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Request for Proposal (RFP)
FOR
SELECTION OF CONSULTANT FOR DEVELOPING IT STRATEGY, POLICY AND
ROADMAP FOR UPSRTC, UTTAR PRADESH

Bid REFERENCE : [UPLC/Consultant/2012-13/08_2](#)
(Retender –of Bid Reference No- UPLC/Consultant/2012-13/08)
E-tender Portal : <http://etender.up.nic.in>

Critical Dates

SN	Particulars	Date	Time
1	Publishing Date	31 Dec 2012	03:15 PM
2	Bid Submission Start Date	31 Dec 2012	03:15 PM Onwards
3	Bid Submission End Date	03 Jan 2013	03:25 PM
4	Bid Opening Date	03 Dec 2013	03:30 PM

Place of Opening e-Bids : UP Electronics Corporation Ltd
10-Ashok Marg,
Lucknow-226001

This Document Contains – 40 Pages

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e-Bid NOTICE

FOR

SELECTION OF CONSULTANT FOR DEVELOPING IT STRATEGY, POLICY AND ROADMAP FOR UPSRTC, UTTAR PRADESH

Online e-bids are invited from the I.T. consultants, who are already empanelled with U.P. Electronics Corporation Limited as Consultants vide e-bid reference no UPLC-IT_CONSUL/11-12-01, UPLC-IT_CONSUL/11-12-02 and UPLC-IT_CONSUL/12-13-01 for providing consultancy services to the State Government Departments for implementation of e-Governance Projects/Schemes from 31 Dec 2012 at 03:15 PM to 03 Jan 2013 at 03:25 PM and e-Bids shall be opened on the 3 Jan 2013 at 03:30 PM or afterwards. The details of submission of e-Bids are available in the e-Bid document uploaded on the e-tender portal <http://etender.up.nic.in> and website www.uplc.in. The Corporation reserves the right to cancel any or all the e-Bids or annul the Bidding process without assigning any reason thereof.

Managing Director
U.P. Electronics Corporation Ltd.
10 Ashok Marg
Lucknow-226001

e-Bid Ref No: [UPLC/Consultant/2012-13/08_2](#)
(Retender –of Bid Reference No- [UPLC/Consultant/2012-13/08](#))

**Request for Proposal
For
Selection of Consultant for developing IT Strategy, Policy and Roadmap for UPSRTC, Uttar
Pradesh**

Introduction

UPSRTC has a fleet of over 8500 buses, which carry over 49 crore passengers annually. It is the aim of the State Government to provide quality services and passenger information to its passengers by use of technology. UPSRTC has till now implemented various in-house IT Applications in its 2 Central Workshops at Kanpur, 20 Regional Offices & Workshops & 107 Depots, online reservation system for premium bus service, emailing system, accounting using Tally, payroll system, etc. Further, UPSRTC has been using Electronic Ticketing Machines since 2008 for on-board ticket issue by conductors & uploading sales data on return for ease of reconciliation. UPSRTC is currently in the process of implementing the ITMS project, for which 50% capital expenditure subsidy is being provided by the MoRTH, GoI under a scheme of strengthening of road transport. The ITMS shall comprise of use of electronic technology for issue of bus tickets on-board buses, at counters as well as web-based reservation, tracking of moving buses for passenger information and captive control, VTS using GIS / GPS & LCD / LED displays at bus stations for passenger information on expected and actual arrival / departures, advertisements of LCD / LED boards, issue of smart card passes and e-purse top-up cards, IVRS, SMS response system, setting up of the Central & Regional Control Stations and resultant management decision support & MIS systems. It shall include provision of requisite hardware, software, application, professional manpower for implementation, technical manpower and spares for maintenance and trouble free operations during the contract period for which UPSRTC shall pay to the selected System Integrator on BOOT basis as per the terms of the agreement.

SERVICES PROVIDED BY THE UPLC:

- (i) To Provide IT Consultancy to Various State Government Establishments of Uttar Pradesh.
- (ii) To provide services as `System Integrator` to Various State Government Establishments of Uttar Pradesh.
- (iii) To Provide Hardware Solutions with Installation, Commissioning and Warranty (ICW) to meet out the requirement of Various State Government Establishments of Uttar Pradesh.
- (iv) To Provide Software Solutions to cater to the requirement of Various State Government Establishments of Uttar Pradesh.
- (v) To Provide IT & ITES Solution on a turnkey basis suitable for end-to-end or partial functioning of State Government Establishments.
- (vi) To provide Computer Education and Training to the officials of various Government Departments/ Organizations/Institutions

SECTION I: LETTER OF INVITATION

1. Through this Request for Proposal (RFP), it is intended to invite e-Bids for **Selection of consultant for developing IT Strategy, Policy and Roadmap for UPSRTC, Uttar Pradesh.**
2. Bidders are advised to study the e-Bid document carefully.
3. Submission of e-Bids against this tender shall be deemed to have been done after careful study and examination of the procedures, terms and conditions of the e-Bid document with full understanding and its implications.
4. The Corporation may, at its own discretion, extend the date for submission of e-Bids. In such case all the rights and obligations of the Corporation and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
5. Only those IT Consultant Companies who are empanelled in U.P. Electronics Corporation Ltd as Consultants vide e-bid reference no UPLC-IT-CONSUL/11-12-01 and UPLC-IT-CONSUL/11-12-02 and UPLC-IT-CONSUL/12-13-01 are eligible to participate in this Tender. e-Bids submitted by any other bidders will be treated as non responsive and will not be considered against this e-Bid.
6. The e-Bid document is available on e-tender portal <http://etender.up.nic.in> and also on UPLC's website www.uplc.in. Interested Bidders may view, download the e-Bid document, seek clarification and submit these e-Bids online only on e-tender portal <http://etender.up.nic.in>, up to the date and time mentioned in the table below:-

e-Bid Reference No.	UPLC-IT-CONSUL/12-13/08_2 (Retender –of Bid Reference No- UPLC/Consultant/2012-13/08)
Purpose	Request For Proposal (RFP) for selection of consultant for developing IT Strategy, Policy and Roadmap for UPSRTC, Uttar Pradesh.
Date of Publication of e-Bid notice	e-tender portal http://etender.up.nic.in and website of UPLC www.uplc.in
Last date for submission of e-Bids	3 Jan 2013 up to 03.25 P.M.
Site for submission of e-Bid	http://etender.up.nic.in
Web site address	www.uplc.in
e-mail address	md@uplclko.in , uplclko@gmail.com
e-Bid Inviting Officer	Shri Prabhat Mittal, Managing Director
Date of opening of e-Bids	3 Jan 2013 at 03.25 P.M. or afterwards
Venue of Pre Bid Meeting	UP Electronics Corporation Ltd, 10, Ashok Marg, Lucknow-226001
Venue of Opening of e-Bids	UP Electronics Corporation Ltd, 10, Ashok Marg, Lucknow-226001
Contact numbers	0522-2286808, 0522-2286809 0522- 4130303 Mob: 09235567201
Fax number	0522-2288583

7. UPLC reserves the right to cancel any or all the e-Bids or annul the e-Bid process without assigning any reason thereof.

8. All the required documents must be uploaded by the Bidders electronically in the PDF format. It is suggested that the PDF Files should be made in grayscale using the minimum readable appropriate resolution so that the size of the files is minimized for fast uploading on the e-Bid portal <http://etender.up.nic.in>. The required electronic documents for each document label of Technical (Annexure etc) schedules / packets can be clubbed together to make single different files for each label. The size of single label file should not exceed 6-7 MB size.

