
Request for Proposal (RFP)

Selection of Consultant for Enhanced Pilgrim Experience and Documentation

for

Kumbh 2019

Prayagraj Mela Authority, Allahabad

Government of Uttar Pradesh

February, 2018

Disclaimer

This Request for Proposal (RFP) document for selection of Consultant to Enhance Pilgrim Experience and Documentation (hereinafter referred to as the “Consultant”) for Kumbh 2019” contains brief information about the scope of work and qualification process for the successful applicant. The purpose of the RFP Document is to provide the applicants (hereinafter referred to as “Applicant/s”) with information to assist the formulation of their proposals (hereinafter referred to as the “Proposal/s”).

While all efforts have been made to ensure the accuracy of information contained in this RFP Document, this document does not purport to contain all the information required by the Applicants. The Applicants should conduct their own independent assessment, investigations and analysis and should check the reliability, accuracy and completeness of the information at their end and obtain independent advice from relevant sources as required before submission of their Proposal. Prayagraj Mela Authority (hereinafter referred to as “Client” or the “Authority”) or any of its employees or existing advisors shall incur no liability under any law, statute, rules or regulations as to the accuracy or completeness of the RFP Document.

The Authority reserves the right to change any or all conditions/ information set in this RFP Document by way of revision, deletion, updating or annulment through issuance of appropriate addendum as the Authority may deem fit without assigning any reason thereof.

The Authority reserves the right to accept or reject any or all Proposals without giving any reasons thereof. The Authority will not entertain or be liable for any claim for costs and expenses in relation to the preparation of the Proposals to be submitted in response to this RFP Document.

Contents

1	General information	4
2	Data Sheet	5
3	Terms of reference	7
3.1	Scope of services	8
3.2	Deliverables	13
3.3	Team	15
3.4	Payment schedule, deliverables and timelines	17
3.5	Review and monitoring of the Consultant's work	18
3.6	Support from the Authority	18
4	Eligibility and Evaluation criteria	19
4.1	Eligibility criteria	19
4.2	Technical evaluation criteria	20
4.3	Financial evaluation	21
5	Instructions to Applicants	22
2.	A. General instructions	22
3.	B. Preparation and submission of Proposals	23
4.	C. Proposal opening	26
6	General Conditions (GC) of Contract	29
7	Technical Proposal - Standard Forms	36
7.1	Form TECH-1: Technical Proposal Submission Form	37
7.2	Form TECH-2: Applicant's Organization and Experience	38
7.2.1	A - Applicant's Organization	38
7.2.2	B - Applicant's Experience	39
7.3	Form TECH-3: Description of Approach, Methodology and Work Plan for Performing the Assignment	40
7.4	Form TECH-4: Team Composition and Task Assignments	41
7.5	Form TECH-5: Curriculum Vitae (CV) for Proposed Professional Staff	42
8	Financial Proposal - Standard Forms	43

1 General information

Kumbh is one of the world's largest religious gathering and is held on a rotational basis in either of the four riverside towns of Haridwar, Allahabad, Nasik and Ujjain. The Maha Kumbh is held every 12 years at Prayag (Allahabad), with the Ardh (half) Kumbh being organized every 6 years. The last Maha Kumbh took place in 2013 which was attended by an estimated 10 crore people over a two-month period. The next Ardh Kumbh is scheduled to be held in Allahabad in 2019.

The H'ble Chief Minister of Uttar Pradesh has declared that the Kumbh at Allahabad shall be the most memorable event for pilgrims and has given the vision of '**Divya Kumbh, Bhavya Kumbh.**'

Kumbh is managed by a special team of officials deployed for Mela management and are referred to as Prayagraj Mela Authority (hereinafter is also referred to as "Authority"). The Prayagraj Mela Authority is keen to realize the vision of the H'ble CM and hence intends to appoint a Consultant as **Consultant for Enhanced Pilgrim Experience and Documentation.**

The Request for Proposal (RFP) document for the selection of Consultant can be downloaded from e-procurement website <http://etender.up.nic.in>. Key dates for this RFP are as below:

- Last date of submission of proposals: **1200 hrs on 28-February-2018**
- Last date to receive pre-bid queries: **Online by 1800 hrs on 13-February-2018**
- Date of pre-bid conference: **1100 hrs on 13-February-2018**
- Date of opening of technical bid: **1600 hrs on 28-Februray-2018**
- Date of opening of financial bid: To be communicated later

The Authority reserves full right to change the terms and conditions in the RFP and scope herein and/or terminate the RFP process at any stage without assigning any reasons and without any prior notice and no claim of any nature from anyone in this regard shall be entertained.

The contact details are:

Sh. Vijay Kiran Anand (IAS)

Kumbh Mela Adhikari

Prayagraj Mela Authority

Triveni Bandh

Daraganj, Prayag, Allahabad

Uttar Pradesh

Telephone: +91 532 2500775 / +91 532 2504011 / M: 9454417212

E-mail: kumbhmeladhikari-up@nic.in / kumbhald2019@gmail.com

2 Data Sheet

1	Name of the Bid	Selection of Consultant for Enhanced Pilgrim Experience and Documentation for Kumbh 2019
2	Time-period of contract	15 months
3	Method of selection	Combined Quality Cum Cost Based Selection (CQCCBS): 80:20
4	Bid Processing Fee	Non-refundable fee of INR 5,000 (through RTGS only)
5	Ernest Money Deposit (EMD)	Refundable amount of INR 5,00,000/- (through RTGS only)
6	Financial Bid to be submitted together with Technical Bid	Yes
7	Name of the Authority's official for addressing queries and clarifications	Sh. Vijay Kiran Anand (IAS) Kumbh Mela Adhikari Prayagraj Mela Authority Triveni Bandh Daraganj, Prayag, Allahabad Uttar Pradesh Telephone: +91 532 2500775 / +91 532 2504011 / M: 9454417212 E-mail: kumbhmeladhikari-up@nic.in / kumbhald2019@gmail.com
8	Proposal Validity Period	180 days from Proposal Due Date
9	Proposal Language	English
10	Proposal Currency	INR
11	Schedule of Bidding Process	
	Task	Key Dates
	Bid upload date	07-February-2018
	Last date of receiving queries	13-February-2018, 1800hrs (IST)
	Pre-bid conference	13-February-2018, 1100hrs (IST)
	Bid Start Date	07-February-2018, 1200hrs (IST)
	Bid End Date	28-February-2018, 1200hrs (IST)
	Opening of Technical Bids	28-February-2018, 1600hrs (IST)
	Technical presentation	To be communicated
	Opening of Financial Bid	To be communicated
	Issuance of Letter of Award (LOA)	To be communicated

12	Consortium to be allowed	No
13	Sub-contracting is allowed	No
14	Account details	For Bid Processing Fee & EMD Account No: 4098000100036070 IFSC Code: PUNB0409800 Bank Name: Punjab National Bank, Alopi Bagh, Allahabad

3 Terms of reference

The Kumbh in Allahabad is held on the banks of Sangam wherein a temporary city is created to host a floating population of millions of people. The ~2000 ha of area that hosts the Kumbh is declared as a District with the appointment of a Commissioner and a District Magistrate (DM). The planning, development and management of the Kumbh District is led by a special team of officials, the Prayagraj Mela Authority which works in close coordination with over 35 Central & State Government departments in one of the biggest show of collaborative effort. The key departments in Allahabad that work together with the Prayagraj Mela Authority are the Police, the Allahabad Development Authority, Allahabad Municipal Corporation, Health Department, and Irrigation Department.

