

**TRG(011)/MISC/63/2013/NCRB
Government of India Ministry of
Home Affairs National Crime
Records Bureau**

Date : 04/07/2018

NOTICE INVITING QUOTATION

Subject: Quotations are invited for Computer Based Training and e-learning Management System (LMS)

Sealed quotations are invited from reputed vendors having minimum 3 years experience in development and implementation of computer software preferably Computer based Training (CBT) Modules and e-learning Management System (LMS). For any query Vendor may visit to JAD(Trg) with prior permission ;on any working days (Monday to Friday). The following Modules of CBT and LMS are required to be developed by the vendor.

Sl.No.	Name of Work	Remarks
1	CBT for Basic Course on CCTNS (Crime & Criminal Tracking Network system)	Details as per Annexure 'A'
2	CBT for Basic Course on Fingure Print Science	Details as per Annexure 'B'
3	CBT for Information Technology in Law Enforcement	Details as per Annexure 'C'
4	E-Learning Management system	Details as per Annexure 'D'

Condition for Bidder (ELIGIBILITY)

Tender documents should be submitted with the following documents, failing which the tender shall be rejected.

1. The firm should be in existence for over **3 years** in the trade.
2. The firm also must have expertise and experience in development of software. The bidder should have developed satisfactorily minimum 20 software programs for Government/PSUs/Autonomous Bodies/University/College/Schools.
3. The firm should submit an undertaking stating that it has not been barred or blacklisted by any of the Government agency, and no such case is undergoing/pending upon the firm.
4. The bidders must provide copy of GST and other documents specified in Annexure-E.
5. If Firm is registered with ESIC/EPFO certificate thereof.
6. List and address of satisfied previous customers (at least 05 Nos.).
7. Firm should submit list of customer for which orders executed within last 3 years.
8. The address of the workshop with telephone and fax numbers should be communicated.
9. The firm must have valid GST number.
10. Income tax return for the last three years must be attached.
11. The company should produce the self-attested photocopies of GST & PAN number.

NOTE: TENDER RECEIVED WITHOUT EARNEST MONEY SHALL NOT BE CONSIDERED AT ANY CIRCUMSTANCES.

Bidding Procedure:

- a. Quotations are invited in two Bid systems, (1) Technical and (2) Financial. Quotations for **Technical and Financial bids as per the annexure 'E' & 'F'** should be sealed separately and enclosed in single sealed envelope clearly indicating "Quotations for Development and Implementation of Computer based Training (CBT) Modules and e-learning Management System (LMS)." and must be addressing JAD(TRG) and delivered at **NCRB, NH-8, Mahipalpur, New Delhi-37.**
- b. Sealed quotations shall be received not later than **17:00 hrs. on JULY 25, 2018.** No Bids will be accepted after this date & time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- c. The offer should be valid for the acceptance for the period of at least **180** days from the last date of submission of tender. Rates quoted should be free from any preconditions regarding payments etc., or otherwise offers are liable to be rejected, without assigning any reason.
- d. All the documents must be signed and duly stamped.

TERMS & CONDITIONS

1. Development of Software should be as per Annexure I and includes essential modification as and when required. The Development of Software should be time bound. **Successful bidder has to start development of software for CBT and LMS immediately and Deliver one of the CBT in 30 days. The overall development should not take more than three months.**
2. 12 Months free support and maintenance post Project delivery.
3. 24 x 7 Technical Supports.
4. Secure & strong performance based backend.
5. Scalable and flexible Development.
6. Turn around support time 24-48 hrs to solve any technical problem.
7. Taxes, if any, to be paid need to be duly indicated in the bid otherwise no extra payment would be made for this purpose. The responsibility of payment of taxes to the concerned authorities will be of Contractor.
8. The contractor will maintain the confidentiality of data stored of the computer systems. The contractor will be required to take appropriate actions in respect of his personnel to ensure the obligations of non-use and non-disclosure of confidential information.
9. The supplier must take every care to see that the order or any portion does not fall into unauthorized hands. Care should be taken to execute the order under proper security conditions and no spare item of order/copies should be retained/sold or otherwise made over by the Contractor or any of his staff member to any person other than the person(s) authorized by the NCRB.
10. The submission of a tender by a tenderer implies that they had read this notice and conditions of contract and has made himself aware of the scope and specifications of the work to be done and of the conditions other factors on the execution of the work.
11. The accepting Officer does not bind himself to accept the lowest or any tender or to give any reasons for doing so.
12. Technical bid may be evaluated as per QCBS.