SECTION II: INSTRUCTIONS TO BIDDERS (ITB)

1. DEFINITIONS

In this Contract, the following terms shall be interpreted:

- a. "Purchaser" means the Purchaser with which the selected Bidder signs the Contract for the service. In this Project, the purchaser is the "UPLC" means U.P. Electronics Corporation Ltd., 10, Ashok Marg, Lucknow-226001 on the behalf of end-customer Department i.e. UP State Road Corporation (UPSRTC), Lucknow.
- b. "The Consultant" means only those IT Consultant Companies who are empanelled in U.P. Electronics Corporation Ltd as Consultants vide e-bid reference no UPLC-IT-CONSUL/11-12-01 and UPLC-IT-CONSUL/11-12-02 and UPLC-IT-CONSUL/12-13-01.
- c. "e-Bid" means the Technical proposal and the financial proposal.
- d. "Instructions to Bidders" means the document which provides interested Bidders with all information needed to prepare their Bids. This document also details out the process for the selection of the Consultant for the work mentioned in this tender document.
- e. "Scope of work" (SOW) means Scope of work mentioned in Section III: Terms of Reference of the RFP which explains the objectives, Scope of work, activities, tasks to be performed, and expected results and deliverables of the assignment, payment terms, timelines and respective responsibilities of the Purchaser and the Bidder.
- f. "The Contract" means the agreement entered into between the UPLC on behalf of end Customer Department i.e. UP State Road Corporation (UPSRTC), Lucknow and the Consultant, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- g. "The Contract rates" mean the charges for the various consultancy assignment payable to the Consultant under the Contract for the full and proper performance of its contractual obligations;
- h. "Services" means the Consultancy services and other obligations of the Consultant covered under the Contract;
- i. "The Project Site", where applicable, means the sites or offices of various government departments located in Lucknow or in different cities of Uttar Pradesh.
- j. "Day" means a calendar day.
- k. The "End-Customer/Client Department" means the UP State Road Corporation (UPSRTC).

2. THE BIDDING DOCUMENT

1) Availability of e-Tender Document

This e-tender document is available on the e-tender portal <http://etender.up.nic.in> and UPLC's website www.uplc.in to enable the Bidders to view and download the Bidding document, submit their e-Bids online up to the last date and time mentioned in e-tender document only on e-Bid portal <http://etender.up.nic.in>.

2) Contents of e-Bid Document

The nature and types of various consultancy services required, Bidding procedure, terms and conditions etc. are prescribed in the e-bid document. The e-bid document includes:

- e-Bid NOTICE
- SECTION I: LETTER OF INVITATION
- SECTION II: INSTRUCTIONS TO BIDDERS (ITB)
- SECTION III: TERMS OF REFERENCE (TOR) AND SCOPE OF WORK
- SECTION IV: BIDDER'S ELIGIBILITY CRITERIA & METHOD OF SELECTION, EVALUATION PROCESS
- SECTION V – STANDARD TERMS AND CONDITIONS
- SECTION VI - TECHNICAL PROPOSAL SUBMISSION FORM

The Bidders are expected to examine all the instructions, forms, terms and conditions, requirements and qualifications in the e-tender documents. Failure to furnish all the information required as per the Bidding documents or submission of an e-Bid not responsive to the e-tender document in every respect will be at the Bidder's risk and may result in the rejection of his e-Bid.

3) Clarifications of e-Tender Documents

A prospective Bidder requiring any clarification of the e-tender documents may raise his point of clarification to UPLC's e-mail md@uplclko.in or uplclko@gmail.com

4) Amendment of e-Tender Document

At any time prior to the deadline for submission of eBids, the UPLC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the e-tender document by amendments. Such amendments shall be posted/uploaded on the e-tender portal <http://etender.up.nic.in> through corrigendum and shall form an integral part of the e-Bid documents. The relevant clauses of the e-tender documents shall be treated as amended accordingly.

It shall be the sole responsibility of the prospective Bidders to check the e-tender portal <http://etender.up.nic.in> and www.uplc.in from time to time for any amendment in the e-Bid document. In case of failure to get the amendments, if any, the UPLC shall not be responsible for any negligence on part of the Bidder.

In order to allow prospective Bidders a reasonable time to take the amendment into account in preparing their e-Bids, UPLC at its discretion, may extend the deadline for the submission of e-Bids. Such extensions shall be posted/up-loaded on the e-tender portal <http://etender.up.nic.in>.

3. **PREPARATION & SUBMISSION OF e-Bids**

5) **Documents Constituting the e-Bid**

The e-Bids prepared by the Bidder shall comprise the following components:

e-Bids - e-Bids will comprise of :

- a) **Bidder's General Information** – includes filled-in signed statements as per Annexure I, II, III, IV & V (in the PDF format)
- b) **Qualification Details** – includes copies of required documents as per ITB Clause 6 in PDF format justifying that the Bidder is qualified and meets the criteria for the appointment.

6) **Documents to be Submitted by the Bidder**

The Bidder shall furnish, as part of Technical Proposal (Annexure I to III), documents establishing the Technical qualification to perform the Contract. The documentary evidence in support of the information furnished should be submitted by the Bidder electronically in the PDF format. The Bidder's eligibility criteria and selection procedure are defined in Section IV of e-Tender document.

It is suggested that the PDF files should be made in grayscale using the minimum readable appropriate resolution so that the size of the files is minimized for fast uploading on the e-Bid portal.

7) **Period of Validity of e-Bids**

e-Bids shall remain valid for 180 days after the date of opening of e-Bids prescribed by the UPLC. An e-Bid with validity of a shorter period than specified, shall be rejected by the UPLC as non-responsive.

8) **Format and Signing of e-Bids**

The Bidder shall prepare one electronic copy for the e-Bids.

Bidder or a person or persons duly authorized to bind the Bidder to the Contract. All the pages/ documents of the e-Bid shall also be signed manually by the person authorized to sign the e-Bids before converting them into PDF and uploading them as bidding documents.

9) **Submission of e-Bids**

The e-Bid Submission module of e-tender portal <http://etender.up.nic.in> enables the Bidders to submit the e-Bid online against the e-tender published by the UPLC. Bid Submission can be done only from the Bid Submission start date and time till the e-Bid Submission end date and time given in the e-Bid. Bidders should start the Bid Submission process well in advance so that they can submit their e-Bid in time. The Bidders should submit their Bids considering the server time displayed in the e-tender portal. This server time is the time by which the Bid submission activity will be allowed till the permissible time on the last / end date of submission indicated in the e-tender schedule. Once the Bid submission date and time is

over, the Bidders cannot submit their e-Bid. For delay in submission of e-Bids due to any reasons, the Bidders shall only be held responsible.

The Bidders have to follow the following instructions for submission of their e-Bids:

For participating in e-tender through the e-Bidding system, it is necessary for the Bidders to be the registered users of the e-tender portal <http://etender.up.nic.in>.

In addition to the normal registration, the Bidder has to register with his/her Digital Signature Certificate (DSC) in the e-Bidding system and subsequently he/she will be allowed to carry out his/her e-Bids submission activities. Registering the Digital Signature Certificate (DSC) is a onetime activity till its validity. Before proceeding to register his/her DSC, the Bidder should first log on to the e-Bidding system using the User Login option on the home page with the Login Id and Password with which he/ she has registered as enumerated in the preceding paragraph above.

