

Jawaharlal Nehru National Urban Renewal Mission

Government of India

INVITATION FOR EXPRESSION OF INTEREST (EOI)

for

Empanelment of State Implementation Consultants to provide Programme Management and Consulting Services for Implementation of e-Governance in Municipalities in State/ Urban Local Bodies (ULBs) under e-Municipalities NMMP



Ministry of Urban Development

Government of India

New Delhi

This document is the property of Ministry of Urban Development (MoUD). The use of the contents of this document for any purpose other than the purpose specified herein is strictly prohibited.

Disclaimer

This request for Expression of Interest is not an offer by the MoUD, but an invitation to receive response from eligible interested bidders for Empanelment of State Implementation Consultants to provide Programme Management and Consulting Services for implementation of e-Governance in Municipalities at State /Urban Local Bodies (ULBs) under e-Municipalities NMMP. MoUD will empanel such bidders who fulfill the eligibility criteria for awarding such work by various ULBs/ State Governments towards implementation of e-Governance in ULBs. No contractual obligation whatsoever shall arise from the EOI process. This document should be read in its entirety.

Contents

1.	Invitation for Expression of Interest	3
1.1	EOI Notice	3
1.2	Critical Information	3
1.3	Project Background	4
1.4	Context of the EOI	5
1.5	High Level Scope of Work	6
1.6	Key Deliverables	8
1.7	Instructions to Bidder	8
1.8	Eligibility Criteria	9
2.1	Submission of EOI Document	10
2.2	Validity of EOI	11
2.3	Clarifications to EOI	11
2.4	Amendments in EOI	11
2.5	Disqualification	11
2.6	Evaluation of Proposals	12
2.7	Confidentiality	13
3	Roles and Responsibilities of SIC	14
3.1	Key Resources of SIC	16
3.2	SIC: Responsibilities, Qualifications & Experience Requirements	16
4	Annexure	20
4.1	Form 1: Notice of Intent to Submit Expression of Interest	20
4.2	Form 2: Financial Details of Assignments Undertaken in Last Three Years	22
4.3	Form 3: Details of Similar Assignments Undertaken in Last Three Years	23
4.4	Checklist: Mandatory Supporting Documents	24

1. Invitation for Expression of Interest

EOI Notice

1. This Expression of Interest ('EOI') is for "Empanelment of State Implementation Consultants (SIC) to provide programme management and consulting services for implementation of e-Governance in Municipalities in State / Urban Local Bodies (ULBs) under e-Municipalities NMMP" for the Ministry of Urban Development
2. Interested bidders are advised to study the EOI document carefully. Submission of EOI shall be deemed to have been done after careful study and examination of the EOI document with full understanding of its implications.
3. Interested bidders may obtain the EOI from the Mission Directorate JNNURM, Ministry of Urban Development, Nirman Bhawan, Maulana Azad Road, New Delhi – 110011. The EOI document can also be downloaded from JNNURM website. (www.jnnurm.nic.in)
4. All EOI documents must be accompanied by a non-refundable **Bid Security of INR 5000 (INR Five thousand only)** in the form of DD in favour of **"Pay & Accounts Officer (Sectt.), Ministry of Urban Development payable at New Delhi"**.

Critical Information

S. No.	Information	Details
1	Last date for submission of written queries for clarifications	<u>22nd January, 2010</u>
2	Release of response to clarifications	<u>28th January, 2010</u>
3	Last date and time for receipt of EOI	<u>8th February, 2010 at 1500 hrs.</u>
4	Place, Time and Date of opening of EOI	Conference Room, Room no.-123-C, Ministry of Urban Development (MoUD), Nirman Bhawan, New Delhi-110011 at 1500hrs on dated 10th February, 2010.
5	Contact Person for queries	Sh.Rajesh Kumar,US (NURM-I), Telefax: 011-23062951, & Sh.Rakesh Malik, PMU

		Tel.: 011-23061169
6	Addressee and Address at which EOI is to be submitted	Sh. Rajesh Kumar, US (NURM-I), Room no.-208-C, Ministry of Urban Development (MoUD), Nirman Bhawan, New Delhi-110011.

