



**U.P. Electronics Corporation Limited  
(U.P. Government Undertaking)  
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**REQUEST FOR PROPOSAL (RFP)  
FOR  
SELECTION OF CONSULTANT FOR PROVIDING CONSULTANCY SERVICES FOR  
IMPLEMENTATION OF UP CHIEF MINISTER HELPLINE**

eBid Reference : UPLC\_IT\_CM\_HELPLINE\_2017

eTender Portal : <https://etender.up.nic.in>

<b>S N</b>	<b>Particulars</b>	<b>Date</b>	<b>Time</b>
1	Date of Publishing of RFP	15 June 2017	At 0900 Hours
2	Downloading of RFP from eTender Portal	15 June 2017	From 0900 Hours
3	eBid Submission Start Date	15 June 2017	From 0900 Hours
4	Pre-Bid Meeting at UPLC	20 June 2017	1200 Hours
4	Respond to Pre-Bid Queries	21 June 2017	1100 Hours
6	Bid Submission End Date	23 June 2017	1500 Hours
7	Opening of Technical eBid	23 June 2017	At 1700 Hours or afterwards
8	Opening of Financial eBids	Shall be intimated later on	

Place of Opening eBids : UP Electronics Corporation Ltd  
10, Ashok Marg, Lucknow-226 001

eBid Processing Fee: NIL

**This Document Contains – 46 pages**



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## **eBid NOTICE**

**FOR**

**“REQUEST FOR PROPOSAL (RFP)**

**FOR**

**SELECTION OF CONSULTANT FOR PROVIDING CONSULTANCY SERVICES FOR  
IMPLEMENTATION OF UP CHIEF MINISTER HELPLINE”**

Online eBids are invited on eTender Portal <https://etender.up.nic.in> only from those Consultant Companies, which are empanelled with U.P. Electronics Corporation Limited (vide eBid Reference no. UPLC-IT-CONSUL/EMP/03-12-14 and eBid Reference no. UPLC-IT-CONSUL/EMP/27-04-2015 for providing Advisory Services to UPLC/State Government Departments); for **“SELECTION OF CONSULTANT FOR PROVIDING CONSULTANCY SERVICES FOR IMPLEMENTATION OF UP CHIEF MINISTER HELPLINE”** from 0900 Hours of 15 June 2017 up to 1500 Hours of 23 June 2017. The Technical eBids shall be opened on 23 June 2017 at 1700 Hours or afterwards. The details of submission of eBids are available in the RFP document uploaded on the eTender Portal <https://etender.up.nic.in> and the Corporation’s website [www.uplc.in](http://www.uplc.in). The Corporation reserves the right to cancel any or all the eBids or annul the Bidding process without assigning any reason thereof.

Deputy General Manager,  
U.P. Electronics Corporation Limited (UPLC)  
10, Ashok Marg, Lucknow-226 001  
email: [praveenuplc@gmail.com](mailto:praveenuplc@gmail.com)

eBid Reference no.: UPLC\_IT\_CM\_HELPLINE\_2017



**Request for Proposal (RFP)  
For**

**“SELECTION OF CONSULTANT FOR PROVIDING CONSULTANCY SERVICES FOR  
IMPLEMENTATION OF UP CHIEF MINISTER HELPLINE”**

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U.P. Electronics Corporation Ltd (UPLC) is the nodal agency appointed by the Government of Uttar Pradesh to provide Consulting services to all the Departments of Uttar Pradesh.

**SERVICES BEING PROVIDED BY THE UPLC:**

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



## SECTION I: LETTER OF INVITATION

1. Through this Request for Proposal (RFP), it is intended to invite eBids for “**SELECTION OF CONSULTANT FOR PROVIDING CONSULTANCY SERVICES FOR IMPLEMENTATION OF UP CHIEF MINISTER HELPLINE**”.
2. Bidders are advised to study the eBid document carefully.
3. Submission of eBids against this tender shall be deemed to have been done after careful study and examination of the procedures, terms and conditions of the eBid document with full understanding and its implications.
4. The Corporation may, at its own discretion, extend the date for submission of eBids. 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 Consultant Companies which are already empanelled with U.P. Electronics Corporation Limited vide eBid Reference no. UPLC-IT-CONSUL/EMP/03-12-14 and eBid Reference no. UPLC-IT-CONSUL/EMP/27-04-2015 for providing Advisory Services to UPLC/State Government Departments, are eligible to participate in this Tender eBids submitted by any other bidders will be treated as non responsive and will not be considered against this eBid.
6. The eBid document is available on eTender portal <https://etender.up.nic.in> and also on UPLC's website [www.uplc.in](http://www.uplc.in). Interested Bidders may view, download the eBid document, seek clarification and submit their eBids online only on eTender portal <https://etender.up.nic.in>, up to the date and time mentioned in the table below:

eBid Reference No.	UPLC IT CM HELPLINE 2017
Purpose	Request For Proposal (RFP) For “SELECTION OF CONSULTANT FOR PROVIDING CONSULTANCY SERVICES FOR IMPLEMENTATION OF UP CHIEF MINISTER HELPLINE”
Date of Publishing the eBid Notice and Tender (RFP)	15 June 2017 on 0900 Hours on eTender Portal - <a href="https://etender.up.nic.in">https://etender.up.nic.in</a> and UPLC’s website <a href="http://www.uplc.in">www.uplc.in</a>
Downloading of RFP from eTender Portal and Bid Submission Start Date	From 0900 Hours of 15 June 2017
Pre-Bid Meeting	20 JUN 2017 at 1200 Hours at U.P. Electronics Corporation Limited (UPLC), 10, Ashok Marg, Lucknow-226001
Response to Pre-Bid Queries	21 JUN 2017 at 1100 Hours
Last Date for Submission of eBids	Up to 1500 Hours of 23 June 2017
Date of Opening of Technical eBids	23 June 2017 at 1700 Hours or afterwards
Date of Opening of Financial eBids	Shall be intimated later on eTender portal
eBid Inviting Officer	Deputy General Manager, U.P. Electronics Corporation Limited (UPLC) 10, Ashok Marg, Lucknow-226001 email: <a href="mailto:praveenuplc@gmail.com">praveenuplc@gmail.com</a>
Venue of Opening of eBids	U.P. Electronics Corporation Limited (UPLC), 10, Ashok Marg, Lucknow-226 001



UPLC's email Addresses	uplc1ko@gmail.com or md@uplc.in
Contact Numbers	0522-2286808, 0522-2286809 , 0522- 4130303
Fax Number	0522-2288583

7. UPLC reserves the right to cancel any or all the eBids or annul the eBid process without assigning any reason thereof.
8. The Bidders must upload all the required documents electronically in the PDF format except for the Financial Proposal Submission Form (BOQ) which will be electronically uploaded on the prescribed XLS format only on eTender portal <https://etender.up.nic.in>. It is suggested that the PDF Files should be made in gray scale using the minimum readable appropriate resolution so that the size of the files is minimized for fast uploading on the eTender portal <https://etender.up.nic.in>. The required electronic documents for each document label of Technical (Fee details, 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 20-25 MB size.



