

TERMS OF REFERENCE FOR PROVIDING
CONSULTANCY SERVICES FOR
SAFE CITY PROJECT

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1. Proposal Submission Details

S.No.	Description	Details
1.	Date of TOR Issuance	21 st February 2019
2.	Date and time of Submission	1 st March 2019- EXTENSION-II EXTENDED UPTO 22nd March 2019 Before 06:00 pm
3.	Mode of Submission	E-mail/Hardcopy To: sanjay.bobde@nisg.org copy to: sridhar@nisg.org sudhir.goli@nisg.org
4.	Contact person/s for clarifications	1) Sridhar-09963233004 2) Sudhir Goli-09963449875
5.	Proposal to be addressed to	Mr. Sanjay Bobde, VP & Location Head, NISG.

2. Purpose of the Terms of Reference (ToR)

National Institute for Smart Government (NISG), Hyderabad, hereinafter called the “**Employer**”, having the mandate for providing the consultancy services for the implementation of Safe City project for Government of West Bengal, hereinafter called “**Client**”, is seeking proposals from prospective, qualified offerors who will provide subject matter consultancy as per the requirements provided in this ToR, hereinafter called “**Service Provider**”.

The Service Provider can be either an Individual Subject Matter Expert or an Organization. In case of the Organization, the Service Provider can source the required resources from the multiple agencies. Payments shall be made to the Service Provider only. The Service Provider shall be responsible for all contractual performance.

3. Background

Ministry of Home Affairs, GoI in 2013 has formulated detailed guidelines for Mega City Policing for mega cities like Delhi, Kolkata, Mumbai, Chennai, Hyderabad, Bangalore and Ahmedabad, which is also known as **SAFE CITY PROJECT GUIDELINES 2013**. These guidelines have been framed with a view to equip the Policing System in mentioned mega cities to meet the challenges of the modern time crimes and disturbances. West Bengal Police intends to extend the Safe City guidelines and concepts for three Police Commissionerates within the city of Kolkata and in this regard, National Institute for Smart Government (NISG) has been retained as the project management consultant (PMC) for conceptualization, Design and selection of vendor for development and implementation of the solution that includes setting up a Command Control centre at each of the Commissionerates.

4. Objective of the Project

The broad objectives outlined for the envisaged "SAFE CITY" project includes but not limited to:

- ✓ To facilitate exercising an effective Command and Control over the city area.
- ✓ Reduce the response time from detection of an incident to its resolution using live video feeds.
- ✓ Provide safeguard to public areas, prevent manmade threats, act as deterrence to criminals as well as prevent, detect and control crime.
- ✓ Real time Automated Traffic & Incident Surveillance & Response using Geo-spatial Technologies
- ✓ Instant Real time communication Exchange
- ✓ Collaboration with other agencies and divisions of Police
- ✓ Integrated Information Management
- ✓ Intelligence & Analysis tools for evidential decision making

5. Terms of Engagement

5.1. Response to this ToR:

The Service Provider (Organizations or Individual Consultants (SME) referred to as SP) has to respond to this ToR by submitting the signed and scanned **Technical Bid in**

Form I, Form II, III & Commercial Bid in Form IV through email on or before **date mentioned the datasheet**. **Form I** is the covering letter to be signed by the authorized person from the Service Provider and **Form II** is the format for Curriculum Vitae and **Form III** is format for elaborating the Past Project Experience. The **Form IV** consists of the **price** Details which is to be **signed** by an authorized person from the service provider. The **Form V** consists of required Job Description (JD) for all required SMEs.

5.2. Turn Key basis:

The Service Provider (in case of organizations) should communicate the interest to provide the candidates on **turnkey** basis and quote the price **in Form IV**. The prices shall be exclusive of service tax (all other taxes as applicable will be inclusive).

5.3. Bid Submission and Selection Process

5.3.1. Bid Submission

1. The bid shall be submitted in a single document under two parts – **Technical and Commercial**.
2. The technical bid shall not exceed ten (10) pages, containing the past experience of the organization in the domain and profiles of the consultants to be deployed for the assignment. The profiles shall be submitted only in the format prescribed under various forms given under Annexure – I.
3. The Commercial bid shall as per the **form IV**.
4. The proposal shall be signed by an authorised signatory of the consultant organization.