Project Background

Ministry of Urban Development (MoUD) Government of India has undertaken e-Governance initiatives in Urban Local Bodies (ULBs) under the National Mission Mode Project (NMMP). There are more than 5000 ULBs in the country, out of which, e-Governance reforms are proposed to be pursued in 423 cities, with population above one lakh as per 2001 census. However, e-Municipalities NMMP is currently targeted to implement in 35 cities with a population of above 10 lakhs as per 2001 census under Jawaharlal Nehru National Urban Renewal Mission (JNNURM).

JNNURM was launched in December, 2005 to initiate urban sector reforms and strengthening of Municipal Governments and their functioning. The MoUD, GoI has published guidelines on JNNURM detailing the objectives of the scheme, the services to be covered under the NMMP, the focus of e-governance initiatives, release of central assistance and the implementation guidelines. These guidelines are provided in the given link: <http://jnnurm.nic.in/nurmudweb/toolkit/jnnurmego.pdf>. The NMMP in e-Governance in Municipalities would facilitate municipal bodies to improve service delivery mechanism, better information management and ensuring citizen participation in governance.

During the first phase, eight (8) civic services/ management functions are selected to be taken up under the e-Municipality NMMP in 35 'Mission' cities identified (covering approximately ~80 ULBs). MoUD with an assistance from INDO-USAID FIRE (D) and National Institute for Smart Government (NISG) prepared the Municipal e-Design documents (MeDD) to provide guidelines to ULBs/ SLNA etc for preparing a Detailed Project Report (DPR) along with expected service levels to be achieved. The services/ management functions that are proposed to be delivered through e-Governance are listed in Table 1 below:

Table 1: List of Services/ Management Functions

S. No.	Services/ Management Functions
1	Registration and Issue of Births/ Deaths Certificate
2	Payment of Property Tax, Utilities Bills and Management of Utilities that come under the ULBs
2.1	Property Tax
2.2	Water Supply & Other Utilities
3	Grievances and Suggestions
4	Building Approvals
5	Procurement and Monitoring of Projects
5.1	e-Procurement
5.2	Project/ Ward works
6	Health Programmes
6.1	Licenses
6.2	Solid Waste Management
7	Accounting System
8	Personnel Information System

Context of the EOI

1. The overall objective of this EOI is to **Empanel** Organizations/ Firms / Consortiums/ Partnerships to provide Project Management Consultancy services to the ULBs/ States. The empanelled consultants would be responsible for preparation of Detailed Project Report (DPR), Request For Proposal (RFP) for selection of Application Service Provider (ASP) at State, support during evaluation of the proposals and project management for the implementation of e-Governance in ULB/ State under JNNURM as per Terms of Reference defined in each RFP to be issued by ULBs/ State.
2. The ULBs/ State may select a Project Management Consultant from the empanelled Consultants through limited tender basis by issuing a Request for Proposal (RFP). The empanelled consultants would be required to submit a technical and commercial proposal and the bidder will be selected as SIC by the respective ULB/ State based on the detailed evaluation of the proposals.
3. The empanelment will be valid for a period of three years from the date of issue of list of empanelled consultant by MoUD.

High Level Scope of Work

The scope of work of the SIC will broadly cover the following areas and activities spread over a period of 3 years (1 Year of Implementation + 2 Years of O&M).

The Consultant will be required to:

- Prepare a DPR for the implementation of integrated e-Governance solution for ULB/ State to meet service delivery and outcomes as defined in JNNURM guidelines and to facilitate for DPR approval.
- Prepare a RFP for the selection of ASP and assist the State/ ULB in evaluation of proposals.
- Project Management support during Development, Pilot & Rollout (Number of ULBs for the Pilot and Rollout phase shall be defined in the RFP) and Monitoring of the Project. SIC is required to cover all governing Municipal acts and by-laws in the State in the DPR.
- SIC is required to position dedicated resources for the State/ ULB in the offices identified during the project implementation period to provide professional services. Exact count of dedicated resources will be included in the RFP.
- Overall co-ordination for roll-out of Capacity Building for e-Governance initiative in States/ ULBs. Capacity Building shall be carried out by a Separate Agency identified by MoUD/ State.