## SECTION II: INSTRUCTIONS TO BIDDERS (ITB)

### 1. DEFINITIONS

In this Contract, the following terms shall be interpreted:

- 1 “Purchaser” or “Department” means the Purchaser with which the selected Bidder signs the Contract for the service. In this Project, the purchaser is “UPLC” which means U.P. Electronics Corporation Limited (UPLC), 10, Ashok Marg, Lucknow-226 001
- 2 “The Consultant” means only those Consultant Companies are already empanelled with U.P. Electronics Corporation Limited vide eBid Reference no. UPLC-IT-CONSUL/EMP/03-12-14 and eBid Reference no. UPLC-IT-CONSUL/EMP/27-04-2015 for providing Advisory Services to UPLC/State Government Departments.
- 3 “eBid” means the Technical proposal and the Financial proposal.
- 4 “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.
- 5 “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, respective responsibilities of the Purchaser and the Bidder.
- 6 “The Contract” means the agreement entered into between UPLC 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.
- 7 “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;
- 8 “Services” means Consultancy Services and other obligations of the Consultant Company covered under the Contract;
- 9 “Day” means a calendar day.
- 10 “End Customer/Client Department” means office of Chief Minister, Uttar Pradesh through UP Systems Development Corporation Limited (UPDESCO).

### 2. THE BIDDING DOCUMENT

#### 1. Availability of e-Tender Document

This eTender document is available on the eTender portal <http://etender.up.nic.in> and UPLC's website [www.uplc.in](http://www.uplc.in) to enable the Bidders to view and download the Bidding document, submit their eBids online up to the last date and time mentioned in eTender document only on eTender portal <http://etender.up.nic.in>.

#### 2. Contents of eBid Document

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



- SECTION-I : LETTER OF INVITATION
- SECTION-II : INSTRUCTIONS TO BIDDERS (ITB)
- SECTION-III : TERMS OF REFERENCE (TOR) AND SCOPE OF WORK (SOW)
- SECTION-IV : BIDDER'S ELIGIBILITY CRITERIA & METHOD OF SELECTION, EVALUATION PROCESS
- SECTION V : STANDARD TERMS AND CONDITIONS
- SECTION VI : Technical Proposal Submission Form (Annexure I-IV)
  - Covering Letter for Proposal Submission Form (Annexure V)
  - Financial Proposal Submission Form (BOQ) (Annexure VI)
  - Form of Agreement (Annexure VII)
  - Format of Proforma of Bank Guarantee towards Performance Security (Annexure VIII)

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

### **3. Pre-Bid Meeting**

Pre-bid Meeting is scheduled on the date and time at the venue mentioned in the Tender document.

### **4. Amendment of eTender 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 eTender document by amendments. Such amendments shall be posted/ uploaded on the eTender portal <https://etender.up.nic.in> through corrigendum and shall form an integral part of the eBid documents. The relevant clauses of the eTender documents shall be treated as amended accordingly, in terms of corrigendum(s).

It shall be the sole responsibility of the prospective Bidders to check the eTender portal <https://etender.up.nic.in> and [www.uplc.in](http://www.uplc.in) from time to time for any amendment in the eBid 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 eBids, UPLC at its discretion, may extend the deadline for the submission of eBids. Such extensions shall be posted/up-loaded on the eTender portal <https://etender.up.nic.in>.

## **3. PREPARATION & SUBMISSION OF eBIDS**

### **1 Documents Constituting the eBid**

The eBids prepared by the Bidder shall comprise the following components: eBids will comprise of:





- a) Technical Proposal (including Covering Letter For Technical Proposal Submission Form (Annexure I to Annexure V)
- b) Financial Proposal Submission Form (Annexure VI)

## **2 Documents Establishing Bidder's Qualification**

The Bidder shall furnish, as part of **Technical Proposal Submission Form** (Annexure I to V), documents establishing the Technical qualification to perform the Contract. The Bidder electronically in the PDF format should submit the documentary evidence in support of the information furnished. The Bidder's eligibility criteria and selection procedure are defined in **Section-IV** of eTender document.

It is suggested that the PDF files should be made in gray scale using the minimum readable appropriate resolution so that the size of the files is minimized for fast uploading on the eBid portal.

## **3 Period of Validity of eBids**

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

## **4 Format and Signing of eBids**

The Bidder shall prepare the electronic copy for the eBids (in pdf format) and upload the eBids on eTender Portal <https://etender.up.nic.in> through the bidder's Digital Signature Certificate (DSC).

## **5 Submission of eBids**

The Bidders should submit their bids online only in the Submission module of eTender Portal <https://etender.up.nic.in>. The Bids shall be submitted only from the Bid Submission Start Date till the Bid Submission End Date and time given in the eTender Portal <https://etender.up.nic.in>. Therefore, Bidders are advised to submit the eBids well advance in time.

The proposal and all correspondence and documents shall be written in English. In case of accompanying literature or brochures etc. being in a language other than English, a certified translation should accompany the documents as a part of the RFP. All proposals and accompanying documentation will become the property of UPLC and will not be returned. The bidders should submit their eBid considering the Server time displayed on the eTender Portal <https://etender.up.nic.in>. This server time is the time by which the eBid submission activity will be allowed till the permissible time on the last/end date of submission of eBids indicated in the e-tender schedule.

Once the eBid submission date and time is over, the bidders cannot submit their eBid. The bidders shall only be held responsible for any delay and whatsoever reason in submission of eBid.



UPLC may, at its discretion extend this deadline for submission or opening of eBid by amending the eBid document, in which case all rights and obligations of the Corporation and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

The procedure for submission of eBids by the bidders on eTender Portal <https://etender.up.nic.in> is already available on the eTender Portal <https://etender.up.nic.in> and also on UPLC's website [www.uplc.in](http://www.uplc.in).

## **6 Deadline for Submission of eBids**

eBids must be submitted by the Bidders on eTender portal <https://etender.up.nic.in>, not later than the date and time specified in this eTender document.

The UPLC may extend this deadline for submission of eBids (i.e. Bid Submission End Date and Time) by amending the eTender 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 eBid-submission on account of late downloading of eTender (RFP) by any prospective Bidder. eBids should be uploaded on eTender portal <https://etender.up.nic.in> on or before the date and time as mentioned in Section I.

## **7 Late eBids**

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

## **8 Withdrawal and Resubmission of eBids**

At any point of time, a Bidder can withdraw his/her eBids submitted online before the eBids 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 can resubmit his/ her eBids as and when required till the Bid submission end date and time. The new one bid will replace the eBids submitted earlier. The payment made by the Bidder earlier will be used for revised eBids and the new Bid submission summary generated after the successful submission of the revised eBids 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 eTender 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 eBids documents by following the methodology provided in clause 9 (submission of eBids) above.

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

No eBids can be resubmitted subsequently after the deadline for submission of eBids.

## **9 Receipt and Opening of eBids by the Purchaser**

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

Please note that prices should not be quoted in the Technical eBid. The Prices should be quoted in the Financial eBid only. On receipt on eTender portal, the technical proposals will be opened by Tender Evaluation Committee (TEC) members in the office of U.P. Electronics Corporation Ltd, Lucknow.

UPLC will open all eBids, in the presence of bidder's authorized representatives who choose to attend at UP Electronics Corporation Ltd, 10, Ashok Marg, Lucknow-226001 at date and time mentioned in Section I. The bidder's representatives who are present shall record their attendance on the attendance sheet. In the event of the specified date of eBid opening being declared a holiday for the Purchaser, the eBids shall be opened at the appointed time and place on the next working day.

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

After evaluation of technical eBids, UPLC shall notify those bidders whose eBids 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 Company for the this project. UPLC will simultaneously notify on the eTender portal <https://etender.up.nic.in>, whose Technical eBids were considered acceptable and have been shortlisted for opening of their Financial eBids.



**10 Cost of preparation of eBids to be borne by the Bidders**

Cost of preparation of the eBids shall be borne by the Consultant Company regardless of the outcome of the bids.

