E-Governance
Mission Mode Project

Crime and Criminal Tracking Network and Systems

Standard Operating Procedure
for
Hardware Procurement and Quality Assurance

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1. Introduction

The document explains the general principles and procedures for inspection of hardware & Quality Assurance (QA) at State/ District level. These procedures provide the State with guidelines to ensure adherence to product quality.

2. Scope and Application

Respective System Integrators at States are required to procure and commission hardware identified under the project. The purpose of this document is to define standard operating procedures to be followed by the States/ UTs / SIs to procure hardware.

3. Glossary

Term	Definition
BoM	Bill of Material
CAS	Core Application Software
CCTNS	Crime and Criminal Tracking Network System
DIC	District Infrastructure Committees
DO	Delivery order
PDI	Pre-Dispatch Inspection
POD	Proof of Delivery
QA	Quality Assurance
RDC	Regional Distribution Center
RFP	Request for Proposal
SCRB	State Crime Records Bureau
SI	System Integrator (and his Representatives)
SOP	Standard Operating Procedures
SPMU	State Programme Management Unit
STIC	State Technical Infrastructure Committee
UT	Union Territory

4. Procedure and Analysis

Pre-Dispatch Inspection (PDI) at factory level is not an inspection mechanism for the CCTNS project and hence is not a part of this Standard Operating Procedure document.
The procedure of inspection of hardware has been divided into three phases as detailed below. The sign-off checklist is placed at **Annexure A.**

Phase 1: Inspection at State level

Aim of State level inspection is to make sure that the technical specification of the equipment provided by the SI matches with the specifications promised in the RFP. A thorough inspection of specification/ configuration of one (1) equipment per product type shall be carried out at the State Level. Also, in cases where SI has given multiple brands as options for various equipments, the SI should consult with the Nodal officer, CCTNS before firming up the item. Thus, before placing the final order for all such equipments, the State needs to be consulted by the SI.
Each State/ UT needs to form a State Technical Infrastructure Committee (STIC). This committee shall validate the quantity and specifications of the sample hardware provided against the Bill of Materials (BoM) as stated in the SI RFP/Contract. The committee should

constitute of members belonging to State DIT, NIC, State Police (technical representative) and SPMU. This inspection is to be done at a location arranged by the Systems Integrator in consultation with the State/UT Nodal Officer. The process to be followed should be as follows:

1. SCRB shall release a Delivery Order (D.O.) to the System Integrator for delivering the required Hardware (1 Item per Product Type).
2. State Nodal Officer to convene a discussion of STIC to finalize the approach and schedule for inspection. The approach shall be to inspect one (1) item of a specific product type. The same shall be communicated to the SI.
3. The SI shall submit a list of equipments available for inspection with a clear comparison between the DO and BoM agreed as part of its bid.
4. SI shall intimate the State Nodal officer for supply of equipment to the agreed location.
5. As per the agreed schedule, STIC or its nominated members shall initiate a thorough inspection of the specification/configuration of each product type by comparing the equipment against the BoM.
6. For equipment that passes the inspection, a PASS (Green colour) label shall be stuck on the equipment in a *sealed* manner. The label shall be signed by all the members of the STIC available during the inspection. A cello tape should be stuck on top of the signed labels to prevent tampering. For such "inspection passed equipment", an in-principle acceptance note shall be given to the SI with instructions to supply to the concerned district offices.
7. For equipment that FAILs the inspection, it shall be labelled with a red colour label and rejected. The Rejection note shall have equipment wise details. For such equipment, a rejection note shall be given to the SI and the SI shall be required to resubmit another sample for testing. The outcome of the inspection would need to be communicated to the DIC/SP of the District for reference.
8. If case there is an appeal from the SI regarding the rejection of Items supplied by the SI, the STIC shall hear and dispose-off the same.
9. Sample checklist for State Level inspection is attached at **Annexure B.**
10. Flowchart of the process is shown in **Annexure E.**

Phase 2: Inspection at District/ Regional Distribution Center (RDC) level

For the district level inspection, District Infrastructure Committees (DICs) should be constituted. If districts size is small, 2-3 districts can be combined (on the basis of size & status of connectivity) for the purpose of a cumulative inspection at a mutually acceptable Regional Distribution Center (RDC). Complete inspection of the hardware, to the satisfaction of the DIC chairman, should be carried out. The district committee should constitute of technical personnel drawn from the local NIC office, Reserve Office and District Police (technical representative).

The process to be followed by DICs would be as follows:

1. SI shall deliver the equipment/ hardware with the in-principle acceptance of STIC (applicable for those States that opt for Phase I inspection) to DIC within a maximum of 10 days from receipt of the acceptance note at an SI identified pre-designated storage area.
2. DIC shall finalize the approach and inspection schedule. As part of the inspection process all equipment/ hardware would be checked for quantity and specifications as requested in the BOM. Sample checklist provided at **Annexure C** shall be used for carrying out the inspection.
3. For equipments that FAIL the inspection, a consolidated rejection note shall be given to SI with instructions to cure within 15 working days.
4. For equipments that PASS the inspection, a supply note shall be given to the SI and sent to the concerned sites with the in-principle approval note of DIC attached. Also, a PASS (Blue colour) label shall be stuck in a *sealed* manner on all equipments in the

lot. The label shall be signed by all members of the DIC available during the inspection. A cello tape should be stuck on top of the signed labels to prevent tampering.

5. If case there is an appeal from the SI regarding the rejection of Items supplied by the SI, the STIC shall hear and dispose-off the same.
6. Sample checklist for District level Inspection is attached at **Annexure C.**
7. Prior to delivery of the inspected hardware at sites located across the State, DIC shall send to each location an intimation notice along with the supply note, delivery schedule and the updated Annexure C.
8. A copy of the delivery schedule shall also be shared with the SI prior to hardware delivery at sites.
9. Flowchart of the process is shown in **Annexure E.**

Phase 3: Delivery at Sites

The steps to be followed at Site level are listed below:

1. The SI shall dispatch the hardware to the concerned locations and obtain Proof of Delivery (POD) from the Station House Officer.
2. SHO gives POD only after verifying the PASS labels and **Annexure C.**
3. POD defines only the quantity and the item and not the detailed specifications of the supplied hardware.
4. System Integrator shall verify the BOM for each location in presence of Station House Officer during installation process.
5. The BOM verification includes the package list, part nos., CD, detailed specification etc.
6. The SHO shall inspect the equipment upon completion of installation and shall provide the final signoff.
7. The Final Signoff sheet contains set of instructions along with the list of CCTNS Hardware & Accessories delivered for Police Station. Sample checklist/ Final Sign-off sheet is attached at **Annexure D.**
8. After installation of the equipment, the hardware details shall be entered into the Government asset register and a separate CCTNS register shall be maintained with repeat entries of all the hardware received from SI.
9. Flowchart of the process is shown in **Annexure E.**

Annexure A- Sign-off Procedure

The Concerned Authority (STIC/ DIC/SHO) shall sign all the 4 copies only on delivery and testing of all the hardware items mentioned in the sign-off form.

- One Copy of the form shall be retained by the Verification Site.
- One Copy of the signed form shall be given to the SI.
- One Copy (Original) shall be sent to the District SP Office (DPO Office) or the Nodal Officer, as applicable.
- One copy of the form shall be sent to the SCRB.

Annexure B: Final Signoff Form (SAMPLE)- At State level

CCTNS Hardware & Accessories Delivery for State Level

Name of the State:

Address of the Verification Site:

(The below table is applicable only for 1 Sample per Product type & is indicative. It may be further customized, as applicable, at the State/UT)

#	List of Items	Specifications of Equipment as per Contract	Specifications of Equipment Delivered	Delivery Date	Accepted (Yes/No)	Remarks if any
1	Wall Mountable Network Rack - 9 U					
2	Computer Table					
3	Computer Chairs					
4	**Desktop System**					
(i)	Monitor					
(ii)	CPU					
(iii)	Power Cable monitor					
(iv)	Power Cable CPU					
(v)	VGA cable to connect Monitor & CPU					
(vi)	Key board					
(vii)	Optical Mouse					

#	List of Items	Specifications as per Contract	Specifications of Equipment Delivered	Delivery Date	Accepted (Yes/No)	Remarks if any
5	HDD 160 GB (External)					
6	Duplex Laser Printer (Network) along with drivers					
7	Multi Function Laser (Print/ Scan/ Copy) along with drivers					
8(A)	UPS for 60 min backup (2 KVA)					
8(B)	UPS Batteries					
9	Generator (2 KVA)					
10	Network Switch 16 Ports 10/100 web managed/ managed					
11	Digital Camera, Camera Pouch, 4 GB SD card					
12	Electronic Pen					

Name & Designation of SHO:

Signature:

Date & Seal:

For .. << Name of the SI >> ..

Signature:

Name:

Date:

Annexure C : Final Signoff Form (SAMPLE)- At District

CCTNS Hardware & Accessories Delivery for District

Name of the District:

Address of the Verification Site:

(The table below is indicative and may be further customized, as applicable at the State/UT)

#	List of Items	Quantity to be supplied (As per the DO)	Specifications of Equipment as per Contract	Quantity Supplied	Specifications of Equipment Delivered	Delivery Date	Verification of Pass Note given by STIC	Accepted (Yes/ No)	Remarks if any
1	Wall Mountable Network Rack - 9 U	1							
2	Computer Table	4							
3	Computer Chairs	4							
4	**Desktop System**								
(i)	Monitor	4							

#	List of Items	Quantity to be supplied (As per the DO)	Specifications as per Contract	Quantity Supplied	Specifications of Equipment Delivered	Delivery Date	Verification of Pass Note given by STIC	Accepted (Yes/ No)	Remarks if any
(ii)	CPU	4							
(iii)	Power Cable monitor	4							
(iv)	Power Cable CPU	4							
(v)	VGA cable to connect Monitor & CPU	4							
(vi)	Key board	4							
(vii)	Optical Mouse	4							

#	List of Items	Quantity to be supplied (As per the DO)	Specifications as per Contract	Quantity Supplied	Specifications of Equipment Delivered	Delivery Date	Verification of Pass Note given by STIC	Accepted (Yes/No)	Remarks if any
5	HDD 250 GB (External)	1							
6	Duplex Laser Printer (Network) along with drivers	1							
7	Multi Function Laser (Print/ Scan/ Copy) along with drivers	1							
8(A)	UPS for 60 min backup (2 KVA)	1							
8(B)	UPS Batteries	6							
9	Generator (2 KVA)	1							
10	Network Switch 16 Ports 10/100 web managed/ managed	1							
11	Digital Camera, Camera Pouch, 4 GB SD card	1							
12	Electronic Pen	1							

The electrical cabling, earthing, Data cabling should be checked for proper installation and should not allow loose fittings, improper insulation, etc.

Declaration:

This is to certify that .....<<Name of the System Integrator>>.... has delivered the above mentioned items in good condition.

Name & Designation of SHO:	For .. << Name of the SI >> ..
	Signature:
Signature:	
	Name:
Date & Seal:	Date:

Annexure D: Final Signoff Form (SAMPLE)- At SHO Level

CCTNS Hardware & Accessories Delivery for Police Station

Name of the Police Station:

Address of the Verification Site:

(The table below is indicative and may be further customized, as applicable at the State/UT)

#	List of Items	Quantity to be supplied (As per DO)	Quantity Supplied	Delivery Date	Verification of 'PASS' Note		Acceptable (Yes/ No)	Remarks if any
					By STIC (Yes/No)	By DIC (Yes/No)		
1	Wall Mountable Network Rack - 9 U	1						
2	Computer Table	4						
3	Computer Chairs	4						
4	**Desktop System**							
(i)	Monitor	4						
(ii)	CPU	4						

#	List of Items	Quantity to be supplied (As per DO)	Quantity Supplied	Delivery Date	Verification of 'PASS' Note given by		Acceptable (Yes/ No)	Remarks if any
					By STIC (Yes/No)	By DIC (Yes/No)		
(iii)	Power Cable monitor	4						
(iv)	Power Cable CPU	4						
(v)	VGA cable to connect Monitor & CPU	4						
(vi)	Key board	4						
(vii)	Optical Mouse	4						
5	HDD 160 GB (External)	1						
6	Duplex Laser Printer (Network) along with drivers	1						

#	List of Items	Quantity to be supplied (As per DO)	Quantity Supplied	Delivery Date	Verification of 'PASS' Note given by		Acceptable (Yes/ No)	Remarks if any
					By STIC (Yes/No)	By DIC (Yes/No)		
7	Multi Function Laser (Print/ Scan/ Copy) along with drivers	1						
8 (A)	UPS for 60 min backup (2 KVA)	1						
8 (B)	UPS Batteries	6						
9	Generator (2 KVA)	1						
10	Network Switch 16 Ports 10/100 web managed/ managed	1						
11	Digital Camera, Camera Pouch, 4 GB SD card	1						
12	Electronic Pen	1						
13	Electrical Cabling and earthing*	1						
14	Data Cabling (LAN)*	1						

The electrical cabling, earthing, Data cabling should be checked for proper installation and should not allow loose fittings, improper insulation, etc.

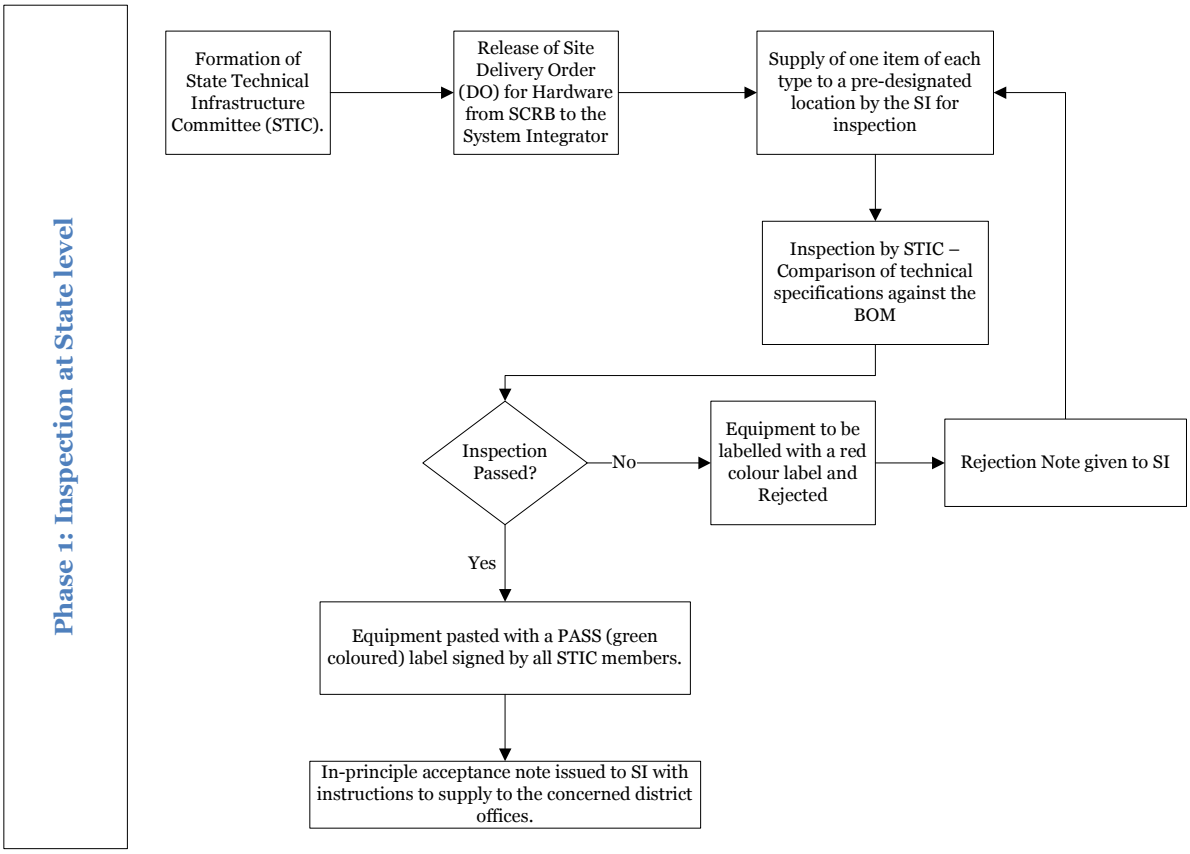
Declaration:

This is to certify that .....<<Name of the System Integrator>>.... has delivered the above mentioned items in good condition.

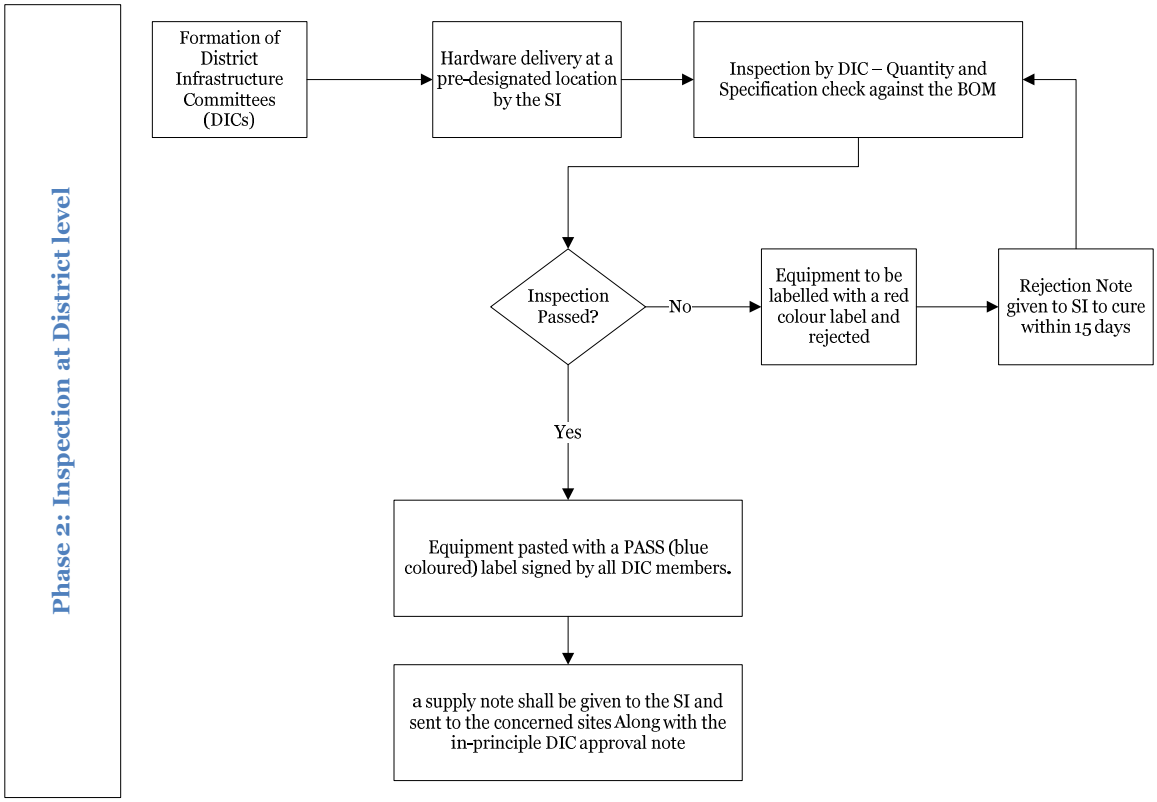
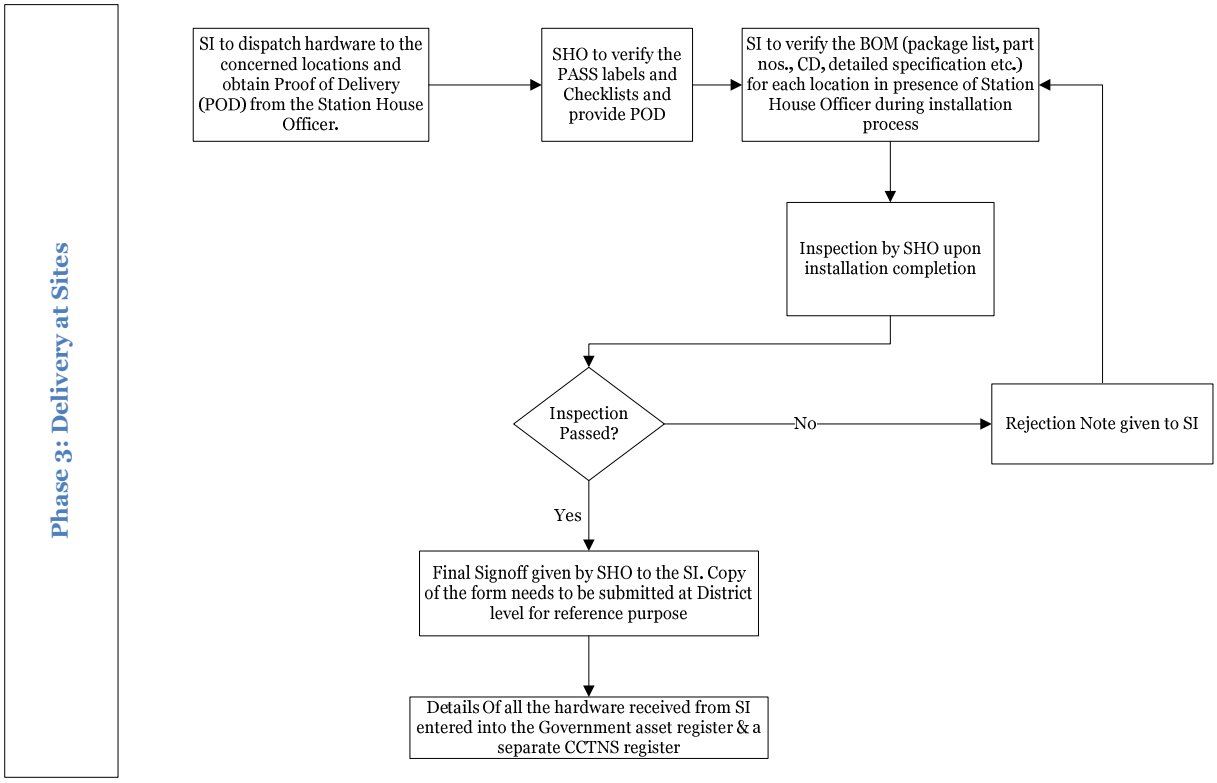
Name & Designation of SHO:	For .. << Name of the SI >> ..
	Signature:
Signature:	
	Name:
Date & Seal:	Date:

Annexure E: Flowchart Representation of the three Phases

Phase 1:Inspection at State Level



Phase 2: Inspection at District Level



Phase 3: Delivery at Sites