The tentative scope of work for preparation of e-Governance DPR includes field study to assess existing situation, legacy systems and all other studies that are required to prepare a DPR as per the guidelines issued by the DIT/ MoUD from time to time. The final scope of work for preparation of DPR shall be given in the respective RFP. However, the DPR shall be prepared to cover the following mentioned areas broadly:

Indicative Table of Content for DPR preparation

A. Background/ Introduction

- (i) Mission
- (ii) Vision
- (iii) Objectives

B. Institutional Structures

- (i) Existing Organization structure with Roles and Responsibilities
- (ii) Proposed Organization structure with Roles and Responsibilities
- (iii) Various Departments and their Functions

C. Services

- (i) Services to be covered
- (ii) AS-IS Business Process and Service Levels
- (iii) TO-BE Business Process and Services Levels envisioned to achieve

D. I.T Infrastructure assessment

- (i) Existing Hardware & Infrastructure
- (ii) Proposed Enterprise Architecture
- (iii) Proposed Hardware & Infrastructure
- (iv) Proposed System Software and Licenses

E. Design

- (i) Modules & functionalities
- (ii) Solution Architecture

F. Implementation Plan

- (i) Phasing of Modules and Transitioning plan
- (ii) Pilot plan
- (iii) Roll out plan

G. Business Models & Cost estimates

- (i) Costing for complete IT Solutions including Hardware, System Software and Application Software, Change Management, Monitoring and Evaluation
- (ii) Business Models to examine the possibility of Public Private Partnership options
- (iii) Cost Benefit Analysis of various options
- (iv) Tangible and non-tangible benefits
- (v) Risk Assessment and Management

H. Monitoring and Evaluation Framework and Plan

I. Change Management through Capacity Building and Knowledge Management

The list of topics discussed above is only indicative scope of work. Exact scope will be defined by each ULB/ State Government at a later stage in their respective RFPs.

Key Deliverables

The key deliverables may include:

1. Preparation of DPR for the implementation of e-Governance in State/ ULBs under JNNURM in consultation with various stakeholders.
2. Assist State/ ULBs in project approval activities.
3. Preparation of RFP to select the ASP for the development of state wide application
4. Supporting Bid Process Management
5. Project Management & Supervision

Instructions to Bidder

1.7.1 General Conditions

Bidders may form a consortium, to complement their respective areas of expertise or for other reasons on a long term or for a specific assignment. Consortium may take the form of a Joint Venture (JV) and the consortium partner should preferably be in IT Technology domain / Networking / Software Development, System integration. The Prime Bidder should submit the bids on behalf of the Consortium.

- 1 Bidder (if it is Single Bidder) must be a company registered under Indian Companies Act 1956 or the Partnership Act 1932. In case of a consortium, all consortium members must be registered under Indian Companies Act 1956 or the Partnership Act 1932.
- 2 The Bidder (single bidders / consortium members) should have been in operation for at least five years as of 31st March 2009 as evidenced by the Certificate of Incorporation and Certificate of Commencement of Business issued by the Registrar of Companies, India. The bidder (single bidder / consortium members) must be providing consultancy in IT / ICT domain.
- 3 Credentials with clients, in order to showcase domain experience (defined in Section 1.8 point no. 2) will be an added advantage. Work order copies and contact details of the same should be attached as proof thereof.
- 4 The proposed key persons and the professional staff must have more than of 3 years of experience and expertise in their area of specialization and must have worked for similar

projects with at least one team member with recent experience of working on a comparable project.

- 5 Shall provide a team leader who has been involved in the preparation of IT Strategy and in the Project Management in the last three years.
- 6 All documents submitted by the bidder shall be signed on each page by an authorized signatory.
- 7 Should not participate in downstream projects (Hardware, Networking equipment supply, Application development, Data Centre Services) etc in the project with reference to this DPR.