**11 Notification of Award Notification to Bidder**

Prior to the expiry of the Bid validity period, UPLC will notify the successful Bidder in writing or by Fax or email, to be confirmed in writing by letter (LOI), that its proposal has been accepted. The notification of award will constitute the formation of the Agreement.

**12 Signing of Agreement**

At the same time as UPLC notifies the successful Bidder that its proposal has been accepted and UPLC shall enter into an Agreement with the successful Bidder.

**13 Failure to abide by the Agreement**

Failure of the successful Bidder to agree with the Terms & Conditions of the RFP, shall constitute sufficient grounds for the annulment of the award, in which event UPLC may forfeit the EMD/ Performance Bank Guarantee.

**14 Bank Guarantee for Performance**

The successful Bidder shall at his own expense will deposit with UPLC, within 15 (fifteen) days after the receipt of notification of award of the Contract (Letter of Intent) from UPLC, an unconditional and irrevocable Performance Bank Guarantee (PBG) amounting to 10% of Agreement value from a Scheduled Bank acceptable to UPLC, payable on demand, for the due performance and fulfillment of the Agreement by the Bidder.

This Performance Guarantee shall be for an amount equivalent to 10% of Agreement value. All incidental charges whatsoever such as premium, commission etc. with respect to the Performance Guarantee shall be borne by the Bidder. The Performance Guarantee shall be valid for six months post completion of the project satisfactorily. Subject to the terms and conditions in the Performance Bank Guarantee, at the end of 06 (months) months, the Performance Bank Guarantee may be discharged/returned by UPLC upon being satisfied that there has been due performance of obligations of the Bidder under the Agreement. However, no interest shall be payable on Performance Guarantee.



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

### **1. Project Background:**

In order to address the concerns/ issues and complaints of citizens of UP, CM Helpline has been envisaged which can register the issues immediately and can solve the issues in the shortest possible time.

Hence CM Helpline will be an effort to reach out to citizen proactively and facilitating them by providing the Helpline facility through call centre and other appropriate modes which will serve the citizens with the below mentioned purposes:

- a. Complain/Grievance registration
- b. Information gathering
- c. Escalation to concerned officials for timely resolution
- d. Capturing the suggestion and feedback from citizens

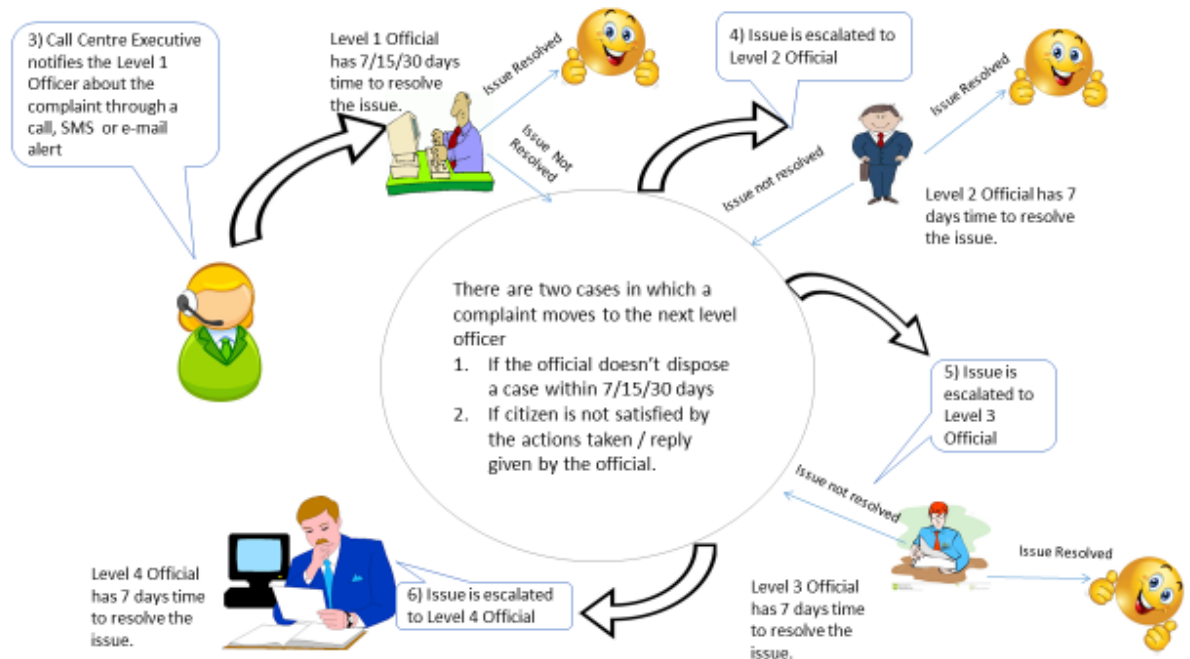
The main purpose is to create a “Single Contact Number” (Help line) called 'CM Helpline' for identified public services rendered by the State Government and its entities to improve citizen services.

The CM Helpline will handle incoming and/or outgoing telephone calls; from /to the citizens and concerned officials responsible to deliver services for identified services, identified by the Government of Uttar Pradesh.

In addition to this, the Helpline will ensure the transparency for the services provided by the different government departments to the citizens of the state using this Helpline.

### **Process flow for CM Helpline**

In the envisaged process flow, the citizen shall dial a single Helpline number (to be announced at later stage) from his mobile phone/ Landline and share his/ her requirement with the operator. The operator after logging the issue/ concern/complain on the application shall route the same to the nodal officer of the concerned department who shall update the log with the steps taken for resolve the issue/ concern. Once the issue is resolved, the Helpline operator shall communicate the same to the concerned citizen. The detailed envisaged process flow (for complaint registration) and process detail (for complaint registration) which shall be improvised further by the consultant in consultation with Government of Uttar Pradesh are as follows:



**Note: The process detail mentioned above is only for illustration purpose and shall be improvised by the selected consultant with the consultation of the Government of Uttar Pradesh.**

**1.1 Process Detail (Suggestive)**

Step No.	Flow-Chart	Timeline
1.	Citizen calls the CM Helpline number for compliant/queries	Instantly
2.	Call transferred to IVRS base system, where citizen has to select option on the basis of complaint/query  Complaints/Queries in which emergency/specialized support is required will be transferred to call center of concerned department.  e.g. Option 1 for Police Option 2 for Health Option 3 for Electricity Option 9 for Others  In case of others, call will be transferred to Help line operator	Instantly
3.	Call received by operator at Call Center	Instantly
4.	Operator inputs key words in the CRM	Instantly



5.	<p>Proforma appears on the Computer screens and is filled up.</p> <p>Information fields would include:</p> <ol style="list-style-type: none"><li>1. Name</li><li>2. Mobile Number for further communication</li><li>3. District/City/ Village</li><li>4. Department Name and Section</li><li>5. Type of Problem (Pre-populated list of problems will be available in the CRM)</li><li>6. Description of problem (To be provided by Citizen)</li><li>7. Name of Department concerned (will automatically be generated from type of problem)</li></ol> <p>Ticket will be generated and forwarded. Each Ticket will have a unique number.</p>	Instantly
6.	<p>Ticket in form of mail is sent to 3 locations:</p> <ol style="list-style-type: none"><li>1. Nodal Officer appointed by concerned Department.</li><li>2. District level officer (DLO) of the concerned Department.</li><li>3. Superior Officer of the DLO</li><li>4. Feedback section of the call center</li></ol>	Instantly
	<ul style="list-style-type: none"><li>• <i>In case of Nagar Palika/Nagar Nigams, EO/Municipal Commissioner will be the DLO;</i></li><li>• <i>In case of Development Authorities, it will be the CEO/VC of the Authority</i></li><li>• <i>In case there is no officer of the Department at the District level, then the Department will notify the DLO.</i></li></ul>	
7.	DLO calls up the applicant to seek any missing details/ clarifications (if required)	Within 24 hours of call being received
8.	District level officer will take the necessary actions to resolve the problem DLO will call the helpline on partial closing of the Ticket.	2 working days
9.	Helpline operator will close the ticket partially and information to following officials will be sent <ol style="list-style-type: none"><li>1. Nodal Officer appointed by concerned Department.</li><li>2. District Level officer (DLO) of the concerned</li></ol>	2 working days





