



सत्यमेव जयते

REQUEST FOR PROPOSAL (RFP)

FOR

Information Systems

Need Assessment (ISNA)

In

ULBs

UNDER

“E-GOVERNANCE IN MUNICIPALITIES”

Government of India

Ministry of Urban Development

February 2012

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Document Control Sheet

Sr. No	Particular	Details
1.	Document Reference Number	K14013/11/2011-NURMIV
2.	Start date of issue of RFP	18 th February 2012
3.	Last date of issue of RFP	12 th March 2012
4.	Pre Bid Meeting	2 nd March 2012, 3 pm
5.	Last date & time for receipt of proposals	12 th March 2012 , 1 pm
6.	Date & time of opening of Technical proposal	12 th March 2012, 3 pm
7.	Date & Time of opening of Financial Bids	To be communicated
8.	Earnest Money Deposit	Rs.1,00,000/-
9.	Office Address	Ministry of Urban Development Room No 134, C Wing Nirman Bhawan, Maulana Azad road New Delhi-110108 Tel : 011 23061047
10.	Website	http://jnnurm.nic.in/tenders.html www.urbanindia.nic.in

Note: This document is not transferable

All Bidders are advised to check for any further clarifications and corrigendum related to this project at the website jnnurm.nic.in

SECTION 1: INVITATION FOR PROPOSAL

1.1 INTRODUCTION

The National Mission Mode Project (NMMP) for e Governance ULBs is one of the Mission Mode Projects that has significant citizen interaction as ULBs provide a large number of basic services for millions of citizens living in India's urban centers. Hence, there is a need for transformation to provide more “Efficient, Convenient & Transparent” services to the Citizens and Businesses.

In light of this, there has been an increasing recognition of the role of ‘e-Governance’ in Government with implementation of Information & Communication Technologies (ICT). National e-Governance Plan (NeGP) by the Government of India (GoI) provides vision and impetus for successful implementation and long-term growth of ‘e- Governance’.

Currently e-Governance in ULBs NMMP is targeted to be implemented in 65 Mission cities under JNNURM. MoUD, GoI has published guidelines for NMMP under JNNURM detailing the objectives of the scheme, services to be covered under the NMMP, the focus of e-governance initiatives, release of central assistance and implementation guidelines. These guidelines are available at <http://jnnurm.nic.in/nurmudweb/toolkit/jnnurmego.pdf>.

For carrying out the “e-Governance in ULBs”, the Ministry of Urban Development (MoUD), intends to understand the status of e readiness in ULBs i.e. Health of existing IT infrastructure, Applications & Human resource.

This Request for Proposal (RFP) intends to select an agency that will be responsible for carrying out a detailed survey on ULBs in all the three aforementioned aspects in ULBs across the country and submit a comprehensive report on the same to MoUD

1.2 GOALS AND OBJECTIVES OF E-GOVERNANCE IN ULBS

The key objectives of the NMMP for e Governance in Municipalities include:

- a) Providing a Single Window service to citizens on any-time, anywhere basis
- b) Increase the efficiency and productivity of ULBs
- c) Develop a single and integrated view of ULB information system across all ULBs in the state
- d) Provide timely & reliable management information relating to municipal administration for effective decision making
- e) Adopt a standards-based approach to enable integration with other related applications

1.3 SCOPE OF E-GOVERNANCE IN ULBS

The NMMP in e-Governance in ULBs would facilitate municipal bodies to improve service delivery mechanism, better information management and ensuring citizen participation in governance.

1.4 INVITATION

The invitation is for Selection of Consultant for preparation of detailed ISNA Report at State Level. The document will provide reference formats and guidelines for the same

- a) The RFP document can be availed by making a payment of Rs. 1000/- in the form of Demand draft during working hours on all working days at the office address from start date till last date for issue of RFP document as prescribed in document control sheet
- b) The RFP document can also be downloaded from the website jnnurm.nic.in. In such case, the cost of RFP document should be remitted enclosed in Pre-qualification Proposal, in the form of Bankers Cheque or Demand Draft
- c) MoUD may, at its own discretion, extend the date for submission of proposals. In such a case all rights and obligations of MoUD and bidders previously subject to the deadline will thereafter be subject to the deadline as extended
- d) All Banker's cheque or Demand Draft Should be in Indian Rupees and from any nationalized bank in favour of AAO(cash), Ministry of Urban Development payable at New Delhi

SECTION 2: INSTRUCTIONS TO BIDDERS (ITB)

2.1 CONFLICT OF INTEREST

- a) The selected Consultant should provide professional, objective and impartial service and hold MoUD's interest paramount
- b) The selected Consultant shall not deploy former employees of the Ministry or MoUD of Urban Development
- c) The selected Consultant shall not downstream or outsource any part of the scope of work

2.2 VALIDITY OF PROPOSAL

The following will be considered for the validity of the proposals deemed submitted

- a) Proposals shall remain valid for a period of 90 (ninety) days from the date of opening of Proposal
- b) MoUD reserves right to reject a proposal valid for a shorter period as non-responsive
- c) In exceptional circumstances, MoUD may solicit the bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing

- d) Extension of validity period by the bidder should be unconditional. A bidder may refuse the request without forfeiting the Earnest Money Deposit (EMD). A bidder granting the request will not be permitted to modify its Proposal

2.3 RIGHT TO ACCEPT OR REJECT PROPOSAL

MoUD reserves the right to annul the RFP process, or to accept or reject any or all the Proposals in whole or part at any time without assigning any reasons and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

2.4 FRAUD & CORRUPTION

It is required that the Bidders submitting Proposal and Consultant selected through this RFP must observe the highest standards of ethics during the process of selection and during the performance and execution of contract.

- a) For this purpose, definitions of the terms are set forth as follows:
"Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of MoUD or its personnel in contract executions.
- b) "Fraudulent practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive MoUD of the benefits of free and open competition;
- c) "Unfair trade practice" means supply of services different from what is ordered on, or change in the Scope of Work given in Section 4
- d) "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.
- e) b) MoUD will reject a proposal for award, if it determines that the Bidder recommended for award, has been determined to having been engaged in corrupt, fraudulent or unfair trade practices.
- f) MoUD will declare a Consultant ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that Consultant has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract.

2.5 CLARIFICATIONS & AMENDMENTS OF RFP

- a) During process of evaluation of the Proposals, MoUD may, at its discretion, ask Bidders for clarifications on their proposal. The Bidders are required to respond within the prescribed time-frame
- b) MoUD may for any reason, modify the RFP from time to time. The amendment(s) to the RFP would be clearly spelt out and the bidders may be asked to amend their proposal due to such amendments.