13. Not more than one tender shall be submitted by one contractor or one firm of contractors. Under no circumstances will a father or his son(s) or other close relations who have business dealing with one another be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
14. No claim shall lie against the Government/Department in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit.
15. The bureau shall be at liberty to withhold any of the payments in full or in part subject to recovery of penalties mentioned in the tender.
16. After the contract is awarded, if it is found that the service given by the vendor is not satisfactory, the contract will be terminated by the competent Authority or his representative nominated for the purpose.
17. Any pending payment will not be paid if agreement is terminated for the above reason.
18. This notice of tender shall form part of the contract.
19. Director NCRB reserves the right to reject or accept any tender document without assigning any reason.

Condition Regarding Deposit of Earnest Money

1. Bids must be submitted along with the Earnest Money (Refundable) of **Rs. 25000/-**(Rupees Twenty Five Thousand only) in the form of bank draft or pay order in favour of **AO, PAO, DCPW** payable at New Delhi. Validity of the rates (bid) must be 180 days from the last date of the submitting the bid.
2. No interest shall be payable by this Bureau on the earnest money deposited by the bidder.
3. Any bid not accompanied with earnest money shall be rejected. If any exemption is sought for EMD, proper documents must be enclosed with the bid.
4. Earnest Money of the successful bidder shall be returned by this Bureau as early as possible after the placement of contract.

Payment terms

1. Payment of the software will be given only after successful/operational running of the package at NCRB.
2. Taxes etc., if any, levied shall be deducted at source.

Breach of terms and conditions

In case of breach of any of terms and conditions mentioned above, the competent authority will have the right to cancel the contract without assigning any reason and nothing will be payable by this bureau in that event and the security deposit shall also stand forfeited.

Subletting of Work

The Firm shall not assign or sublet the order of development and implementation of CBT and LMS or any part of it to any other person or Party', else it will lead to cancellation of the contract and nothing will be payable by this bureau in that event and the security deposit shall also stand forfeited.

M.P. Sharma
4/7/18
M.P. Sharma
JAD(Trg)

Copy to

JAD/DCT for uploading NCRS website and
e-Tender Portal.

The CBT will present the hierarchical menu to select the topic in chronological manner. There should be home Button to go back to the main Menu. User is allowed to select the any link to the resource learn the topic.

1. CCTNS:

- CBT will be based on the learning of each module of the CCTNS application.
- Cover Following Multimedia Topics as per block syllabus:-

A. Introduction to CCTNS Project

1. Computerization initiatives in the past- CCIS, CIPA, CCTNS
2. Objectives of CCTNS
3. Benefits to citizens, Police
4. CCTNS present status

B. Introduction to Core Application Software (CAS), Registration Module (CCTNS Application Demo)

5. Complaint Registration
6. Assign EO, submission of enquiry report by EO
7. Approve/Reject enquiry report
8. New FIR registration
9. Transfer an FIR & Re-registration of transferred FIR

C. CAS – Crime Details Form (IIF 2) & Arrest/Surrendered Form (IIF 3) (CCTNS Application Demo)

10. Preparation of Crime Details form (IIF 2)
11. Search & View Crime Details form
12. Preparation of Arrest/Surrender Memo (IIF 3)
13. Search & View details of arrest/surrender

D. CAS – Property Seizure Memo (IIF 4) &Final Form (IIF 5) (CCTNS Application Demo)

14. Preparation of Property Seizure Memo
15. Search and view details of seized property
16. Summary of investigation report and Final Form

17. Search and view Final Form

E. CAS – Court Disposal Form (IIF 6)&Result of Appeal Form (IIF 7) (CCTNS Application Demo)

1. Add & view Court Case Disposal Details (IIF-6)
2. Add & view Result of Appeal Details (IIF-7)
3. Registration of missing person and assigning IO/EO
4. Add Enquiry Details/Change Enquiry Officer for missing person case
5. Review and action taken on enquiry report
6. Registration of UIDB/Unnatural death case
7. Adding Postmortem report, enquiry details

F. Demonstration of certain utilities including National level search, Role of senior officers in CCTNS, Remaining forms (CCTNS Application Demo)