	<p>department.</p> <p>3. Superior Officer of the DLO.</p> <p>4. Feedback section of the call center</p>	
10.	Feedback Division of the Call Center rings up the applicant and verifies if the work has been done to his/ her satisfaction	72 hours after call received
11.	<p>If applicant is not satisfied, the above cycle is repeated.</p> <p>The Ticket is now marked “Orange”</p> <p>Now the Ticket is also sent to the HOD at State Level</p>	07 working days after Orange Flagging
12.	If the applicant is not satisfied the second time, the Ticket is marked Red and is sent to HOD as also the Secretary/ Principal Secretary.	14 working days after Red Flagging.

Note: The process detail mentioned above is only for illustration purpose and shall be improvised by the selected consultant with the consultation of the UPDESCO/GoUP.

## **2. Scope of Work**

Govt. of Uttar Pradesh intend to establish a team of consultant which shall perform the assessment study, RFP Preparation, Bid Process management, SLA (Service Level Agreement) monitoring, coordination with various stakeholders, capacity building, Monitoring of Commissioning & Implementation of CM Helpline, Data Analytics elaborated below, hence assisting in designing a robust Helpline which will help the citizens of the state in a big way.

The scope of work of the project management consultant shall include but not limited to:

- Study the objectives and requirement of the CM Helpline;
- Assessment of possible inbound calls for various state government departments including complaints/grievance received through other modes like web portal, mobile app etc;
- Assessment in terms of possibility of integration with Dial 100, women powerline 1090, National Helplines, Technical support Helplines, Integrated Grievance Redressal system (IGRS).
- Assessment of expected out bound calls requirement for regular and on demand basis for various state government departments
- Recommendation on Policy Level Decisions
- Monitoring of Inbound/Out Bound calling activities
- RFP preparation covering functional requirements and Bid management for selection of Call Centre Agency for implementation of CM Helpline;





- Interact with Call Centre Agency to design the robust Helpline system meeting the project objectives;
- Supervise the implementation of CM Helpline project as per the technical architecture and work plan given by the Call Centre Agency;
- Validate the Technical Implementation of the project and declare the commissioning of the Helpline;
- During Operation and Maintenance phase, provide regular monitoring reports and highlight any issues that may affect overall quality and /or timelines of the project;
- The consultant with the support of Data Analytics tools deployed by the selected System Integrator submit periodic reports on the nature of calls, severity of calls, specific issues of departments, geographical issues etc thus fulfilling the objective of CM Helpline;
- Conduct periodic audit of Agency infrastructure, processes of handling calls, process to train the Helpline operators, SLA etc.

## **2.1 Team of Consultant**

The team of consultant shall prepare the RFP and perform bid management for selection of Call Centre Agency and shall be responsible for supporting the Department in monitoring of the compliance of the contractual obligations and SLA of the Call Centre Agency.

The team of consultant shall also monitor the operations and maintenance of the overall system as per the standards and requirements defined for Agency including but not limited to resolution of issues, availability of the system, up-gradation of the hardware or system software etc.

The Consultant will also review the SLA performance, capacity and effectiveness of the Helpline set up by the Agency. Various tasks to be handled by consultant are as follows:

### **a. Project Management and Monitoring**

The consultant will be responsible for the overall project management and will be responsible to work since RFP preparation till commissioning of Helpline & thereafter monitoring of the project to improve the overall services of the Helpline. The work shall include:

- Assessment study while working closely with Helpline stakeholders
- Designing of the CM Helpline, RFP Preparation, Bid Process Management till Assistance in signing the contract with the selected Agency
- Ensuring that the process based standards, guidelines & frameworks are adhered to during design of Helpline.
- Drafting of the monitoring templates in consultation with key stakeholders for necessary review of the project progress.
- Monitoring of Helpline Site preparation till its successful commissioning by the Agency



- As a part of BPR requirements, Suggestion/feedback to the Department in handling the complaints of the citizen & escalation matrix of the department. This also includes defining the mechanisms for escalation of issues to concerned authorities
- Communicating the progress and deviations to various committees/ departments ensuring minimal communication gaps.
- Identify need for additional trainings resulting due to requirements of attitudinal change, change management, resolving of complaints/issues, timely escalation etc.

#### **b. Coordination with CM Helpline Stakeholders**

The consultant would be required to coordinate with all the stakeholders and support the Department while interacting with various agencies (internal and external) during the course of the project. The consultant shall coordinate with all the stakeholders of the project including the Department representatives, CM office, Lok Shikayat Department, UP Development Systems Corporation Limited (UPDESCO), UPLC, selected Agency, representatives of other Helplines like Dial 100, 1090, 108, 102 etc .

#### **c. SLA Monitoring**

- Monitoring the performance of the Agency against the base project plan.
- Measuring the performance of the Helpline in terms of call waiting, call handling, timely forwarding, issue resolution time, against the service levels defined for CM Helpline.
- Suggest corrective and preventive measures to key stakeholders and Agency to enhance the performance of the CM Helpline.

#### **d. Capacity Building and Change Management**

##### **Monitor the progress and provide status report on Capacity Building initiative including:-**

- Assess the capacity building needs and develop strategy to build capacity for CM Helpline,
- Design effective Change Management Strategy for the Departments to be associated with CM Helpline
- Collaborate with Agency and concerned Departments for awareness and training
- Monitor the effectiveness of the Capacity building and Change Management programmes taken by the Agency.
- Monitor the effectiveness of handholding support provided by Agency at various departmental locations for CM Helpline.

#### **e. Administrative Support**

- Assistance in drafting Government orders and other communications that will be circulated across the State for the smooth implementation of CM Helpline.



- Study data and identify key points such as strength/weakness of the Helpline on regular basis.
- Timely communication of Helpline related issues to key stakeholders

## **2.2 Phase-wise Activities**

The consultant may have to deploy additional manpower to meet the project requirements within stipulated timelines.

The indicative Phase-wise activities to be undertaken by team of consultant will be as follows:

### **2.2.1 Phase 1 : Assessment Study, RFP preparation, Bid Management, selection of Agency till Commissioning of the CM Helpline**

This phase involves working with various stakeholders to understand their existing processes, acts, rules, organizational structure, roles and responsibilities etc.; conducting secondary research and meeting the Government officials.

The study to be conducted by the Consultant for preparation of RFP for selection of Agency shall broadly include:

#### **a. Assessment Study Report**

- I. Kick off meeting: The first meeting among consultant team and key stakeholders post the LOI acceptance. The objective of the meeting is to discuss the way forward, expectation from the govt. and consultant plan of action along with manpower deployment.
- II. Preparation of Project plan
- III. Identification of state government departments to be engaged for the Helpline
- IV. Assessment of various departments for current processes (Integrated Grievance Redressal Systems (IGRS) etc.)
- V. Identification of department wise escalation matrix
- VI. Finalization of Helpline design, call flow and resolution mechanism process and
- VII. Secondary research and study of best practices adopted in each and every aspect.
- VIII. Identifying key problems, bottlenecks impacting the quality of services being offered by different government departments in UP.
- IX. Timelines estimation of the CM Helpline project.