Procedure for Submission of EOI

1. The application for EOI must be submitted in sealed envelopes, super-scribed "Empanelment of State Implementation Consultants (SIC) to provide programme management and consulting services for implementation of e-Governance in Municipalities in State / Urban Local Bodies (ULBs) under e-Municipalities NMMP" and addressed to the contact person indicated above.
2. The bid shall not contain any financial offer or revenue share percentage, etc.
3. All documents submitted by the bidder shall be signed on each page by an authorized signatory.
4. The procedure for obtaining the EOI and the last date by which the same should reach MoUD is specified at the beginning of the document.

Eligibility Criteria

Bidders should clearly indicate, giving explicit documentary evidence, with respect to the following, in absence of which the EOI response may be rejected summarily at pre-qualification stage.

Interested Organizations/ Firms / Consortiums/ Partnerships must satisfy the following criteria:

1. The Organizations/ Firms / Consortiums/ Partnerships (Prime bidder in case of Consortium/ Partnerships) must have an average annual turnover of not less than Rs. 5 (Five) Crores in Indian Rupees for the last three financial years.
2. The Organizations/ Firms / Consortiums/ Partnerships should have been in the business of providing IT consultancy, DPR/RFP preparation of a comprehensive IT projects for any

State or Central government Departments/ PSUs/ Urban Local Bodies/ Corporations for the last three financial years. The Organizations/ Firms / Consortiums/ Partnerships should have minimum experience in IT consultancy, preparation of DPR/RFP for IT projects for any State or Central government Departments/ PSUs/ Urban Local Bodies/ Corporations of one project of minimum value Rs.50.00 lakhs or two projects of Rs. 30 Lakhs each or three projects of Rs. 20 Lakhs each during the last three financial years.

3. The Organizations/ Firms / Consortiums/ Partnerships should have minimum of 50(Fifty) professionals who have combined experienced in IT Strategy consultancy, Business Process Study/ System Study, having domain knowledge of Web based Applications development, System Software Development, Networking Architecture (LAN/ WAN connectivity), Information System Security and BCP/ DR setup. Organizations/ Firms / Consortiums/ Partnerships will submit a certificate to this effect indicating number of professionals available with them under each of the areas mentioned above.
4. The Organizations/ Firms / Consortiums/ Partnerships should submit details of at least 2 IT consulting projects implemented in the last 5 years. Work order copies and contract details of the same should be attached as proof thereof (Form-2 & 3). The scope of work should relate with the work mentioned in the present EOI.

2.1 Submission of EOI Document

The instructions for submitting the EOI are mentioned below:

1. The EOI and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over-writings shall be valid only if they are initialed by the authorized person signing the EOI
2. EOI received by facsimile shall be treated as defective, invalid and rejected. Only detailed and complete EOI received prior to the closing time and date of the proposal shall be considered as valid.
3. Two hard copies and one soft copy (on a non-rewriteable CD) of the EOI prepared in accordance with the procedures enumerated in the EOI document should be submitted in a sealed envelope to the MoUD no later than the date and time laid down, at the address given in Section 1.2.
4. The envelope should be super scribed with "Empanelment of State Implementation Consultants (SIC) to provide programme management and consulting services for implementation of e-Governance in Municipalities in State / Urban Local Bodies (ULBs)

under e-Municipalities NMMP”. CD media must be duly signed using a “Permanent Pen/Marker” and should bear the name of the bidder.

5. The bidder would be responsible for all of its expenses, costs and risks incurred towards preparation of the EOI document, attending any pre-bid/bid meeting and visiting the site or any other location in connection therewith. MoUD shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the EOI process.
6. The EOI document submitted by the bidder should be concise and contain only relevant information as required under this EOI.

2.2 Validity of EOI

The EOI submitted by the bidders shall remain valid for a period of 90 (ninety) days after the date of EOI opening prescribed in this EOI. An EOI valid for shorter period may be rejected as non-responsive. MoUD may solicit the bidders consent to an extension of EOI Proposal validity (but without the modification in the EOI Proposal).

