

**TERMS OF REFERENCE  
FOR  
PROVIDING RESOURCES FOR CONSULTING  
SERVICES**



**NATIONAL INSTITUTE FOR  
SMART GOVERNMENT**  
YSR Bhawan, Nanakramguda  
Hyderabad – 500 032

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## 1. Data Sheet

Sl. No	Item	Description
1.	<b>Organization</b>	National Institute for Smart Government
2.	<b>Mode of submission of bid</b>	Hard copy and softcopy
3.	<b>Address for submission</b>	The Vice President and Location Head, National Institute for Smart Government, YSR Bhavan, Financial District, Nanakramguda, Hyderabad – 500 032 Telangana
4.	<b>Contact Details</b>	S. Rasheed Basha 09949214373 srbasha@nisg.org
5.	<b>Last date and time for submission</b>	09 <sup>th</sup> December 2016

## 2. Purpose of the Terms of Reference (ToR)

National Institute for Smart Government (NISG), Hyderabad, hereinafter called the “**NISG**”, having entered into an agreement with one of his client, hereinafter called “**Client**” for providing consulting services for the Implementation of RFID based Access Control System, is seeking proposals from prospective and qualified agencies, hereinafter called “**Service Provider**”, who can provide two technical experts in one or more of the services provided in this ToR.

The Service Provider can source the required number of resources from multiple agencies. However, payments towards engaging the resources shall be made to the Service Provider only with whom NISG has entered into agreement. The Service Provider shall be responsible for all contractual performance. Service Provider may propose resources in one or multiple Services.

### 3. Scope of Work

The deployed resources shall perform overall project management and monitoring functions at the client site (Visakhapatnam). Service Provider/ deployed resources shall produce deliverables as described in this ToR on a time and materials basis at the monthly rate(s) set forth in the Contract. Work will be performed primarily at client site. The resources shall be reporting to the client on day-to-day activities

The services of deployed resources shall include, but is not limited to:

- **Project management, coordination and monitoring:** Deployed resources shall be responsible for managing, coordinating and monitoring the implementation activities being carried out by the System Integrator (SI) selected by client for the implementation of RFID based Access Control System. Resources shall coordinate and liaise with SI and client's nodal officer/ authorities for ensuring the successful completion RFID implementation project.
- **Issue resolution:** Resources shall coordinate with SI for rectification of all types of issues/ matters which arise during the course of project implementation. Resources shall also be responsible to promptly and clearly communicate to the client's nodal officer all such matters that need escalation and client's opinion/ approval.
- **Compliance to agreed scope of work as per RFP/ Agreement:** Resources shall closely coordinate with SI and client alike for ensuring the completion of work as per scope of work stated in the RFP/ Agreement.
- **Site visits:** Regular visits to the locations where the project implementation work is being carried out by the selected SI to ensure work is being executed as per the agreed scope. Submit the inspection reports to the client's nodal office along with observations.
- **User Acceptance Tests (UAT):** Coordinate with SI and assist client in conducting UATs to ensure compliance to requirements and assist Go-live of the project.
- **Status reporting:** Regularly and clearly communicate important milestones, key aspects and issues relating to the project, etc. to the project Nodal officer or to

such official as informed by client so that client is kept updated on the project execution status.

#### **4. Scope and Duration of Engagement**

The bidder shall provide consultant(s) as requested in the TOR to NISG to carry out the engagement. The scope of the engagement with the selected Service Provider includes and is limited to professional services. The Service Provider shall be engaged for a period of 06 (Six) months from the date of issue of work order for the two resources. NISG reserves the option of renewing the initial contract(s) on a monthly basis for 2 additional months or any portion thereof.

#### **5. Deployment of resources at NISG**

NISG desires to engage a Service Provider having highly competent and experienced personnel who will provide the required resources as requested below. The engagement/ program will be driven by NISG and all the deployed resources will report to the client's nodal officer/ official nominated by client/ designated Manager of NISG.

- 1 (One) Software Project Coordinator/ Consultant
- 1 (One) IT Support Engineer

The detailed profile requirement of the above resources is provided in the Annexure I.

This Terms of Reference has, therefore, been prepared to seek the services of the required resources from the larger market pool so as to secure the most suitable professional for these highly challenging jobs.

