 6.8.2 – C , Pricing Summary		(C) Blended Person Month Cost for 300 Person Months	Please clarify whether the 300 Person Months is part of SI. No. (1) or this is required additionally.			Blended Person Month Cost for 300 Persons Months is required additionally at present, and currently will only be used for the calculations.

120	Vol-I	Page #-28		Existing Data Center Infrastructure If the SDC will not be ready till the timelines of CCTNS Implementation, SCRIB may be temporarily utilized for installation of the Police DC equipment's. After the completion of SDC, all the Police Data Center equipment shall be moved to SDC	Please clarify in case the SDC is not available at the time of CCTNS project implementation and the same is implemented at SCRIB; then who will bear the transfer charges of CCTNS Datacenter from SCRIB to SDC. Also clarify that both SCRIB and SDC will be in same city.		SI has to bear the transfer charges from SCRIB to SDC. YES, SCRIB and SDC will be in same city.
121	Vol-I	Page #-29		Existing Client Site Infrastructure Some basic facilities missing in some of the remote areas, and they are not having appropriate power supply due to curtailment and offices below DPO level need to be renovated, as majority of them are lacking necessary flooring and	SI expect that site should be ready in all civil aspects. Only required furniture for the IT products will be supplied. Kindly confirm.		Please Refer RFP
122	Vol-I	Page #-66		Infrastructure at the District Training Centers including computers, networking components, projectors and UPS.	Please specify the minimum infrastructure required at each training center.		None, already equipped with all the necessary hardware.
123	Vol-I	Page #-78		Provision of Local laws and Acts (RPC).	Please elaborate on RPC requirement.		The detailed information will be provided to the selected SI.
124	Vol-I	Page #-90		UPS, DG set power backup for Datacenter	We understand diesel and/or all consumables will be out of our scope.		SI does not have to cater fuel, once established.
125	Vol-I	Page #-92		Change Management SI shall utilize existing channels of communication and at the same time use innovative methods of communication for effectiveness	Please elaborate what are the available channels of communication. In case SI envisage to use mass media channels like Radio/National TV then who will bear the cost of commercial advertisement and awareness campaigns.		Please Refer RFP
126	Vol-I	Page #-111		Support to 3rd Party Acceptance Testing, Audit and Certification	Please specify the names/category of third part audit companies from where auditing has to be done. We assume that the cost implication of Third party auditing and all allied expenses including all resources like software, OEM manpower etc will be on actuals borne by customer. Please confirm		Will be decided by the GoI, and the same will be intimated to the selected SI.
127	Vol-I			Integration with legacy applications	We understand that the existing apps are SOA enabled and documentation regarding the services will be provided during execution.		Please Refer RFP
128	Vol-I			The various pages mentioned refer to support different support periods - ranging from 3 years to 5 years.	Please clarify the exact support period required. Also please confirm if OEM would be responsible for Premium/Priority Support for providing updates , patches , security updates , bug fixes , indemnification for the entire period of contract		3 Years
129		5 Storage and back up solution / Storage area Network/Page no 232		The storage array shall be configured with at least 8 GB cache scalable to min 16 GB mirrored across two storage controllers for disk I/O operations.	The storage array shall be configured with at least 8 GB cache scalable to min 16 GB mirrored/protected across two storage controllers for disk I/O operations.	Different vendors use different technologies to protect the data in the cache. One of the way is mirroring. Other technologies of protecting data are NVRAM log mirroring. Hence, instead of only mentioning mirroring as the protection technology, request to allow different protection methodologies to participate	Please Refer Corrigendum I
130		6 Storage and back up solution / Storage area Network/Page no 232		The storage should have atleast 2 ports of 4Gbps frontend ports and 2 no of backend ports of 4Gbps	The storage should have atleast 2 ports of 4Gbps frontend ports and 2 no of SAS backend ports of 6Gbps	FC drives are getting EOL and SAS is the future technology. Request to change the drive interface to SAS ports.	Please Refer Corrigendum I

131		5 Storage and back up solution / Storage area Network/Page no 232		storage system shall support 300GB/450/600 of higher FC/SAS 10K RPM disks. 750GB/1TB or higher SATA/FATA or equivalent 7200 RPM drives in the same storage array	storage system shall support 300GB/450/600 of higher FC/SAS 15K RPM disks. 750GB/1TB or higher SATA/FATA or equivalent 7200 RPM drives in the same storage array	10K RPM drives deliver lower performance as compared to 15K RPM drives. Hence request to only allow 15K RPM drives to be configured by all storage vendors.	Please Refer Corrigendum I
132		6 Storage and back up solution / Storage area Network/Page no 233		the storage system shall be scalable from 20TB to 60TB RAW capacity using 40% on fiber channel drives and 60% on SATA/equivalent drives using the same configuration	the storage system shall be scalable from 20TB to 60TB RAW capacity using 40% on SAS drives and 60% on SATA/equivalent drives using the same configuration	FC drives are getting EOL and SAS is the future technology. Request to change the drive to SAS	Please Refer Corrigendum I
133				Drive Scalability	The storage should be scalable to 240 drives of 15K RPM.	Drive scalability has not been mentioned in RFP	Please Refer Corrigendum I