2.6 EARNEST MONEY DEPOSIT

- a) The bidder shall furnish, as part of the Pre-qualification Proposal, an Earnest Money Deposit(EMD) amounting to Rs.1,00,000/ (Rupees One Lac Only)
- b) The EMD shall be in Indian Rupees and shall be in the form of Bankers cheque or Demand Draft or Bank Guarantee
- c) In case EMD submitted in the form of Bankers Cheque / Demand Draft, the same should be in INR and from any of the Nationalized Bank in favour of “AAO (Cash) Ministry of Urban Development” payable at New Delhi
- d) The earnest money of unsuccessful bidder shall be refunded on request by the bidder after final award of contract.
- e) The EMD lying with MoUD in respect of other tender/ RFP/ Expression of Interest awaiting approval or rejected or on account of contracts being completed will not be adjusted towards EMD for this RFP. The EMD may however, be taken into consideration in case RFP are re-invited.
- f) EMD of the successful bidder will be released after the bidder signs the final agreement and furnishes the Performance Guarantee (PG).
- g) The Earnest Money will be forfeited on account of one or more of the following reasons:
- h) Bidder withdraws its Proposal during the validity period specified in RFP
- i) Bidder does not respond to requests for clarification of its Proposal
- j) Bidder fails to provide required information during the evaluation process or is found to be non-responsive
- k) In case of a successful bidder, the said bidder fails to sign the Agreement in time; or furnish Performance Bank Guarantee

2.7 PROCESS FOR SELECTION OF CONSULTANT FOR SURVEY

- a) This enquiry is in the nature of Request for Proposal (RFP) intended to result in selection of Consultant for preparation of ISNA report of ULBs. The responses received pursuant to this RFP will be evaluated as per the criteria specified in this document and the successful Consultant will be awarded contract.
- b) The Consultant would be involved to undertake the assignments as mentioned in the

Section 4 Scope of Work for MoUD.

2.8 DISQUALIFICATIONS

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

- a) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- b) Exhibited a record of poor performance such as abandoning work, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- c) Submitted a proposal that is not accompanied by required documentation or is non-responsive
- d) Failed to provide clarifications related thereto, when sought;
- e) Submitted more than one Proposal;
- f) Declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted.
- g) Submitted a proposal with price adjustment/ variation provision.

2.9 PRE BID MEETING

- a) MoUD may convene a pre-bid meeting as prescribed in document control sheet to address any RFP related queries
- b) Amendments necessitated as a result of the pre-bid meeting or otherwise shall be made available on website. It shall be the responsibility of the bidders to fine tune their proposals incorporating the amendments so communicated through the website. MoUD shall not be responsible for any oversight or negligence on part of the bidders on the amendments to the terms and conditions of the RFP document and notified through the website.

2.10 PREPARATION OF PROPOSAL

The Bidder must comply with the following instructions during preparation of Proposals:

- a) The Bidder is expected to carefully examine all the instructions, guidelines, terms and condition and formats of the RFP. Failure to furnish all the necessary information as required by the RFP or submission of a proposal not substantially responsive to all the requirements of the RFP shall be at Bidder's own risk and may be liable for rejection.

- b) The Proposal and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall be valid only if they are initialed by the authorized person signing the Proposal.
- c) The Proposal shall be typed or written in indelible ink (if required) and shall be signed by the Bidder or duly authorized person(s) to bind the Bidder to the contract. The letter of authorization shall be indicated by written power of attorney and shall accompany the Proposal.
- d) In addition to the identification, the envelopes containing the Proposals shall mention the name and address of the Bidder to enable the proposal to be returned in the case it is declared late pursuant, and for matching purposes
- e) Proposals received by facsimile shall be treated as defective, invalid and rejected. Only detailed proposals complete in all respect and in the forms indicated shall be treated as valid
- f) No bidder is allowed to modify, substitute, or withdraw the Proposal after its submission.

2.11 SUBMISSION OF PROPOSAL

- a) Bidders shall submit their Proposals at the office address on or before the last date and time for receipt of proposals mentioned in document control sheet.
- b) Proposals shall be submitted in three parts. Each part should be separately bound with no loose sheets. Each page of all parts should be page numbered and in conformance to the eligibility qualifications should be clearly indicated using an index page. The proposals should not contain any irrelevant or superfluous documents.
- c) Bidder shall be required to submit 2 hard copies (1 Original + 1 Duplicate) of the complete proposal & a CD containing the technical proposal only
- d) Every page of the documents submitted by the bidder must be duly signed by the authorized signatory of the firm/ Company along with the agency's seal.
- e) The three parts of the Proposal should be as per following:
 - i. **Pre-qualification Proposal** – The envelope containing pre-qualification proposal shall be sealed and superscripted “Pre-qualification Proposal – Selection of Consultant for preparation of ISNA report of ULBs. Following list of documents shall be submitted as part of Pre-qualification Proposal:
 - Form-1: Covering Letter - The covering letter on bidder's letter-head requesting
 - selection as Consultant for Preparation of ISNA report
 - RFP document fee (if applicable)
 - Earnest Money Deposit
 - Annexure C: Special Power of Attorney, duly authorizing the person(s) signing the proposal documents to sign on behalf of the bidder and thereby binding the bidder

Eligibility Criteria

- I. The Agency/institution/Consulting firm should be a registered entity with minimum 5 years of existence
 - II. The agency should have a minimum cumulative turnover of Rs.15 Crore during the last three financial years.
 - III. Agency/Institution/ Consulting firm/Organization must have at least three years of experience in data collection, analysis & report writing for extensive research for aforesaid kind of exercise across cities/states.
 - IV. Having minimum 35 experienced professionals in the above mentioned field
 - V. The Agency/institution/Consulting firm should not have been black listed by Central or state governments & PSU's.
 - VI. The offer should be for entire work and not for the part of work
 - VII. The price quoted should be all inclusive and not open ended.
- ii. **Technical Proposal** - The envelope containing technical proposal shall be sealed and superscripted "Technical Proposal – Selection of Consultant for preparation of ISNA report of ULBs. Form 1 to Form 2(a,b,c,d,e) shall be submitted as part of Technical Proposal.
- iii. **Commercial Proposal** - The envelope containing commercial proposal shall be sealed and superscripted "Commercial Proposal – Selection of Consultant for preparation of ISNA report of ULBs Commercial Proposal is to be submitted in Form-3 & 3A – Commercial Proposal Format. A bidder will provide a single quotation for all-inclusive fee (including out of pocket expenses and taxes) to be charged for the assignment. No extra out of pocket expenses will be reimbursed

2.12 EVALUATION OF PROPOSALS

The bid will be opened as per the schedule mentioned at Document Control Sheet. Authorized representatives of the bidders may be present during the bid opening if desired. MoUD may constitute Evaluation Committee to evaluate the Proposals submitted by Bidders for a detailed scrutiny. Subject to terms mentioned in the RFP, a three-stage process, as explained below, will be adopted for evaluation of Proposals submitted by the specified date and time.

2.12.1. PRE-QUALIFICATION EVALUATION

Preliminary scrutiny of the Proposals for eligibility will be done to determine whether :

- a) The bidders meet the eligibility criteria as defined.

b) Relevant documents have been attached such preliminary requirements are subject for being rejected.

c) RFP document Fee & EMD is as per the requirement

Proposals not confirming to such preliminary requirements are subject for being rejected.