The candidate, whose resumes will be proposed, will be called "**candidates**"; the candidates who will be selected through the prescribed selection process, and who will be finally deployed at client site will be called "**Consultant's staff**" (CS).

#### **6. Terms of Engagement**

**6.1. Response to this ToR:** The Service Provider has to respond to this ToR, by submitting the signed, sealed and scanned Form I (on company's letter head) along with duly filled, signed and sealed Annexure I & II through email on or before 09<sup>th</sup> December 2016. The responses can be mailed to srbasha@nisg.org. Completed responses as required in this

TOR, received within the above date in the above mail-id, shall only be considered for evaluation.

Form I is the covering letter to be signed by the authorized person from the Service Provider. The Annexure 1 consists of the Time & Material Details which is to be signed by an authorized person from the service provider. The service provider can choose to provide Staff services for both or any one of the two positions indicated in the Annexure to this ToR.

**6.2. Time & Material (T&M):** The Service Provider should communicate the interest to provide the candidates on T&M basis and quote the position-wise price in Annexure 1. The prices shall be exclusive of service tax (all other taxes as applicable will be inclusive). NISG will invite all the Service Providers who have expressed their interest to provide the consultant staff and award the position to the Service Provider whose candidate is recommended by the Selection Committee. The Selection process will be similar for both the positions.

**6.3. Selection of candidates:** After the proposals are opened, NISG would request the Service Provider (SP) to provide qualified resumes (minimum of 2 and maximum of three) for each position for which they want to provide CS. The selection of the CS would be as per the following procedure:

- a) The SP would propose the prospective candidates
- b) The proposed candidates may go through a telephonic screening process
- c) The candidates so screened shall be interviewed by a Selection Committee (SC) at NISG, Hyderabad
- d) The final selection will be based on the recommendations of the SC

**6.4. Purchase Order:** A separate Purchase Order would be issued to the SP for each of the positions for which their candidate (CS) had been selected.

**6.5. Working Conditions**

- a) **Office space and equipment:** The CS will be placed at client's location at Visakhapatnam, Andhra Pradesh and very occasionally visit NISG, Hyderabad premises if required. They will have to make their own arrangements for all their amenities. The client may offer reasonable office working space and equipment like printer(s), photocopier(s), and fax.
- b) **Travel to work:** The CS will be required to work with officials indicated by the client/ client's nodal officer who shall be in Visakhapatnam, Andhra Pradesh. The CS has to make own arrangements for commuting to and from work.
- c) **Working Hours:** The CS will work and follow the timings, holidays and calendar of the client. They may be expected to work extra to meet the target dates and deliverables as and when needed or committed.
- d) **Travel outside:** Any travel (other than the regular work place) or any other offices of any other Government agency for reasons of work as per client's requirement, the CS would need to travel to those places, anywhere in India. The cost of such travel and boarding outside Visakhapatnam is born by the NISG.
- e) **Leave of Absence:** CS will be required to inform the client and 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 and payable.
- f) **Standard of Performance:** The CS 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 CS standards of performance and conduct shall be guided by the Client's requirements, defined Performance Standards and Code of Conduct.

- g) Line of Authority:** The CS will report to the Client’s nodal officer/ official indicated by client/ designated manager of the NISG, who will set the work priorities, the expected outcomes and the timelines. NISG will make payments to the Service Provider subject to the receipt of approval from the client. NISG may seek feedback from the client about the performance of the CS, if required.
- h) Misconduct:** If the “NISG” finds that any of the CS 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 CS, then the Service Provider shall, at the NISG written request specifying the grounds thereof, within 5 working days, provide a suitable replacement candidate having qualifications and experience acceptable to the NISG. The selection of the replacement shall follow the same process as detailed earlier in this ToR.
- i) Status Reporting:** The CS may be directed to give a periodic status report by 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.
- j) Insurance:** The SP has to make suitable arrangements for all the insurance needs of the CS. NISG will not bear any liability whatsoever for the CS, under any circumstances.
- k) Acceptance of Deliverables:** The CS should ensure that all the deliverables produced are in conformance to the stated/ implied scope of work/ client requirements. All the deliverables would be vetted by the competent authority at client. In case any shortcoming is found in any of the deliverables, the same would be rectified/ redone by CS without charging any additional fee.