5.3.2. Bid Evaluation

Technical Bid – The technical bid shall be evaluated based on the below mentioned criteria:

S.No.	Evaluation Criteria	Score
1	Past Experience of the consultant/organization in similar Surveillance projects.	40

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S.No.	Evaluation Criteria	Score
	<p>These projects should be relevant to the functional scope specified in Section 6.</p> <ul style="list-style-type: none"> ➤ One (01) project of Camera based Surveillance system/solution in State Government/ Indian Government/PSU or major corporate (20 marks) ➤ Two (02) project of camera based Surveillance system/solution in State Government/ Indian Government/PSU or Private organization (30 marks) ➤ More than Two (>2) projects of camera based surveillance system/solution related project in any two or more states or for any two or more major corporates or a combination of both – (40 marks) 	
2	<p>Profile of Resources proposed for the assignment</p> <p>(NISG shall evaluate the resumes of the proposed resource based on the relevance of the profile to Integration domain with minimum of 10 years of experience</p>	60
Total Technical Score		100

Only bidders who score above the total Technical score of 70 (seventy) or more will be further evaluated. Commercial bid of those who do not technically qualify shall not be considered for QCBS evaluation.

Commercial Bid –

- (i) The bid with the lowest bid price (L1) will be assigned 100%.
- (ii) Commercial Scores for other bids will be normalized using the following formula:

Normalized Commercial Score of a Bid (Fn)= {(Commercial Bid price of L1/Commercial bid price of the Bid) X 100} %(adjusted to 2 decimals)

Final Evaluation –

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The weightage for the final evaluation is as described below:

- (i) Technical – 60%
- (ii) Commercial – 40%

In other words, the bid would awarded in favour of most competitive bidder by adopting the 60:40 weightages to technical and commercial scores respectively after duly normalizing the technical & commercial scores.

The final score will be calculated as follows:-

$$B_n = 0.60 * T + 0.40 * F_n$$

Where

B_n = Final score of the bidder

T = Technical score of the bidder

F_n = Normalized financial score of the bidder

The Bidder with the highest final score will be called as the Best Value Bid. In case of a tie in the final score the bidder with higher Technical Score will be considered for award of the assignment.

NISG reserves the right to withdraw or cancel or modify the Terms of Reference at any point of time.

NISG reserves the right to negotiate with the successful bidder.

5.4. Purchase Order:

A separate Purchase Order would be issued to the Service Provider after finalization and selection.

5.5. Working Conditions

- a) Office space and equipment:** The resources may work from their office or at NISG, Hyderabad premises. At NISG, they will have to make their own arrangements for lunch, mobile phones etc. Reasonable office working space and equipment like printer(s), photocopier(s), and fax will be provided within NISG office.
- b) Travel to work:** The resource will be required to work with senior officers and team of NISG, operating from the place provided by NISG, which shall be in Hyderabad.

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The resources have to make their own arrangements for commuting to and from work at Hyderabad. In case the consultant works from his/her own office, no allowance or reimbursement of any kind shall be paid.

- c) Working Hours:** The resource will work and follow the timings, holidays and calendar of the NISG. If required, they may be expected to work extra to meet the target dates and deliverables as and when needed or committed.
- d) Travel outside:** If required to visit the client's offices (other than the regular work place) or any other offices of any other Government agency for reasons of work, the resource would need to travel to those places, anywhere in India. The cost of such travel and boarding outside Hyderabad/Base location of resource shall be borne by NISG.
- e) Leave of Absence:** Resource will be required to inform the Project Lead in NISG in advance about any planned absence and take approval for the same. Any absence from work without prior information and approval beyond three days would not be billable.
- f) Standard of Performance:** The Resource shall perform the Services and carry out their duties with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices. The Resource standards of performance and conduct shall be guided by the Client's defined Performance Standards and Code of Conduct.
- g) Line of Authority:** The resource will report to the designated manager of NISG, who will set the work priorities, the expected outcomes and the timelines. NISG will make their payments, subject to the approval of the client. NISG may seek feedback from the client about the performance of the resource, if required.
- h) Misconduct:** If NISG finds that any of the resources has committed serious misconduct or has been charged with having committed a criminal action, or has reasonable cause to be dissatisfied with the performance of any of the resource, then the Service Provider shall, at NISG's written request specifying the grounds thereof, within 5 days to provide as a replacement, a person with qualifications and experience acceptable to NISG. The selection of the replacement shall follow the same process as detailed in this ToR.
- i) Status Reporting:** The resource may be directed to give a periodic status report by

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the client. They will not be required to give similar reports to NISG, except when they are requested to do so to assess the status of the engagement and to strengthen the relationship with NISG.