2.12.2. EVALUATION OF TECHNICAL PROPOSAL

a) Technical Proposals would be evaluated only for those Bidders, who qualify the Pre- qualification evaluation.

b) The Technical evaluation shall be based on following parameters and weightages as mentioned

a. in Table 2 below.

The technical proposal shall not include any financial information.

A Technical proposal containing financial information may be declared non responsive

Table 2: Parameters and Weightages

S#	Parameters	Weightage (%)
1.	Past Relevant Experience : <i>Preference will be given to Experience of working with government; Experience of conducting study on subject having nation-wide scope; Experience of partnering or implementing state-level architecture</i>	30
2.	Approach & Methodology for Survey	30
3.	Work plan	30
4	Team Leaders Profile	10

c) Evaluation Committee may, at its discretion, call for additional information from the bidder(s).

Such information has to be supplied within the set out time frame, otherwise Evaluation Committee shall make its own reasonable assumptions at the total risk and cost of the bidders and the proposal is liable to be rejected. Seeking clarifications cannot be treated as acceptance of the proposal. For verification of information submitted by the bidders, the committee may visit bidder's offices at its own cost. The bidders shall provide all the necessary documents, samples and reference information as desired by the committee. The bidders shall also assist the committee in getting relevant information from the bidders' references

d) For calculating the Technical Score (TS) the individual scores, as per respective weightage, for each of the parameters mentioned above will be summed up. In order to qualify technically, a proposal must secure a minimum of 65% after summing up. Only those proposals, which have a minimum score of 65%, shall be considered for Commercial opening

2.12.3. EVALUATION OF COMMERCIAL PROPOSAL

Commercial proposals of only those bidders shall be opened & evaluated, who qualify the technical threshold of 65% as described above. The bidder with the lowest quote for a zone will be awarded the work for that zone. One bidder will be awarded a maximum of 2 zones. In case a bidder quotes lowest rate for more than 2 zones, the zones will be awarded in order of as mentioned in Section 4 of RFP.

Note:

- For the purpose of commercial evaluation Table I mentioned in the commercial format will be considered for selecting the consulting agency.

2.13 AWARD OF WORK

- a) MoUD will notify the successful bidder in writing and the successful bidders will be asked to accept the award within 7 days of the issue of the work award notification. No variation in or modification of the terms of the RFP or any other any other order/ notifications shall be made except by written amendment signed by the parties.
- b) The consultant will sign a contract with MoUD after fulfilling all the pre-requisites / pre-conditions as mentioned in the RFP. The consultant will be required to sign the contract within 15 days after the work order/ LoI is issued by MoUD

2.14 CONFIDENTIALITY

- a) Information relating to the examination, clarification and comparison of the Proposals shall not be disclosed to any Bidder or any other persons not officially concerned with such process until the selection process is over. The undue use by any Bidder of confidential information related to the process may result in rejection of its Proposal. During the execution of the project except with the prior written consent of MoUD, the Project Leader or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Contract.
- b) Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally or otherwise by the Bidder/ Consultant and/ or MoUD to each other including, but not limited to, the services, plans, financial data and personnel statistics, whether or not marked as confidential or proprietary by the parties

2.15 PAYMENT TERMS

- a) Payment of the consultancy charges as per the contract agreement will be made by MoUD on satisfactory completion of the survey and within 45 days after submission of final reports by consultant.
- b) A mobilization fee of 10% of the total contract value will be paid to the appointed consulting agency. 40% of the approved cost will be paid on submission of draft report to the Government and, 50% of the approved cost will be paid on successful submission and acceptance of the final report by the Government.

SECTION 3: GENERAL CONTRACT CONDITIONS (GCC)

3.1 APPLICATION

These general conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them. For interpretation of any clause in the RFP or Contract Agreement, the interpretation of MoUD shall be final and binding.

3.2 RELATIONSHIP BETWEEN THE PARTIES

- a) Nothing mentioned herein shall be constructed as relationship of master and servant or of principal and agent as between MoUD and the Agency.
- b) The Consultant subject to this contract for selection has complete charge of its personnel in performing the services under the Project from time to time. The Consultant shall be fully responsible for the services performed by it or any of its personnel on behalf of the Consultant here under.

3.3 STANDARDS OF PERFORMANCE

- a) 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.
- b) The Consultant shall always act in respect of any matter relating to this contract as faithful advisor to MoUD. The Consultant shall always support and safeguard the legitimate interests of MoUD, in any dealings with the third party.

3.4 PROJECT TEAM

- a) The Consultant shall deploy and provide such qualified and experienced personnel as may be required to perform the services under the project.
- b) Without the consent of MoUD, no changes shall be made in the resources deployed on the project. If, for any reason beyond the reasonable control of the Agency, such as 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 MoUD.
- c) Consultant shall have no claim for additional costs arising out of or incidental to any removal and / or replacement of Personnel.
- d) If MoUD requests to replace resource(s), then Consultant shall be required to replace the resource(s) within 2 weeks from the date of request raised.

3.5 APPLICABLE LAW

- a) Applicable Law means the laws and any other instruments 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.

3.6 INTELLECTUAL PROPERTY RIGHTS

- a) 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.
- b) The Consultant shall indemnify MoUD 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, MoUD shall be defended in the defense of such proceedings.

3.7 GOVERNING LANGUAGE

- a) 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

3.8 PERFORMANCE BANK GUARANTEE (PBG)

- a) Within 7 days of notifying the acceptance of proposal for the award of contract, the Consultant shall furnish a **Performance Bank Guarantee, as per Annexure A**, amounting to 10% of the contract value for the entire contract period as its commitment to perform services under the contract (Annexure B)
- b) Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG
- c) The PBG shall be released immediately after expiry of contract provided there is no breach of contract on the part of the Consultant
- d) No interest will be paid on the PBG

3.9 PERFORMANCE ASSESSMENT & PENALTY

If during execution of the contract, following problems are found, then the penalty as per below mentioned conditions shall be applicable:

- a) In case the deliverables as per approved work plan are delayed beyond the approved timelines or the agency defaults on any of the condition of the RFP, a penalty of **1% of contract value** for every week, subject to **maximum of 10%** shall be imposed, after which contract may be terminated.

3.10 TERMINATION OF CONTRACT

The Agency's association with MoUD will terminate in case of following conditions:

- a) The term of Contract expires
- b) Termination of Contract by MoUD due to non-performance of Consultant during execution of Project.
 - I. Performance is below expected level
 - II. Non-adherence to the timelines of the Project
 - III. Quality of work is not satisfactory

3.11 TERMINATION FOR INSOLVENCY, DISSOLUTION ETC

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

3.12 TERMINATION FOR CONVENIENCE

- a) MoUD reserves the right to terminate, by prior written notice, the whole or part of the contract, at any time for its convenience.
- b) The notice of termination shall specify that termination is for MoUD's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.