**6.6. Replacement:** Except as the “NISG” may otherwise agree, no CS 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 CS, the Service Provider shall, within 5 working days, provide a suitable replacement candidate with equivalent or better qualifications. The selection of the replacement shall follow the same process as detailed in this ToR. Any of the CS provided as a replacement above, shall be subject to the prior written approval by the “NISG”. Also

- a) The Service Provider shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement, and
- b) The remuneration to be paid for any of the CS provided as a replacement shall not exceed the remuneration which would have been payable to the CS replaced.

**6.7. Renewal:** NISG would initially offer the Purchase Order for a period of 06 (Six) months, which would be renewable as per requirements.

**6.8. Billing:** The SP has to bill NISG on a monthly basis at the end of every month. NISG would generally make the payments within 15 days of receiving correct invoice.

**6.9. Confidentiality and Conflict of Interest:** The CS deployed at the NISG/Clients premises shall hold the “NISG’s/Client’s” 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 CS shall promptly disclose the same to the NISG and seek their instructions.

**6.10. 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 designated Manager, NISG.
- c) The consultant must 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.
- 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 client and should not be disclosed to any other without prior approval of the client.

**(To be submitted on Service Provider's Letter head)**

**FORM I**

Hyderabad

Date:

To

Vice President and Location Head,  
National Institute for Smart Government,  
YSR Bhawan, Wipro Circle  
Gachibowli,  
Nanakramguda, Hyderabad – A.P.

Sir

Sub: Submission of response to the ToR for providing Resources for providing Project Management services – reg.

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

Signature:

Name:

Designation:

Company Seal

**Annexure 1**

<b>S.No.</b>	<b>Position in NISG/VPT</b>	<b>No. of resources required</b>	<b>All-inclusive price quote for person month in Rs.</b>
1	Software Project Coordinator/ Consultant	1	
2	IT Support Engineer	1	

Signature:

Name:

Designation:

Company Seal

**ANEXXURE 2**

Position	Indicative Roles & responsibilities	Experience & Technical skills	Qualification
<b>Software Project Coordinator/ Consultant</b>	<ul style="list-style-type: none"> <li>• Oversee the overall IT/ software project implementation</li> <li>• Responsible for coordinating and consolidating project activities</li> <li>• Organizing and controlling project activities to align with client’s requirements</li> <li>• Supervises end-to-end project activities to ensure project completion</li> <li>• Time tracking and periodical management reporting</li> <li>• Liaison with stakeholders and facilitate project site mobilization plan</li> <li>• Track project goals and deadlines, maintain positive customer relationships</li> <li>• Use project scheduling and control tools to monitor project plans, work hours,</li> </ul>	<ul style="list-style-type: none"> <li>• 5-6 years of hands-on experience</li> <li>• Experience in implementation of complete IT project life cycle</li> <li>• Familiarity with SDLC and Project Implementation Life Cycle</li> <li>• Ability to effectively communicate both oral and written</li> <li>• Ability to work under minimal supervision</li> <li>• Efficient with MS office and data management tools and software</li> <li>• Excellent interpersonal skills in communications, client relations and negotiations</li> </ul>	<ul style="list-style-type: none"> <li>• B.Tech/ MCA/ Master’s Degree</li> <li>• PMP certifications preferred</li> </ul>

Position	Indicative Roles & responsibilities	Experience & Technical skills	Qualification
	budgets and expenditure		
<b>IT Support Engineer</b>	<ul style="list-style-type: none"> <li>• Oversee and provide necessary support during implementation of various hardware systems</li> <li>• Identify issues and alert the service provider(s)</li> <li>• Assist client in getting the required solution uptime</li> <li>• Assist users in familiarizing with the system</li> </ul>	<ul style="list-style-type: none"> <li>• 4-5 years of hands-on experience in supporting IT systems including desktops, LAN, WAN, Servers &amp; Printers</li> <li>• Ability to do first level troubleshooting of issues and escalate in time to the service provider/ Implementing agency</li> <li>• Able to coordinate implementation activities and periodical updation to the management</li> <li>• End-user support</li> </ul>	<ul style="list-style-type: none"> <li>• Bachelor's degree in Computer Science/ B.Tech in ECE/ Master's degree</li> <li>• MCP/ CCNA certifications preferred</li> </ul>