#### **b. Preparation of RFP Document for selection of Call Centre Agency**

- I. Studying and define the roles and responsibility of various stakeholders for the success of the project.
- II. Define eligibility criteria, deliverables, milestones, payments terms etc.



- III. Define appropriate service level agreement (SLA) for high level and consistent service quality delivery by CM Helpline
- IV. Define bid evaluation methodology for selection of Call Centre Agency.
- V. Prepare the draft RFP document for selection of Call Centre Agency and submission to the client for its suggestions/inputs.
- VI. Incorporate the suggestions/changes suggested by the client and finalization of RFP document
- VII. Assist in publishing the RFP document after approval of RFP document
- VIII. Assist in organizing pre-bid meeting / conference.
- IX. Draft corrigendum document and assist in finalizing them.

**c) Preparation of Bid Evaluation Report**

- I. Evaluation of technical bids and preparing technical bid evaluation report
- II. Evaluation of financial bids.

**d) LOI Issuance & Contract signing**

- I. Assisting in awarding the contract / work to the successful bidder
- II. Assist in signing of agreement between client and successful bidder

**e) Assistance till Commissioning of CM Helpline**

- i. Validate the project plan and project charter submitted by the selected Agency as per the requirements of the Helpline
- ii. Review CM Helpline design documents submitted by Agency including the call Traffic management, Call Script, Call process flow, Training plan and training manual, Call forwarding, Helpline specific Requirements ;
- iii. Review the Standard Operating Procedure (SOP) requirements for the successful commissioning of CM Helpline;
- iv. Assist the Govt. in reviewing the technology standards, guidelines & frameworks provided by Department are adhered to during customization;
- v. Defining the escalation mechanism for timely resolution of issues & risks impacting commissioning CM Helpline from the perspective of Agency;
- vi. Facilitate the Govt. in acceptance of successful commissioning of CM Helpline

**2.2.2 Phase 2: Monitoring of Helpline with respect to efficiency in Operations & Maintenance, Services improvement, Data Analytics**

**Duration: from Commissioning till 2 years period.**

The consultant shall monitor the CM Helpline functioning while working closely with key stakeholders in order to improve the grievance redressal, prompt response of the Govt,



complaint handling etc. For the same, the consultant shall also perform Data Analytics on the available data and present MIS to the concerned Departments/Govt.

The activities would primarily involve:

**(a) Data Analytics and Reporting**

- Identifying the areas for GoUP's needs for Business Intelligence & Data Analytics (BI & DA);
- Predictive analysis of future trends in call type and volume based on past/current data.
- Identifying common analysis activities across various government departments and revealing overlapping data needs
- Provide insights achieved from data analysis of data provided by CM Helpline with the Department/ GoUP
- Supporting Department/ GoUP on taking corrective actions for problem areas identified based on data analysis
- Creating a continuous process for expanding and improving upon the CM Helpline's Data Analytics capabilities;
- Recommendation during the implementation of CM Helpline Dashboards of past/ current data for DA;
- Generating various reports and providing insights of the services of the departmental services for multi- purpose use based on data analysis of CM Helpline data.

**(c) Infrastructure Audit**

The Consultant shall conduct periodic Infrastructure Audit which shall involve assessment of infrastructural capacity for enhancement need. The consultant shall recommend for scaling up the capacity of the Helpline based the future prediction of infrastructure requirement of CM Helpline

**(d) SLA Audit**

The Audit report shall include all the SLA parameters as agreed by the Call Centre Agency, its conformance/deviation to the SLA and recommend penalties for the Call Centre Agency for its payment. SLA parameters shall be in line with the key objectives of the CM Helpline and shall include call waiting time, call hold time, issue resolution time etc.

The SLA Audit Report will be submitted in order to verify the invoices submitted by Call Centre Agency. Based on the observations made by the team of consultant on the SLAs, appropriate recommendations on payment and penalty, if any, shall be made.

The SLA Audit report shall also cover compliance of the Call Centre Agency with any other obligation under the SLA.



- e) In addition to the above, The consultant while monitoring shall also perform the following activities
- i. Review the adherence of Standard Operating Procedure (SOP) prepared during Phase -1
  - ii. Suggest and co-ordinate Capacity building needs and training programs for the departmental personnel;
  - iii. Periodic changes suggested in escalation mechanism for timely resolution of issues & improvement in efficiency of functioning of CM Helpline;
  - iv. Periodic changes suggested in the responses through IVRS as per the situational needs & data Analytics reports
  - v. Periodic changes suggested in the script of the call operators in both outbound & inbound cases.
  - vi. Audit of Bills

**3. Resource Deployment (Number of Experts, Kind of Expertise & Qualification Required):**

Bidders would be required to deploy Full time team permanently in Client office consisting of members / Consultants to meet out the requirements mentioned above within the stipulated time. The Bidder shall deploy requisite number of personnel's depending on the allotted work, however Bidder need to provide following resources mentioned in table below for the assigned consultancy work 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:

1. The team together should have a mix of experts as per the requirement of the project and full time proposed resources shall be deployed at the client premise.
2. In case of replacement of resource(s) or deployment of additional manpower, if any, the decision of Client Department shall be final and binding.
3. Other than above if any other professionals are required as per project's requirement, then it shall be the bidders responsibility to provide the same.

S. No.	Role	Nos.	Task Assigned(Indicative)	Qualification
1.	Project Manager (Full Time)	1	<ul style="list-style-type: none"> <li>• Leading the team &amp; reporting to the Department</li> <li>• Complete project management, risk management and coordination between various stakeholders for smooth implementation</li> <li>• Monitor Implementation of project during all phases</li> </ul>	<ul style="list-style-type: none"> <li>• B.E. /B.Tech with MBA/PGDBA</li> <li>• 6+ years' experience</li> <li>• Should have done at least one PMU project as a project manager or in a project lead role</li> <li>• Should have relevant technical and managerial experience of large scale IT projects</li> <li>• Should have ability to lead, motivate and direct the</li> </ul>



			<ul style="list-style-type: none"> <li>• Prepare Risk Management Plan</li> <li>• Create progress reports &amp; submit to nodal officer</li> <li>• Monitoring and reviewing exit management plan provided by vendor, assessing impact of exit procedures suggested by vendor on key stakeholders of proposed system</li> </ul>	<p>team to achieve the business objectives.</p> <ul style="list-style-type: none"> <li>• Should have ability to anticipate and address the project risks.</li> <li>• Should have excellent oral &amp; written communication skills.</li> </ul>
2.	Senior Consultant for Project Management (Full time)	1	<ul style="list-style-type: none"> <li>• The Senior Consultant shall work for Technical and Operational PMU.</li> <li>• The Senior Consultant shall work on all areas of the</li> <li>• Project management Unit including, Monitoring of the implementation of Bundle of Services of Call Centre Agency, SLA monitoring, Project progress review, Stakeholder engagement, review of activities as per scope of services of Consultant.</li> <li>• Undertake project management work, including coordinating with various agencies including the Agency;</li> <li>• Assist the Department in sending various reports to various Stakeholders Monitor, evaluate and review the work of the Call Centre Agency</li> <li>• Identify and implement appropriate tools/use the tools approved by</li> </ul>	<ul style="list-style-type: none"> <li>• B.E. /B.Tech with MBA/PGDBA</li> <li>• 6+ years of total work experience</li> <li>• Experience in monitoring of IT/e-Governance projects</li> <li>• Experience in programs involving extensive communication and coordination with stakeholders</li> <li>• Experience in working on DPR preparation/RFP preparation and Bid Process Management / Vendor selection</li> <li>• Experience in Project Planning / Implementation, evaluation and assessment of Project plans including ability to anticipate and address the project risks</li> </ul>
3.	Consultant	2	<ul style="list-style-type: none"> <li>• The Consultants and</li> </ul>	<ul style="list-style-type: none"> <li>• BE./B.Tech/MCA</li> </ul>