3.13 FORCE MAJEURE

- a) The Consultant shall not be liable for forfeiture of its PBG or termination of contract for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) For purposes of this clause, "Force Majeure" means an event beyond the control of the Consultant and not involving the agency's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of MoUD in its sovereign capacity, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- c) If a Force Majeure situation arises, the Consultant shall promptly notify MoUD in writing of such condition and the cause thereof. Unless otherwise directed by MoUD in writing, the Consultant shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

3.14 TAXES AND DUTIES

The Consultant shall be entirely responsible for all taxes; duties, etc. incurred.

SECTION 4: SCOPE OF WORK

The scope of work for the selected Consultant shall involve the preparation of ISNA report of ULBs. The Consultant will be required to undertake a detailed study of the following components in ULBs & submit a detailed report on the findings to MoUD in an editable format. In this regard, a format has been devised Annexure : D to collect information from ULBs, data thus collected will be studied & analyzed by the firm to give the following output in form of ISNA.

- Study & verification of existing IT infrastructure
- Study the present organization structure, functions & services of the ULB
- Study of existing IT applications (if Any)
- Study of E Governance initiatives by the ULBs
- Status of availability of SWAN & SDC for use by ULBs
- Training Need Assessment of the existing Manpower at the ULBs
- Collection of physical forms & formats
- Preparation of ISNA report
- Any other relevant information to be intimated by MoUD

The study shall be undertaken at the following 8 zones and would require the agencies to study the above at ULBs in the respective states in the zones allocated. **The period of consultancy is 3 months**

Serial No.	Zones	States	Number of ULBs
1	Zone 1	Jammu & Kashmir, Himachal Pradesh, Punjab, Haryana, Chandigarh	337
2	Zone 2	Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura	166
3	Zone 3	Rajasthan, Uttarakhand	246
4	Zone 4	Uttar Pradesh, Delhi	623
5	Zone 5	Gujarat, Madhya Pradesh	480
6	Zone 6	Bihar, Jharkhand, Chhattisgarh, Orissa, West Bengal, A&N Islands	468
7	Zone 7	Maharashtra, Andhra Pradesh, Goa, Daman & Diu, Dadra Nagar Haveli, Karnataka, Kerala,	666
8	Zone 8	Tamil Nadu, Lakshadweep, Puducherry	712

- *The indicated number of ULBs is for estimation purpose & an approximate figure*
- *Any additional costs due to the variation in number of ULBs will be borne by the successful bidder*

SECTION 5: DELIVERABLES

5.1 TIMELINES

The following is an indicative list of deliverables and milestones for the agency, assuming that the engagement starts at time T.

Table 6: Indicative list of deliverables and milestones for Consultant

S.No.	Deliverables	Timelines
Phase I :	Preparation of Inception report	T+15
Phase II:	Assessment Study	T+60
Phase III:	Submission of ISNA	T+90

- a. Fortnightly Progress Reports (FPRs) to be submitted every fortnight indicating the activities remaining / completed as against the scheduled tasks / activities.
- b. Consultant has to submit a copy of the report to the SLNA for sign off

5.2 ACCEPTANCE OF DELIVERABLES

- a) The acceptance of deliverables or completion of activities shall be linked to the acceptance by or satisfaction of MoUD. The consultant is expected to make revisions for all documents, deliverables, communications etc until they are accepted by MoUD
- b) The consultant would be required to submit the data in an editable & ready to extract format in both soft as well as hardcopy formats

5.3 TEAM LEADER PROFILE

Consultant / Manager – No of resources 1

Qualification & Experience:

- 1 Must be a B Tech / B.E/ MCA
- 2 Must have 7+ years of experience out of which 4 years in IT projects
- 3 Must have handled at least 2 projects of similar nature
- 4 Must be employed in the current organization for atleast 6 months

SECTION 6: OPENING OF PROPOSAL

- a) Technical bids of the proposals shall be opened on 12th March 2012 in the presence of bidders or their authorized representatives who choose to attend the opening of bids
- b) The date of opening of financial bid will be intimated to the technically qualified bidders in due course
- c) The evaluation committee shall determine whether the financial bids are complete, unconditional and free from any computational error
- d) The cost indicated in the financial bid shall be treated as final and reflecting the total cost of services excluding service tax

SECTION 7 AWARD OF CONTRACT

- a) Award of contract shall be awarded to the lowest bidder in terms of the aforementioned terms and conditions and the Joint Secretary (Urban Development) Ministry of Urban Development, Government of India shall be the competent authority in this regard whose decision shall be final & binding
- b) MoUD reserves the rights to accept or reject any or all the proposals assigning any reason.
- c) Ministry also reserves the right to call for additional information from Consultant
- d) Notification on Award of Contract for consultant shall be made in writing to the successful bidder

SECTION 8: BID PROPOSAL FORMATS

MoUD invites the Proposals from Consultant for preparation of ISNA report in ULBs. Bidders are required to submit following proposal formats for submitting their Proposals

S.No.	Form	Description
1.	Form-1	Covering Letter for Technical Proposal
Technical Forms		
2.	Form-2a	Past Relevant Experience
3.	Form-2b	Understanding of Work and Methodology
4.	Form-2c	Profiles of Personnel Constituting Project Team
5.	Form-2d	Work Plan
Commercial Form		
6.	Form-3	Covering letter for commercial proposal
7	Form-3A	Commercial Proposal format

FORM-1: COVERING LETTER

DATE:

[Bidders are required to submit the covering letter as given here on their letterhead]

To,

(Ms. B.P.Sridevi)

Director (NURM-IV)

Ministry of Urban Development

Room No 134, C Wing

Nirman Bhawan, Maulana Azad road

New Delhi-110108

Sub: Proposal for Selection of Consultant for preparation of ISNA report in ULBs MoUD

Dear Madam,

1. We, the undersigned, having carefully examined the referred RFP, offer to **Selection of Consultant for preparation of ISNA report in ULBs**, in full conformity with the said RFP.
2. We have read the all the provisions of RFP and confirm that these are acceptable to us.
3. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
4. We agree to abide by this Proposal, consisting of this letter, our Pre-qualification, Technical and Commercial Proposals, the duly notarized written power of attorney, and all attachments, for a period of 90 days from the date fixed for submission of Proposals as stipulated in the RFP and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
5. Until the formal final Contract is prepared and executed between us, this Proposal, together with your written acceptance of the Proposal and your notification of award, shall constitute a binding contract between us.
6. We declare that we do not have any interest in downstream business, which may ensue from the RFP prepared through this assignment.
7. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification.
8. We understand you are not bound to accept any proposal you receive, not to give reason for rejection of any proposal and that you will not defray any expenses incurred by us in bidding.
9. Banker's cheque/ Demand draft no./Bank Guarantee ----- dated ----- drawn on ----- for Rs.----- is enclosed towards EMD.
10. Banker's Cheque/ Demand draft no.----- dated -----drawn on-----for Rs. ----- is enclosed towards RFP document cost as document was downloaded from website.
11. RFP document was purchased by us by making cash payment vide receipt number----- dated ----- of your office.