5.6. Insurance:

The SP has to make suitable arrangements for all the insurance needs of the resource. NISG will not bear any liability whatsoever for the resource, under any circumstances. In case of individual consultants, no insurance is applicable.

5.7. Acceptance of Deliverables:

The resource should ensure that all the deliverables produced are in conformance to the stated and implied scope of work as mentioned. All the deliverables would be submitted in draft mode to Project lead of NISG and the same shall be reviewed /vetted by the competent authority at NISG. In case any shortcoming is found in any of the deliverables, the same shall have be rectified/ redone by resource/organization without charging any additional fee to NISG. The final deliverable shall be deemed to have been accepted and signed off only after acceptance by the client of NISG.

5.8. Replacement:

Except as NISG may otherwise agree, no resource selected for this engagement shall be changed, or replaced. If, for any reason beyond the reasonable control of the Service Provider, such as resignation, retirement, death, medical incapacity, disability among others, it becomes necessary to replace any of the resource, the Service Provider shall, within 5 working days, provide as a replacement a person of equivalent or better qualifications. The selection of the replacement shall follow the same process as detailed in this ToR. Any of the resource provided as a replacement above, shall be subject to the prior written approval by the NISG. Also the Service Provider shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement, and the remuneration to be paid for any of the resource provided as a replacement shall not exceed the remuneration which would have been payable to the CS replaced.

5.9. Applicable Law:

Both NISG and Service Provider accepts that its individual conduct shall (to the extent applicable to it) at all times comply with all applicable laws, rules and regulations. For the avoidance of doubt the obligations of both NISG and SP are subject to their respective compliance with all applicable laws and regulations.

5.10. Dispute Resolution:

If a dispute arises under this engagement, both NISG and SP agree to first try to resolve the dispute with the help of a mutually agreed-upon mediator in Hyderabad. Any costs and fees other attorney fees associated with the mediation shall be shared equally by the parties.

If it proves impossible to arrive at mutually satisfactory solution through mediation, both NISG and SP agree to a sole Arbitrator to be appointed by mutual consent. If NISG and SP cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be nominated by the NISG. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made thereunder shall be final and binding upon NISG and SP hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held at Hyderabad, Telangana.

5.11. Billing:

The SP has to bill NISG on completion of milestones mentioned in the ToR (Please refer to deliverables and payment schedule given in section 6.4 for Organizations and in Form V as part of JD for individual consultants). NISG would generally make the payments within two weeks after receipt of the bill.

5.12. Confidentiality and Conflict of Interest:

The Resource deployed at the NISG/Clients premises shall hold the NISG/Client interests paramount, without any consideration for future work, and strictly avoid

conflict of interest with other assignments or their own corporate interests. If during the period of this contract, a conflict of interest arises for any reasons, the resource shall promptly disclose the same to the NISG and seek their instructions.

5.13. Termination:

NISG reserves the right to terminate the contract by giving a notice of *15 days* if the performance of the Consultant/*agency* is not found satisfactory. The consultant/*agency* shall be given a period of fifteen days to cure the breach or fulfill the contractual obligations. Failing which NISG shall notify the Consultant/Agency in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the bidder is in default

NISG shall also be entitled to make recoveries from the consultant/*agency's* bills, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement

Termination for Default: The NISG, without prejudice to any other remedy for breach of Contract, may terminate this Contract in whole or in part by giving *15 days* advance notice; if the Consultant/*agency* fails to deliver any or all of services within the period(s) specified in the Contract, or within any extension thereof granted by the Client or if he fails to perform any other significant obligations(s) under this contract.

Termination for Insolvency: The NISG may at any time terminate the Contract by giving written notice to the selected Consultant/*agency* if it becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Consultant

5.14. Engagement Period and Terms

- i. This engagement is expected to be for a period of **3 months**. This estimate is made on the total Man-month effort required for each resource and is only for the purpose of evaluating the extent of work.
- ii. Between the period of submission of the deliverable and its acceptance, NISG or the client may seek various clarifications and these clarifications need to be answered and the reports modified accordingly.
- iii. All intermediary documents shall be submitted to NISG, failing which the report shall not be accepted.