The Prayagraj Mela Authority works for a smooth and memorable pilgrim experience ensuring provision of basic services viz. clean water, sanitation, accommodation, access to food, health care, transportation, lighting etc. The other key task is the management of the diverse set of people that visit the Kumbh – from general public, to naga sadhus, akharas, foreign tourists, journalists, students and researchers, volunteers, celebrities, VIPs and VVIPs – the list is endless. While density of people poses the biggest challenge, the Authority has to ensure safe and smooth transition of the people, avoid conflicts and emergency situations like stampedes, epidemics, crimes and violence and ensure pleasant memories.

The work for organizing the Kumbh 2019 has already begun and activities like infrastructure augmentation and preparation of Mela Plan have been initiated/completed. Further in order to achieve the Chief Minister's vision of 'Divya Kumbh, Bhavya Kumbh,' the Authority intends to hire a Consultant to provide support in specified areas of Kumbh planning and management. The Consultant is required to support through innovation, technology interventions, user experience planning, process documentation and bringing in international best practices. Along with supporting the Authority in management, the Consultant would also be responsible for documentation, data collation, facilitating collaborations and knowledge management.

For effective planning and execution the Consultant would set up a full time Project Implementation Office (PIO) at Allahabad to work closely with the Prayagraj Mela Authority. The PIO structure would operate at two levels:

- i. Level 1: Program management and domain expertise
- ii. Level 2: Fulltime onsite implementation support

3.1 Scope of services

The primary objective of this project is to improve the pilgrim experience by using modern techniques such as behavioural architecture, digital intervention and effective use of available data. The Consultant is expected to provide support in all applicable planning and execution domains that touches the journeys of a pilgrim (or a user):

- I. Define and design 'better pilgrim experiences'
- II. Identification of stakeholders to implement the design. This may include third party service providers, government agencies/departments, non-governmental organisations, and people
- III. Establish selection processes, plan operations and management of various stakeholders
- IV. Identification of communication and coordination needs with all stakeholders
- V. Mela risk management – planning and communication of risk scenarios, including potential mitigations
- VI. Project documentation and legacy planning

The specified areas of intervention will include but not be limited to the following domains/sectors:

- Planning
- Sanitation and Solid Waste Management (SWM)
- Traffic and transportation
- Security
- Crowd Management
- Vendor Management
- Telecom
- Signage
- Partnerships (including volunteers)
- Events
- Documentation and legacy management
- Official website, app
- Media management (including content writing, social media etc.)

There is also a need to create attractive cultural and tourism related activities to engage the pilgrims/crowd, and thus creating a vibrant and enriching experiences for the pilgrims. The detailed scope of services in each of the areas is as follows:

Task I: Define and design 'better pilgrim experiences'

Study existing plans and current state to provide inputs for enhancing the pilgrim experience by identifying gaps in consultation with various stakeholders. The Consultant's planning and solutioning should focus on:

Gap Assessment

- (i) Understanding the pilgrim expectations, behaviours, experiences and challenges through journey maps. The Consultants may conduct surveys, assessments, and investigations to develop journey/behaviour maps for different categories of pilgrims, stakeholders and needs
- (ii) Define a user-centred strategy that will tie in with the Mela Plan and respective service plans for specified areas

Planning and Solutions

- (i) Identify innovative ideas and solutions that can improve the pilgrim experience and define strategy/plan for implementing the ideas. The ideas can revolve around improvisation of venue layouts for better crowd management, reducing travel/walking time, better experiences around religious rituals, effective surveillance, video analytics and emergency response, traffic prediction, efficient service/utility provisioning, effective placement/coordination/utilisation of volunteers, medical services, use of digital technologies and communication channels for tourist experience personalisation, aesthetics, accessibility, lost & found, signage, spot-fixing (beautification, paint my city), informal and formal vending etc.
- (ii) Identify requisite technologies, digital solutions, products, and vendors and arrange meetings/presentation of relevant solutions for user experiences
- (iii) Undertake hackathons and crowd sourcing for ideas, solutions, technologies, etc., as required

Processes and Approach

- (i) Work closely with the Kumbh Mela Adhikari and other key officials like the police department to identify the reporting process and requirements
- (ii) Develop Mela Operating Procedures/Plans (MOPs) along with detailed responsibility matrix for specified areas. The aspects would be identified in discussion with the Authority
- (iii) Define a process for information dissemination and training of all relevant staff on the MOPs by conducting workshops
- (iv) Develop an Operations Plan for effective and timely implementation of all interventions and ideas agreed with the Authority

Partnerships

- (i) Develop value propositions through partnerships with civil society organisations (such as NGOs), corporates, donors, akharas (and other religious outfits), telecom companies, educational/research institutes, media houses, etc.; integrate the solution providers/vendors with the interests and strengths of other partners. Examples are tie-ups with Google Maps, Inland

Waterways Authority (and related service providers), Wi-Fi service providers, RO water, sanitation, volunteers, etc.

- (ii) Develop an omni-channel digital communication and personalisation strategy, including mobile app, social media, web, and other modes of personalized user experience management

Events and Media

- (i) Define a schedule of events/ceremonies for effective pilgrim engagement
- (ii) Content development for various media platforms including creative

Task II: Identification of stakeholders to implement the design

Procurement & Vendor Management

- (i) Identify vendors that shall be engaged with the Prayagraj Mela Authority before, during and after the Kumbh including the technology/solution partners, the formal and informal retail sector, medium and small scale suppliers etc.
- (ii) Identify mechanisms of engaging with the vendors through both formal and informal medium specially the informal/formal retail vendors which form bulk of the suppliers in the Kumbh area/district
- (iii) Prepare requisite documentation with detailed terms for engagement with individuals/ organisations
- (iv) Prepare consolidated bid documents including selection criteria, general contract conditions, technical specifications and undertake standard bid process management. The bid documents should be in accordance with the Government of India/ State Government's guidelines

Task III: Identification of Communication and Coordination needs with all stakeholders and establish processes

Kumbh will involve scores of internal and external stakeholders which will be coming together to successfully plan, implement and organise the event. It is essential that to have effective coordination and collaboration between these stakeholders with the intent to improve pilgrim (and other users') experiences.

The Consultant would be responsible for:

- (i) Create a coordination and collaboration strategy for various internal and external stakeholders.
- (ii) External stakeholders may include individuals, institutions, organisations, NGOs, CBOs, volunteers etc. which offer to collaborate in any/all phases of the Kumbh. These may include activities like city beautification drives with NGOs/educational institutes, organisation of events, engaging for CSR activities etc.
- (iii) Internal stakeholders are various government departments
- (iv) Anchor the coordination efforts with the identified stakeholders, map their priorities and requirements, coordinate meetings, identify actions and do follow-ups
- (v) Design an integrated command and control center for operations and maintenance of Mela

-
- (vi) Prepare Standard Operating Procedures (SOP) and internal Communication Plan for different agencies and how they would be overlaid on the integrated command and control center
 - (vii) Design of integration mechanism with the existing infrastructure and facilities of the Government. For instance, integration of the command and control center with the UP 100 and UP 108 facilities and infrastructure. The Consultant will be required to provide innovative solutions on effective provision of emergency response services in the Kumbh District, effectively utilizing the existing infrastructure

Task IV: Mela Risk Management

Given the enormous scale of Kumbh and the large population of pilgrims, Kumbh is prone to multiple risks e.g. overcrowding leading to stampedes, security risks, fire/ health hazards, disasters, etc. It is essential to put in place an integrated and coordinated event risk management mechanism, which will involve multiple stakeholders working in a coordinated pre-agreed manner to address any incident.