For successful registration of DSC on e-Procurement portal <http://etender.up.nic.in> the Bidder must ensure that he/she should possess Class-2/ Class-3 DSC issued by any one of certifying authorities approved by Controller of Certifying Authorities, Government of India. The Bidder may also apply to office of U.P. Electronics Corporation Limited, (UPLC) for getting DSC at the address given in the preceding paragraph above on a prescribed form available at UPLC's website www.uplc.in along with the payment of fee of Rs 1500/- per person, The Bidder is also advised to register his/her DSC on e-tender portal well in advance before Bid submission end date so that he/she should not face any difficulties while submitting his/her e-Bid against this e-tender. The Bidder can perform User Login registration/creation and DSC registration exercise as described in preceding paragraphs above even before e-Bid submission date starts. The UPLC shall not be held responsible if the Bidder tries to submit his/her e-Bids at the last moment before end date of submission but could not submit due to DSC registration or any other technical problems.

The Bidder can search for active Bids through "Search Active Bids" link, select a Bid in which he/she is interested in and then move it to 'My Bids' folder using the options available in the e-Bid Submission menu. After selecting and viewing the Bid, for which the Bidder intends to e-Bid, from "My Bids" folder, the Bidder can place his/her Bid by clicking "Pay Offline" option available at the end of the view Bid details form. Before this, the Bidder should download the Bid document and study hem carefully. The Bidder should keep all the documents ready as per the requirements of e-Bid document in the PDF format.

After clicking the 'Pay Offline' option, the Bidder will be redirected to the Terms and Conditions page. The Bidder should read the Terms & Conditions before proceeding to fill in the details. After entering and saving the Processing fee details, the Bidder should click "Encrypt & Upload" option given in the offline payment details form so that "Bid Document Preparation and Submission" window appears to upload the required documents Technical Proposal Submission Form etc (Annexure "I" to Annexure "IV") of this e-tender document. The details of the Demand Draft or any other accepted instrument which is to be physically sent in original before Bid submission and date and time, should tally with the details

available in the scanned copy and the data entered during e-Bid submission time otherwise the e-Bid submitted will not be accepted.

Before uploading, the Bidder has to select the relevant Digital Signature Certificate. He may be prompted to enter the Digital Signature Certificate password, if necessary. For uploading, the Bidder should click "Browse" button against each document label in Technical schedules/packets and then upload the relevant PDF files already prepared and stored in the Bidder's computer. The required documents for each document label of Technical Schedules/packets can be clubbed together to make single different files for each label.

The Bidder should click "Encrypt" next for successfully encrypting and uploading of required documents. During the above process, the Bid documents are digitally signed using the DSC of the Bidder and then the documents are encrypted/locked electronically with the DSC's of the Bid openers to ensure that the Bid documents are protected, stored and opened by concerned Bid openers only.

After successful submission of e-Bids, a page giving the summary of e-Bid submission will be displayed confirming end of e-Bid submission process. The Bidder can take a printout of the Bid summary using the "Print" option available in the window as an acknowledgement for future reference.

10) Deadline for Submission of e-Bids

e-Bids must be submitted by the Bidders on e-tender portal <http://etender.up.nic.in>, not later than the date and time specified in this e-tender document.

The UPLC may extend this deadline for submission of e-Bids by amending the e-tender document in accordance with ITB Clause 4, in which case all rights and obligations of the UPLC and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

UPLC shall not consider any request for date-extension for e-Bid-submission on account of late downloading of e-tender (RFP) by any prospective Bidder. E-Bids should be uploaded on e-tender portal <http://etender.up.nic.in> on or before 03.25 P.M. of 3 Jan 2013.

11) Late e-Bids

The server time indicated in the Bid Management window on the e-tender portal <http://etender.up.nic.in> will be the time by which the e-Bids submission activity will be allowed till the permissible date and time scheduled in the e-tender. Once the e-Bids submission date and time is over, the Bidder cannot submit his/ her Bid. Bidder has to start the e-Bid Submission well in advance so that the submission process passes off smoothly. The Bidder only, will be held responsible if his/ her e-Bids are not submitted in time due to any reasons.

12) Withdrawal and Resubmission of e-Bids

At any point of time, a Bidder can withdraw his/ her e-Bids submitted online before the e-Bids submission end date and time. For withdrawing, the Bidder should first log in using his/ her Login Id and Password and subsequently by his/ her Digital Signature Certificate on the e-procurement portal <http://etender.up.nic.in>. The Bidder should then select "My Bids" option in the Bid Submission menu. The page listing all the Bids submitted by the Bidder will be displayed. Click "View" to see the details of the Bid to be withdrawn. After selecting the "Bid Withdrawal" option, the Bidder has to click "Yes" to the message "Do you want to withdraw this Bid?" displayed in the Bid Information window for the selected Bid. The Bidder also has to enter the Bid Withdrawing reasons and upload the letter giving the reasons for withdrawing before clicking the "Submit" button. The Bidder has to confirm again by pressing "Ok" button before finally withdrawing his/ her selected Bid. Once the Bidder has withdrawn his /her Bid he/she cannot re-submit this Bid again.

The Bidder has to request the UPLC with a letter, attaching the proof of withdrawal and submission of e-Bids Processing Fee in the office of Managing Director, UPLC, to return back the e-Bids Processing Fee as per the procedure.

The Bidder can resubmit his/ her e-Bids as and when required till the Bid submission end date and time. The e-Bids submitted earlier will be replaced by the new one. The payment made by the Bidder earlier will be used for revised e-Bids and the new Bid submission summary generated after the successful submission of the revised e-Bids will be considered for evaluation purposes. For resubmission, the Bidder should first log in using his/ her Login ID and Password and subsequently by his/ her Digital Signature Certificate on the e-procurement portal <http://etender.up.nic.in>. The Bidder should then select "My Bids" option in the Bid Submission menu. The page listing all the Bids submitted by the Bidder will be displayed. Click "View" to see the details of the Bid to be resubmitted. After selecting the "Bid Resubmission" option, click "Encrypt & Upload" to upload the revised e-Bids documents by following the methodology provided in clauses 09 above.

The Bidders can submit their revised Bids as many times as possible by uploading their e-Bids documents within the scheduled date & time for submission of e-Bids.

No e-Bids can be resubmitted subsequently after the deadline for submission of e-Bids.

13) Receipt and Opening of e-Bids by the Purchaser

Bidders are advised to submit their e-bids in 'Two-Bid' system with Technical and Financial bids separately on e-tender portal.

Please note that prices should not be quoted in the Technical Bid. The Prices should be quoted in the Financial Bid only. On receipt on e-tender portal, the technical proposals will be opened first by Consultant Evaluation Committee (CEC) members in the office of U.P. Electronics Corporation Ltd, Lucknow.

UPLC will open all e-Bids, in the presence of bidder's authorized representatives who choose to attend at 3:30 PM on 03-01-2012 at UP Electronics Corporation Ltd, 10 Ashok Marg, Lucknow-226010. The bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of e-Bid opening being declared a holiday for the Purchaser, the e-Bids shall be opened at the appointed time and place on the next working day.

The bidder's names and the presence and other details as the Purchaser at its discretion may consider appropriate, will be announced at the opening. The name of such bidders not meeting the qualification requirement shall be notified subsequently.

After evaluation of technical e-Bids, UPLC shall notify those bidders whose e-Bids were considered non-responsive to the Conditions of the Contract and not meeting the Qualification Requirements indicating that they did not technically qualify for selection as Consultant. UPLC will simultaneously notify the bidders, whose technical e-Bids were considered acceptable and they have been shortlisted for opening of their financial e-bids.

14) Cost of preparation of e-Bids to be borne by the Bidders

Cost of preparation of the Bids shall be borne by the Consultant/ Consultancy concern regardless of the outcome of the bids.