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- iv. During the assignment the consultant/organization shall need to continuously interact with the other consultants of NISG so that there is a clear and seamless flow of information within the team.
- v. Presentations/reports may need to be prepared on the above mentioned deliverable and all meetings as and when decided by project lead of NISG (Based on client's requirement) shall be attended.

5.15. Cancellation:

NISG reserves the right to withdraw this ToR, if NISG determines that such action is in the best interest of the organization without assigning any reason whatsoever. The length and duration of the validity of the short listing process is the discretion of NISG. Short-listed SP would be issued formal ToR to start the work.

5.16. Other terms:

- a) The consultant has to agree and abide by the rules and regulations applicable to consultants of NISG.
- b) Any other out of pocket expenditure such as travel incurred for the engagement will be reimbursed subject to prior approvals from the concerned Vice President/ General Manager, NISG.
- c) The consultant will be open to travel as required.
- d) The outstation travel expenses will be borne by NISG as per the NISG Business Travel & communication policy.
- e) The consultant should be available on email/phone for any adhoc support and contact on all days including Sundays.
- f) The consultant will also abide by all other guidelines/rules/regulations/instructions necessary/as applicable by/for NISG
- g) The documents, artifacts generated from this work will be the sole property of NISG.

6. Scope of Work

6.1. Geographical Scope:

The geographic scope of the study is limited to Police commissionerates /Stations/Traffic Guards within Kolkata, West Bengal and designated Police

commissionerates/offices in other cities in India identified for the purpose of lead practice study.

6.2. Activity Scope:

The activity scope of the assignment includes but not limited to the following:

1. Interactions with the stakeholders (list shall be given by NISG) at all Police commissionerates/Stations/Traffic guards to understand and finalize the requirements and scope of Safe City project for West Bengal.
2. Visit to shortlisted state(s) that have implemented Safe City solution and document the relevant learning and applicability to the state of West Bengal
3. Define the Technical and Solution architecture for the “**Integrated Safe City System**”
4. Define Functional Requirements, Technical Requirements and Security Requirements for implementation of Integrated Safe City System
5. Prepare a detailed Bill of Material that includes the broad specifications for the proposed solution(s) components.
6. Help NISG in the preparation of the Request for Proposal with respect to the technical architecture and related aspects
7. Estimation of cost of implementation of Integrated Safe City System considering all the cost elements.
8. Assist NISG in addressing the queries submitted by bidder in pre-bid meeting and assist NISG in the technical evaluation of bids received from all the bidders

6.3. Deliverable(For Consultant Organizations):

- i. **As-Is Study Report:** Study of the existing organization structure for the three Police Commissionerates, processes, identifying the systems that fulfil the automation of the processes, identifying the processes which require re-design and identifying new processes that are required for improvement.
- ii. **Technical Specifications:** Design the technical and solution architecture, define Function and security Requirements, define detailed implementation approach, prepare Bill of Material along with broad specifications of each component and cost estimation required for the implementation of the Integrated Command control center.

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- iii. Assist NISG in the Bid Process Management for selection of suitable System Integrator for the implementation of Integrated Safe City System this includes assist in addressing the bidder's queries and technical evaluation of bid.

Note: The deliverables for Individual Consultants are given in Form V (Refer Annexure) as part of Job Description

6.4. Payment Schedule

The payment release schedule shall be different for Consultant organizations and individual consultants. The Consultant organizations will receive payments as per the following schedule:

No.	Payment Milestones	Payment Percentage of the Total Quote
1.	On submission of Draft As-Is Report & formal acceptance by NISG(Based on client feedback)	20%
2.	On submission and acceptance of Technical Specifications Document along with Bill of Material(Based on client feedback)	50%
3	On completion of Bid Process Management and selection of agency(On submission of Bid Evaluation Report by NISG to client)	30%

The individual consultant payments are linked to deliverables (Role wise) and the same is shown in Form V as part of Job Description in the Annexure.

7. ANNEXURE

Form I: Covering Letter

Date:

Place:

To

Vice President and Location Head,
National Institute for Smart Government,
TSIIC CENTER,
Financial District
Gachibowli,
Nanakramguda, Hyderabad –Telangana.

Sir

Sub: Submission of response to the ToR for providing consultancy services – reg.

Having examined the Terms of Reference (ToR), we the undersigned, express our willingness, and hereby offer, to provide the Service Matter Experts. We state that we shall abide by the provisions of the ToR.

Signature:

Name:

Designation:

Company Seal

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Form II: Format for Curriculum Vitae (CV)

S. No	Item	Details		
1.	Name			
2.	Specify role to be played in the project			
3.	Current job title			
4.	Experience in yrs. (Provide details regarding name of organizations worked for, Designation, responsibilities, tenure etc.)			
5.	Name of Organization	From	To	Designation/ Responsibilities
6.				
7.				
8.	Number of years with the Current Organization			
9.	Current job responsibilities			
10.	Summary of professional / domain experience			
11.	Skill sets			
12.	Highlights of assignments handled			
13.	Educational Background, Training / Certification including institutions, specialization areas etc.			
14.	Degree (including subjects)	Year of Award of Degree	University	
<p>I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes qualifications and experience mentioned above and the proposed staff member is a permanent employee of our organization. I understand</p>				

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that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Signature of Staff Member

Date:

Signature of Authorized Signatory

Date:

Company Seal:

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client, and/or sanctions by the Bank.

Name of Expert

Signature

(Date)

Form III: Past Project Experience

Project Experience (one Form for each project reference duly certified by authorized signatory)	
Client Information:	
Name of client	
Name of the person who can act as a reference from Clients' side, with name, designation, postal address, contact phone, fax number, e-mail id,	
Type of Client (Private Sector / PSU / Government Organization):	
Nature of business / operations of client	
Revenue/Budget (in case of Government dept.) of the client	
Total number of Employees of the client organization or the business unit	
Project Details:	
Nature of the Project	
Total Contract Value for Implementation Services	
Functional areas of business covered in the project	
Geographical Location of Implementation	
Number of Locations / business units at which the project is implemented	
Peak on-site (at the client location) project team size of the IA during implementation	
Peak on-site (at the client location) project team size of the IA during post-implementation support	
Date of commencement of the project	
Date of successful completion of the project	
If not completed, expected date of completion	
Brief Description of the Project in terms processes automated, complexity of the project, significant	

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achievements, uniqueness,	
Scope of the Project	
Brief details of the Solution:	
A packaged implementation/developed from scratch	
The solution modules/engines/components implemented	
Number of Users of the solution	
Methodology Adopted	
Relevance of the implementation to the current project	
Other Relevant Information	

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Form IV: Price Bid format

[Date]

Vice President and Location Head,
National Institute for Smart Government,
TSIIC CENTER
Financial District
Gachibowli,
Nanakramguda, Hyderabad – A.P.

Dear Sir,

Ref: Price Bid for providing consultancy services

Having examined the ToR, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide consultancy services as pre ToR. To meet such requirements and to provide services as set out in the ToR, the following is our quotation summarizing our price proposal.

Total Cost	INR.	(Amount In Words)
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Dated this Day of 2019

(Signature)

(In the capacity of)

Seal/Stamp of bidder

CIN & GSTIN:

PAN Number:

Form V: JD for Subject Matter Experts (SMEs)

Position	Process Consultant (Domain- Policing, Traffic & Surveillance)	
No. of Positions*	1	
Duration	3 months	
Location	Hyderabad/Kolkata	
Job Objective : The key objective of this position is to provide Technical assistance to NISG project team in As-Is process study, Preparation of Process maps, Defining To-Be Processes, Drafting FRS, Designing the Functional Architecture for Police Commissionerates		
Responsibilities: The Consultant shall report to the NISG Project Manager with the following responsibilities: <ol style="list-style-type: none"> 1. Understanding the existing processes being followed at 3 Commissionerates 2. Preparation of process maps 3. Identify the Process Re-engineering requirements 4. Study the best practices followed Domestic (Primary study) & International (Secondary) 5. Define the Functional Technical requirements for the Safe City Project 6. Assist NISG project team in preparation of RFP and Bid Process Management 7. Any other Technical aspects related to the project 		
Education: Graduation or Post-Graduation Degree in Electronics & Communication/ IT/ Computers/ Computer Science from a recognized University or institution with at-least 15 years of experience		
Skills & Experience: <ul style="list-style-type: none"> • IT Experience in the areas of Requirement Analysis, Functional & Technical Architecture design • Experience of at-least One (01) Surveillance System project • Experience of at-least One (01) e-Governance project in State Government/ Indian Government 		
Deliverables	Deliverable	Payment %
	<ul style="list-style-type: none"> • As-Is Study report along with Process maps • Best Practices report • To-Be Solution • Application Architecture, Functional Requirements Specification • Capacity Building & Change Management Plan • Any other Technical documentation required for project 	<ul style="list-style-type: none"> 10% 15% 25% 25% 15% 10%