2.3 Clarifications to EOI

The bidders may seek clarifications in writing regarding the EOI document within the time limit specified in the section 1.2 of this EOI. The MoUD shall respond in writing to any request for the clarifications.

2.4 Amendments in EOI

At any time prior to the last date of receipt of EOI, MoUD may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the EOI document by an amendment. In order to provide the prospective bidders reasonable time in which to take the amendment into account in preparing the bids, MoUD may, at its discretion, extend the last date for receipt of EOI.

2.5 Disqualification

MoUD may at its sole discretion and at any time during the evaluation of EOI, disqualify any bidder, if the bidder has:

1. Submitted the EOI documents after the response deadline
2. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements
3. Exhibited a record of poor performance such as abandoning works, not completing the contractual obligations properly, inordinately delaying completion or financial failures, etc. in any project in the preceding three years
4. Submitted an EOI that is not accompanied by required documentation or is non-responsive.
5. Failed to provide clarifications related thereto, when sought
6. Submitted more than one EOI
7. Declared ineligible by the Government of India/ State/ UT Government for corrupt and fraudulent practices or blacklisted.
8. Blacklisted by any line ministry of the Government of India.

2.6 Evaluation of Proposals

The evaluation of the EOIs shall be done by a committee constituted by the MoUD, which may seek clarifications from the bidders and the bidders shall comply with the clarifications process and furnish the requisite details (as necessary). The bidders may also be required to give presentations to the MoUD. The Evaluation Committee shall follow given set criteria for the evaluation of the Expressions of Interest. The Bidders should attain a minimum of 60% marks in order to get empanelled in the said list. Organization/ Firm qualifying the basic minimum criteria shall be chosen by selection committee on the score based system. MoUD reserves the right to empanel the selected bidder. The evaluation shall be strictly based on the information and supporting documents provided by the bidders in the EOI. It is the responsibility of the bidders to provide all supporting documents **(as listed in checklist at 4.4)** necessary to fulfill the mandatory eligibility criteria. The bidders shall not be contacted by MoUD if the bidder has failed to provide supporting documents.

The evaluation will be undertaken on a score based system as given below:

S. No	Evaluation Criteria	Maximum Score	Criteria: Score
A. Firm's Profile and Experience (Weightage 50 %)			
1.	Full-time professional staff engaged in consulting services	10	a. ≥ 100 Professional Staff : 10 b. 75-100 Professional Staff : 8

Ministry of Urban Development

	(Number of Professional Staff)		c. 50-75 Professional Staff : 6
2.	Experience of providing consultancy services for IT projects as per eligibility criteria (Number of Projects)	10	a. =>10: 10 b. 5-8: 8 c. 2-5: 6
3.	Experience of providing consultancy services for existing e-Governance projects as per eligibility criteria (Number of projects)	10	a. =>10: 10 b. 5-8: 8 c. 2-5: 6
4.	Value of Consulting Assignments for projects (amount in Rs. Lakhs) The average value of 3 consulting projects shall be used for this purpose.	10	a. 100 Lakhs : 10 b. 50 Lakhs –< 100 Lakhs: 8 c. 10 Lakhs –< 50Lakhs: 6
5.	Average turnover from Indian Operations from consulting services in last 3 years (Turnover in Rs. Crore)	10	d. =>15 Cr: 10 e. 10 Cr -15 Cr: 8 f. 5 Cr -10 Cr: 6
B. Understanding of Project (Weightage 50 %)			
6.	Understanding of the NMMP under JNNURM	10	
7.	Understanding of the scope of the assignment	10	
8.	Proposed approach and methodology for DPR preparation	10	
9.	Proposed approach and methodology for Bid Process Management	10	
10.	Proposed approach and methodology for SLA Monitoring	10	

2.7 Confidentiality

Information relating to the examination, clarification and comparison of the EOI shall not be disclosed to any bidders or any other persons not officially concerned with such process until the empanelment process is over. The undue use by any Organization/ firm of confidential information related to the process may result in rejection of its EOI.