SECTION III: TERMS OF REFERENCE (TOR) AND SCOPE OF WORK

Objective

The U. P. State Road Transport Corporation (a U. P. Government Undertaking) established under the Road Transport Corporations Act 1950, is desirous of getting a professional study done for developing an **IT Strategy, Policy & Roadmap**. UPSRTC has in line with business requirements implemented some IT Applications, however, a concerted effort directed to what to do, when to do, how to do, funding requirements, immediate term, short term, medium term & long term implementation strategies, IT Policies, , Aspects, comprehensive capacity building for managing and sustaining IT implementations shall be the core areas for this study. In order to assist UPSRTC to get this professional study done with a view to its existing & on-going IT implementation and business requirements it is proposed to engage an experienced and qualified Consultant.

Phase 1

The scope of work shall be to provide comprehensive consultancy for a professional study to develop **IT Strategy, Policy & Roadmap**. What to do, when to do, how to do, funding requirements, immediate term, short term, medium term & long term implementation strategies, IT Policies, SOPs, Aspects, comprehensive capacity building and change management for managing and sustaining IT implementations shall be the core areas for this study. The following are the key aspects of study expected from the consultant:

- a. Study of current state of IT implementation in terms of available infrastructure, nature of bus transport operations, business requirements in short, medium & long term, gap analysis, strategy for filling up of gaps, etc.
- b. Study of various business processes of UPSRTC
- c. Identification of areas where IT Implementation shall be required by UPSRTC in short, medium and long terms.
- d. Advise UPSRTC on using Information Technology for optimizing revenue and reducing losses
- e. Provide a comprehensive change management plan for suggested IT Roadmap
- f. Advise UPSRTC on Key Performance Indicators (KPIs) to appropriately measure the benefits of current and future IT implementation
- g. Suggest the structure of IT Organization within UPSRTC
- h. Preparation of conceptual plans for implementation of required IT systems functional area wise in different phases - short, medium & long term, along with funding requirements, comprehensive capacity building strategies.
- i. Broad level assessment of existing & required infrastructure, assessment of net required infrastructure, from the point of view of optimal re-deployment of existing resource.
- j. Assisting UPSRTC for presentation of study to BoD & Facilitating the required approval processes for BoD approval.
- k. Suggesting optimum implementation strategies in view of least fund deployment & best service delivery controls

Coverage of Functional Areas

The Consultant shall identify the IT implementation needs for all operational and functional areas of UPSRTC, which may include, but may not be limited to, the following:

- a. Fleet Management
- b. Materials Management
- c. Fuel Management
- d. Personnel Management
- e. Procurement and Disposal
- f. Finance and Accounts
- g. Training
- h. Depot Management
- i. Web Portal for information dissemination
- j. Management Information System (MIS) and Decision Support System (DSS)
- k. Crew Scheduling
- l. Route Scheduling and Bus Timetable
- m. Workshop Management
- n. Employees Attendance and Leave System
- o. Payrolls
- p. Court Cases Management
- q. RTI Applications Management

Integration with Intelligent Transport Management System Project & its components like Electronic Ticketing Machines (ETMs), Automatic Vehicle Location System (AVLS), Online Reservation System (ORS), etc.

Indicative Sample Size to be covered in the Study:

Sr No	Office / Site	Numbers	Sample Size For Study
1	Head Office	1	1
2	Regional Offices	20	5
3	Bus Depots	107	5
4	Bus Stations	300+	5
5	Regional Workshop	20	5
6	Depot Workshop	107	5
7	Central Workshop	2	2
8	Tyre retreading plants	8	2
9	Training School	1	1

Phase 2 – Project Monitoring

Further to the report submitted by the consultant, UPSRTC may take decisions regarding implementation of IT systems. The consultant may be required to carry out bid process management for IT system implementations prioritized by UPSRTC. The consultant shall also suggest optimum implementation strategies in view of least fund deployment & best service delivery controls. The

Consultant shall provide 2 dedicated resources for a period of 12 months which can be further extended by UPSRTC if required. The bidders should quote for price of 12 months of Project Monitoring only. If UPSRTC decides to further extend the Project Monitoring work beyond 1 year, the rates quoted for Phase 2 shall be escalated by 10% per year. The financial bids for this phase shall be used for evaluation purposes, however, it shall remain optional for the purchaser to order for both the phases jointly or only for phase 1 currently and for phase 2 at a later date at the prices quoted in the financial bid and used for evaluation.

This phase shall include the following: -

- i) Bid process management for the selection of SI, including but not limited to the following activities:-
 - Preparation of RFQ & RFP for invitation of proposals from major IT companies in this field.
 - Invitation of proposals.
 - Evaluation of proposals received from bidders.
 - Assisting in selection of suitable SI through a transparent and competitive process.
 - Documentation of various activities and support to UPSRTC till successful inception of the Project.
- ii) Assistance in signing of contract with the implementing agency.
- iii) Project Monitoring of the project implementation.

Responsibilities of the Consultant:

UPSRTC is desirous of formulation of a comprehensive IT Policy with a view to adopt a holistic approach to IT implementation in the corporation. The IT Policy is envisaged to cover all functional and operational areas of the organization with a view to taking the fullest benefit of modern ICT technologies in improving its operational efficiencies. The need for a comprehensive IT Policy is:

- a) The IT Policy shall provide a roadmap for complete modernization of the corporation with a well-defined phased approach and milestones for achieving the desired objectives.
- b) It shall pave way for an integrated and focused implementation approach.
- c) It shall result in an IT system enabling seamless flow and assimilation of information across the organization. It would be possible to plan and implement a centralized data repository maintaining data integrity across organization.
- d) A well-defined approach for IT implementation shall help in optimization of IT resources including manpower across the organization.
- e) The IT Policy shall enable UPSRTC to have short-term, medium-term and long-term measurable objectives for IT implementation.
- f) The IT Policy shall help UPSRTC to budget, deploy and monitor its spending on IT implementation.

A comprehensive IT Policy for UPSRTC shall help it in meeting its objectives of implementing IT Systems across its various functions and operations. The IT Policy shall help UPSRTC to adopt a coherent approach for implementation of IT Systems, in order to improve its operational efficiency, increase transparency, have better managerial controls and decision taking capability, enhance its public image and provide better services to citizens.

The assignment for the Consultant shall include, but may not be limited to the areas of work and approach for the assignment as described below: -

Current State Assessment

Consultant shall undertake a current state assessment of UPSRTC and as part of the same, will carry out:

- i) Review of existing systems and processes
- ii) Review of existing information technology (software and hardware) infrastructure and systems
- iii) Review of problematic / focus areas
- iv) Gap analysis and opportunity assessment

The Consultant should visit various offices of UPSRTC representative of a different functionality and interact with all stakeholders to carry out the current state assessment. This study should include all functions and departments of UPSRTC.

Gap Analysis and Recommendations

As the next step, the Consultant shall:

- a. Identify gaps in the current processes and systems
- b. Suggest and provide recommendations on how to improve the systems and processes
- c. CBFs (Critical Business Factors) to be addressed
- d. The Consultant may hold workshops with key stakeholders at UPSRTC to discuss the findings and recommendations on Business Process Re-engineering and TO-BE processes.