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Position	SME (Infrastructure, Networking & GIS)
No. of Positions*	1
Duration	3 months
Location	Hyderabad/Kolkata

Job Objective :

The key objective of this position is to provide Technical assistance to NISG project team in understanding the existing network topology, designing the To-Be network architecture, Preparing the required Network BoM for implementation of Safe City project in Police Commissionerates

Responsibilities:

The Consultant shall report to the NISG Project Manager with the following responsibilities:

1. Study the existing Network devices and prepare life expectancy along with Support status from OEM for all devices
2. Identify the Networking BoM, Bandwidth requirements at each level required for the project
3. Prepare the network, security architecture and Assist in preparing the DPR for the project
4. Provide technical writing/guidance to support GIS metadata and project documentation
5. Assist NISG project team in preparation of RFP and Bid Process Management
6. Any other Technical aspects related to the project

Education:

Graduation or Post-Graduation Degree in Electronics & Communication/ IT/ Computers/ Computer Science from a recognized University or institution with at-least 15 years of experience

Skills & Experience:

- IT Experience in the areas of Network design
- Experience of at-least One (01) e-Gov project in State Government/ Indian Government
- Experience in various GIS and CAD data formats to perform data conversions, data editing, and topology clean-up
- knowledge of GIS, GPS, remote sensing, and familiarity with various GIS software

Deliverables	Deliverable	Payment %
	<ul style="list-style-type: none"> • Existing Infra assessment (Field level Devices, SDC) • Infrastructure Sizing (BoM & BoQ) • Network Architecture, Solution Architecture • Detailed Project Costing with 	Any other Technical documentation required for project

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Position	Technology Expert (Command Control Centre)
No. of Positions*	1
Duration	3 months
Location	Hyderabad/Kolkata
Job Objective : The key objective of this position is to provide Technical assistance to NISG project team in As-Is process study, Preparation of Process maps, Defining To-Be Processes, Application Architecture design for Police Commissionerates	
Responsibilities: The Consultant shall report to the NISG Project Manager with the following responsibilities: <ol style="list-style-type: none">1. Providing necessary guidance to clients about expected events that could potentially impact the client which are to be escalated to the Site Manager in a timely manner2. Assist Client to Monitor/coordinate response to local physical security alarms received through the alarm system3. Able to define, analyze, plan, forecast, measure, maintain and improve all aspects of the availability of services4. Define the implementation approach and phasing5. Assist NISG project team in preparation of RFP and Bid Process Management6. Any other Technical aspects related to the project	
Education: Graduation or Post-Graduation Degree in Electronics & Communication/ IT/ Computers/ Computer Science from a recognized University or institution with at-least 10 years of experience	
Skills & Experience: <ul style="list-style-type: none">• Has an in-depth Understanding of Service Management Framework principles and processes and the ability to apply the technical knowledge in project or Programme activities• Knowledge in Lifecycle management for assets including hardware, software, intellectual property, licenses, warranties etc. This includes managing usage, disposal, compliance, inventory, sustainability, cost optimization and protection of the asset portfolio• Knowledge of identifying and targeting mission critical systems to include: mission critical telecommunications systems and supporting infrastructure, IT networks, operational command and control platforms both ground and air based, mission critical utilities systems, and security systems• IT Experience in the areas of Requirement Analysis, System Integration, Design• Proficiency with standard office computer and web applications (Microsoft Visio, Word, Excel, PowerPoint)• Experience in Managing Command Control Centre in India• Experience of at-least One (01) e-Gov project in State Government/ Indian Government	
Deliverables	

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	Deliverable	Payment %
	<ul style="list-style-type: none">• Inputs to As-is Report-Understanding & Assessment of existing Control Room• Design of Command Control Centre• Design of Applications with Analytics required & Integration Requirements• Any other Technical documentation required for project	20% 40% 25% 15%

-----**END OF THE DOCUMENT**-----