	for Project Management (Full time)		<p>shall work for Technical &amp; Operational PMU.</p> <ul style="list-style-type: none"> <li>• The Consultants shall work on all areas of the</li> <li>• Project management Unit including, Monitoring of the implementation of Bundle of Services of Call Centre Agency, SLA monitoring, Project progress review, Stakeholder engagement, review of activities as per scope of services of Consultant.</li> <li>• Undertake project management work, including coordinating with various agencies including the Agency;</li> <li>• Assist the Department in sending various reports to various Stakeholders Monitor, evaluate and review the work of the Call Centre Agency</li> <li>• Identify and implement appropriate tools/use the tools approved by</li> </ul>	<ul style="list-style-type: none"> <li>• 4+ years of total work experience</li> <li>• Experience in programs involving extensive communication &amp; coordination with stakeholders</li> </ul>
4.	Data Analysis Expert (Full Time)	1	<ul style="list-style-type: none"> <li>• Perform Data Analysis, Data Validation, Data Verification, Data Cleansing, Data Completeness and identifying data mismatch using various Data analysis tools</li> <li>• Providing insights gained through data analysis</li> <li>• Assist in remedial action on problem areas</li> <li>• Developing use cases to generate high quality insights</li> </ul>	<p>B.E/B.Tech (Preferably in CS/Electronics and Communications)/ MCA/MBA 3+ years of Experience of data analysis</p>





In addition to the above Full time resources, following resources shall be required on as & when required basis:

S. No.	Role	Nos.	Task Assigned(Indicative)	Qualification
1.	Project Director (10% of the project duration)	1	<ul style="list-style-type: none"><li>• Overall responsibility for the project</li><li>• Review of the project deliverables</li><li>• Attending important meetings with Department and</li><li>• Provide inputs on best practices from other organizations/ States / Countries</li></ul>	<ul style="list-style-type: none"><li>• B.E. /B.Tech with MBA</li><li>• 15 + years of experience</li><li>• Experience in leading and driving large e-Governance and IT consulting and project management initiatives for a period of 8 years</li><li>• Lead the engagement CM Helpline for any state in the past</li><li>• Experience of handling teams with more than 20 members for large Project management units.</li><li>• Experience in program management involving extensive communication with stakeholders in a coordinated fashion for the implementation of a project/program</li><li>• Experience in working on or managing DPR preparation, RFP preparation and Bid Process Management / Vendor selection</li><li>• Experience in interpreting and monitoring of SLAs at various levels</li></ul>
2.	Call Center Expert (10% of the project duration)	1	<ul style="list-style-type: none"><li>• Recommending improvement in CM Helpline processes</li><li>• Work closely in designing of the Helpline</li><li>• Validate the Helpline related documentation like Call script, IVRS call routing document etc.</li><li>• Provide inputs on reducing call waiting and call hold time</li><li>• Provide inputs on</li></ul>	<ul style="list-style-type: none"><li>• Preferably MBA</li><li>• Minimum 4 years of experience</li><li>• Experience of working in call center establishment</li></ul>



			training material for Helpline operators	
3.	Technology expert (10% of the project duration)	1	<ul style="list-style-type: none"> <li>Assist in evaluating the plan &amp; guidelines on the deployment of IT infrastructure</li> <li>All Technology related assistance and Audit</li> </ul>	<ul style="list-style-type: none"> <li>B.E. /B.Tech/MCA</li> <li>Minimum experience of 5 years in IT infrastructure implementation and design</li> <li>Preferably should have ITIL certification / BS7799 auditing Certification.</li> </ul>
4.	Bid Process Expert(10% of the project duration)	1	<ul style="list-style-type: none"> <li>Assist in evaluation of bids received</li> <li>Preparation of bid evaluation report</li> <li>Drafting technical evaluation criteria for selection of Agency</li> </ul>	<ul style="list-style-type: none"> <li>B.E./ B.Tech</li> <li>Minimum experience of 7 years</li> <li>Should have exposure to projects related to bid management</li> <li>Should have experience of RFP preparation</li> </ul>
5.	Quality expert (10% of the project duration)	1	<ul style="list-style-type: none"> <li>Ensure quality oriented processes</li> <li>Finalization of the commissioning Acceptance</li> <li>Provide recommendation on rollout of the phase</li> </ul>	<ul style="list-style-type: none"> <li>Graduate/Post Graduate</li> <li>Preferably should have worked on laying down guidelines for getting ISO Certification</li> <li>Should have worked on ensuring process development is as per agreed quality assurance</li> </ul>

### **3. Payment Milestones & Timelines:**

S. No.	Milestones	Timeline (weeks)/ Frequency	Payment (% of the contract value)
<b>Phase 1</b>			
1.	Submission of the Project Plan	T0+1	5%
2.	Submission of Assessment Study Report	T0+4	15%
3.	Submission to Draft RFP for Selection of Call Centre Agency	T0+6	5%
4.	Publishing of RFP	T0+8	-
5.	Submission of Bid Evaluation Report	T0+14	10%
6.	Issuance of LoI to Successful Bidder (Copy of issued LoI shall have to be submitted as supporting document)	T0+16	5%



7.	Signing of Agreement/ Contract with Agency (Copy of Contract/ Agreement shall have to be submitted as supporting document)	T0+18	5%
8.	Agency Progress Report	-	-
9.	Commissioning Report of CM helpline	T0+24	5%
SUB TOTAL (Phase 1)			50%
<b>Phase 2</b>			
10.	Applications/ complaints Resolution Review Report	Monthly	Remaining 50% payment to be paid on quarterly basis in equated installments till 2 years of the Commissioning of CM Helpline.
11.	Data Analytics Report	Monthly	
12.	Stakeholders Mapping Report	Quarterly	
13.	SLA Monitoring Report	Quarterly	
14.	Department wise feedback/insight report	Quarterly	

**T0: Date of Project Kick-off meeting**



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

Only those Consultant Companies which are already empanelled with U.P. Electronics Corporation Limited vide eBid Reference no. UPLC-IT-CONSUL/EMP/03-12-14 and eBid Reference no. UPLC-IT-CONSUL/EMP/27-04-2015 for providing Advisory Services to UPLC/State Government Departments, are eligible to participate in this Tender. eBids submitted by any other bidders will be treated as non responsive and will not be considered against this eBid.