Key Aspects of IT Policy

The Consultant shall develop the IT Policy, keeping in view the following key aspects:

- i) System Architecture: The Consultant shall suggest the most suitable high level system architecture for the IT Systems for UPSRTC which will be commensurate with the objectives and requirements of UPSRTC and will also be scalable for future requirements of the organization. The architecture will cater to seamless integration of various sub-systems and external ITS systems. The System Architecture will include Technology Architecture, Deployment Architecture, Network Architecture, MIS Architecture and Security Architecture.
- ii) Data Consolidation and Integrity: The IT Policy will have a special focus on data consolidation and data integrity. Capture of same data at multiple points will be eliminated and data, once captured, will be available across all systems.
- iii) Security and Audit: The IT Policy will have special emphasis on security of the overall system. Suitable mechanisms will be designed to protect system from internal and external attacks.
- iv) User Friendliness: The success of any system depends on its acceptance by the users. Suitable provisions will be worked out to ensure user friendliness of the IT systems.
- v) Business Continuity: Business continuity is an important aspect while designing any IT System. Consultant shall suggest a high level business continuity plan and policy.
- vi) Technological Innovations and Best Practices: The Consultant shall take into account the best practices and technological innovations in the IT Policy.

- vii) Focus on e-Governance and Citizen Services: The use of information and communication technology can bring a great change in the way an organization serves its customers. The IT Policy will explore and prescribe the use of ICT to the maximum possible extent, in the interaction between UPSRTC and its customers.
- viii) Integration with legacy systems: Since UPSRTC has a number of existing IT systems, the IT Policy will include the integration mechanism for these systems, to the extent possible. It shall have to be ensured that data from legacy applications is migrated to new IT system in a seamless manner.
- ix) Capacity Building

Implementation of an IT System is necessarily required to be accompanied with capacity building in the organization. The IT Policy will include the roadmap for capacity building required in UPSRTC for the IT implementation across the organization. The capacity building will be aimed at strengthening the skills, competencies and abilities of manpower and will be based on assessment of existing organizational capacities and requirements for supporting the proposed IT System. The capacity building recommendations will include:

- a. IT Manpower Requirement: The Consultant shall work out the IT organization required to operate and manage the proposed IT system. The same will include the number of IT professionals required at various levels along with the desired skills.
- b. Trainings & Multi Skill Development of existing Functional Area (Domain Experts) at various levels (HQ, Regions, Depots, Workshops, Bus Stations, etc.) to manage Project Leaders requirements for successful implementation & management of use of IT for specific functional areas in UPSRTC
- c. Requirement for Manpower with core IT Skill sets & methodology of sourcing (recruitments, hiring, retainership arrangements, etc.) to work alongside the internal IT Teams of different functional areas.
- d. Needs for interstate / international visits for exposure & knowledge of best practices.
- e. Suggest a hierarchy & cadre management practices related to IT organization for sufficient opportunities for vertical movement within the cadre along with authority, responsibility structures and HR Accounting.

A. Deliverables & Time Frame (Phase 1) :-

Sl. No.	Stages	Time schedule (In Months)
1	Submission of Current State Assessment Report	T0+1.5
2	Draft report on To-Be state	T0+3
3	Discussions with the various stakeholders on the recommendations	T0+3.5
4	Finalization of report based on discussions with stakeholders and UPSRTC's Management	T0+4.5
5	Submission of Final Report	T0+5

B. Deliverables & Time Frame (Phase 2) : - where T0 shall be date of commencement of phase – 2 if ordered.

Sl. No.	Stages	Time schedule (In Months)
1	Project Monitoring and bid management services	T0+12

C. Penalty for delay (phase 1):

If progress of the assignment is not as per the agreed milestones and if the delay is on part of the Consultant, the consultant shall be liable to pay 1.25% of the quoted fee as penalty for every week of delay up to 8 weeks (maximum penalty 10%) In case of dispute, the matter shall be referred to MD UPSRTC, whose decision shall be final and binding.

D. Drop Dead Fee:

- a. Drop Dead Fee shall be payable to consultant by UPSRTC if the project is dropped / abandoned or put on hold by the Government for more than a year.
- b. Drop Dead Fee shall be 10% of the remaining consultancy fee as a compensation, after he has been paid for the work done upto start of drop dead period.

E. Payment Terms for phase 1 shall be as under

Sl. No.	Stage	Payment
1.	Mobilization advance against the bank guarantee (if required)	5% of the Consultancy fee
2.	Completion of Field study and interaction with all the departments and stakeholders for the current state assessment	20% of the Consultancy fee (mobilization advance if given shall be adjusted from this payment)
3.	Submission of Draft As-Is Assessment report	30% of the Consultancy fee
4.	Submission of draft report on To-Be state	20% of the Consultancy fee
5	Finalization of report based on discussions with stakeholders and UPSRTC's Management	20% of the Consultancy fee
5.	Submission of the final report with recommendations and plan	10% of the Consultancy fee
Total		100 % Consultancy fee

F. Payment Terms for phase 2 shall be as under

Sl. No.	Stage	Payment
1.	On completion of 3 months after	25% of the Consultancy fee

	start of Phase 2	
2.	On completion of 6 months after start of Phase 2	25% of the Consultancy fee
3.	On completion of 9 months after start of Phase 2	25% of the Consultancy fee
4.	On completion of 12 months after start of Phase 2	25% of the Consultancy fee
Total		100 % Consultancy fee

Resource Deployment (Number of Experts, kind of expertise & qualification required)

Bidders would be required to deploy an appropriate team consisting of members / Consultants as per below mentioned requirements. The Bidder shall deploy requisite number of personnel's depending on the allotted work, however Bidder need to provide following resources mentioned in below table for the assigned consultancy work purpose and these resources plus additional resources (if required) will have to be deployed by the Bidder on engagement for identified task as indicated. The expectations on the resources that would be proposed for the project are as follows:

- a) The team together should have a mix of experts as per the requirement of the project.
- b) The team should consist of resources with prior experience in IT/ITES/e-Governance projects/transport sector
- c) Each member of the team must be a full time employee of the Bidder and shall be working with the Bidder.
- d) In case of replacement of resource(s) or deployment of additional man-power, if any, the decision of Department shall be final and binding.

Phase 1

S. N.	Type of Resource/ Expertise	Number (Minimum)
1	Project Manager	01 (Full time)
2	IT Strategy Expert	01 (Full time)
3	ERP Expert	01 (Full time)
4	Domain Expert	01

Phase 2

S. N.	Type of Resource/ Expertise	Number (Minimum)
1	Project Manager	01 (Full Time)
2	ERP Expert	01 (Full time)
3	Domain Expert	01
4	Bid Process Expert	01

SECTION IV: BIDDER'S ELIGIBILITY CRITERIA & METHOD OF SELECTION, EVALUATION PROCESS

Only those consultants shall be eligible for bidding in this tender who are empanelled in UPLC vide e-bid reference no UPLC–IT-CONCUL/11-12-01, UPLC–ITCONCUL/ 11-12-02 and UPLC–IT-CONCUL/12-13-01. Bids submitted by any other bidder will be treated as non responsive.

a) Bid should comprise of following sections:

i) Technical Bid

ii) Financial Bid

b) Both the bids must be submitted separately on e-tender portal <http://etender.up.nic.in>.

Prices should not be quoted in the Technical Bid. The prices should be quoted in the Financial Bid only.

1. Evaluation of Technical Bids: -

Constitution of Consultant Evaluation Committee (CEC)

The evaluation of the e-bids shall be carried out by Consultant Evaluation Committee (CEC), which shall be constituted by UP Electronics Corporation Limited consisting of members from finance and technical department of UPLC and one technical expert from NIC, Lucknow. The representative of UP State Road Transport Corporation, nominated by Managing Director, UPSRTC shall be one of the members of Consultant Evaluation Committee (CEC). The CEC will evaluate the tenders in two stages i.e. Technical & Financial.