(Missing Person, Unidentified Found Person, Unidentified Dead Body, Unnatural Death, Gang Profile Form (OCIS-1), Gang/Organization Criminal Activity Details(OCIS-2), Member Details Form(OCIS-3) ,Non-Cognizable Offence Information Report, Lost Property, Unclaimed Property, MLC, Stranger Roll, Preventive Action, Foreigner Registration, C-Form, Missing Cattle,) Data bank Services

G. Citizen Services, Reports, Registers, Search & Query, Digital Police Portal (CCTNS Application Demo)

1. Citizen Services module – Pvt Security Agency Verification, Passport Verification, Character Certificate, Arm License Request, Domestic Help Verification ,Employee Verification, Tenant Verification
2. State Reports (over view of the Reports)
3. State Registers (over view of the Registers)
4. Search & Query – Property Search, Quick search, Person of Interest matching

H. CCTNS Best Practices , Data quality, CCTNS Network Architecture

I. Challenges faced in CCTNS, Integration with other agencies, ICJS

J. It will also include Do & Don'ts, FAQ & Troubleshooting help page.

Fingerprint Science

- The existing course manual will be translated in to multimedia enabled manual.
- Cover following Multimedia Topics as per block syllabus:-

1. Importance of FP (1) T

- Introduction to Finger prints
- Importance of Friction ridges
- Reason for Occurrence of Ridges
- Definition of Ridges & furrows
- Principles of FPS

2. Important cases of FPS (1) T

- Francesca Rojas
- Kangli charan
- Kennedy case
- Martin luther King
- Other cases

3. History of FPS & principles (1) T

- Ancient history
- Bertillon system
- Will west case
- Rise of FPS-
- role of Sir Francis Galton
- Sir E.R.Henry
- Universality
- Permanence

- Variety
- classifiability

4. Taking of FP (1) t + (2) P

- Purpose
- Equipment
- Procedure for taking FP
- Taking OF Palm Prints
- Taking OF sole prints
- Precautions
- Latest methods of Fingerprinting
- Use of live scanner

5. Basic information on FP Patterns & core (1) T

- a. Definition of pattern
- b. Types of pattern
- c. Definition of arch pattern
- d. Definition of whorl pattern

- e. Definition of loop pattern
- f. Definition of composite pattern
- g. examples
 - a. Basis of patterns
 - b. Definition of core
 - c. Core in loops
 - d. Core in whorls
 - e. Definition of Delta
 - f. Types of delta
 - g. Definition of Divergent delta
 - h. Definition of Bifurcation delta
 - i. Core and Delta in different patterns

6. RC, Ridge count, tracing & importance of classification (1) T + (1) P

- a. Definition of ridge characteristics
- b. Formation of ridge characteristics
- c. Types of ridge characteristics
- d. Commonly found RC
- e. Importance of RC
- f. Local variations in RC
- g. Rules in RC
- h. Definition of Ridge count
- i. Definition of Ridge tracing
- j. Types of tracing
- k. Tracing in loops

7. Chance print types and their importance (1) T

Introduction
 Types of prints
 Visible, invisible
 Definition of a chance print
 Nature of surface
 Developmental methods
 Physical method
 Powders-types & their composition

8. Development methods (2) T+ (1)P

- Types of prints
- SOC prints importance
- Visible
- Invisible
- Plastic
- Powder development
- Various powders
- Composition of sweat
- Composition of powders

9 . AFIS (1) T+ (1)P

- Indian FACTS
- Types of slips
- Input
- Update
- Search
- Chance prints
- Enhancement tech
- Match
- Verification
- Result
- Criminal Attributes

The CBT will present the hierarchical menu to select the topic in chronological manner. There should be home Button to go back to the main Menu. User is allowed to select the any link to the resource learn the topic.

Technology in Law Enforcement

- The existing course manual will be translated in to multimedia enabled manual.
- Cover following Multimedia Topics as per block syllabus:-

1. Use of IT in Policing

1. Objective of Course
2. Various Apps in NCRB
3. Basics of communication Technology
4. How Technology Helps in Law Enforcement

2. Web Applications/ Software Package Developed by NCRB

1. Vahan Samanvay
2. Talash Co-ordination System
3. CPBS
4. Anti-Human Trafficking

3. CCTNS

1. Introduction to CCTNS application
2. Its Importance in Indian Policing
3. Roles & Deligations
4. System Flow & Operations
5. Citizen Portals