- (i) Emergency Scenario Planning
- (ii) Design of Standard Operating Procedures (SOPs) to address identified risks
- (iii) Standard Communications Plan
- (iv) Design of an integrated emergency operations centre, with multiple stakeholders, to address different event risks
- (v) Assist in conducting dry runs and drills of the various event risk contingencies to test out and improve the response mechanism
- (vi) Lost & Found planning including tie-ups with State Police's response system

Task V: Project documentation and legacy planning

It is expected that the entire management of Kumbh 2019 be data centred and data driven. The Consultant should focus on the following aspects:

- (i) Design of data collection formats for Kumbh 2019, which should include sources of data (current and planned, internal and open source, explicit and inferential), available pool of data, data formats, templates, frequency, collection process & protocols, data access, data residency, etc.
- (ii) Collection and collation of data including inventories of various provisions such as tents, health centres, water dispensing units, toilets, waste bins, waste generated vs treated, PA systems, cameras, street lights, etc.; records of human resources employed by various stakeholders including 28 State departments; participants devoted to akharas; pilgrim counts (overall and on individual days)
- (iii) Devise ways and coordinate with various vendors, stakeholders, departments etc. to generate records across the lifecycle of the Kumbh-2019 through planning, implementation, operations, and closure

-
- (iv) External stakeholders will also include civil society organisations (including NGOs), corporates, hospitals, hotels, guest houses, educational institutes (coordinating as volunteers), akharas (and other religious outfits), telecom companies, etc.
 - (v) Plan use of sensors (where sensors are deployed through third party vendors), for data generation, provisioning the responsibilities of each technology/solution provider (vendor) within their contracts w.r.t. data generation and sharing; use of sensors in specific situations, etc. are few ways to generate data
 - (vi) End to end story boarding – data collection, analysis, summarising
 - (vii) Contents for the media – Create themes to develop reports on the lines of hygiene, technology, collaboration, innovation, environment, etc.
 - (viii) Developing and sharing good practices adopted and indigenously developed
 - (ix) Coffee table book comprising memorable events, best practices and experiences

Task VI: Comprehensive Project/Programme Management

The below mentioned tasks shall be undertaken through digital/mobile enabled technology platforms

- (i) Volunteers management and sensitisation towards user experiences – Accreditation through RFID identification of every volunteer and resource of the Prayagraj Mela Authority; develop roles and responsibilities and deployment schedules; benefits mechanism
- (ii) Coordination for change management and Capacity Building (plans) along with trainings and workshops

Events Plan and Support

- (i) Creating and improvising interfaces and touch points with the pilgrims and other users – Development of mobile app to create user-interface for the Prayagraj Mela Authority, assimilating and overlaying of the services/facilities for easy access; touch points should also be through conventional modes (non-technology based) such prints and signage
- (ii) Master Schedule for ceremonies and cultural events/fairs to actively engage of pilgrims
- (iii) Workshops for social issues such as child labour, sanitation, environment, water, etc.
- (iv) Operationalizing and monitoring – Procurement; vendor management; monitoring of milestones and KRAs with periodic checks; conflict resolutions and risks managements, deployment of staff to support in operationalising control rooms, facilitation/ information cells, emergency response systems, crowd management through heat-maps; progress reports
- (v) Closure activities – Coordination with respective authorities

3.2 Deliverables

The team deployed onsite will be responsible for working back with the Authority on all domains and all daily tasks that are assigned to the team. However some of the key deliverables have been listed here which are specifically identifiable at this stage. The consultants are encouraged to assess the situation on ground and propose additional deliverables if required.

Kindly note that the following deliverables are only indicative and not exhaustive.

#	Activity/Tasks	Deliverables	Contents
1	Task I: Define and design 'better pilgrim experiences'	User Experience Strategy	<ul style="list-style-type: none"> ● User journey maps ● User experience gap analysis: including assessment of total need for all domains, sizing and capacity, location of services, technology options, design and material options, market availability etc. ● Mela Operation Procedures/Plans (MOPs) across all specified sectors/domains as specified in Section 3.1. For example, the strategy would include the following plans: <ul style="list-style-type: none"> ○ Location signage and street furniture ○ Barrier free access ○ Traffic movement and circulation plan ○ Plan for solid waste disposal ○ Location of toilets and services etc. ● Assist in information dissemination and training w.r.t MOPs ● Operations/ Implementation plan
2	Task II: Identification of stakeholders to implement the design	Vendor and Partner Strategy	<ul style="list-style-type: none"> ● Identify, list and interact with vendors/partners for implementing the strategy across all domains/sectors ● Some of the vendors/partners could be as follows: <ul style="list-style-type: none"> ○ Companies for provision of tenting solutions in various financial segments ○ CSR partnerships for activities like volunteers, sanitation etc. ○ Partnership with tour & travel agencies ○ Media house ○ Telecom firms ○ NGO, CBO etc.
		Bid documents for vendor/ partner	<ul style="list-style-type: none"> ● Terms of Reference (Scope of Work) ● EOI, RFP, RFQ Documents

		selection	<ul style="list-style-type: none"> ● Bid evaluation <p><i>Would be needed for all identified partners/vendors</i></p>
		Draft agreement for selected vendors	<ul style="list-style-type: none"> ● Draft Conditions of Contract
3	Task III: Identification of Communication and Coordination needs	Communication Strategy	<ul style="list-style-type: none"> ● Anchor the coordination efforts with the internal stakeholders, map their priorities and requirements, coordinate meetings, identify actions and do follow-up ● Design an integrated command and control center for operations and maintenance of Mela ● Communication SOPs for all domains/sector for example <ul style="list-style-type: none"> ○ Communication between police and Lost & Found centers ○ VIP movement ○ Health and emergency response ○ Vehicle movement ○ Employee tracking
4	Task IV: Mela Risk Management	Emergency Response Plan	<ul style="list-style-type: none"> ● Identify potential risks ● SOPs to address identified risks ● Standard Communications Plan ● Design of an integrated emergency operations center, with multiple stakeholders, to address different event risks ● Lost & Found planning including tie-ups with State Police's response system
5	Task V: Project documentation and legacy planning	Project documentation	<ul style="list-style-type: none"> ● Design of data collection formats ● Identify sources of data (current and planned, internal and open source, explicit and inferential) ● Collection and collation of data received from various departments ● Data storage in easily accessible and retrievable formats
		Content writing/development	<ul style="list-style-type: none"> ● Create themes to develop reports on the lines of hygiene, technology, collaboration, innovation, environment, etc.

			<ul style="list-style-type: none"> ● Developing and sharing good practices adopted and indigenously developed ● Coffee table book
6	Task VI: Comprehensive project/ programme management	Schedule of Events	<ul style="list-style-type: none"> ● Master Schedule for ceremonies and cultural events/fairs for example <ul style="list-style-type: none"> ○ Workshops organized before, during and after the mela ○ Social messaging ○ Engagement of youth groups for city wide activities ○ Nukad natak ○ Wall paintings ● Coordination and engagement of partners for implementation of events ● Organizing the event
		Website/ Mobile App	<ul style="list-style-type: none"> ● Planning, development, hosting and management
		Monthly Progress Reports	<ul style="list-style-type: none"> ● <i>Tasks undertaken along with progress update</i> ● <i>Continuous support on a need basis</i>
7	General	Monthly Progress Reports	<ul style="list-style-type: none"> ● <i>Tasks undertaken along with progress update</i> ● <i>Continuous support on a need basis</i>
		Project completion report	<ul style="list-style-type: none"> ● <i>A compilation of all activities taken up by the consultant</i>

3.3 Team

The Consultant shall propose a team that works at two levels.

Level 1: Program management and domain expertise

The level one team would comprise of people who are leaders/experts in their domain of work and have extensive experience of working with the Government. Each team member proposed by the Applicant should be a full time staff of the Applicant's (legal entity) and should have completed minimum eight (8) years with the organisation and should be fluent in English and Hindi.