Technical bids should be analyzed and evaluated by a Consultant Evaluation Committee (CEC). Technical bids in the following conditions will be summarily rejected as being non-responsive:

- Technical Bids of those bidders, who are not empanelled with UPLC as Consultants.
- Technical bids without bid processing fee, unsigned and incomplete, not responding to the TOR fully and properly, technical bids having details of financial proposal or those with lesser validity than that prescribed in the RFP.

Short listing of Bidders

The consultant evaluation committee (CEC) shall evaluate the e-bids for short listing, inter-alia based on their past experience of handling similar types of projects, strength of their manpower and financial strength as detailed here under: -

SN	Evaluation Criteria	Marking Scheme	Maximum Marks	Document Required
1	Project Experience			
1.1	Advisory services for State Road Transport Organization Projects in India where consultancy value is minimum 15 lakhs (5 points for each project)	4x5	20	Copy of LOI/LOA/ WO/ Agreement / Client certificate
1.2	Project experience of Advisory services for ERP implementation for Government Organization / PSU / Institution (3 points for each project)	5x3	15	Copy of LOI/LOA/ WO/ Agreement / Client certificate
1.3	Experience in providing consultancy for managing Bid process for large-scale computerization projects (Consultancy contract value > 75 lakhs) in the last 5 years in Uttar Pradesh (5 points for each project)	3x5	15	Copy of LOI/LOA/ WO/ Agreement / Client certificate
1.4	Experience in providing consultancy for managing Bid process for large-scale computerization projects in India (outside Uttar Pradesh) (Consultancy contract value > 75 lakhs) in the last 5 years (maximum 3 projects, 5 points for each project)	3x5	15	Copy of LOI/LOA/ WO/ Agreement / Client certificate
2	Proposed Manpower			
2.1	Project Manager (with prior experience in Uttar Pradesh)	Experience – >7 years – 3 Marks 5 to 7 years - 2 Marks <5 Years - 0 Marks Qualification - MBA + Engineering degree – 2 Marks Engineering degree -	5	Resume of the proposed staff

		<p>1 Marks Others - 0 Marks Total = 5 Marks</p>		
2.2	IT Strategy Expert	<p>Experience – > 6 years – 3 Marks 3 to 6 years – 2 Marks <3 Years - 0 Marks</p> <p>Qualification - MBA + Engineering degree – 2 Marks Engineering degree - 1 Marks Others - 0 Marks Total = 5 Marks</p>	5	Resume of the proposed staff
2.3	<p>Bid Process Expert (with prior experience in Uttar Pradesh)</p>	<p>Experience – >4 years – 3 Marks 2 to 4 years – 2 Marks <2 years - 0 Marks</p> <p>Qualification – MBA + Engineering degree – 2 Marks Engineering degree - 1 Marks Others - 0 Marks Total = 5 Marks</p>	5	Resume of the proposed staff
2.4	<p>ERP Expert (with prior experience in Government Departments / PSUs / Institution)</p>	<p>Experience – >6years – 3 Marks 3 to 6 years - 2 Marks <3Years - 0 Marks</p>	5	Resume of the proposed staff

		<p>Qualification –</p> <p>MBA + Engineering degree – 2 Marks</p> <p>Engineering degree - 1 Marks</p> <p>Others - 0 Marks</p> <p>Total = 5 Marks</p>		
2.5	Domain Expert (Transport)	<p>Experience in Transport Sector -</p> <p>>10 years - 3 Marks</p> <p>7 to 10 years - 2 Mark</p> <p><7 Years - 0 Marks</p> <p>Qualification -</p> <p>MBA + Engineering degree - 2 Marks</p> <p>Engineering degree - 1 Marks</p> <p>Others - 0 Marks</p> <p>Total = 5 Marks</p>	5	Resume of the proposed staff
3	Approach and Methodology			
3.1	Understanding of client's requirement	5 Marks	5	Separate sheets may be attached.
3.2	Approach to the Project	3 Marks	3	Separate sheets may be attached.
3.3	Project Timelines	2 Marks	2	Separate sheets may be attached.
			100	

The minimum Qualifying requirement shall be 80 marks received as Technical score in the Technical Bid.

Evaluation of Financial e-bids

Financial e-bids of only those bidders shall be opened, whose technical e-bids is found to be fulfilling and complying the requirements mentioned in the key points under the scope of work. The minimum qualifying marks for technical qualification is '80' marks.

The Work Order will be awarded to the bidder who meets the minimum technical qualification and has submitted **lowest financial quotation**.

SECTION V – STANDARD TERMS AND CONDITIONS

Without limitation on the generality of this rule, consultant shall not be permitted to perform themselves directly or indirectly in totality or in part, by any of its associated company/Firm/society or any entity with business interest, any of the subsequent IT implementation job concerned with the Project, for which the Consultancy has been awarded to the Consultant.

Placement of Work Order

Work order shall be released to the selected consultant only after receipt of the work order from the client department. In case work order is not received by the corporation within the validity period of the proposal, the work order shall not be released to the consultant.

Application

The proposal offer should contain all the work envisaged under the scope of work, Key points mentioned under and those proposals giving only part of the work will be rejected. Detailed scope of work is mentioned in Section III.

Conflict of Interest

The consultant shall not receive any remuneration in connection with the assignment except as provided in the contract. The consultant and its affiliates shall not engage in consulting activities that conflict with the interest of the client under the contract and shall be excluded from downstream supply of goods or construction of works or purchase of any asset or provision of any other service related to the assignment other than a continuation of the Services” under the ongoing contract. The consultants should provide professional, objective and impartial advice and at all times hold the client’s interests paramount, without any consideration for future work, and that in providing advice they avoid conflicts with other assignments and their own corporate interests. Consultants shall not be hired for any assignment that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of being unable to carry out the assignment in the best interest of the Employer. Without limitation on the generality of the foregoing, consultants shall not be hired, under the circumstances set forth below:

- a. Conflict between consulting activities and procurement of goods, works or services: A Consultant/Consultancy concern that has been engaged to provide goods, works, or services for a project, and each of its affiliates, shall be disqualified from providing consulting services related to those goods, works or services. Conversely, a Consultant / Consultancy concern hired to provide consulting services for the preparation or implementation of a project, and each of its affiliates, shall be disqualified from subsequently providing goods, works or services for such preparation or implementation.
- b. Conflict among consulting assignments: Neither consultants (including their personnel and sub-consultants) nor any of their affiliates shall be hired for any assignment that, by its nature, may be in conflict with another assignment of the consultants. As an example, consultants hired to prepare engineering design for an infrastructure project shall not be engaged to prepare an independent environmental

assessment for the same project, and consultants assisting a client in the privatization on public assets shall neither purchase nor advise purchasers of such assets. Similarly, consultants hired to prepare Terms of Reference (TOR) for an assignment shall not be hired for the assignment in question.

- c. Relationship with Employer's staff: Consultants (including their personnel and sub-consultants) that have a business or family relationship with such member(s) of the Employees (UPLC) staff or with the staff of the project implementing agency, who are directly or indirectly involved in any part of ;
 - (i) the preparation of the TOR of the contract,
 - (ii) the selection process for such contract, or
 - (iii) supervision of such contract; may not be awarded a contract unless it is established to the complete satisfaction of the employing authority, for the reason to be recorded in writing, that such relationship would not affect the aspects of fairness and transparency in the selection process and monitoring of consultant's work.