Date:

Signature

Designation

FORM 2A: BIDDER'S ORGANIZATION DETAILS

[Provide here a brief description of the background and organization. Also provide a brief description on the ownership details, date and place of incorporation of the firm, objectives of the firm etc. Apart from this, also provide information on the Annual Turnover of the firm for the last 3 financial years and the number of consultants with your firm as required in the form below]

Organization and Financial Information

Form A1: Details of the Organization: Bidder	
Name	
Date of Incorporation/ Establishment	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
Area of expertise with respect to this project	
Contact details (name, address, phone no. and email)	

Form A2: Financial Information (All Figures in Crores)			
	FY 2010-11	FY 2008-09	FY 2006-07
Revenue in INR			
Revenue from Survey projects			
Any other information			

Information on consultants employed with bidder

Form A3 Information on Consultants	
Number of Consultants with the Company	

FORM 2B: DETAILS OF SIMILAR ASSIGNMENTS UNDERTAKEN IN LAST THREE YEARS

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

Note : Please provide documentary evidence from the client i.e copy of work order, contract copy

Date:

Signature

Designation

FORM 2 C: UNDERSTANDING OF WORK & METHODOLOGY

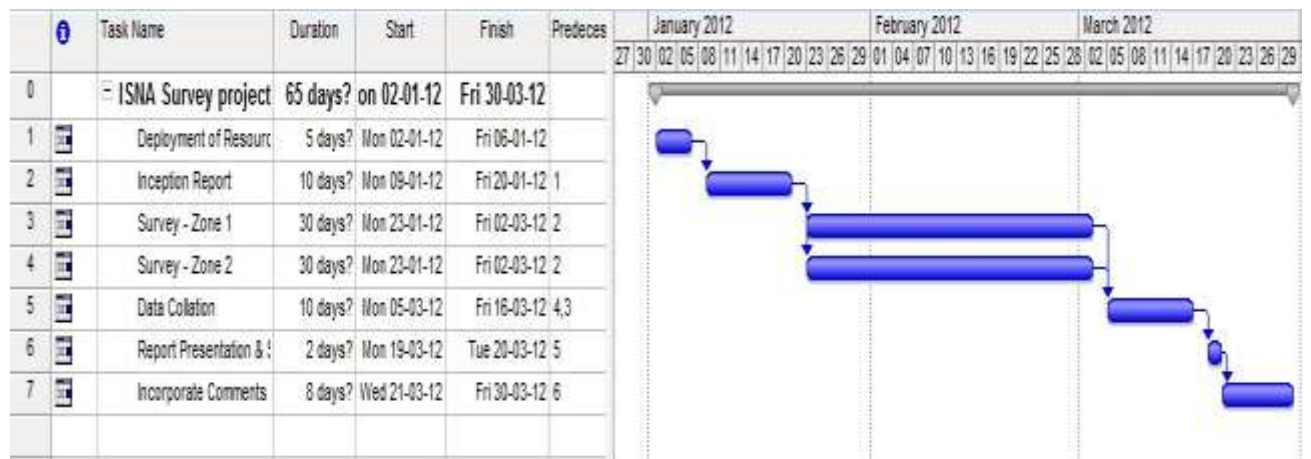
Based on the broad areas of work outlined in the RFP and bidder's own experiences, bidders are required to provide details of bidder's understanding regarding:

1. Functions of the ULBs
2. Requirements of the assignment and activities of work involved
3. Approach & methodology intended to be adopted to address the requirements
4. The details on above must be precise, coherent and complete.

FORM 2 D: TEAM LEADER'S PROFILE

Proposed Position	
Name	
Role proposed for	
Designation in the Current Organization	
Current responsibilities in the responding firm	
Total years of relevant experience	
Years of experience with the responding firm	
Previous Firms where the person has worked before the current organization	
Educational qualifications:	
<ul style="list-style-type: none"> • Degree • Academic institution graduated from • Year of graduation • Specialization (if any) 	
Professional certifications (if any)	
Number of Years of experience in consulting projects	
Previous experience in surveys (atleast 3 projects)	
Experience of working on Government Projects	
Professional Experience details (project-wise):	
<ul style="list-style-type: none"> • Project name • Client • Key project features in brief • Location of the project • Role • Responsibilities and activities • Duration of the project 	

FORM 2 E: SAMPLE WORK PLAN



3. COVERING LETTER

To,

Ms. B.P.Sridevi

Director (NURM-IV)

Ministry of Urban Development

Room No 134, C Wing

Nirman Bhawan, Maulana Azad road

New Delhi-110108

Sub: Consultancy for ISNA in ULBs

Madam,

Enclosed herewith is our financial bid for selection of our agency/company for conducting baseline survey as per the RFP. We agree to abide by the offer for 90 days from the date of opening of the financial proposal and after signing of contract our offer shall remain binding upon us till completion of the project.

We understand that Ministry of Urban Development is not bound to accept the lowest offer and the Ministry of Urban Development reserves the right to reject any or all offers without assigning any reason

Yours faithfully

Date:

Signature

Designation

ANNEXURE 3B: COMMERCIAL BID FORMAT

[To be submitted by the bidder as per the format given below on their letterhead in a separate sealed cover]

Date:

Zone-I

Table I

Particulars	Total Price (INR)
A. Cost for conducting the survey & preparation of report for Zone-I	
B. All Taxes and other duties	
Total Cost (X=A+B) in figure (in INR)	
Total Cost in words :	

Zone-II

Table I

Particular	Total Price (INR)
A. Cost for conducting the survey & preparation of report for Zone-II	
B. All Taxes and other duties	
Total Cost (X=A+B) in figure (in INR)	
Total Cost in words	

Zone-III

Table I

Particular	Total Price (INR)
A. Cost for conducting the survey & preparation of report for Zone-III	
B. All Taxes and other duties	
Total Cost (X=A+B) in figure (in INR)	
Total Cost in words	

Zone-IV**Table I**

Particular	Total Price (INR)
A. Cost for conducting the survey & preparation of report for Zone-IV	
B. All Taxes and other duties	
Total Cost (X=A+B) in figure (in INR)	
Total Cost in words	

Zone-V**Table I**

Particular	Total Price (INR)
A. Cost for conducting the survey & preparation of report for Zone-V	
B. All Taxes and other duties	
Total Cost (X=A+B) in figure (in INR)	
Total Cost in words	

Zone-VI**Table I**

Particular	Total Price (INR)
A. Cost for conducting the survey & preparation of report for Zone-VI	
B. All Taxes and other duties	
Total Cost (X=A+B) in figure (in INR)	
Total Cost in words	

Zone-VII

Table I

Particulars	Total Price (INR)
A. Cost for conducting the survey & preparation of report for Zone-VII	
B. All Taxes and other duties	
Total Cost (X=A+B) in figure (in INR)	
Total Cost in words	

Zone-VIII

Table I

Particulars	Total Price (INR)
A. Cost for conducting the survey & preparation of report for Zone-VIII	
B. All Taxes and other duties	
Total Cost (X=A+B) in figure (in INR)	
Total Cost in words	

Note

- 1 The lump sum fees includes the entire scope of work / deliverables indicated in the Request for Proposal
- 2 The fees quoted above are inclusive of all the expenses likely to be incurred in carrying out the assignment including material, deliverables, as detailed, site visits, out of pocket expenses