- a) Bid should comprise of following sections:
  - i) Technical Bid
  - ii) Financial Bid
- b) Both the bids must be submitted separately on eTender 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. Technical Evaluation

S. No.	Evaluation Criteria	Maximum Marks	Document Required
1.	<b>Experience of Company</b>	<b>70</b>	
1.1	Experience of working as Consultant with Chief Minister (CM) Helpline/ call Centre project in India	10	Copy of Work Order/ LOA/LOI / Client Certificate/Agreement etc.
1.2	Experience of working as Consultant for at least one Call Centre project with sitting capacity of minimum 300 in India	10	Copy of Work Order/ LOA/LOI / Client Certificate/Agreement etc.
1.3	Experience of working with atleast 10 departments in a state within India 5 marks for each such state	10	Supporting document depicting/mentioning the criteria like Copy of Work Order/LOA/LOI /Client Certificate/Agreement etc
1.4	Experience in providing consulting service as a National PMU for atleast 4 projects in India 2.5 marks for each project	10	Copy of Work Order/LOA/LOI/ Client Certificate/Agreement etc.
1.5	Experience in providing consulting service as a State PMU within India 2.5 marks for each project	10	Copy of Work Order/LOA/LOI/ Client Certificate/Agreement etc.
1.6	Experience in Selection of Agency/SI till monitoring in the field of IT of value more than Fifty lacs in the last 3 years with any state/central govt. in India	10	Copy of Work Order/LOA/LOI/ Client Certificate/Agreement etc.



S. No.	Evaluation Criteria	Maximum Marks	Document Required
	5 Marks for each project		
1.7	Experience in providing Consultancy services in Uttar Pradesh as a PMU for the purpose of Implementation & Monitoring with value greater than Fifty lacs  5 Marks for each project	10	Copy of Work Order/LOA/LOI/ Client Certificate/Agreement etc
2.0	<b>Quality and competency of key professional staff proposed</b>  The bidder would be evaluated for profiles of personnel available on rolls of the bidding company. These profiles, will be evaluated for: 1. Qualification – Degree and College 2. Years of total relevant work experience 3. Experience in the tasks defined in the scope of the work	<b>30</b>	
2.1	<b>Project Manager</b> Experience – >10 years – 4 Marks 8 to 10 years – 3 Marks 6 to 8 years – 2 Marks Less than 6 years– 0 Marks MBA/PGDBA + B.Tech/ B.E – 3 Marks Experience in government PMU projects as Project Manager – 1 mark for each project - maximum 3 marks	10	CV
2.2	<b>Senior Consultant</b> ≥6 years – 3 Marks Less than 6 years– 0 Marks MBA/PGDBA + B.Tech/ B.E – 3 Marks Experience in Bid Management and RFP preparation for government projects – 1 mark for each project - maximum 2 marks	8	CV
2.3	<b>Consultant</b> ≥4 years – 3 Marks <4 Years - 0 Marks B.Tech/B.E/MCA – 2 Marks  Experience in government project as	7	CV



S. No.	Evaluation Criteria	Maximum Marks	Document Required
	PMU - 2 marks for at least one project		
2.4	<b>Data Analyst</b> >=3 years – 2 Mark <3 Years - 0 Marks B.Tech/B.E./MCA/MBA – 2 Marks Experience in as Data Analyst for at least 1 project - 1 mark for atleast one project	5	CV
	<b>Total</b>	100	

**The Minimum qualifying marks for opening of the financial bid is 75 Marks. Any Deviation in the credentials provided by the Consultant shall not be considered for evaluation.**

## **2. Evaluation of Technical Bids**

- Constitution of Tender Evaluation Committee (TEC)
  - The evaluation of the eBids shall be carried out by Tender Evaluation Committee (TEC), which shall be constituted by UP Electronics Corporation Limited consisting of members from finance, legal and technical department of UPLC and also technical expert (s) from Government/Institution and UP Development Systems Corporation (UPDESCO). The TEC will evaluate the tenders in two stages i.e. Technical & Financial.
- Technical bids should be analyzed and evaluated by a Tender Evaluated Committee (TEC). Technical bids in the following conditions will be summarily rejected as being non responsive:
  - Technical Bids of those bidders, which are not empanelled with U.P. Electronics Corporation Limited vide eBid Reference no. UPLC-IT-CONSUL/EMP/03-12-14 and eBid Reference no. UPLC-IT-CONSUL/EMP/27-04-2015 for providing Advisory Services to UPLC/State Government Departments.
  - Technical bids unsigned and incomplete, not responding to the TOR fully and properly and those with lesser validity than that prescribed in the RFP.

## **3. Evaluation of Financial eBids**

- The financial eBids shall be opened by TEC of the firms which scores more than **75 marks** in the Technical Evaluation criteria. The Bids shall be opened in presence of representative of the technically qualified Bidders who chooses to attend. The name of the Bidders and the proposed prices shall be read and recorded when the financial proposals are opened.
- The Bidders shall upload the Financials in the Commercial bid section of the eTender portal. The Cost mentioned in Table A shall only be considered for evaluation. The amount quoted below shall be exclusive of service tax. It is mandatory to furnish the cost against all the particulars failing which the proposal



shall be liable to be rejected. A separate excel sheet of Commercial bid format has also been published along with the RFP as per Annexure V. The same is to be used to submitting commercial bid. Completely filled commercial bid in xls format shall have to be submitted on the eTender portal.

- If there are conditions attached to any financial eBids, which shall have bearing on the total cost, the Tender Evaluation Committee, will reject any such eBids as non-responsive financial proposal. However, if the TEC feels it necessary to seek clarifications on any financial proposals regarding Taxes, duties or any such matter, the TEC may do so by inviting responses in writing.
- The total cost will include all Taxes and duties for which the purchaser made payments to the bidder and other reimbursable expenses, such as Travel, Translation, report printing or expenses etc.

### **3. Negotiations**

Normally, there would be no post RFP negotiations.

### **4. Award of Contract**

- Based on the proposal of the technically qualified bidder, work will be awarded to the Successful Bidder submitting the Lowest One (L-1) price.

### **5. Contract Agreement**

The Successful Bidder shall execute a Agreement (Format of agreement is given in Annexure-VII) on Rs.100/- Non-Judicial stamp paper in the name of the Bidder bought in Uttar Pradesh only, within one week from the date of Letter of Acceptance issued by UPLC.

The Successful Bidder shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate for the execution of the contract or any part thereof without the prior written consent of UPLC. UPLC reserves its right to cancel the order either in part or full, if this condition is violated.

### **6. Confidentiality**

The selected consultant will treat as confidential all data and information about the purchaser obtained during the execution of its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of the Purchaser.



## 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.

### 1. **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 would be rejected. Detailed scope of work is mentioned in Section-III.

### 2. **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:

- 1 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.
- 2 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) and Scope of Work 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.

**3. 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.

**4. 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.

**5. 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.

**6. 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. The consultant shall always support and safeguard the legitimate interests of the UPLC/Client Department 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.

**7. 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. 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.
- 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 requests to replace resource(s), then Consultant shall be required to replace the resource(s) within 4 weeks from the date of request raised.

**8. 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.

**9. 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
- 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.

**10. 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 indemnify the UPLC/ Client Department 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 shall be defended in the defense of such proceedings.



**11. 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.

**12. Payment Terms**

Payment shall be released to the concerned IT Consultant Company as per the terms and conditions of the RFP and contract awarded to the IT Consultant Company by UPLC and review of the progress in project.

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

**13. Taxes**

TDS and short payment/deductions, if any, by the client department, will be deducted from the amount payable to the consultant.

**14. 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
- c) Non-adherence to the timelines of the project.
- d) Quality of work is not satisfactory and not acceptable.

**15. 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.

**16. Limitation of Liability**

Limitation of Liability towards the consultant shall not exceed the contract value.



## 17. **Fraud and Corruption**

Under the policy of “U.P. Electronics Corporation Limited” 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 Tender Evaluation Committee (TEC) or the decision making authorities.