- **Project Director:** At the overall level the project will be led by a Project Director, who should be with the firm with minimum fifteen (15) years of work experience, having led large scale government projects. S/he should have demonstrable experience of undertaking customer centric and user experience projects in India. S/he should be well versed with complexities of a religious congregation like Kumbh and should have undertaken at least one project involving pilgrims/ devotees/ religious

visitors. Experience of a large scale event attended by over 25,000 people is desirable and would be given added weightage.

- **Domain experts:** Each domain expert should have a minimum ten (10) years of work experience in their respective domains and should be a post graduate in qualification. S/he should have at least 5 experience in the respective domains. Other demonstrable experience and knowledge of the working environment and stakeholders in the Government of UP will be an added advantage. The key domains on which expertise is sought includes:
 - Infrastructure and services
 - Security and Surveillance
 - Digital/ Technology
 - Planning and accessibility
 - Vendor and Contract management
 - Large scale event and risk management

Level 2: Fulltime onsite implementation support

A fifteen (15) number full time team to be deployed by the Consultant shall consist of team members having a minimum experience of five (5) years. The team should have good written and spoken skills in English and Hindi and should have worked in the following areas:

Positions	#	Key qualifications
i. Urban planning	2	Should be an architect/engineer with Masters in Urban Planning/ Urban Design. Should have undertaken consultancy/planning projects for cities/similar events preferably with Government clients. International experience will be preferable.
ii. Sanitation expert	1	Should have a Master's degree in planning or related sector and should have experience of working in sanitation projects for a minimum of 3 years
iii. Security, surveillance and crowd management	2	Should a Masters or Bachelors in computer science / IT OR BE/ B. Tech/ MBA. Experience of working on video analytics on surveillance solutions in at least 1 large project, preferably with the government sector, in the capacity of consultant / designer.
iv. Digital solutions expert	1	Should a Masters or Bachelors in computer science / IT OR BE/ B. Tech/ MBA. Industry accepted Digital certifications will be preferred. Experience of at least 2 projects working on latest Digital technologies viz. IoT, RPA, 3D-printing, or other relevant digital technologies being utilized in the project.
v. Command and Control Centre	1	Should a Masters or Bachelors in computer science / IT OR BE/ B. Tech/ MBA. Experience of working on surveillance solutions in at least 1 large project, preferably with the government sector, in the capacity of consultant / designer.
vi. IT	1	Should a Masters or Bachelors in computer science / IT OR BE/ B. Tech/

infrastructure, networking, communication expert		MBA. Certifications such as CDCP, CCNA, other industry accepted certifications would be preferred. Experience of at least 3 projects involving designing / preparing specifications for data centers, IT communication networks, telecom network.
vii. Business Process improvement and SOPs	2	Should have a Bachelors and preferably a Master's with experience of undertaking process improvement and SOP projects with government organizations
viii. Documentation and reporting	2	Should have a degree in Mass communications/Marketing or related field with experience of working on Government projects. He/she should have
ix. Content writing	1	Masters in English/ Literature/ Journalism/ Mass Communication/ Marketing or related field and should have experience of supporting government in similar work
x. Event planning	1	Should have a Master's degree in related sector and should have experience of working in programme/event design and management projects for a minimum of 3 years
xi. Procurement and Vendor Management	1	Should be an MBA/CA with experience of undertaking procurement with Government organizations

While the team proposed above will be deployed in Allahabad, two of the proposed positions above will double up in the role of a Project Manager/Coordinator. Each of the two individuals will be responsible to coordinate and manage stakeholder expectations in two broad tracks namely the Prayagraj Mela Authority and the Police team for surveillance/security tracks.

The above team shall be headed by the Project Director.

Additional resources

- On need basis, the Authority may request for additional staff, which will be paid on basis of the financial quote (person-month rate)
- Additional resources may also be required during the Kumbh organisational phase, specific implementation requirements or for staffing certain functions such as control rooms, workshops, etc.

3.4 Payment schedule, deliverables and timelines

The overall period of the engagement of the Advisor shall be fifteen (15) months from the date of signing the contract, with the provision for extension based on requirement. The Consultant is expected to support the Authority in various phases of the Kumbh planning, development and management.

In response to the RFP, the Applicant shall provide financial quote in the form of person-month rate. GST as per applicable rates shall be paid by the Authority as extra. The person-month rate, i.e. the financial quote, shall be inclusive of the following:

- All Out-of-Pocket Expenses (OPE)
 - Travel, boarding and lodging at Allahabad
 - Equipment to be used by the Consultant like laptop
 - Digital tools/ collaboration platforms deployed by the Consultant
 - Stationery
 - Admin expenses
- Supervisory time of Level 1 staff which is a minimum of 25% of the total time of the contract and may increase subject to requirement onsite
- Office set-up cost (including space renting, interiors, furnishing, equipment, regular maintenance etc.) should be loaded in the financial quote

Payments will be made to the Consultant on a quarterly basis based on the deployment of resources.

The Consultants will have minimum fifteen (15) dedicated resources with supervision from senior staff to service the requirements mentioned above at the Authority. Project Director shall be over and above the team. The dedicated resources will work full time at Allahabad and it is important that the named seniors are available for discussions/ meetings at a short notice. The person-month rate determined would remain unaltered during the fifteen (15) months period. Any extension thereafter can be agreed on mutual basis.

3.5 Review and monitoring of the Consultant's work

The Consultant's work will be monitored by a Steering Committee constituted by the Prayagraj Mela Authority. The Committee shall constitute of key officials from the Authority working on the areas specified for Consultant's support. The PIO team will work in close coordination with the Steering Committee.

3.6 Support from the Authority

During the Project, the Consultant shall work in close co-ordination with the Authority and the Authority shall provide (or cause others to provide) the following support to the Consultant and its permanent team members:

1. Regular review and approval of all the documents submitted by the Consultant to the Authority
2. Co-ordination support from respective government agencies and other stakeholders
3. Information, resources and assistance (including access to records, systems, and people) required to perform the Services

4 Eligibility and Evaluation criteria

4.1 Eligibility criteria

The Applicants should meet all the criteria provided below:

- a) The Applicant shall be a Company registered under the Companies Act or Partnership firm registered under the Partnership Act of 1932 or registered (converted to) under the Indian Limited Liability Partnership Act, 2008. The legal status shall be demonstrated through a copy of registration certificate issued by registrar of companies/firms.
- b) The Applicant must have at least ten (10) years of experience in providing consultancy services in India to the Government organizations/ departments.
- c) The Applicant must have a minimum annual turnover of INR 500 crore during each of the last three (3) years ending on 31st March, 2017 from India operations. The same shall be demonstrated by submitting audited financial statements for the last three (3) years.
- d) The Applicant should have completed at least two (2) consulting projects for State/ Municipal government in Uttar Pradesh, in the areas of infrastructure, security & surveillance, crowd management, emergency response and sanitation during the past five (5) years.
- e) The Applicant should have undertaken at least a project to successfully raise funds through the CSR route in the past five (5) years to the extent of minimum INR 25 lakh
- f) The Applicant should be have the following certifications:
 - a. ISO 9001 certification
 - b. ISO 27001 certification
- g) The Bid document fee and EMD as specified in the Data Sheet must be submitted.

4.2 Technical evaluation criteria

The Applicant shall be selected under the Combined Quality cum Cost Based System (CQCCBS) with weightages of 80:20 (80% for technical proposal and 20% for financial proposal) and procedures described in this RFP.