Date:**Signature****Designation**

ANNEXURE A: CHECKLIST: MANDATORY SUPPORTING DOCUMENTS FOR ELIGIBILITY CRITERIA

Criteria	Mandatory Supporting Documents
Details of the Organization/ firm/ institution	<ul style="list-style-type: none"> • Certificate of Incorporation from Registrar Of Companies (ROC) • Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the Organization/ firm • Proof of Establishment
Financial Information	<ul style="list-style-type: none"> • Auditor Certified financial statements for the last three financial years, 2010-11, 2009-10, and 2008-09 • In case the annual audited financial statement for the Year 2010-11 is not prepared, a certificate from the CA should be produced
Experience	<ul style="list-style-type: none"> • Letter from the Client to indicate the Award of Contract
Number of resources in the organization	<ul style="list-style-type: none"> • Certification by the Company auditors, Company Secretary or Head of Human Resources MoUD supporting the number of professionals in the organization

ANNEXURE B: EARNEST MONEY DEPOSIT

- a) This deed of Bank Guarantee made this <Day> day of <Month> <Year> by <Name of Bank> having its office at <Office address of the Bank>, hereinafter referred to as “The Bank” which expression shall include their successors, in favour of <State> (hereinafter referred to as “MoUD” which expression shall include their successors).
- b) Whereas MoUD has issued RFP notification no. <Notification no.> dated <Date of notification> to M/s <Name of the Company> a company incorporated in India under the Companies Act, 1956 and having its registered office at <Registered office address> (India) and place of business at <Business Address of Company> hereinafter referred to as “The Company” (which term or expression unless excluded by or repugnant to the subject or context shall mean and include its successors-in-office and assigns) for *Selection as Consultant for ISNA in ULBs*
- c) . In consideration MoUD selecting the Company as ‘*Consultant for ISNA in ULBs* as per the terms and conditions of the Agreement entered into between MoUD and the Company, we the Bank, hereby irrevocably and unconditionally guarantee to pay MoUD on first demand without demur any sum upto Rs.------(Rupees -----Only) merely on claim or demand by telex and/or writing by MoUD by reason of breach by the Company of any of the terms or conditions contained in the said Agreement or by reason of the Company’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.
- d) We, the Bank, undertake to pay to MoUD any money so demanded notwithstanding any dispute(s) raised by the Company 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 valid discharge of our liability for payment there under and the Company shall have no claim against us for making such payment.
- e) The Bank’s liability herein contained in this guarantee shall not be impaired or discharged by any extension of time or any forbearance of neglect on the part of MoUD or any variations or alterations made, considered or agreed to with or without knowledge or consent of the Bank by or between MoUD and the Company.
- f) The Bank Guarantee shall be valid from the date of opening of Proposal and shall remain in all force and effect for a period of 30 (thirty) days beyond the validity of the proposal.
- g) We, the Bank, further agree with MoUD that MoUD 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 Company from time to time or to postpone for any time or from time to time any of the powers exercisable by MoUD against the Company and to forbear or enforce any 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 Company or for any

forbearance, act or omission on the part of MoUD or any indulgence by the Department to the said Company or by any such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.

- h) The Bank Guarantee shall not be discharged due to any change in the constitution of the Bank or the Company.
- i) NOTWITHSTANDING anything contained herein, Our liability under this Bank Guarantee is restricted to Rs. (Rupees Only), This Bank Guarantee shall be valid up to <dd.mm.yyyy> inclusive of the claim period, and We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if MoUD serve upon us a written claim or demand on or before <dd.mm. yyyy.>
- j) We, the Bank, undertake not to revoke this Bank Guarantee during its currency except with the previous written consent of MoUD in writing and the guarantee shall be continuous and irrevocable upto the sum stated hereinabove.

Place:

Date: (Signature of Authorized signatory & Stamp of Bank)

ANNEXURE-C: PERFORMANCE BANK GUARANTEE

- a) 1. This deed of Bank Guarantee made this <Day> day of <Month> <Year> by <Name of Bank> having its office at <Office address of the Bank>, hereinafter referred to as “The Bank” which expression shall include their successors, in favour of <State> (hereinafter referred to as “MoUD” which expression shall include their successors).
- b) 2. Whereas MoUD has issued RFP notification no. <Notification no.> dated <Date of notification> to M/s <Name of the Company> a company incorporated in India under the Companies Act, 1956 and having its registered office at <Registered office address> (India) and place of business at <Business Address of Company> hereinafter referred to as “The Company” (which term or expression unless excluded by or repugnant to the subject or context shall mean and include its successors-in-office and assigns) for ISNA in ULBs.
- c) 3. In consideration MoUD selecting the Company as Consultant for ISNA in ULBs as per the terms and conditions of the Agreement entered into between MoUD and the Company, we the Bank, hereby irrevocably and unconditionally guarantee to pay MoUD on first demand without demur any sum upto Rs.------(Rupees -----Only) merely on claim or demand by telex and/ or writing by MoUD by reason of breach by the Company of any of the terms or conditions contained in the said Agreement or by reason of the Company’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.
- d) 4. We, the Bank, undertake to pay to MoUD any money so demanded notwithstanding any dispute(s) raised by the Company 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 valid discharge of our liability for payment there under and the Company shall have no claim against us for making such payment.
- e) 5. The Bank’s liability herein contained in this guarantee shall not be impaired or discharged by any extension of time or any forbearance of neglect on the part of MoUD or any variations or alterations made, considered or agreed to with or without knowledge or consent of the Bank by or between MoUD and the Company.
- f) 6. The guarantee shall remain in all 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 MoUD under or by virtue of the said Agreement have been fully paid and its claim satisfied or discharged or up to>>>>>>>> months from the date of its execution i.e. up to <Day> day of <Month> <Year> or MoUD certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the Company and accordingly discharges this guarantee.
- g) 7. We, the Bank, further agree with MoUD that MoUD 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 Company from time to time or to postpone for any time or from time to time any of the powers exercisable by MoUD against the Company and to forbear or enforce any 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 Company or for any forbearance, act or omission on the part of MoUD or any indulgence by MoUD

- h) to the said Company or by any such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.
- i) 8. The Bank Guarantee shall not be discharged due to any change in the constitution of the Bank or the Company.
- j) 9. NOTWITHSTANDING anything contained herein, Our liability under this Bank Guarantee is restricted to Rs. (Rupees Only), This Bank Guarantee shall be valid up to <dd.mm.yyyy> inclusive of the claim period, and We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if MoUD serve upon us a written claim or demand on or before
- k) <dd.mm. yyyy.>
- l) We, the Bank, undertake not to revoke this Bank Guarantee during its currency except with the previous written consent of MoUD in writing and the guarantee shall be continuous and irrevocable upto the sum stated hereinabove.

Place:

Date:

(Signature of Authorized signatory & Stamp of Bank)

ANNEXURE D: QUESTIONNAIRE FOR ISNA STUDY IN ULBS

Ministry of Urban Development
Government of India

Questionnaire for ISNA Study

A. Details of ULBs:

Name of Urban Local Body		Date & Time of Meeting	
Respondent's Name		Venue of Meeting	
Designation & Department		Name of Interviewee	
State & District		Contact Numbers & Email	
Website URL		Fax Number	

Designation of the Elected Head of Urban Local Body _____

Designation of Head of office of Urban Local Body _____

2. Implementation of the constitution 74th Amendment Act Desired Objectives

S. No.	Survey Question	Response
1.	Please indicate which of the functions of Schedule 12 have been incorporated into the State Municipal Act and transferred to ULB	
1.1	Urban Planning including town planning	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.2	Regulation of land-use and construction of buildings	<input type="checkbox"/> Yes <input type="checkbox"/> No

1.3	Planning for economic and social development	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.4	Roads and bridges	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.5	Water supply- domestic, industrial and commercial	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.6	Public health, sanitation, conservancy and SWM	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.7	Fire services	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.8	Urban forestry, protection of environment and ecology	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.9	Safeguarding the interests of weaker sections society including the handicapped and mentally retarded	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.10	Slum improvement and up gradation	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.11	Urban poverty alleviation	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.12	Provision of urban amenities and facilities- parks, gardens and playgrounds	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.13	Promotion of cultural, educational, and aesthetic aspects	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.14	Burials and burial grounds, cremations, cremation grounds and electric crematoriums	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.15	Cattle pounds, prevention of cruelty to animals	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.16	Vital statistics including registration of births and deaths	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.17	Public amenities including street lighting, parking lots, bus stops and public conveniences	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.18	Regulation of slaughter houses and tanneries	<input type="checkbox"/> Yes	<input type="checkbox"/> No

3. ICT use Assessment

Sl. No.	Survey Question	Response
1.	Is ULB Computerized	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
2.	Does Local Body employ Information Technologies, for service delivery or any department function?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
3.	Do you have any current initiatives to deploy ICT technologies for delivering department functions?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.	If yes, pls. mention all the department functions which use ICT	

3A Modules and applications

	MODULES & APPLICATIONS	Services	
1.	Status of delivery of citizen services	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.1	Registration and Issue of Births/Death Certificate	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.2	Regulation of land-use and construction of buildings	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.3	Public health, Sanitation, Conservancy and SWM	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.4	Slum improvement and up gradation (Billing and Management)	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual

1.5	Burials and burial grounds and electric crematoriums management	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.6	Payment of Property Tax	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.7	Payment of Utility Bills	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.8	Public Grievances and Suggestions	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.9	Building Plan Approvals	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.10	E-Procurement	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.11	Monitoring of Projects – Project/ Ward Works		<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.12	Health Programs & Health Licenses	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.13	Accounting System		<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.14	Personnel Information System		<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.15	Use of Right to Information		<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.16	Hospital Management System	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual

1.17	Stores Inventory Control System		<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.18	Octroi/Cess Management System	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.19	IT Asset Management System		<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.20	Vehicle Work Shop Management System		<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.21	Central Drug Inventory Control Management System	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.22	Intranet for ULB		<input type="checkbox"/> Yes <input type="checkbox"/> In Use <input type="checkbox"/> No
1.23	Land & Asset Management System	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.24	File Tracking System		<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.25	Hawkers Management System	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.26	Electrical Department System	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Yes <input type="checkbox"/> In Use <input type="checkbox"/> No
1.27	School Management	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Yes <input type="checkbox"/> In Use <input type="checkbox"/> No
1.28	Public Library Management	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.29	Disaster Management System	<input type="checkbox"/> ULB provides	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual

		<input type="checkbox"/> ULB does not provide	
1.30	Public Auditorium Management	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.31	Ration card Management (New Application and Renewal)	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.32	Disbursement of old age , widow & handicap Pensions	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.33	Application of Caste certificate, Disability certificate, Income Certificate	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Yes <input type="checkbox"/> In Use <input type="checkbox"/> No
1.34	Employment Management System	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.35	Area Profiler to Capture the geographic, demographic, Socio-economic and natural resources profile	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.36	Planning Software for preparing Annual plan & Action Plan	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.37	Accounting Software – to captures receipt & expenditure details through voucher entries and automatically generates cash book, registers, Utilization Certificates	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual
1.38	If offline computerized, Name of the software	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<name of the software>
1.39	Training portal (for training needs of citizens,	<input type="checkbox"/> ULB provides	<input type="checkbox"/> Online <input type="checkbox"/> Part Online <input type="checkbox"/> Offline Computerized <input type="checkbox"/> Manual

	feedback, training material etc)	<input type="checkbox"/> ULB does not provide	
1.40	Does ULB has MIS		<input type="checkbox"/> Yes <input type="checkbox"/> In Use <input type="checkbox"/> No
1.41	Receipts and Certificates received after online submission of form ULB require stamp and signature from officer	<input type="checkbox"/> ULB provides <input type="checkbox"/> ULB does not provide	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Some Module
1.42	Does ULB has facility for digital signature		<input type="checkbox"/> Yes <input type="checkbox"/> In Use <input type="checkbox"/> No
1.43	Name of the other Software Modules you use		< Name of the Software-Used for>
1.44	< Name of the department>		< Name of the Software-Used for>
1.45	< Name of the department>		< Name of the Software-Used for>
1.46	< Name of the department>		< Name of the Software-Used for>

3 B. Connectivity

1.	Do you use State Wide Area Network (SWAN)?	<input type="checkbox"/> Yes, But Not in the Use <input type="checkbox"/> In Use <input type="checkbox"/> No <input type="checkbox"/> NIC-Net
2.	If No and Yes but not in use, what are the reasons?	<input type="checkbox"/> No Hardware support in ULB
3.		<input type="checkbox"/> Technical Issues
4.		<input type="checkbox"/> Connectivity issues at ULB
5.		<input type="checkbox"/> No handholding support
6.	Are ULB offices connected with each other through LAN/ WAN?	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.	What is the bandwidth available?	<input type="checkbox"/> 256 Kbps <input type="checkbox"/> Broadband <input type="checkbox"/> No
8.	Name of the service provider	<input type="checkbox"/> BSNL <input type="checkbox"/> Private <input type="checkbox"/> None

9	Do you have Access to State Data Centre (SDC)?	<input type="checkbox"/> Yes, But Not in the Use <input type="checkbox"/> In Use <input type="checkbox"/> No
10	If No, what are the reasons?	<input type="checkbox"/> No Hardware support in ULB
11		<input type="checkbox"/> Technical Issues
12		<input type="checkbox"/> Connectivity issues at ULB
13		<input type="checkbox"/> No handholding support
14		<input type="checkbox"/> Others Issues
15	Citizen Service Centers (CSC) are in your area of coverage?	<input type="checkbox"/> Yes, But Not in the Use <input type="checkbox"/> In Use <input type="checkbox"/> No
16	Do you use any of the operational CSC / Kiosks?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Some Time
17	If yes. What is the mode of operation	<input type="checkbox"/> Govt. <input type="checkbox"/> PPP <input type="checkbox"/> Private