**Annexure -I**

**SECTION VI - TECHNICAL PROPOSAL SUBMISSION FORM**

**CONSULTANT'S GENERAL INFORMATION**

S. No	Particulars	Description/Details	Reference Documents	Page No.
A	Name of Bidding Company			
B	Contact Details			
	a. Address			
	b. Mobile/Telephone			
	c. Fax			
	d. email			
	e. Website			
C	Name of Managing Director / CEO			
D	Name, Designation & email of Authorized signatory			

**Signature .....**

**In the capacity of .....**

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

**Date.....**

**Place.....**



### TEAM COMPOSITION AND TASK ASSIGNMENTS

**Technical/Managerial Staff**

S. No.	Name	Qualification	Position	Task
<b>Full Time</b>				
1				
2				
3				
4				
5				
6				
<b>Part Time</b>				
1				
2				
3				
4				
5				
6				

Signature .....

In the capacity of .....

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

Date.....

Place.....



**Annexure III**

**FORMAT OF CURRICULUM VITAE (CV) FOR  
KEY PROFESSIONAL STAFF PROPOSED**

<b>Name</b>	:	
<b>Proposed Position</b>	:	
<b>Date of Birth</b>	:	
<b>Profession/ Present Designation</b>	:	
<b>Brief Description on Experience</b>	:	
<b>Overall Experience (applicable for all 3 proposed resources):</b>		
<b>Relevant Experience ():</b>		
<b>Description of Project (Include projects relevant to this Bid. Max citations 5)</b>	<b>Client</b>	<b>Role</b>
1.		
2.		
3.		

**Education:**

<b>Degree</b>	<b>Date/s</b>	<b>Institute</b>	<b>Location</b>

**Employment Record:**

<b>Organization</b>	<b>Period</b>	<b>Designation</b>	<b>Job Profile</b>
1.			
(Add rows if required)			

**Languages:**

<b>Language</b>	<b>Read</b>	<b>Write</b>	<b>Speak</b>
(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: .....**



**Annexure IV**

**FORMAT OF PROJECT EXPERIENCE**

**Projects credentials relevant to the criteria should be attached (As specified in the Evaluation Criteria):**

**Project 1/2/.....:**

<b>Name of the Client</b>	
<b>Project Name and Brief Description</b>	
<b>Activities performed by the bidder for the project</b>	
<b>Year (start date; end date)</b>	
<b>Duration</b>	
<b>Order value (INR)</b>	
<b>*Attach the work order/LOI/Contract for the Assignment</b>	

**Signature .....**

**In the capacity of .....**

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

**Date.....**

**Place.....**





**Annexure V**

**COVERING LETTER FOR PROPOSAL SUBMISSION FORM**

To,  
The Deputy General Manager,  
U.P. Electronics Corporation Limited,  
10, Ashok Marg, Lucknow-226001

Ref: Submission of Proposal against your Tender Reference No: UPLC\_IT\_CM\_HELPLINE\_2017

Dear Sir,

Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP reference No. UPLC\_IT\_CM\_HELPLINE\_2017 for “SELECTION OF CONSULTANT FOR PROVIDING CONSULTANCY SERVICES FOR IMPLEMENTATION OF UP CHIEF MINISTER HELPLINE” by the Uttar Pradesh Electronics Corporation Limited”, in full conformity with the said Tender document and our proposal (eBid).

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 (Reference No.UPLC\_IT\_CM\_HELPLINE\_2017) for “Selection of Consultant for providing consultancy services for “Implementation of UP Chief Minister Helpline”.
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**

**FINANCIAL PROPOSAL SUBMISSION FORM (BOQ)**

Ref: Submission of Proposal against your RFP Reference No. UPLC\_IT\_CM\_HELPLINE\_2017 for “IMPLEMENTATION OF UP CHIEF MINISTER HELPLINE”.

Our detailed financial proposal is as follows:

(Amount in INR)

S. No.	Particulars	Basic Price (INR) (a)	Applicable Service Tax * (@ 15%) (b)	Total Cost (a+b)
1	Providing Consultancy Services as per the Terms of Reference and Scope of Work as mentioned in Section III of the RFP Reference No. UPLC_IT_CM_HELPLINE_2017 for “Selection of Consultant For Providing Consultancy Services”.			
<b>Total cost in words</b>				

**NOTE:**

\* Presently the rate of Service Tax is @ 15%.

**Financial Proposal (quote) shall have to be given on the .xls format file of the eTender Portal. Separate Excel Sheet has been provided for Financial Proposal (BOQ).**



**Annexure VII**

**FORM 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 .....2017 at Lucknow between M/s.....(name of the Consultant Company selected through the bidding process against the RFP (RFP Ref. No. UPLC\_IT\_CM\_HELPLINE\_2017) for “IMPLEMENTATION OF UP CHIEF MINISTER HELPLINE” 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 provide consultancy services For IMPLEMENTATION OF UP CHIEF MINISTER HELPLINE, in accordance with all the terms and conditions contained in the Tender RFP (RFP Ref. No. UPLC\_IT\_CM\_HELPLINE\_2017) and also the terms and conditions contained in the subsequent corrigendum and 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 OF .....TWO THOUSAND AND SEVENTEEN.

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:



**Annexure VIII**

**FORMAT OF PROFORMA OF BANK GUARANTEE TOWARDS  
PERFORMANCE SECURITY**

**PERFORMANCE GUARANTEE**

Ref No.....

Bank Guarantee No .....

Dated : .....

IN consideration of the Governor of Uttar Pradesh (hereinafter called “the Government”) having agreed; to exempt \_\_\_\_\_ (hereinafter called “the said Contractor(s)”) from the demand, under the terms and conditions of an Agreement, dated \_\_\_\_\_ made between \_\_\_\_\_ and \_\_\_\_\_ for \_\_\_\_\_ (hereinafter called “the said Agreement”), of security deposit for the due fulfillment by the said Contractor(s) of the terms and conditions contained in the said Agreement, on production of a bank Guarantee for Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) we, \_\_\_\_\_ (indicate name of the Bank) (hereinafter referred to as “the Bank”) at the request \_\_\_\_\_/contractor(s)/, do hereby undertake to pay to the Government an amount not exceeding Rs. \_\_\_\_\_ against any loss or damage caused to or suffered or would be caused to or suffered by the Government by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

2. We \_\_\_\_\_ (indicate name of the Bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the Government stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Government by reason of breach by the said contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the contractor(s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. \_\_\_\_\_

3 We undertake to pay to the Government any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) supplier(s) in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the contractor(s) supplier(s) shall have no claim against us for making such payment.

4 We, \_\_\_\_\_ (indicate name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be



taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the Government under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or filed \_\_\_\_\_ office/ Department \_\_\_\_\_ certifies that the terms and conditions of the said Agreement, have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the \_\_\_\_\_ we shall be discharged from all liability under this guarantee thereafter.

5. We, \_\_\_\_\_ (indicate name of the Bank) further agree with the Government that the Government shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government against the said Contractor(s) and to for bear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said Contractor(s) or for any forbearance, act or commission on the part of the Government or any indulgence by the Government to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provisions, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/Supplier(s).

7. We, \_\_\_\_\_ (indicate name of the Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the Government in writing.

Dated the \_\_\_\_\_ day of \_\_\_\_\_  
for \_\_\_\_\_  
(Indicate the name of Bank).

**Instructions for furnishing Bank Guarantee**

1. The Bank Guarantee by Indian Bidders will be given on non-judicial stamp paper as per stamp duty applicable at the place from where the purchase Agreement has been placed. The non-judicial stamp paper should be in name of the issuing bank.
2. The expiry date of the Bank Guarantee should be as mentioned in the RFP (RFP Ref. No. UPLC\_IT\_CM\_HELPLINE\_2017) documents.
3. The Bank Guarantee by Indian Bidders will be given from Scheduled Bank only.