The Technical Evaluation of the proposals shall be based on following parameters:

#	Criteria	Marks
A	<p>Financial Capability</p> <p>Annual average turnover for the last three (3) years:</p> <ul style="list-style-type: none"> ▪ <i>Two (2) marks for turnover >INR 500 crore and <=INR 2,000 crore</i> ▪ <i>Five (5) marks for turnover >INR 2,000 crore</i> <p>[Audited financial statements to be submitted¹]</p>	5
B	<p>Technical Capability</p>	
B. 1	<p>Experience of end-to-end planning and managing large scale Government events and programs during past ten (10) years. The experiences must be of mega events (defined as minimum 25,000 participants/visitors) owned/organized by governments such as a large religious/spiritual congregation, sports event, industrial exhibition, etc. Conferences, workshops and seminars will not be accounted for this experience requirement</p> <p>Two (2) experiences with a minimum consulting fee of INR 1 crore each during last ten (10) years – Five (5) marks per experience</p>	10
B. 2	<p>Experience of providing advisory/consulting services to religious and/or spiritual trusts or for religious/spiritual events for planning, process reengineering, digital/ IT strategy, change management and documentation works (reports, coffee table book, etc.), during past ten (10) years</p> <p>Two (2) experiences during past ten (10) years – Five (5) marks per experience</p>	10
B. 3	<p>Experience of executing government projects in Uttar Pradesh on infrastructure, physical planning, accessibility, security & surveillance, crowd management, emergency response, sanitation, transport and traffic management, or ICT advisory projects in the past ten (10) years</p> <p>One (1) mark for every experience during past ten (10) years</p>	20
B. 4	<p>Experience of working in designing and improving user-experiences (transport, citizens, tourists, and others) in the public domain</p> <p>Two (2) experiences during the past ten (10) years – Two and a half (2.5) marks per experience</p>	5

¹In case Audited statements for FY2016-17 are not available, provisional financial statements can be provided.

B. 5	Experience of raising CSR funds in the past five (5) years in Uttar Pradesh <i>Upto INR 50 lakh – two (2) marks</i> <i>More than INR 50 lakh – five (5) marks</i>	5
C	Team Project Director – 8 marks Domain Experts – 12 marks (2 mark per expert) [Detailed qualification and experience as per Section 3.3]	20
D	Approach & Methodology Applicant's capability, understanding, approach, proposed solutions, appreciation of requirements, and suggestions	25
	Total	100

Minimum score of 50 marks is required in the evaluation process. Only those bids having minimum score would be eligible for opening of financial bids

The (project) experiences that would be claimed by the Applicant against any criteria both for eligibility as well as for technical evaluation must have been executed as the primary/ lead consultant by the Applicant's legal entity submitting the bid for this RFP. Extension work orders on an existing project will not be counted as separate projects. All experiences should be from India.

4.3 Financial evaluation

The financial proposals of only technically shortlisted applicants will be opened and will be ranked in terms of their total evaluated cost. Based on the criteria and the total score, the technical scores will have a weightage of 80%. The financial proposals will be allotted a weightage of 20%.

The proposal with the lowest cost shall be given a financial score of 100 and other proposals given financial scores that are inversely proportional to their prices. The total score shall be obtained by weighing the quality and cost scores and adding them up.

On the basis of combined weighted score for quality and cost, the applicants shall be ranked in terms of total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H1 followed by the proposals securing lesser marks as H2, H3, etc. The firm securing the highest combined marks (H1) will be considered for award of the Contract.

Total Score = (Technical Score x 0.80 + Financial Score x 0.20)

Evaluations will be based on documentary evidence submitted by the Applicants and presentation before the Selection Committee of Authority with respect to evaluation/selection criteria. Documentary evidences will be signed contracts/agreements, or work-orders (or award letters or letters of intent) or completion certificates.

5 Instructions to Applicants

2. A. General instructions

1. Number of Proposals and respondents

- 1.1. No Applicant shall submit more than one (1) Proposal, in response to this RFP.
- 1.2. The RFP is non-transferable and Proposals shall be submitted only by the respective Applicants to whom the RFP has been issued by Authority.
- 1.3. Consortium is not allowed under this RFP.
- 1.4. Sub-contracting is allowed under this RFP subject to maximum of 25% of the Contract Price

2. Proposal preparation cost

- 2.1. The Applicants shall bear all costs associated with the preparation and submission of the Proposal. Authority will not be responsible and liable for any costs, regardless of the conduct or outcome of the Proposal/process.
- 2.2. All papers submitted with the Proposal are neither returnable nor claimable.

3. Right to accept and reject any or all the Proposals

- 3.1. Notwithstanding anything contained in this RFP, Authority reserves the right to accept or reject any Proposal and to annul the bidding process and reject all the Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reason.
- 3.2. Authority reserves the right to reject any Proposal if:
 - 3.2.1. At any time, a material misrepresentation is made or discovered, or
 - 3.2.2. The Applicant/s do/does not respond promptly and diligently to requests for supplemental information required for the evaluation of Proposals, or
 - 3.2.3. The Applicant does not adhere to the formats provided in the Annexures to the RFP while furnishing the required information/details.

4. Amendment of the RFP

- 4.1. At any time prior to the Proposal Due Date, the Authority, for any reason, whether at its own initiative or in response to a clarification requested by eligible Applicant/s, may modify the RFP by issuance of an addendum. Such amendments shall be uploaded on the e-procurement website <http://etender.up.nic.in> and Authority web site at <insert>through a corrigendum and form an integral part of the e-bid/Proposal document. The relevant clauses of the e-bid/Proposal document shall be treated as amended accordingly. It shall be the sole responsibility of the prospective Applicant to check the above mentioned websites from time to time for any amendment in the RFP document/s. In case of failure to get the amendments, if any, the Authority shall not be responsible for it.

4.2. In order to provide the Applicants a reasonable time to examine the addendum, or for any other reason, Authority may, at its own discretion, extend the Proposal Due Date.

5. Data identification and collection

5.1. It is desirable that the Applicants submit their Proposal/s after verifying the availability of the data, information and/or any other matter considered relevant.

5.2. It would be deemed that by submitting the Proposal, the Applicant has:

5.2.1. Made a complete and careful examination and accepted the RFP in totality;

5.2.2. Received all relevant information requested from Authority and:

5.2.3. Made a complete and careful examination of the various aspects of the Scope of Work.

5.3. Authority shall not be liable for any mistake or error on the part of the Applicant in respect of the above.

3. B. Preparation and submission of Proposals

6. Language and currency

6.1. The Proposal and all related correspondence and documents should be written in the English language. Supporting documents and printed literature furnished by the Applicants with the Proposal may be in any other language provided that they are accompanied by appropriate translations of the pertinent passages in the English language. Supporting materials, which are not translated into English, may not be considered for evaluation. For the purpose of interpretation and evaluation of the Proposal, the English language translation shall prevail.

6.2. The currency for the purpose of the Proposal shall be the Indian National Rupee (INR).

7. Proposal validity period and extension

7.1. Proposals shall remain valid for a period of one (1) year from the Proposal Due Date ("Proposal Validity Period") and Authority may solicit the Applicant's consent for extension of the period of validity, if required. Authority reserves the right to reject any Proposal, which does not meet this requirement.

7.2. In exceptional circumstances, prior to expiry of the original Proposal Validity Period, Authority may request Applicants to extend the validity period for specified additional period. Applicants, who may not extend the validity period, will deem to have withdrawn their Proposal at the expiry of validity period.

8. Format and signing of Proposals

8.1. The Applicants shall prepare electronic copies of the technical and financial e-bid/Proposals separately.

8.2. Applicants should provide all the information as per the RFP and in the specified formats. Authority reserves the right to reject any Proposal that is not in the specified formats.

8.3. In case the Applicants intends to provide additional information for which specified space in the given format is not sufficient, it can be furnished in duly stamped and signed PDFs.

9. Submission of e-bid/Proposal

- 9.1. The bid submission module of e-procurement website <http://etender.up.nic.in> enables the Applicants to submit the Proposal online in response to this RFP published by the Authority. Submission can be done till the Proposal Due Date specified in the RFP. Applicants should start the process well in advance so that they can submit their Proposal in time. The Applicant should submit their Proposal considering the server time displayed in the e-procurement website. This server time is the time by which the submission activity will be allowed on the Proposal Due Date indicated in the RFP schedule. Once the submission date and time has passed, the Applicants cannot submit their Proposals. For delay in submission of Proposal due to any reasons, the Applicants shall only be held responsible.
- 9.2. The Applicants have to follow the following instructions for submission:
- 9.2.1. For participating through the e-tendering system, it is necessary for the Applicants to be the registered users of the e-procurement website <http://etender.up.nic.in>. The Applicants must obtain a user login ID and password by registering themselves with U.P. Electronics Corporation Ltd. (UPLC), Lucknow if they have not done so previously.
- 9.2.2. In addition to the normal registration, the Applicant has to register with his/her Digital Signature Certificate (DSC) in the e-tendering system and subsequently he/she will be allowed to carry out his/her e-bid/Proposal submission activities. Registering the DSC is a one-time activity. Before proceeding to register his/her DSC, the Applicant should first log on to the e-tendering system using the user login option on the home page with the login ID and password with which he/she has registered.
- 9.2.3. For successful registration of DSC on e-procurement website <http://etender.up.nic.in> the Applicant must ensure that he/she should possess class-2/class-3 DSC issued by any Certifying Authorities approved by Controller of Certifying Authorities, Government of India, as the e-procurement website <http://etender.up.nic.in> is presently accepting DSC issued by these authorities only. The Applicant can obtain user login ID and perform DSC registration exercise above even before e-bid/Proposal submission date starts. The Authority shall not be held responsible if the Applicant fails to submit his/her e-bid/Proposal before the Proposal Due Date due to DSC registration problem.
- 9.2.4. The Applicant can search for active tenders through "search active tenders" link, select a tender in which he/she is interested in and then move it to 'My Tenders' folder using the options available in the e-bid submission menu. After selecting the tender, for which the Applicant intends to e-bid/Proposal, from "My tenders" folder, the Applicant can place his/her e-bid/Proposal by clicking "pay offline" option available at the end of the view tender details form. Before this, the Applicant should download the RFP document including financial format and study them carefully. The Applicant should keep all the documents ready as per the requirements of RFP document in the PDF format.
- 9.2.5. After clicking the 'pay offline' option, the Applicant will be redirected to terms and conditions page. The Applicant should read the terms & condition before proceeding to fill in the Bid Processing Fee offline payment details. After entering and saving the Bid Processing Fee

details form so that "Bid document preparation and submission" window appears to upload the documents as per technical and financial schedules/packets given in the tender details. The details of the RTGS should tally with the details available in the scanned copy and the date entered during e-bid/Proposal submission time otherwise the e-bid/Proposal submitted will not be accepted.

- 9.2.6. Before uploading, the Applicant has to select the relevant DSC. He may be prompted to enter the DSC password, if necessary. For uploading, the Applicant should click "browse" button against each document label in technical and financial schedules/packets and then upload the relevant PDF files already prepared and stored in the Applicant's computer.
- 9.2.7. The Applicant should click "Encrypt" next for successfully encrypting and uploading of required documents. During the above process, the e-bid/Proposal documents are digitally signed using the DSC of the Applicant and then the documents are encrypted/locked electronically with the DSC's of the bid openers to ensure that the e-bid/Proposal documents are protected, stored and opened by concerned bid openers only.
- 9.2.8. After successful submission of e-bid/Proposal document, a page giving the summary of e-bid submission will be displayed confirming end of e-bid/Proposal submission process. The Applicant can take a printout of the bid summary using the "print" option available in the window as an acknowledgement for future reference.
- 9.2.9. Authority reserves the right to cancel any or all e-bids/Proposals without assigning any reason.

10. Deadline for submission

- 10.1. E-bid/Proposal (technical and financial) must be submitted by the Applicant at e-procurement website <http://etender.up.nic> no later than the time specified on the Proposal Due Date. The Authority may, at its discretion, extend this deadline for submission of Proposal by amending the RFP document, in which case all rights and obligations of the Authority and Applicants previously subject to the deadline will thereafter be subject to the deadline, as extended.

11. Late submission

- 11.1. The server time indicated in the bid management window on the e-procurement website <http://etender.up.nic.in> will be the time by which the e-bid/Proposal submission activity will be allowed till the permissible date and time scheduled in the e-tender. Once the e-bid/Proposal submission date and time is over, the Applicant cannot submit his/her e-bid/Proposal. Applicant has to start the bid submission well in advance so that the submission process passes off smoothly. The Applicant will only be held responsible if his/her e-bid/Proposal is not submitted in time due to any of his/her problems/faults, for whatsoever reason, during the e-bid/Proposal submission process.

12. Withdrawal and resubmission of Proposal

- 12.1. At any point of time, an Applicant can withdraw his/her Proposal submitted online before the Proposal Due Date. For withdrawing, the Applicant should first log in using his/her login ID and password and subsequently by his/her DSC on the e-procurement website <http://etender.up.nic.in>. The Applicant should then select "My bids" option in the bid submission menu. The page listing all the bids submitted by the Applicant will be displayed. Click "View" to see the details of the bid to be withdrawn. After selecting the "bid withdrawal" option, the Applicant has to click "Yes" to the message- "Do you want to withdraw this bid?" displayed in the bid information window for the selected bid. The Applicant also has to enter the bid withdrawing reasons and upload the letter giving the reasons for withdrawing before clicking the "Submit" button. The Applicant has to confirm again by pressing "OK" button before finally withdrawing his/her selected e-bid/Proposal.
- 12.2. No e-bid/Proposal may be withdrawn in the interval between the Proposal Due Date and the Proposal Validity Period. Withdrawal of an e-bid/Proposal during this interval may result in the Applicant's forfeited of his/her e-bid/Proposal security.
- 12.3. The Applicant can re-submit his/her e-bid/Proposal as when required till the e-bid submission end date and time. The e-bid/Proposal submitted earlier will be replaced by the new one. The payment made by the Applicant earlier will be used for revised e-bid and the new e-bid submission summary generated after the successful submission of the revised e-bid will be considered for evaluation purposes. For resubmission, the Applicant should first log in using his/her login Id and password and subsequently by his/her digital signature certificate on the e-procurement website <http://etender.up.nic.in>. The Applicant should then select "My bids" option in the bid submission menu. The page listing all the bids submitted by the Applicant will be displayed. Click "View" to see the detail of the e-bid to be resubmitted. After selecting the "bid resubmission" option, click "Encrypt & upload" to upload the revised e-bids documents.
- 12.4. The Applicant can submit their revised e-bids/Proposals as many times as possible by uploading their e-bid documents within the scheduled date & time for submission of e-bids/Proposals.
- 12.5. No e-bid can be resubmitted subsequently after the deadline for submission of e-bids.

13. Selection of the Consultant

- 13.1. From the time the Proposals are opened to the time the contract is awarded, if any Applicant wishes to contact the Authority, on any matter related to their Proposal it should do so in writing. Any effort by the Applicants to influence any officer or bearer of the Authority in the Proposal evaluation or contract award decisions may result in the rejection of the Applicant's Proposal.