3C. Existing ICT hardware

1.1	Number of Servers	
1.2	Application Modules	
1.3	Number of Computers & Laptops	<input type="checkbox"/> PCs _____ <input type="checkbox"/> Laptops _____
1.4	How old Computers & Laptops are in years	<input type="checkbox"/> Below 3 Years <input type="checkbox"/> More than 3 Years
1.5	Number of Computers (PIII, PIV)	<input type="checkbox"/> PIII _____ <input type="checkbox"/> PIV _____
1.6	Number of Printers	
1.7	Number of Scanners	
1.8	Number of UPS	

1.9	Do you have Project Implementing Unit (PIU)	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.10	Do you use ERP Software	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.11	If Yes , please specify	<input type="checkbox"/> Birth & Death Registration <input type="checkbox"/> Grievances Monitoring <input type="checkbox"/> Projects/Wards Monitoring <input type="checkbox"/> Stores Inventory Control <input type="checkbox"/> Billing & Accounts <input type="checkbox"/> Urban Poor-Yojana <input type="checkbox"/> File Tracking System <input type="checkbox"/> Asset Management <input type="checkbox"/> HR process <input type="checkbox"/> Others
1.12	Do ULB has facility to Accept Online Payments	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.13	Where is the Website hosted?	<input type="checkbox"/> NIC <input type="checkbox"/> Private Party <input type="checkbox"/> SDC
1.14	Email Software being Used	<input type="checkbox"/> NIC <input type="checkbox"/> Private Party <input type="checkbox"/> Others
1.15	Office Suites for Word Processing etc	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.16	Is CFC/CSS has Power Backup?	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.17	Citizen can also pay their bills and Taxes	<input type="checkbox"/> Only on CFC <input type="checkbox"/> Website <input type="checkbox"/> both
1.18	Database Used in the application	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.19	If Yes , Name of the Data base	
1.20	Average Electricity Supply in Hrs	<input type="checkbox"/> < 6Hrs <input type="checkbox"/> 6-18 Hrs <input type="checkbox"/> >18 Hrs

1.21	Do ULB has Generator or Others Power Supply Backup	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.22	GIS Implementation Status	<input type="checkbox"/> Not Done <input type="checkbox"/> Initiated <input type="checkbox"/> Done <input type="checkbox"/> State is Implementing
1.23	Hardware AMC Status (Pls. tic if have)	<input type="checkbox"/> PCs <input type="checkbox"/> Laptops <input type="checkbox"/> Printers <input type="checkbox"/> Fax
1.24	Physical space available to house additional new computer	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.25	Do you have Video Conferencing Facility	<input type="checkbox"/> Yes <input type="checkbox"/> No

4. HR / CAPACITY ASSESSMENT

* Administrative functions is defined here as, ULB's internal functions, and citizen service delivery functions All values as on 31st March 2011, need to be captured

Staff Details	Technical Group				Non-Technical Group			
	A/ I	B/ II	C/ III	D/ IV	A/ I	B/ II	C/ III	D/ IV
Total Number of Sanctioned Posts								
Number of Sanctioned Posts, which are still Vacant								
Does ULB has dedicated IT officer								
No of technical staff (IT) on contract								
Total no of Data Entry Operators								

5. Capacity Building Measures /Trainings

S. No.	Training Type	No of Staff Trained	Duration (in days)	Training Provider
1.	Formal class room training			
2.	Soft skill training			
3.	Project Specific Training			
4.	Technical training			

6. FINANCE

S. No.	Revenue & Finance	Response		
1.	What is the total Annual Budget for the last three financial Years?	2010-11	2009-10	2008-09
	Revenue			
	Expenses			
2.	What are the various sources of funds?	<input type="checkbox"/> Property Tax <input type="checkbox"/> Trade Licenses <input type="checkbox"/> Cost Recovery – Water Charges <input type="checkbox"/> Cost Recovery – Solid Waste <input type="checkbox"/> State Grant <input type="checkbox"/> Others(Pls. mention)		
3.	Are you able to meet all the necessary expenditure (Non-Development works) with the available sources of funds?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
4.	Whether any development works taken up by the local body, for			

	any of these sectors?	
4.1.	Drainage and Storm Water Drains	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.2.	Roads/ Flyovers/ RoB	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.3.	Water Supply	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.4.	Sewerage	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.5.	Urban Renewal	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.6.	Mass Rapid Transport System	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.7.	Other Urban Transport	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.8.	Solid Waste Management	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.9.	Development of Heritage Areas	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.10.	Preservation of water bodies	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.11.	Parking lots and spaces on PPP basis	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.12.	Others, Pls. specify	
4.13.	Do you have any program supported by PPP , if yes Pls. specify	

7. GENERAL / DEMOGRAPHICS

S. No.		Response
1.	What is the Total Area (in sq. km) under the administration of the ULB?	

2.	What is the total population catered to by the local body?	
3.	How many requests for citizen services (Ref 3A) does ULB gets in a week	
4.	What is the total number of Wards?	
5.	What is the number of Local Body offices?	
6.	How many requests for the Services come from Citizens in a week	<input type="checkbox"/> < 15 <input type="checkbox"/> > 20 <input type="checkbox"/> Very Few
7.	Promotional Activities conducted in ULB for Program Awareness	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.1	Print Media	<input type="checkbox"/> Pamphlet <input type="checkbox"/> News Paper <input type="checkbox"/> Hording
7.2	Electronic Media	<input type="checkbox"/> SMS <input type="checkbox"/> eMailers <input type="checkbox"/> Website
8.	Official Language	
9.	Are external agencies (e.g NGOs) involved in any project?	<input type="checkbox"/> Yes <input type="checkbox"/> No
10.	How Many RWAs are there	

8. CITIZEN

Name: _____ Age: _____ Yrs Sex: _____ M _____ F Mobile No: _____

S. No.		Response
1.	Do you pay tax to your Municipality (House, Water tax, any other)?	<input type="checkbox"/> Yes <input type="checkbox"/> No

2.	Do you visit the Municipality office	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.	How many visits take to get one certificates	<input type="checkbox"/> 1 Day <input type="checkbox"/> More than 2 days
4.	Have you ever lodged any Grievances/ complaint to your Municipality?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.1		<input type="checkbox"/> For Garbage Management (SWM)
4.2		<input type="checkbox"/> For Street Light
4.3		<input type="checkbox"/> Water Work
4.4		<input type="checkbox"/> For Development Works
4.5		<input type="checkbox"/> Others
5.	Do you get alerts about any event and notifications of your ULB?	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.	If yes by which channels	<input type="checkbox"/> Announcement <input type="checkbox"/> News Paper <input type="checkbox"/> SMS
7.	Which medium you like most for Promotional Activities	<input type="checkbox"/> News Paper <input type="checkbox"/> Mobile <input type="checkbox"/> Web <input type="checkbox"/> Radio

 Signature of the Respondent along with date

 Signature of the Interviewee along with date

 Name & Designation of the Respondent

 Name of Interviewee & Firm