



**Request for Quotation**  
for Selection of Agency to build  
**Business Process**  
for Event Performance of  
**112-UP's PRVs**

RFQ Number: 1120708202

Date: 03-09-2020

**ITECCS**  
**UP POLICE**  
**GOVERNMENT OF UTTAR PRADESH**

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# 1 About 112-UP

'112-UP' 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 112' 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.

112-UP 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 112-UP 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 statewide. Any call originating from number 100 will directly land at 112-UP 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 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 112-UP 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 Standard Operating procedures (SOPs) have been developed to run the entire organization processes and timely delivery of services in the field.

112-UP is run by more than 30,000 staff and the numbers are expected to be doubled in the coming future. Capacity building of employees being a major part of the 112-UP 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. 112-UP has outsourced technology portion to Technology Service Provider who runs the show for 112-UP regarding.

## 2 Invitation to Bidders

- 2.1. This invitation is addressed to interested bidders for “Selection of Agency to build Business Process for Event Performance of 112-UP’s PRVs”
- 2.2. Bidders are advised to study the RFQ carefully. Submission of bid response to this RFQ shall be deemed to have been done after careful study and examination of the RFQ document with full understanding of its implications. Bid response prepared in accordance with the procedures and timelines as enumerated in Section 1 and 2 of this RFQ.
- 2.3. The document is available on our website <http://112.up.gov.in>. Interested bidders may view, download the document, seek clarification and submit their quotations up to the date and time as mentioned below:
- 2.4. Critical information

Name of the Purchaser	ITECCS (Integrated Technology Enabled Citizen Centric Services), Uttar Pradesh Police
Name of the RFQ	Selection of Agency to build Business Process for Event Performance for 112-UP
Contact person of client	Shashi Shekhar, Add. SP/ Chief Technical Officer
Contact details of client	UP112 Bhawan, 7/13 Gomti Nagar Vistaar, Shaheed Path Lucknow -226002 Uttar Pradesh Email: <a href="mailto:iteccs-up@gov.in">iteccs-up@gov.in</a>
Date of Inviting RFQ	7 <sup>th</sup> September,2020 at 9:00 AM
Last date for submission of RFQ response	11 <sup>th</sup> September ,2020 Up to 12:00 PM

- 2.5. The Bidder should examine all instructions, forms, terms and conditions, and scope of work in the RFQ document and furnish all information as stipulated therein.

## 3 Scope of Work

### 3.1 Intent

This RFQ aims to call for a quotation for creating a robust business process using SOP's, checklists, supervision tools etc. to strengthen Event Performance of PRV

*When a citizen calls 112 and needs assistance (be it police, fire or medical), an event is created. This event is communicated to police response vehicle (PRV). The PRV acknowledges, gets enrooted, arrives, takes relevant action and submits its report. This complete process is called **Event Performance**.*

### 3.2 Detailed scope of work:

To design a business process, which shall include at least following:

- 3.2.1 Checklist
- 3.2.2 Supervisor and Monitoring Tools
- 3.2.3 Process Architecture
- 3.2.4 Process Flowchart
- 3.2.5 SOP's, Policy and Process Deviation Document
- 3.2.6 Forms, Formats and Checklists

### 3.3 Suggestions for IT system integrations

112-UP uses a computer aided dispatch system as the core software to manage its operations. It also has CRM (provided by Microsoft 365) and several other customizable software. Bidder shall be responsible for studying these applications and proposing changes to above software.

### 3.4 Online Training

Conduct online trainings and course correction for 10 master trainers, these trainers will then train UP Police personnel across the state. (Estimated manhours: 12)

*Due to COVID condition, if the chosen bidder wants to work remotely/ online using various collaboration tools, 112-UP is willing to do so.*

### 3.5 Expected features of delivered document:

- 3.5.1. Should cover all the technical and functional aspects of aforementioned modules
- 3.5.2. Detailed documents on aforementioned modules should be in Hindi
- 3.5.3. Simple enough to be understood by any staff connected with 112 operations
- 3.5.4. Should use pictures and graphical representation extensively
- 3.5.5. These inputs/suggestions should be based on the challenges and issues with the currently deployed system
- 3.5.6. Documents would include Checklist, Policy Documents, Forms and others (if any explicitly requested by department)
- 3.5.7. Phase wise roll out plan for implementation of suggested modifications
- 3.5.8. Plan on training module for the envisioned business process
- 3.5.9. Module wise audit process

Bidder shall deploy trained, experienced and competent personnel for carrying out required service as per best practices.

## 4 Procurement Process:

- 4.1. The procurement process followed shall be as prescribed in Chapter 8: *Request for Quotations of the Procurement Manual of Uttar Pradesh*
- 4.2. The Bidder as part of its quotation should account for all out of pocket, taxes, levies and other expenses that the bidder shall incur during the contract period.
- 4.3. Each bidder shall be permitted to give only one quotation.
- 4.4. The successful quotation shall be the lowest priced quotation meeting the needs of the procuring entity as set out in the request for quotations. It should also be ensured that the price is reasonable.

## 5 Deliverables:

S.No.	Deliverables	Frequency
1.	Monthly Status Report	Monthly
2.	Weekly Progress Report	Weekly
3.	SOP's and Related Documents as per scope of work	

## 6 Project Timeline:

Sr. No.	Phase Number	Task	Timeline
1.	Phase 1	As Is Study	Week 1
2.	Phase 2	Propose Business Process Solutions	Week 2 - Week 3
3.	Phase 3	Discussion with 112-UP team	Week 4
4.	Phase 4	Training of Master Trainer and Rollout	Week 5
5.	Phase 5	1. Monitoring of initial rollout 2. Suggest Corrections	Week 6 - Week 7
6.	Phase 6	Release Final Version of BP document	Week 8
7.	Phase 7	Project End	Week 9

## 7 Coordination with various Stakeholders:

Bidder resources would be required to coordinate with all the stakeholders and support the 112-UP department while interacting with various agencies (internal and external) during the course of the project.

Given the COVID situation, bidder may work online.

## 8 Force Majeure:

Force Majeure means an event beyond the control of the bidder and not involving the bidder's fault or negligence, and which is not foreseeable. Such events may include, but are not restricted to, acts of the department either in its sovereign or contractual capacity, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, earthquake, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, and freight embargoes.

If there is delay in performance or other failures by the bidder to perform its obligation under its contract due to event of a Force Majeure, the bidder shall not be held responsible for such delays/failures.

If a Force Majeure situation arises, the bidder shall promptly notify the in writing of such conditions and the cause thereof within 21 (twenty-one) days of occurrence of such event. Unless otherwise directed by the department in writing, the bidder shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

If the performance in whole or in part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 (sixty) days, either party may at its option terminate the contract without any claim of compensation on either side. There may be a Force Majeure situation affecting the purchase organization only. In such a situation the purchase organization is to take up with the bidder on similar lines as above for further necessary action.

## **9 Cancellation of Contract for Default:**

The department may, by written notice of default sent to the bidder, terminate the contract in whole or in part:

(1) If the bidder fails to deliver any or all services within the time period (as per project timelines point 6 of RFQ), or any extension thereof granted by the department;

(2) If the bidder fails to perform any other obligation under the contract within the period specified in the contract, or any extension thereof granted by the department.

## **10 Payment**

Bill invoices will only be processed once the expected final deliveries are approved by the authorities in 112-UP.

## **11 Application Format**

The application format is available in annexures for the requested quotations.

## **12 Technical Presentation**

For better understanding of capabilities of quotation provider, we might request a technical presentation (only if required)

## **13 Past Work Sample**

Also, we request the quotation provider to share their work samples (if possible)

# Annexsure

## 1. RFQ Format

<b>1.</b>	NAME OF BIDDER	
<b>2.</b>	NAME OF PROPRIETOR/ DIRECTORS/ PARTNER	
<b>3.</b>	FULL PARTICULARS OF OFFICE	
(a)	Address	
(b)	Telephone No.	
(c)	Fax No.	
(d)	E-Mail Address	
<b>5.</b>	REGISTRATION DETAILS	
(a)	Bidder Account details: <ul style="list-style-type: none"> <li>• In favor of</li> <li>• Account Number</li> <li>• Bank Branch and IFSC</li> <li>• MICR</li> <li>• Payable at</li> </ul>	
(b)	PAN / GIR No.	
(c)	Service Tax Registration No.	
(d)	License for Pest control & storing chemicals	
(e)	Any other registration which is  Mandatory for such agencies stipulated by Concerned authorities.	
<b>6.</b>	Total Turn Over (April to March)	
(a)	2017-18	
(b)	2018-19	
(c)	2019-20	
<b>7.</b>	GST Number	
<b>8.</b>	Total Nos. of Captive Manpower as on the day of filing the RFQ.	
<b>9.</b>	Previous 2 work experiences (Please provide work experiences relevant to scope of work and provide summary sheet within format attached in section 3)	
<b>10.</b>	Bidder shall not be blacklisted to provide similar services to any State / Central Government Department or Ministry as on bid submission date	
<b>11.</b>	The registration of the Bidder should be done under the Registrar of Firm Act-2013/Under the Societies Act-1860 / Under the Companies Act-2013	



## 2. Financial Quotation

Date	Signature of Authorized Person		
Place	Full Name:		
	Company Seal		
	<b>Total in INR</b>		
	Tax Type		
	Tax rate		
	Total Tax in amount (INR)		
	<b>Gross Total Value (Total in INR + Total Tax in amount) in INR</b>		
<b>Amount in words</b>		.....	

## 3. Work Experience Summary Report

Work Experience	Client Name	Scope of Work for SOP creation/ Business Process Reengineering/ Business Process Management	Duration	Is technology understanding involved (Yes or No)
Work Experience 1				
Work Experience 2				