4. C. Proposal opening

14. Opening of Proposals

- 14.1. Authority will open all technical e-bids/Proposals, in the presence of Applicant's representatives who choose to attend on the prescribed date of opening at the Authority office.
- 14.2. The Applicant's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date e-bid/Proposal opening being declared a holiday

for the Authority, the e –bids shall be opened at the appointed time and place on the next working day. The Applicant who is participating in e-bid/Proposal should ensure that the RTGS of Bid Processing Fee must be submitted in the prescribed account of Authority within the duration (strictly within opening & closing date and time of individual e-bid/Proposal) of the work as mentioned in RFP, otherwise, in any case, bid shall be rejected.

14.3. The Applicants names and the presence or absence of requisite e-bid/Proposal security and such other details as the Authority at its discretion may consider appropriate, will be announced at the opening. The names of such Applicants not meeting the technical specifications and qualification requirement shall be notified subsequently.

14.4. The Authority will prepare minutes of e-bid/Proposal opening.

15. Confidentiality

15.1. Information relating to the examination, clarification, evaluation and recommendation for the short-listed Consultant shall not be disclosed to any person not officially concerned with the process.

15.2. After opening of the Proposals, no information relating to the examination, clarification, evaluation and comparison of Proposals and recommendations concerning the award of contract shall be disclosed to Applicants or their representatives, if any. Any effort by an Applicant to exert undue or unfair influence in the process of examination, clarification, evaluation and comparison of Proposal/s shall result in outright rejection of the offer, made by the said Applicant.

16. Tests of responsiveness

16.1. Prior to evaluation of the Proposals, Authority will determine whether each Proposal is responsive to the requirements of the RFP. The Proposals shall be considered responsive if:

16.1.1. It is received or deemed to be received by the due date and time including any extension thereof pursuant to Clause 11.

16.1.2. It is signed, sealed and marked as stipulated in Clause 8 and Clause 9.

16.1.3. It contains all information as desired in this RFP.

16.1.4. Information is provided as per the formats specified in the RFP.

16.1.5. It mentions the validity period as set out in Clause 7.

16.1.6. Bids are accompanied with Bid Processing Fee (non-refundable) and EMD in the form of RTGS as specified in the Date Sheet of this RFP.

16.1.7. The selected Applicant shall furnish a Performance Guarantee at the time of contract signing amounting to INR 5,00,000 (Five lakh only) in form of Bank Guarantee (BG), which should be valid for 15 months. The BG shall be returned or extended after the expiry of the project period (15 months) as the case may be. The BG can be from any Nationalised or Scheduled bank.

16.2. Authority reserves the right to reject any Proposal which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by Authority in respect of such Proposal.

17. Clarifications sought by Authority

17.1. To assist in the process of evaluation of Proposals, Authority may, at its sole discretion, ask any Applicant for clarification on its Proposal. The request for clarification and the response shall be in writing. No change in the substance of the Proposal would be permitted by way of such clarifications.

18. Proposal evaluation

18.1. Submissions from Applicants would first be checked for responsiveness as set out in Clause 16. All Proposals found to be substantially responsive shall be evaluated as per the Technical/Evaluation Criteria set out in this RFP.

18.2. The envelopes containing the Technical Proposal of the Applicant/s who do not meet the Technical Criteria shall not be considered for further process.

19. Notifications

19.1. Authority will notify the successful Applicant by letter.

6 General Conditions (GC) of Contract

1. General Provisions

1.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- a) "Consultant" means any private or public entity that will provide the Services to the Authority ("the Client") under the Contract.
- b) "Client" means the agency with which the Consultant signs the Contract for the Services i.e. Prayagraj Mela Authority
- c) "Contract" means the Contract signed by the Parties and all the attached documents, if any
- d) "Government" means the Government of the Client's country/state
- e) "Party" means the Client or the Consultant, as the case may be, and "Parties" means both of them
- f) "Personnel" means professionals and support staff provided by the Consultant assigned to perform the Services or any part thereof
- g) "Services" means the work to be performed by the Consultant pursuant to the Contract.

1.2 Law Governing Contract

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law.

1.3 Language

This Contract has been executed in English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

1.4 Notices

1.4.1 Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed.

1.4.2 A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address.

1.5 Authorized Representatives

Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Client or the Consultant may be taken or executed by the officials specified in the Contract.

1.6 Taxes and Duties

GST shall be paid by the Authority additionally on the professional fee agreed as part of this Contract.

1.7 Fraud and Corruption

1.7.1 Definitions: defines, for the purpose of this provision, the terms set forth below as follows:

- a) "corrupt practice" means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;
- b) "fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;
- c) "collusive practices" means a scheme or arrangement between two or more Applicants, with or without the knowledge of the Client, designed to establish prices at artificial, non-competitive levels;
- d) "coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract.

1.7.2 Measures to be taken

The Client will cancel the contract if representatives of the Consultant are engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of the contract;

The Client will sanction the Consultant, including declaring the Consultant ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the Consultant has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, the said contract.

1.8 Limitation of Liability

The Contract will require that the aggregate liability of the Consultant under this Contract, or otherwise in connection with the services to be performed hereunder, shall in no event exceed the total fees payable to the Consultant hereunder. The preceding limitation shall not apply to liability arising as a result of the Consultant's fraud in performance of the services hereunder.

2. Commencement, Completion, Modification and Termination of Contract

2.1 Effectiveness of Contract

This Contract shall come into effect from the date the Contract is signed by both Parties. The date the Contract comes into effect is defined as the Effective Date.

2.2 Commencement of Services

The Consultant shall begin carrying out the Services not later than 15 days after the Effective Date specified in the RFP or the Contract.

2.3 Expiration of Contract

Unless terminated earlier pursuant to GC Clause 2.6 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the RFP or the Contract.

2.4 Modifications or Variations

Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties.

2.5 Force Majeure

2.5.1 Definition

For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

2.5.2 No Breach of Contract

The failure of a Party to fulfil any of its obligations under the Contract shall not be considered to be a breach of, or default, under this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

2.5.3 Extension of Time

Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

2.5.4 Payments

During the period of their inability to perform the Services as a result of an event of Force Majeure, the Consultant shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

2.6 Termination

Either Party may terminate this Agreement with immediate effect by serving prior written notice to the other party if services are not possible to be rendered as per applicable laws or professional obligations.

2.6.1 By the Client

The Client may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (f) of this GC Clause 2.6.1. In such an occurrence the Client shall give a

not less than thirty (30) days' written notice of termination to the Consultant, and sixty (60) days' in the case of the event referred to in (e).

- a) If the Consultant does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Client may have subsequently approved in writing.
- b) If the Consultant becomes insolvent or bankrupt.
- c) If the Consultant, in the judgment of the Client has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- d) If, as the result of Force Majeure, the Consultant are unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- e) If the Client, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.
- f) If the Consultant fails to comply with any final decision reached as a result of arbitration proceedings pursuant to GC Clause 7 hereof.

2.6.2 By the Consultant

The Consultant may terminate this Contract, by not less than thirty (30) days' written notice to the Client, such notice to be given after the occurrence of any of the events specified in paragraphs (a) through (c) of this GC Clause 2.6.2:

- a) If the Client fails to pay any money due to the Consultant pursuant to this Contract and not subject to dispute pursuant to GC Clause 6 hereof within forty-five (45) days after receiving written notice from the Consultant that such payment is overdue.
- b) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- c) If the Client fails to comply with any final decision reached as a result of arbitration pursuant to GC Clause 7 hereof.

2.6.3 Payment upon Termination

Upon termination of this Contract pursuant to GC Clauses 2.6.1 or 2.6.2, the Client shall make the following payments to the Consultant:

- a) payment pursuant to GC Clause 5 for Services satisfactorily performed prior to the effective date of termination;
- b) except in the case of termination pursuant to paragraphs (a) through (c), and (f) of GC Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel and their eligible dependents.