3 Roles and Responsibilities of SIC

The SIC is proposed to undertake the following broad tasks in the selected State/ ULB:

1. Preparation of a DPR for the implementation of integrated e-Governance solution for ULB/ State to meet service delivery and outcomes as defined in JNNURM guidelines.
2. Preparation of an RFP for the selection of ASP and assisting the State/ ULB in evaluation of proposals.
3. Project Management support during Development, Pilot & Rollout implementation (Number of ULBs for the pilot and Rollout phase shall be defined in the RFP) and Monitoring of the Project. SIC is required to position dedicated resources for the state/ ULB in the place identified by the clients during the project implementation period to provide professional services.
4. Overall supervision for roll out of Capacity Building for e-Governance initiative. Capacity Building shall be carried out by a Separate Agency identified by MoUD/ State
5. Monitoring the progress and implementation of NMMP for e-Governance in Municipalities.
6. Monitoring quality assurance and adherence to design standards and conventions of NMMP during development and implementation of the project by the ASP across the State to facilitate sharing of relevant data across all ULB's through MIS module in the system.
7. The SIC selected by a State/ ULB may seek guidance from the National PMU set up by the MoUD in Nirman Bhawan, New Delhi on technical and other related matters as and when required.

The Role of SIC is two-fold in the long run – Strategic and Operational.

a. Strategic Role: This would consist of

- (i) Define and supporting the Strategic Control over the MMP implementation.
- (ii) Giving support to State/ ULB, especially in the areas of policy reforms, amendments to rules, design of model services.
- (iii) High-level monitoring of progress of the project and applying correctives.
- (iv) Managing the funding of the project.
- (v) Managing the relationships with external entities like Department of IT, Participating States/ Ministries, World Bank etc.
- (vi) Provide traction to the Pilot implementation and draw strategies for the effective rollout.

b. Operational Role: This would consist of

- (i) Monitoring the day-to-day and weekly progress of the project.
- (ii) Issue resolution and escalation.
- (iii) Evaluating conformance of project deliverables to architecture and standards.
- (iv) Conformance of coding standards set by DIT.
- (v) Convene meetings of the inter-ministerial Governance Structure of this MMP.
- (vi) Supporting the State/ ULB in the formal acceptance of the deliverables of consultants.
- (vii) Supporting the State/ ULB in preparation of ToR, bid process management related to selection of consultants, IT products for the e-Governance MMP.
- (viii) Supporting the State/ ULB in Capacity Building and Change Management activities.
- (ix) Design of rollout plans to extend MMP beyond pilot.
- (x) Design of Exit Plan for the SIC.
- (xi) Submission of MIS/ QPR to MoUD

To undertake the tasks mentioned in scope of work, the SIC must have expertise from various disciplines that include project appraisal and management, technology, change management, awareness & communication, monitoring & evaluation as well as in-depth knowledge on the urban governance domain.

Personnels are required who can support the project appraisal, phasing, funding, capacity building, implementation and assessment. The SIC will provide support for addressing the diverse issues related to the implementation of entire Programme of NMMP.

3.1 Key Resources of SIC

The SIC is required to position the following key resources in the State/ULB

Table 2: Key Resources of PMU*

S.No.	Constituents of PMU	Numbers	Type	Period
1.	Project Management Consultant	1	Dedicated	Entire period at State/ULB
2.	Technology Consultant	1	Dedicated	Entire period at State/ULB
3.	Capacity Building Consultant	1	Dedicated	Entire period at State/ULB
4.	BPR & Urban Reforms Process Consultant	1	Dedicated	Entire period at State/ULB
5.	Expert consultants like Solution Architect, Network Security expert	Need basis	Need basis	As required for the specific assignment

* Note: This is an indicative list of key resources, exact requirements towards skill and numbers shall be notified by the respective States in their RFPs.

3.2 SIC: Indicative Responsibilities, Qualifications & Experience Requirements

Role 1: Consultant / Manager (Project Management) - No. of Resource 1

The Manager (Project Management) will have the following responsibilities:

1. Prepare the DPRs for ULBs and process for obtaining approval
2. Provide inputs for project monitoring and implement tools for it
3. Coordinate with respective wing heads in the JNNURM/ MoUD, State/ ULB to enhance and speed up the project implementation

4. Monitor the agreements entered between JNNURM, State Government , ULBs and ASP on the lines of SLAs
5. Manage multiple end to end programme issues with the objective of achieving the timely completion and Quality of the Programme
6. Lead, coordinate and contribute across the full life cycle of programme
7. Monitor weekly progress of the project, issue resolution and escalation
8. Prepare Weekly Project Status reports
9. Identify bottlenecks and issues and enable resolution of the same
10. Support MoUD in Bid Process Management in any procurement activity related to MMP
11. Advise States/ ULBs on Bid Process Management for any procurement activity as art of the MMP
12. Convene meetings of the inter-ministerial Governance Structure of Municipalities MMP

Qualifications and Experience:

1. Must be a B.Tech with MBA from premier institutions
2. Must have 7+ years of work experience out of which 4 years in the IT projects and 3 years in the management consulting domain
3. PMP certification, ITIL Certification/BS7799 Auditing Certification, CISA are desirable
4. Experience in e-Governance projects, particularly in the Urban sector, is preferred

Role 2: Consultant (Technology) - No. of Resource 1

The Manager (Technology) will have the following responsibilities:

1. Provide inputs on technology, standards and their evaluation
2. Coordinate development and monitor compliance with standards and guidelines in the areas of network & information security, meta data and data standards for application domains, localization & language, e-Governance architectures etc
3. Assess IT Infrastructure needs, usage and utilization

4. Management of network, hardware and software installation, configuration including DRC and DC
5. Audit the application processes and their compliance with standards and RFP
6. Management of Vulnerability Assessment, Penetration Testing and Application security
7. Advise on technology and network related matters
8. Appraise DPR, RFP on the items related with the technology
9. Draft Technology SLAs and monitoring of the same.
10. Design Documentation
11. Entity Relationship Diagrams
12. Object Oriented Design Pattern
13. Understanding of Software Development
14. Understanding of Software Testing & Tools

Qualifications and Experience:

1. Must be a B.Tech / M.Tech in ECE / IT / CSE. from premier institutions
2. Must have 5+ years of work experience in the IT projects
3. Experience in the management of large IT infrastructure
4. Well versed with all the latest technology developments and their implications to businesses
5. Desirable to have experience in designing and monitoring of Data Centre, Gateways and networking
6. Experience in e-Governance projects, particularly in the Urban sector, is preferred

Role 3: Consultant (Capacity Building & Knowledge Management) - No. of Resource 1

The Manager (CB & KM) will have the following responsibilities:

1. Validate CB component in the DPRs prepared by SLNAs/ ULBs
2. Develop CB & CM Plan and conduct CB & CM Workshops and facilitate all the IEC activities of the Programme
3. Oversee the compliance and implementation of CM & CB plan as per the DPRs submitted

4. Monitoring of effectiveness of training delivered to JNNURM, SLNAs and ULBs w.r.t. key stakeholders in e-Governance
5. Prepare and submit progress reports for Programme management including identification of problems, causes of potential bottlenecks in Programme implementation w.r.t. capacity building, change management and knowledge management
6. Undertake regular visits to the field to support implementation

Qualifications and Experience:

1. Must be a graduate with MBA (HR) from a premier institution
2. Must have 5+ years of experience in IT training and capacity building area
3. Must be experience in developing content and delivering content for workshops and trainings
4. Qualifications from Indian Society for Training & Development (ISTD)
5. Experience in e-Governance projects, particularly in the Urban sector, is preferred

Role 4: Consultant (BPR & Urban Reforms) - No. of Resource 1

The Manager (BPR & Urban Reforms) will have the following responsibilities:

1. Support the implementation in providing domain related inputs
2. Appraise DPR, RFP on the items related with the domain
3. Advise the States & ULBs on the processes and reforms
4. Review the functionality of the developed applications vis-a-vis the FRS in the RFP
5. Coordinate with Departments of State Governments and various ULBs

Qualifications and Experience:

1. Must be a Masters in the Urban Development & Planning and related studies
2. Must have 6+ years of work experience out of which 3 years in the management consulting domain
3. Must have handled the process reengineering in e-Governance projects of Urban sector

4 Annexure

4.1 Form 1: Notice of Intent to Submit Expression of Interest

(To be submitted on the Letterhead of the Bidder)

{Place}

{Date}

To,

Joint Secretary & Mission Director (JNNURM)

Room No. 138-C

Ministry of Urban Development

Nirman Bhawan, Maulana Azad Road,

New Delhi- 110011

Subject: Submission of EOI "Empanelment of State Implementation Consultants (SIC) to provide programme management and consulting services for implementation of e-Governance in Municipalities in State / Urban Local Bodies (ULBs) under e-Municipalities NMMP"

Dear Sir,

- 1 Having examined the EOI, we, the undersigned, offer to propose for "Empanelment of State Implementation Consultants (SIC) to provide programme management and consulting services for implementation of e-Governance in Municipalities in State / Urban Local Bodies (ULBs) under e-Municipalities NMMP", in full conformity with the said EOI.
- 2 We have read the provisions of the EOI and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our EOI shall not be given effect to.
- 3 We agree to abide by this EOI, consisting of this letter, the detailed response to the EOI and all attachments, for a period of 90 days from the date fixed for submission of EOI as stipulated in the EOI.
- 4 We hereby declare that all the information and statements made in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification

Our correspondence details with regards to this EOI are:

S. No.	Information	Details
1	Name of bidder	
2	Address of bidder	
3	Name, Designation and Address of the contact person to whom all references shall be made regarding this EOI	
4	Telephone no. of contact person:	
5	Mobile no. of contact person:	
6	Fax no. of contact person:	
7	E-mail address of contact person	

We hereby declare that our EOI is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[BIDDER'S NAME]

Name

Title

Signature

Date

4.2 Form 2: Financial Details of Assignments Undertaken in Last Three Years

S. No.	Name Of The Client	Assignment Undertaken	Duration (from date to date)	Cost (INR)	Nature	No. of offices & Other details
1						
2						
3						
4						
5						

Note:

- 1 All pages are to be signed by Authorized Signatory
- 2 Attach order copies/ completion certificates for completed projects, from clients for all the assignments mentioned above.

Date:

Place:

(Authorized Signatory of company)

Seal of Company

4.3 Form 3: Details of Similar Assignments Undertaken in Last Three Years

Assignment Name:	Country	
Location within Country	Professional Staff Provided by Company:	
Name of Client:	No. of Support Staff:	
Address & Contact Details:	Duration of assignments:	
Start Date	Completion Date	Approx. Value of Services
Name of Associated Consultants, if any:	No. of Months of Professional Staff, provided by Associated Consultants (if any):	
Name of Senior Staff involved and functions performed:		
Narrative Description of Project:		

Date:

Signature

Designation

4.4 Checklist: Mandatory Supporting Documents

Criteria	Mandatory Supporting Documents
Details of the Organization/ firm for single bidder / consortium members	a) Certificate of Incorporation from Registrar Of Companies (ROC) b) Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the Organization/ firm c) MoU in case of Consortium
Financial Information for single bidder / consortium members	a) Auditor Certified financial statements for the last three financial years, 2008-09, 2007-08, and 2006-07. b) In case the annual audited financial statement for the Year 2008-09 is not prepared, a certificate from the CA should be produced
e-Governance Consultancy experience	a) Letter from the Client to indicate the Award of Contract
Number of resources in the organization	a) Certification by the Company auditors, Company Secretary or Head of Human Resources Department supporting the number of professionals in the organization