Unfair Competitive Advantage

Fairness and transparency in the selection process require that consultants or their affiliates competing for a specific assignment do not derive a competitive advantage from having provided consulting services related to the assignment in question. To that end, the request for proposals and all information would be made available to all short listed consultants together.

Disclaimer clause

The Employer or any of its officers, employees, contractors, agents or advisers, subject to any law to the contrary, shall not be liable for any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of Employer or any of its officers, employees, contractors, agents or advisers.

Disclosure of Interests and Links

The Bidders should disclose whether the Bidder (of this RFP) Company or its any of its associated company/firm/society or any entity with business interest, are already empanelled with or have applied for their empanelment with UPLC under any of the business activities such as Software or Hardware or Computer Education and Training, etc. or with business interest, any of the subsequent IT implementation job concerned with the Project. The bids of such bidders will not be considered.

The Bidders should also disclose whether the Bidder Company or any of its associated company/firm/society or any entity with business interest have any association or link in any manner with the Consultant Evaluation Committee members or its family members of his/hers, associated this RFP. The bids of such bidders will not be considered.

Standards of Performance

The consultant shall perform the services and carry out its obligations under the contract with due diligence efficiency and economy in accordance with generally accepted professional standards and practices. The consultant shall always act in respect of any matter relating to this contract as faithful advisor to the UPLC/Client Department i.e. UPSRTC. The consultant shall always support and safeguard the legitimate interests of the UPLC/Client Department i.e. UPSRTC in any dealings with the third party. The consultant shall abide by all the provisions/Acts/Rules etc. of Information Technology prevalent in the country. The consultant shall conform to the standards laid down in the RFP in totality.

Consultant Personnel

- a) The Consultant shall deploy and provide such qualified and experienced personnel as may be required to perform the services under the requirement of project. There are specialized domains of e-Governance and it is desirable from the consultant to deploy the domain/subject specialists, from time to time, who have adequate experience in the domain related with the project. The deployed resources should be dedicated in nature.
- b) Without the consent of UPLC/ Client Department i.e. UPSRTC and no changes shall be made in the resources deployed on the project. If, for any reason beyond the reasonable control of the Consultant, as such retirement, resignation, death, medical incapacity, among others, it becomes necessary to replace any of the Key Personnel, the Consultant shall provide as a replacement a person of equivalent or better qualifications, with approval from the UPLC/ Client Department i.e. UPSRTC.
- c) Maximum number of replacements to be made in the team of resources deployed on the required project shall not exceed beyond 2 for one year of the contract signed between UPLC and Consultant.
- d) Consultant shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.
- e) If the UPLC/ Client Department i.e. UPSRTC requests to replace resource(s), then Consultant shall be required to replace the resource(s) within 2 weeks from the date of request raised.

Applicable Law

Applicable Law means the laws and any other instrument having the force of law in India as may be issued and in force from time to time. The Contract shall be interpreted in accordance with the laws of the Union of India and the State of Uttar Pradesh.

Assignment and Subcontracting

- a) Consultant shall not assign or transfer this contract or part thereof to any other party without written consent of the UPLC/ Client Department i.e. UPSRTC.
- b) For the purpose of the liabilities under this Bid, the Bidder will be considered as a solely liable for delivery of all the components of the Bid and scope of work.

Intellectual Property Rights

No services covered under the Contract shall be sold or disposed by the Consultant in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing, of any patent right, trademark or similar right, or any charge mortgage or lien. The Consultant shall be indemnifying the UPLC/ Client Department i.e. UPSRTC from all actions, costs, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the Consultant, the UPLC/ Client Department i.e. UPSRTC shall be defended in the defense of such proceedings.

Governing Language

The Contract shall be written in English Language. All correspondences and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English/Hindi.

Payment Terms

All payments from the client department i.e. UPSRTC shall be received through Cheque / Draft favouring UP Electronics Corporation Limited, payable at Lucknow. After receipt of the payment from the client department and running payment may be released to the concerned IT Consultant as per the terms and conditions of the contract awarded to the IT Consultant by UPLC and review of the progress in project.

Taxes

The Bidder may be subject to all applicable taxes (such as applicable Service Tax) on amounts payable by the Purchaser under the contract and applicable deductions such as TDS etc if any will be deducted from the amount payable to the consultant.

Termination of Contract

The Consultant's association with the UPLC will terminate in case of following conditions:

- a) The term of Contract expires.
- b) Performance is below expected level or Quality of work is not satisfactory and not acceptable to the end user.
- c) Non-adherence to the timelines of the project.

Termination for Insolvency, Dissolution etc.

The UPLC may at any time terminate the Contract by giving written notice to the Consultant, if the Consultant becomes bankrupt or otherwise insolvent or in case of dissolution of company or winding up of company. In this event termination will be without compensation to the Consultant, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the UPLC.

Fraud and Corruption

Under the policy of “U.P. ELECTRONICS CORPORATION” policy the Bidder, if selected shall have to observe the highest standard of ethics during the selection and execution of such contracts. In pursuance of this policy, the UPLC

- ❖ Defines, for the purposes of this provision, the terms set forth below as follows:
 - “Corrupt practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and
 - “Fraudulent practice” means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the “UPLC” and includes collusive practices amongst consultant (prior to or after submission of proposals) with Service Provider empanelled with UPLC, designed to establish prices at artificial, noncompetitive levels and to deprive the “UPLC” of the benefits of free and open competition.
- ❖ Will reject a proposal for award if it determines that the consultant recommended for award is/was engaged in corrupt / fraudulent / coercive activities in getting the contract in question;
- ❖ Will cancel the consultant’s contract if it at any time determines that its representatives are engaged in corrupt or fraudulent practices.
- ❖ Will declare a consultant ineligible, either indefinitely or for a stated period of time, to be awarded a “UPLC” contract if it at any time determines that the consultant has engaged in corrupt or fraudulent practices in getting or executing the “UPLC” contract;
- ❖ Will have the right to have them audited by auditors appointed by the “UPLC”
- ❖ Will cancel the contract if at any stage it comes to know that the selected Consultant or Consulting Company has any relation with any of the members of Consultant Evaluation Committee (CEC) or the decision making authorities.

SECTION VI – TECHNICAL PROPOSAL SUBMISSION FORM (ANNEXURE I-III)

Annexure -I

Consultant's General Information –

SN	Particulars	Description/Details	Reference Documents	Page No.
A.	Name of Bidding Company			
B.	Contact Details			
	a) Address			
	b) Telephone with STD Code	Mob –		
	c) Fax			
	d) email			
	e) Website			
	f) Name of Managing Director/ CEO			

Past Relevant Experience – (to be submitted against QCBS Requirement)

Assignment name:		Country:
Location within the Country:		Professional Staff Provided by the Firm / entity (profiles):
Name of Client:		No. of Staff:
Address:		No. of Staff Months:
Start date (Month / Year):	Completion date (Month / Year):	Approx. Value of Services (INR)
Name of Associated Consultants, if any:		No. of Months of Professional Staff Provided by Associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved and functions performed:		
Narrative description of project:		
Description of actual services provided by our staff:		

NOTE:

1. Bidder must enclose copy of the LOI/LOA/WO/Agreement / Client certificate placed by the Procurer /Department/sponsoring authority on the Bidder towards award of Consultancy assignments.
2. The Bidder must enclose separate sheets for each of the QCBS requirements as mentioned in Section IV para 3.

Signature.....

In the capacity of.....

Duly authorized to sign proposal for
and on behalf of.....

Date.....

Place.....

Technical / Managerial Staff

Sl. No.	Name	Qualification	Position	Task
1.				
2.				
3.				
4.				
..				
..				

Signature.....