4. Mobile Application used in policing

1. Delhi police Lost Report/ Dial 100
2. Delhi Traffic Police app
3. Indian Police at your call/ Delhi police senior citizen app

4. Mobile Template Apps Released By NCRB

- ✓ Get Lat-Long Mobile App by NCRB
- ✓ View FIR App by NCRB
- ✓ Citizen Complaint App by NCRB

5. Crime Scene Management

6. Techniques in IP Grabbing

1. Header Analysis of Email
2. IP Analysis
3. Telnet Vulnerabilities
4. IP Spoofing

7. Social Media Analysis

1. Social Intelligence
2. Criminal Information gathering through social sites like Facebook etc.
3. Google Dash Board

8. Mobile Communication and CDR Analysis

1. Introduction to Mobile Communication
2. Components of a CDR
3. Information Extraction from a Given CDR

9. Latest Trends in Credit Card Frauds

1. Phishing
2. Vishing
3. Smishing
4. Hijacked Email
5. Online Job Scams
6. Equipments used by Credit Card Fraudsters

10. Understanding Digital Evidence

1. What is Digital Evidence?
2. Types of Volatile Information
3. Limitations in Collecting Digital Evidence
4. Non-Volatile Data
5. Recovery of Partition
6. Recovering the Encrypted files
7. Principles for handling Digital Evidence
8. What you are searching in the Digital Evidence?

Requirement of the Learning management systems (LMS)

The core features and requirements of learning management systems (LMS) are related to the administration, tracking and use of digital training and education programs.

- **User Friendliness** : Easy to use
- **Easy Configuration** : Easy to configure and setup
- **Data Security**

- **User Management**
- **User Profile – Login Management**
- **Course Module Management**
- **Course Resource Management**
 - PDF upload
 - PPT upload
 - Video Content upload
- **Quiz/Test Management**
- **Score management**
- **Course Dynamic Category-sub category Management**
- **Automated certification management**
- **Email Notifications**
- **Admin Panel Development**
 - Add/Delete Courses
 - Create modules
 - Create Quiz and keys for same (module wise)
 - User Management
 - User-Course management
 - Certification management
 - Automated Emails and SMS to User
- **Fully Responsive Website**

**Government of India
Ministry of Home Affairs
National Crime Records Bureau**

Annexure - E

TECHNICAL BID PROFORMA

1.	Name of the Bidder	
2.		
3.	Type of Firm(Proprietary, Pvt. Ltd., PSU, others)(Give Details)	
4.		
5.	Former name of firm (if any)	
6.	Certificate of Registration No.	
7.	PAN	
8.	GST	
9.	Address for communication	
10.	Contact person's details	
	a) Name	
	b) Telephone no. /Mobile No.	
	c) Fax. No.	
	d) E-mail id	
11.	Year of establishment in IT sector	
12.	Relevant Experience (No. of software developed)	
13.	Turn over for last Three financial years	2015-16 : 2016-17 : 2017-18 :
14.	Have you failed to complete any work awarded to you. (if so, when, where and why?) Give complete details.	
15.	How many projects you were imposed penalties for delay/unsatisfactory performance	

16.	Satisfactory List of Previous Customers. (Provide details.)			
17.	Any Quality certification attained by the firm? (if yes, enclose copy)			
18.	Address of the workshop/service centre with Tel. No., Fax No. at New Delhi			
19.	Details of EMD deposited			
	Date	Draft No.	Bank details	Amount

I/We hereby certify that the information furnished above is full and correct to the best of my/our knowledge.

I/we also undertake that the firm has not been barred or blacklisted by any of the Central / State Government / Departments / Organizations / Central or State PSU and no such case are undergoing/pending upon the firm.

Date :

(Signature of the authorized signatory)

Place :

Name & Office seal.

**Government of India
Ministry of Home Affairs
National Crime Records Bureau**

Annexure - F

**Details of Software developed /
Executed in Past three years**

Software Developed

Sr. No.	Name of Organization	Name of Software	Value of software	how many users at one time can use software

Performance certificate from at least three organizations (only top three) enclosed.

Date :

(Signature of the authorized signatory)

Place :

Name

Office seal.

UNDERTAKING

Certified that, I have read all the points mentioned in terms & conditions, and understood the same. I agree with all the terms mentioned in Tender Document No. .

Date :

(Signature of the authorized signatory)

Place :

Name

Office seal.