3. Obligations of the Consultant

3.1 Standard of Performance

The Consultant shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Consultant shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Client, and shall at all times support and safeguard the Client's legitimate interests in any dealings with third Parties.

3.2 Confidentiality

Except with the prior written consent of the Client, the Consultant and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Consultant and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services. Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information/report/advice provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party's rights under this Agreement, or (e) must be disclosed under applicable law, legal process or professional regulations. These obligations shall be valid for a period of 3 years from the date of termination of this Agreement.

3.3 Documents prepared by the Consultant to be the property of the Client

- a) All deliverables in the form of data, software, designs, utilities, tools, models, systems and other methodologies and know-how ("Materials") submitted by the Consultant under this Contract shall, not later than upon termination or expiration of this Contract, be delivered to the Client, together with a detailed inventory thereof.
- b) Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information/report/advice provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party's rights under this Agreement, or (e)

must be disclosed under applicable law, legal process or professional regulations. These obligations shall be valid for a period of 2 years from the date of termination of this Agreement.

3.4 Accounting

The Consultant shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof.

4. Obligations of the Client

4.1 Assistance and Exemptions

The Client shall use its best efforts to ensure that the Government shall provide the Consultant such assistance and exemptions as specified in the Contract.

4.2 Change in the Applicable Law Related to Taxes and Duties

If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties, then the remuneration and reimbursable expenses payable to the Consultant under this Contract shall be increased or decreased accordingly under this Contract.

5. Payments to the Consultant

5.1 Professional fee and Payments

The total payment due to the Consultant shall be governed by the Contract Price (as determined by the financial quote in the RFP stage). In addition to the consultancy fee, reimbursable expenses shall only be paid for expenses incurred to travel outside of Allahabad (domestic or international) on actual basis. Any such travel and expenses shall be incurred with prior approval of the Authority/Client.

5.2 Terms and Conditions of Payment

Payments will be made to the account of the Consultant and according to the payment schedule stated in Section 3.4. The Professional Fee shall be exclusive of taxes or similar charges, as well as customs, duties or tariffs imposed in respect of the Services, all of which the Client shall pay (other than taxes imposed on Consultant's income generally). Unless otherwise set forth in the Contract, payment is due within thirty days following receipt of each invoice.

6. Good Faith and Indemnity

6.1 The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

6.2 To the fullest extent permitted by applicable law and professional regulations, both the parties indemnify each other and their associates and employees against all claims by third parties (including each other's affiliates) and resulting liabilities, losses, damages, costs and expenses (including reasonable external and internal legal costs) arising out of the third party's use of or reliance on any report, deliverable, etc. disclosed to it by or through the parties as part of the regular interactions or for project/s purposes.

7. Settlement of Disputes

7.1 This Contract shall be governed by, and construed in accordance with, the laws of India.

7.2 Amicable Settlement

The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Contract and the success of the assignment. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

In the event any dispute between the Parties arising out of or in connection with this Agreement, including the validity thereof, the Parties hereto shall endeavour to settle such dispute amicably in the first instance. The attempt to bring about an amicable settlement shall be treated as having failed as soon as one of the Parties hereto, after reasonable attempts, which shall continue for not less than 30 (thirty) days, gives a notice to this effect, to the other party in writing.

7.3 Arbitration

In case of such failure, the dispute shall be referred to a sole Arbitrator, who shall be appointed by the Parties by mutual consent, failing which each party shall appoint one Arbitrator each and together the two Arbitrators shall appoint an umpire. The Arbitration proceedings shall be governed by the (Indian) Arbitration and Conciliation Act, 1996 and shall be held in Allahabad, India. The language of arbitration shall be English.

This Agreement and the rights and obligations of the Parties shall remain in full force and effect, pending the award in any arbitration proceedings hereunder.

7.4 Jurisdiction

Any dispute relating to this Contract or the Services shall be subject to the exclusive jurisdiction of the Indian courts, to which both the parties agree to submit for these purposes.

7 Technical Proposal - Standard Forms

TECH-1 Technical Proposal Submission Form

TECH-2 Applicant's Organization and Experience

A Applicant's Organization

B Applicant's Experience

TECH-3 Description of the Approach, Methodology and Work Plan for performing the assignment

TECH-4 Team Composition and Task Assignments

TECH-5 Curriculum Vitae (CV) for Proposed Professional Staff

TECH-6 Format for presentation

7.1 Form TECH-1: Technical Proposal Submission Form

[Location, Date]

To: [Name and address of Client]

Dear Sirs:

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our Proposal, which includes this a Technical Proposal, and a Financial Proposal.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the Proposal Validity Period, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the consulting services related to the assignment at a date mutually agreed between us.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

7.2 Form TECH-2: Applicant's Organization and Experience

7.2.1 A - Applicant's Organization

[Provide here a brief (two pages) description of the background and organization of your firm/entity]

7.2.2 B - Applicant's Experience

[Using the format below, provide information on each assignment for which your firm, and each associate for this assignment, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out consulting services similar to the ones requested under this assignment]

Assignment name:	
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total No of man-months of the assignment:
Address:	Amount of consulting fee received by your firm (INR)
Start date (month/year):	Completion date (month/year):
Name of associated Consultants, if any:	N ^o of professional man-months provided by associated Consultants:
Narrative description of Project	
Description of actual services provided by your staff within the assignment:	
Firm's Name:	

7.3 Form TECH-3: Description of Approach, Methodology and Work Plan for Performing the Assignment

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal (Maximum 30 pages, inclusive of charts and diagrams) divided into the following three chapters:

- a) *Technical Approach and Methodology,*
- b) *Organization and Staffing,*

a) Technical Approach and Methodology. *In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.*

b) Organization and Staffing. *In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key experts responsible, and proposed technical and support staff.*

7.4 Form TECH-4: Team Composition and Task Assignments

Name of staff	Position in the firm	Date of joining the firm	Proposed position and Area of expertise

7.5 Form TECH-5: Curriculum Vitae (CV) for Proposed Professional Staff

1. **Proposed position** [*only one candidate shall be nominated for each position*]: _____

2. **Name of staff** [*Insert full name*]: _____

3. **Date of Birth:** _____ **Nationality:** _____

4. **Education** [*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*]: _____

5. **Membership of professional associations:** _____

6. **Other training** [*Indicate significant training since degrees under 5 - Education were obtained*]: _____

7. **Countries of work experience:** [*List countries where staff has worked in the last ten years*]: _____

8. **Languages** [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]: _____

9. **Employment record** [*Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]:

From [Year]: _____ To [Year]: _____

Employer: _____

Positions held: _____

10. Work undertaken that best illustrates capability to handle the tasks assigned

[*Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 11.*]

Name of assignment or project: _____

Year: _____

Location: _____

Client: _____

Main project features: _____

Positions held: _____

Activities performed: _____

8 Financial Proposal - Standard Forms

[Date]

To: [Name and address of Client]

Subject: Financial proposal

Reference: (Insert name of the consultancy)

Dear Sirs,

We have read and examined the RFP document complete with the Terms of reference, Instructions to Applicants and General Conditions of Contract.

We hereby quote for the Prayagraj Mela Authority of the consultancy specified in the RFP at a person-month rate of INR_____ (IN NUMBERS and WORDS).

The financial proposal submitted is unconditional and fulfills all the requirements of the RFP document. Provisions for GST and reimbursable expenses shall be as per the terms stated in Section 3.4 and Section 6 of the RFP document.

Our Financial Proposal shall be binding upon us up to expiration of the validity period of the proposal. We understand the Authority is not bound to accept any proposal that is received.

Signature and Name of the Authorised Person

NAME OF THE APPLICANT AND SEAL