In the capacity of.....

Duly authorized to sign proposal for

And on behalf of.....

Date.....

Place.....

Format of Curriculum Vitae (CV) for key professional staff –

Name	:	
Proposed Position	:	
Date of Birth	:	
Profession/ Present Designation	:	
Brief Description on Experience	:	
Experience:		
Description of Project (Include projects relevant to this Bid. Max citations 5)	Client	Role
1.		
2.		
3.		

Education:

Degree	Date/s	Institute	Location

Employment Record:

Organization	Period	Designation	Job Profile
1.			
(Add rows if required)			

Languages:

Language	Read	Write	Speak
(Add rows if required)			

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications and my experience.

Date:

[Signature of staff member and authorized representative of the Consultant]

Day / Month / Year

Full name of staff member:

Full name of authorized representative:

(Enclose separate sheets for each member of proposed key professional)

To be filled in by the Bidders and marks claimed as per marking criteria given above.

SELF ASSESSMENT SHEET FOR TECHNICAL EVALUATION SCORES				
1	Project Experience	Details - Project name, Place, Value (lakhs)	Document Submitted - Copy of LOI/LOA/ WO/ Agreement / Client certificate	Marks Claimed
1.1	Advisory services for State Road Transport Organization Projects in India where consultancy value is minimum 15 lakhs (5 points for each project)			
1.2	Project experience of Advisory services for ERP implementation for Government Organization / PSU / Institution (3 points for each project)			
1.3	Experience in providing consultancy for managing Bid process for large-scale computerization projects (Consultancy contract value > 75 lakhs) in the last 5 years in Uttar Pradesh (5 points for each project)			
1.4	Experience in providing consultancy for managing Bid process for large-scale computerization projects in India (outside Uttar Pradesh) (Consultancy contract value > 75 lakhs) in the last 5 years (maximum 3 projects, 5 points for each project)			

2	Proposed Manpower	Details - name, relevant experience, qualifications	As per Resume of proposed staff	Marks Claimed
2.1	Project Manager (with prior experience in Uttar Pradesh)	Relevant Experience (years)		
		Qualifications		
2.2	IT Strategy Expert	Relevant Experience (years)		
		Qualifications		
2.3	Bid Process Expert	Relevant Experience (years)		
	(with prior experience in Uttar Pradesh)	Qualifications		
2.4	ERP Expert	Relevant Experience (years)		
	(with prior experience in Government Departments / PSUs / Institution)	Qualifications		
2.5	Domain Expert (Transport)	Relevant Experience (years)		
		Qualifications		
3	Approach and Methodology	Details	As per Attached Details	Marks Claimed
3.1	Understanding of client's requirement			
3.2	Approach to the Project			
3.3	Project Timelines			
	TOTAL			

Annexure IV- Financial Proposal Submission Form

Our details financial proposal is as follows:

Tender Inviting Authority: Managing Director, UP Electronics Corporation Ltd., Lucknow	
Name of Work: REQUEST FOR PROPOSAL FOR SELECTION OF CONSULTANT FOR DEVELOPING IT STRATEGY, POLICY AND ROADMAP FOR UPSRTC, UTTAR PRADESH	
Tender Reference No :UPLC/Consultant/2012-13/08_2	

Bidder Name	
--------------------	--

PRICE SCHEDULE Financial Proposal Submission Form
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Rates Values only)

Sl. No.	Description of work	Quantity	Units	RATE In Rs.	Service Tax @ 12.36% In Rs.	Any Other Taxes	Total Amount (Inclusive of Taxes) In Rs.	
1	2	4	5	7	8	9	16	
1	Cost of Phase 1	1			0.00		0.00	
2	Cost of Phase 2 (Per Month – Basic Price should be for two persons per month which should be inclusive of all expenses and overheads)	12	Month		0.00		0.00	
***Total in Figures								0.00
***Total in Words								Rupees only

Annexure V- Proposal Submission Form

To:
The Managing Director,
U.P. Electronics Corporation Limited,
10, Ashok Marg,
Lucknow-226001

Ref: Submission of Proposal against your Tender Reference No [UPLC-IT-CONSUL/12-13/08_2](#)

Dear Sir,

Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP reference No. [UPLC-IT-CONSUL/12-13/08_2](#) for selection of IT Consultant(s) for IT Strategy, Policy & Roadmap for the project of UPSRTC, Uttar Pradesh, in full conformity with the said Tender document and our technical proposal (bid).

1. Our proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal.
2. We would like to declare that we the Bidder (of this Tender) Company or its any of its associated company/Firm/society or any entity with business interest, are neither already empanelled with nor have applied for their empanelment with UPLC under any of the business activities such as Software or Hardware or Computer Education and Training, etc. or with business interest, any of the subsequent IT implementation job concerned with the Project. We know that such bids will not be considered.
3. We would like to declare that we the Bidder (of this Tender) Company or any of its associated company/Firm/society or any entity do not have any with business interest association or link in any manner with the Consultant Evaluation Committee members or its family members of his/hers associated this Tender. We know that such bids will not be considered.
4. We would like to declare that we are not involved in litigation with, and we are not under a declaration of ineligibility by, any Central / State / UT Government in India for corrupt or fraudulent practices.
5. We hereby declare that we have not been blacklisted by any State / Central / UT Government Deptt/ Organization/ Institution.
6. We declare that we have not been charged with any fraudulent activities by any Central / State / UT Government Deptt / Organization / Institution.
7. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will indulge in bribery or any prohibited acts and behavior and we shall be responsible for any such acts.
8. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988."

9. We understand that UPLC is not bound to accept any or all bids received in response to this Tender.
10. We agree to abide by all the terms and conditions mentioned in the Request for Proposal [UPLC-IT-CONSUL/12-13/08_2](#) for selection of Consultant against this tender.
11. We agree to abide by all the terms and conditions of the Tender and also all the terms and conditions of the Contract that will be issued by UPLC in case we are selected as Consultant against this tender by the UPLC.

We remain, yours sincerely,

Authorized Signature:
Name and Title of Signatory:
Seal of Bidder Company:

Annexure VI - Format of Agreement

(To be executed on an **On Non Judicial Stamp Paper of Rs 100/-** by the successful Bidder)

This agreement is made this.....day of.....2012 at Lucknow between M/s.....

.....(name of the “Consultant” for for IT Strategy, Policy & Roadmap for the project of UPSRTC, Uttar Pradesh referred to as the “First Party”, which expression shall include his heirs, executors and administrators/ their successors and M/s U P Electronics Corporation Limited, 10, Ashok Marg, Lucknow (in short UPLC), referred to as the “Second Party”, through Managing Director, U P Electronics Corporation Limited, Lucknow, hereinafter include his successors and assignees.

That WHEREAS the First Party will implement for IT Strategy, Policy & Roadmap for the project of UPSRTC, Uttar Pradesh, in accordance with all the terms and conditions contained in the Tender Document No. [UPLC-IT-CONSUL/12-13/08_2](#) and also the terms and conditions contained in the subsequent Work Orders to be issued by the Second Party to First Party and the same shall be binding on the First Party and shall be the integral part of this agreement.

IN WITNESS THEREOF THE ABOVE MENTIONED PARTIES HAVE PUT THEIR SIGNATURES ON THIS.....DAY OFTWO THOUSAND AND TWELVE.

Authorized Signatory of
“First Party”

Authorized Signatory of
“Second Party”

Signature:
Name and Address:

Signature:
Name & Address:

Witness for “First Party”
Signature:
Name & Address

Witness for “Second Party”
Signature:
Name & Address: