



ITECCS/UP100

UP100 Bhawan, 7/13 Gomti nagar Extension, Saheed Path, Lucknow (UP)

Tel: 05222217711 - 5500

Website: WWW.up100.uppolice.gov.in

E-Mail: iteccs-up@gov.in

Notice No.: UP-100-CA- (15)/ TRG/2018

September 05, 2018

EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT OF FIRM FOR PROVIDING TRAINING AND ANCILLARY SERVICES FOR TRAINEES AT 8 POLICE ZONES OF UTTAR PRADESH

Name of the Work	Providing training and ancillary services for trainees at 8 police zones of UP (Lucknow, Varanasi, Allahabad, Kanpur, Bareilly, Meerut, Agra, Gorakhpur)
Duration of Contract	1 Year
Opening Date & Time for submission of EoI	07. September. 2018 (11.30 a.m.)
Closing Date & Time for submission of EoI	13. September. 2018 (5.00 p.m.)
Opening Date & Time of EoI	14. September. 2018 (16.00 p.m.)
Proposed Date to Commence the Operations	To be communicated later
EoI to be submitted to	ADG ITECCS, LUCKNOW
Place of opening of EoI	
EoI Submission Cost (Rs.) Non-Refundable	Rs. 5,000/- (FiveThousand Only) by Demand Draft in favor of ADG ITECCS payable at Lucknow. This amount is non-refundable.
Issue of EOI	The document can be downloaded from the official website – www.up100.uppolice.gov.in Please keep visiting our website for any corrigendum / amendments and submit the bid documents accordingly.
Contact Person	ADG ITECCS, UP100 Bhawan, 7/13 Gomti nagar Extension, Saheed Path, Lucknow(UP) Tel: 05222217711 - 5500

EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT OF FIRM FOR PROVIDING TRAINING AND ANCILLARY SERVICES FOR TRAINEES AT 8 POLICE ZONES OF UTTAR PRADESH

Background:

'UP100' is the official name of the Uttar Pradesh Police Emergency Management System, also previously called the Uttar Pradesh State-wide Dial 100 Project. Earlier Police Emergency Systems have been operational in the form of distributed district level 'Dial 100' systems till now, where public calls in police emergency situations are handled by Police Control Rooms established at the District level. With increasing demands, many of such control rooms find inadequate resources availability. With the growing awareness towards security, better response system, multiple channels, increased call volume, no unattended calls and technology advancements there is a need of reorganizing and updating existing District Police Control Rooms.

UP100 has been established to provide integrated emergency services relating to public safety across the State of Uttar Pradesh on 24x7 basis. The center is capable to address complaints from various channels covering mobile calls, emails, social media etc. The UP100 center at Lucknow will directly control police response vehicles - 3200 4W and 1600 2W deployed across 75 districts of the State. Upon receiving any information where field assistance is required, nearest police response vehicle will be dispatched to assist citizens. Deployed System aims to achieve response time of 15 minutes for urban areas and 20 minutes for rural areas. Fire Services and medical emergency services are also being added to the field services, where calls related to the FIRE and Medical Emergencies will be addressed and handled state wide. Any call originating from number 100 will directly land at UP100 Contact Centre at Lucknow. Once a call lands at Lucknow center, it is received by professional women communication officers, who are not police officers. The entire conversation is recorded, and then the call is transferred to Dispatch section to send required assistance at the field and also inform the district police station. The police response vehicle reaches the victim, secure scene, and hands over the scene to the local police station for further legal actions. Detailed Standard Operating Procedures have been laid out for different situations, aimed at standardization of services across geographical areas.

The UP100 project is considered to be World's largest emergency response system in terms of volume of data and services every day and the entire system is governed by detailed process. In daily routine more than 550 SOPs Standard Operating procedures (SOPs) have been developed to run the entire organization processes and timely delivery of services in the field.

UP100 is run by more than 32000 staff and the numbers are expected to be doubled in the coming future. Capacity building of employees being a major part of the UP100 and every year more than 4lac man days training are being provided to staff for technical, behavioral and functional aspects ranging from 3 days to 24 days as per hierarchy requirement. UP100 is organizing interactive training for each police official and staff at zonal level ie. Lucknow, Varanasi, Allahabad, Kanpur, Bareilly, Meerut, Agra, Gorakhpur.

Terms & Conditions:

1. The response to EoI are invited from reputed firm for rate contract for the period of one year. The bidder is free to bid for all the eight zones.
2. EoI forms are mentioned in annexure mentioned below. Please keep visiting our website for any corrigendum / amendments and submit the bid documents accordingly. This amount is non-refundable. Application without the prescribed EOI submission fee will not be considered.
3. Response to EoI may be sent by post /courier /individual submission to the office – ADG ITECCS, UP100 Bhawan, 7/13 Gomti nagar Extension, Saheed Path, Lucknow(UP)-226027 with super scribed on envelope ""
4. The offers will be scrutinized by the committee/Department official constituted for the purpose. If required the committee/Department official will visit the locations to inspect the facilities and amenities claimed in the offer. The decision of the committee/ Department official will be final and binding to the bidders.
5. The offer shall be valid for 1 (One) year from the last date of submission of EoI / revised EoI (if any).
6. ITECCS/UP100 reserves the right to modify the conditions of the EoI, at any time, without assigning any reasons for the same.
 - a. The firm should ensure regular and uninterrupted quality services at all times. In case of failure in services or negligence (as defined below), appropriate punitive action shall be taken by the ITECCS/UP100, which also includes monetary penalty not exceeding total value of the contract. Failure of service and negligence shall be measured in terms of the following:
 1. Not providing training and ancillary services as per the scope of work.
 2. Any other matter which is an act of negligence or breach of ethics by the firm.

Scope of Work:

Seeking firm to arrange training and ancillary services for trainees at 8 Police zone ie. Lucknow, Varanasi, Allahabad, Kanpur, Bareilly, Meerut, Agra, Gorakhpur.

The number of people would be around **300** at each zone office and training will be held on regular basis simultaneously at all the 8 cities. All the institutions provided by firm should have residential/ hostel accommodation in the campus/ nearby location for the purpose of training of approximately 300 staff (head constables/ constables) of the Police Response Vehicle of UP 100

The firm should have to provide following facilities

- a) Training services for the well-being of the participants of the various courses is included within the scope of this EOI.
- b) Classroom: Well furnished, well ventilated classrooms with adequate number of fans and lights, main table, podium etc. There should be adequate arrangement for washrooms and RO drinking water with disposable glasses close to each classroom. There will be 10 dedicated classrooms to accommodate 25-30 participants in each classroom.

- c) Audio- Visual Aids: All the classrooms should be equipped with white board, markers, LED/LCD projectors, fixed, floating and collar mics and projection screen.
- d) Accommodation: Accommodation of participants will be on twin-sharing basis and preferably with attached toilet. The room should be spacious, ventilated and well lit-up. Room should be equipped with fan, plug points and furniture including cot, mattresses, pillow, bed linen, blanket/ quilt (during winter season), tables, chairs and storage facility for the personal belongings of the participants. The room should be neat & clean and also dry. The toilets should have adequate water-supply, neat and clean with proper drainage system.
- e) Food: There should be proper running kitchen and dining area with furniture to provide breakfast, lunch, dinner and tea (at 11:00 a.m. & 4:00 p.m.) on each day. It should be ensured that proper hygienic condition of the entire dining area is maintained and the food should be served by properly trained persons using proper utensils and hygienic protocols.
- f) Manager: Should be appointed at each of the eight locations whose job would be to look after the availability of training facilities, supervise the maintenance of accommodation, food etc. The manager will be single point of contact for all training requirements, living etc.
- g) Ancillary Services: Services like Washer man, Barber, Cobbler etc. should be provided on payment basis.
- h) Power Back-up: The classrooms and the entire accommodation should have adequate power back up to ensure smooth conduct of training programs and the living of the participants.
- i) Drinking Water: RO system in adequate numbers should be installed both in training and living areas to provide uninterrupted quality drinking water to participants and trainers.
- j) Transportation: Buses should be hired to pick up and drop participants both at railway station and bus stand. Besides, buses should be provided for the field visits also.
- k) Once in a month two officers from UP 100 HQ will visit to all the training locations for at least 2-3 days to supervise the training activities. Suitable accommodation may be provided to the visiting officers.
- l) The tenure of hiring of the aforementioned accommodation will be for the period of 12 months from the date of the execution of the MoU. The MoU can be terminated by UP 100 without assigning any reason thereof with one-month prior notice/equivalent money.
- l) All these training centers at 9 locations will have wellness center for well-being of trainees at respective centers.

Annexure - I

Profile of the Bidder/ Firm

Expression of Interest submitted in response to enquiry notification issued by the ITECCS/UP100 for providing training and ancillary services to trainees at 8 police zones of UP (Lucknow, Varanasi, Allahabad, Kanpur, Bareilly, Meerut, Agra, Gorakhpur)

Sr.No.	Particulars	Description in details
01	Name of the Firm	
02	Complete Contact details of Authorized Person of Firm, including name, address, telephone, mobile number, Email id, website (if any)	
03	Complete Postal Address with Tel. No., Fax/Email	
04	Year of Registration / Establishment of Firm	_____(Year) Please enclose self-attested copy of required documents- in case of Proprietor - Registration with Shop & Establishment Authorities or equivalent authorities, in case of Partnership-Partnership Deed, In case of company-Certificate of Registration and Memorandum of Association or any other document required for Registration of the firm
05	PAN No.	_____(enclose copy)
06	Please enclose last three years copy of IT return / Acknowledgement	2014-15 2015-16 2016-17
07	Please enclose last three financial years copy of annual accounts (balance sheet and profit & loss account)	2014-15 2015-16 2016-17
08	GST number	_____(enclose copy)

Date:

Signature and Seal

Annexure - II

(to be provided on letter head of the firm)

**CERTIFICATE FOR DECLARATION REGARDING BLACKLISTING/ NON-
BLACKLISTING**

I / We Proprietor / Partner (s) / Director (s) of M/s
hereby declare that the firm/company namely M/s.....
has not been blacklisted or debarred in the past by any State/Central Government/Public
organization.

Or

I / We Proprietor / Partner (s) / Director (s) of M/s
hereby declare that the firm/company namely M/s
Was blacklisted or debarred by by any State Government Department from taking part in
government tenders for a period of Years w.e.f. The period is over on.....
And now the firm/company is entitled to take part in Government tenders.

I also certify that the above information is true and correct in any every respect and in any case at a
later date it is found that any details provided above are incorrect, any contract given to the above
firm may be summarily terminated and the firm blacklisted.

In addition to the above O/o ADG ITECCS, Lucknow will not be responsible to pay the bills for any
Completed/ partially completed work.

Date :

Authorized Signatory

Name:

Place :

Designation:

Signature with Seal:

Name & address of the firm:

Contact No.:

Annexure III
Financial Format

Charges in INR per person per day to be mentioned by firm
Value in INR (exclusive. of taxes) :
Value in words (exclusive of taxes) :
<u>Value in INR (inclusive of taxes) :</u>
<u>Value in words (inclusive of taxes) :</u>

Date :

Authorized Signatory

Name:

Place :

Designation:

Signature with Seal:

Name & address of the firm:

Contact No.: