TOR for Comprehensive Maintenance and Management contract for Operation and Maintenance of the Knowledge Management Centre (KMC) at the Institute of Urban Transport, New Delhi (INDIA)

1   Terms of Reference

1.1   Background:

Institute of Urban Transport (IUT) has been set up by the Ministry of Housing and Urban Affairs, Govt. of India to promote sustainable transportation practices in urban India. As is evident, urban transport in our country has multiple stakeholders ó Governments, public agencies, planners, policy makers, business and industry, academia & research community, consultants and last but not the least, our citizens. To ensure the success and growth of sustainable development practices, especially in urban transport, it is very important to gain acceptance from all these stakeholders. The foremost criteria for gaining acceptance from all the stakeholders is to keep them effectively and precisely informed.

To this effect, Ministry of Housing and Urban Affairs has initiated the Sustainable Urban Transport Project (SUTP) with the support of Global Environment Facility (GEF) and the World Bank. Under this project, a Knowledge Management Centre (KMC) as a learning repository including a data base has been set up and launched on 08th November, 2016 (www.kmcutindia.org) which can be effectively utilized by all the stakeholders. Such a resource pool will help the stakeholders in taking appropriate informed decisions in their respective sub-domains and help improve the quality of the decisions taken. The knowledge repository platform has been developed using SAP Netweaver and .Netframework. KMC as a Knowledge repository and management centre provides access to documents and knowledge applications i.e. DPR, CDP, Toolkits, e-Learning Resources, Blog, Wiki, Webinars, Thought exchanges etc. as information resources.

Information artefacts like databases, documents and other electronic information channels are also integrated to deliver composite knowledge outputs through universal search services, thereby following a holistic approach to information dissemination. The computing, application and information systems are configured and deployed over cloud infrastructure, thus making KMC a globally accessible platform for intended audience.

Data resources component captures 46 cities transportation data in the predefined input formats for parameters ó Demand, Supply, Impact & Performance encompassing their respective indicators and sub-indicators. The captured indicator data creates the ability on the platform to correlate and perform advanced intelligence function for meaningful knowledge outputs to aid delivery of synthesized outputs, decision and policy within the intended audience.

Post development and launch of the KMC, MoHUA invites tenders to operate, maintain, manage and enhance the KMC portal for a period of 3 years. The scope of work includes modules and its functionalities built in for front end and admin panel as seen on the home page, shown in the figure below:

KNOWLEDGE MANAGEMENT CENTRE
URBAN TRANSPORT

Type Search Keyword 🔍   LOGIN | MEMBER REGISTER

HOME   ABOUT US   INFORMATION RESOURCES   DATA RESOURCES   BLOGS   WIKIS   WEBINARS   E-LEARNING

VISION 2030 OF URBAN TRANSPORT
- Urban transport, policies, planning and investments to attain sustainable urban transport
- Clear emphasis on public transport, walking and cycling.
- Supplemented with cleaner technologies, a stringent fiscal regime and use of intelligent transport systems.

KMC CITIES

LATEST UPDATES →   14th ASEAN Ports and Shipping 2016 :: Capacity Building Programme ::

URBAN TRANSPORT STATISTICS

Rise in Urban Population
From 377mn today to 600mn by 2031

Increase in Registered Vehicles
to 670 million by 2030 from 142 million in 2011

6 Times more than 2005
Increase in India's fuel consumption in 2035.

13% CO2 Emissions
Share of Transport Sector

AT A GLANCE

WAY TO A CLEANER FUEL

IN 2001, AN SC ORDER FORCED DELHI TO ADOPT CNG AS THE PUBLIC TRANSPORT FUEL. CAN ODD-EVEN BRING A SIMILAR SHIFT?

Why it makes sense to move to CNG
20% lower CO2 emission than other fuels
50% cheaper than petrol, 17% than diesel

But there are stumbling blocks aplenty
Higher risk of fire, if car not maintained properly, or spurious parts used for retrofitting; CNG stations few and far between in NCR/neighbouring states:

Delhi 279   NCR 45

▸ Low after-sales value   ▸ Reduced cost of
▸ Limited boot space   diesel over the years

There isn't comfort in numbers – vehicles running on CNG in Delhi:
CARS   5 lakh (approx.)
LIGHT GOODS VEHICLES   1.8 lakh
AUTO-RICKSHAWS   84,000
TAXIS   38,000
BUSES   17,000
RTVs   7,000
TOTAL   8.2 lakh

But there are signs of change
▸ 40,000 cars retrofitted with CNG kits after odd-even was announced
▸ By March 31, all app-based cabs have to convert to CNG
▸ Car dealers say there is jump

IGL has bigger plans for future
▸ Plans to have 104 new stations in Delhi/NCR
▸ CNG to cost ₹ 1.58

SUBMIT DATA

City Authorities or agencies collecting/assimilating the data pertaining to urban transport may submit it here. The standard formats can be downloaded from Data Component Section. The submitted data will be made available on the portal after appropriate quality checks.

KMC CITIES

NEWS

Urban Mobility India Conference & Expo 2016

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EVENTS CALENDAR

← February 2017 →

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	1	2	3	4

■ Workshop / Training   ■ Conference
■ Others   ■ Current date

WORKSHOPS / TRAININGS

14th ASEAN Ports and Shipping 2016
15 Aug 2016 - 16 Aug 2016

Capacity Building Programme
01 Aug 2016 - 06 Aug 2016

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KMC CIT

POLLS

Which mode did you use during Odd-Even-2?
○ Own car
○ Pooled with friends and colleagues
○ Cab (including ola, uber etc)
○ Two wheelers
○ Metro

VOTE

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BLOGS

Increasing Mode Share of Bus Transport in Indian Cities
05 Feb, 2016

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WIKIS

Transportation Demand Management
Road Pricing
Toll Pricing
Congestion Pricing
Types of Parking
Gender and Transport
Barrier Free Access
Principles of Healthy Transport
Bus Rapid Transit (BRTS)
Car Pooling
Mobility vs. Accessibility
Non-motorised Transport

View more

KMC CITIES

SUBMIT INFORMATION

INTERACT WITH OUR EXPERTS   **SUBMIT YOUR TOPIC**

TENDER DOCUMENTS

Draft Notice Invit....docx   letter MoUD.pdf   Show all

1:11 PM
2/16/2017

Note: The bidders are advised to visit www.kmcutindia.org to become fully aware of the portal and its requirements. It is the bidder's responsibility to familiarize themselves with the portal Operation and management before quoting for the same.

The detailed description of the tasks is given in clause 3.2 and 3.3 as follows.

1.2   Maintenance Support Services:

1.2.1   Net Application Support – The .Net application is integrated with SAP Net weaver application and selected consultant will be responsible for corrective and adaptive maintenance to address defects, potential defects and effect corrections in texts as may be required in running services.

1.2.2   Application Architecture – Application has layered architecture and is developed with .Netframework 4.0, ASP.Net / C#, Java script with entity framework, windows services for sending mails. ASPMAP third party tool is used for thematic map and google charts for rendering charts.

1.2.3   MSSQL server is used as backend database engine. The following services are to be included in the software maintenance support.

1.2.3.1 Fixing of application software bugs (problems and variances) encountered during usage of the portal

1.2.3.2 MSSQL query optimization as and when required

1.2.3.3 Developing stored procedures and database management

1.2.3.4 Configuring, Maintaining & optimizing MS SQL server

1.2.3.5 Job scheduling in MS SQL server

    a. Deployment and publishing of application

    b. Configuring & maintaining IIS

    c. Deployment of windows & web services (emails & notifications etc.)

    d. Guidance to the consultants staff for the smooth operation of the system – off site on Call Service

    e. To provide off site on call technical support to enable the client's IT staff/users to solve application software problems during working hours i.e. from 9:30 am to 6:00 pm IST

    f. For offsite technical support, remote login facility shall be provided to the selected consultant

    g. Customization & Change Request shall be taken care of by the selected consultant and such activities will include:

- Requirement study & Analysis for new features, if any
- Development of new features
- Interpretation of new functionalities developed

1.2.4   SAP NetWeaver Application Support – Below mentioned support activities will need to be carried out during the maintenance period by the SAP support team:

S. No.	Activities
1.	EP System Monitoring
2.	Batch jobs scheduling & monitoring

S. No.	Activities
3.	System availability checks
4.	Java Dumps Memory Monitoring
5.	Sap Host Agent Monitoring
6.	SAP Housekeeping jobs and scheduled business related jobs
7.	ADS Services Monitoring
8.	Working on day-to-day customer tickets related to user creations, modifications, authorizations assignments; dumps analysis etc.
9.	Working on day-to-day customer tickets related to user creations, modifications, authorizations assignments; dumps analysis etc.
10.	Data base monitoring
11.	Dev/ Test/ Production System Maintenance Notification
12.	Create, Delete and Modify users and role assignment
13.	Import Transport requests to requested systems on request
14.	Contribute to the documentation for the various tasks that we perform for daily monitoring.
15.	OSS Note Raising and Resolving based sap suggestion applications
16.	Sap router Monitoring
17.	TREX monitoring and INDEX Administration
18.	TREX Availability
19.	Online backup/ offline backup
20.	Production system daily online backup
21.	DEV and Quality Weekly offline backup
22.	Backup Restore PRD and DEV/QAS
23.	Wiki End user configuration
24.	Wiki Administrator Configuration
25.	Wiki Approval process Setup if any changes Required
26.	Blog end user Configuration
27.	Blog Administrator Configuration

S. No.	Activities
28.	Blog Administration Changes approval validation
29.	Trex Validation in Blog and index.
30.	Trex Validation in Wiki Creation.
31.	Poll end user configuration changes
32.	Poll Administrator Configuration
33.	Webinar index searching administration
34.	Webinar administration configuration
35.	DMS validation
36.	DMS approval configuration

For off-site technical support, remote login facility shall be provided to the selected consultant.

1.3   Portal Management:

1.3.1   In addition to the maintenance activities mentioned above, the scope of work includes management of various components of the portal and consultant shall manage these components according to the deliverables listed below:

Components	Description	Deliverables	Frequency
E-Learning	E-learning is a section on portal for certification based self-learning on various urban transport related courses	1. Manage the existing E-learning courses, 2. Create new E-learning courses/ sessions (Provided by IUT) 3. Courses updation, modules & test creations	3 to 4 new courses per year are expected
Webinars	Portal provides the functionality for delivering educational, informative or instructional presentations/ videos/ audios related to urban transport by industry experts	1. Manage the existing webinars, 2. Create new webinars and upload webinar related Video/ Audio/ Presentations on the portal	10 to 12 new webinars per year are expected
Blogs	Blogs are the online discussion forums for urban transport topics created by admin and registered portal users. It is a set of forums under	1. Manage the existing blogs, 2. Create new blogs or new discussion forum on topics related to existing and newly created webinars or	10 to 12 new blogs per year are expected

Components	Description	Deliverables	Frequency
	various sub heads which enable KMC users to share their thoughts on various topics related to urban transport	any other topics related to urban transportation	
Wikis	Wiki is the online knowledge platform of urban transportation related keywords and provides their meaning and detailed background information on various keywords	1. Manage existing keywords, 2. Create new wikis from urban transport related keywords, 3. Attach related documents/ images	25 to 30 commonly used keywords on urban transport are expected to be added each year
Information Resources	Information resources are the urban transport related research documents, toolkits, DPRs, tender documents, conference proceedings, industry standards etc. Related resources available for download by registered users. This component also contains external links to National/ international agencies and external APIs.	1. Manage existing resources uploaded on the portal i.e. edit/ delete. 2. Upload new information resources/documents in their respective categories 3. Add new external national/international agency links and APIs 4. Create/ manage glossary of portal	About 100 research thesis/ DPRs/ documents upload and display of tender documents of MoHUA/ SUTP/IUT
Opinion Polls	Opinion polls are public opinion survey on various urban transportation related questionnaires maintained on the portal	Manage and create new polls	10 to 12 new survey polls per year are expected
IUT Library	Contains the list of books available in IUT library.	Manage IUT library by creating list of books available for users in IUT library and maintaining the same on the portal	On regular basis, as and when required
News & Updates/ Events/At a Glance	Portal provides a common platform to the users for any urban transportation related news & updates and current affairs. The Events/Conferences section provides schedule and details of the events & conferences with the calendar view to users	1. Manage & update News/ Updates/ At a Glance sections. 2. Update events/ conference's details and schedules	On regular basis, as and when required
Others i.e.		Manage all other functions/	On regular

Components	Description	Deliverables	Frequency
Career, FAQ etc.		features of the portal from the admin panel like Job postings, FAQs, Publish notifications, Help options etc.	basis, as and when required
Outbound communication with cities		Conduct outbound communication with the 46 cities authorities for any notifications/ updates on periodic basis	On regular basis, as and when required
Data Resources	Collection of data for cities and service level bench marking	1. Manage and create new data for additional cities 2. Addition of new data to existing cities	12 to 15 cities are expected in 3 year duration. As and when required

1.3.2 The above requirements shall be met out by the selected consultant staff. The detailed description required for the consultantøs staff for management of the KMC is listed in section 3.3.3.

1.3.3 Technical staff (For Portal Data selection and verification): Knowledge Management Center portal is a data repository for data related to Urban Transport. The consultant shall depute the resources for verification and scrutiny of the urban transport related data at MoHUA where the KMC portal is hosted and stationed. The CVs of the below mentioned key staff shall be proposed in the technical proposal. The below mentioned staff shall report to Dy. Secretary (MRTS), MoHUA who shall also define their roles and responsibilities. The Dy. Secretary (MRTS), MoHUA shall on its own discretion change the roles and responsibility of the appointed staff. The replacement and new appointment of the below mentioned staff shall be done only with the consent of Dy. Secretary (MRTS), MoHUA for which prior approval shall be taken by the consultant. Whereas in the case of any appointed staff resigning from the post as mentioned below shall serve a notice period of one month and the CV of new appointee shall be approved by the MoHUA only.

#	Resource Type	Experience in	Qualification	Experience	Onsite/ Offsite
1	Team Leader	Professional Experience in database development/ data warehousing and ETL tools. Also having hands on experience in designing & developing quality, interactive and user-friendly front end applications. Experience in designing, developing conceptual, logical & physical data models and data analysis processes.	BE-IT/MCA or equivalent degree with relevant experience in ASP.Net/C# technology	10 years or more	Offsite
2	Senior Technical Support Executive/ Sr. Developer	Experience in administration, operations and maintenance in IT environment. Hands on experience in portal handling, database management/data warehousing, document management and development in .Net technology platform. Hands on experience in designing & developing quality, interactive and user-friendly front end applications. Experience in Knowledge management portal will be an added advantage	BE-IT/MCA or equivalent degree with relevant experience in ASP.Net/C# technology	5 years or more	Offsite
3	Junior Technical Support Executive/ Jr. Developer	Hands on experience in portal handling, database management, document management and development in .Net technology platform.	BE-IT/MCA or equivalent degree with relevant experience in ASP.Net/C# technology	2 years or more	Onsite
4	Enterprise Portal (Technical/ Functional/ Developer)	Hands on experience in SAP Net Weaver Platform 7.4 and development interface	BE-IT/MCA or equivalent degree with relevant experience and certified developer degree in SAP NetWeaver Java Stack Programming	3 years or more	Offsite
5	Functional Lead	Experience in knowledge of CMPs/ CTTS data. Experience in handling transportation data base.	Master's Degree in Transport Planning	10 years or more	Offsite
6	Junior Transport Planner/ Functional	Knowledge of CMPs/ CTTS data. Hands on experience in travel demand forecasting, transport planning and modelling.	Master's in Transport Planning	3 years or more	Onsite

	Support Executive	Experience in portal and data management alongwith various components management as described in TOR			

Note - The CV of the above staff shall be got approved in the Ministry of HUA prior to their appointment.

1.4 Other Key deliverables:

1.4.1 The smooth functioning of KMC portal shall require usage of other different softwareøs by which the data for KMC shall be created and updated. The consultant appointed staff shall also require maintaining these and the consultant to obtain the AMC for below mentioned software for KMC Portal whereas the cost of AMC for the below mentioned software on actual basis shall be directly reimbursed to the consultant on submitting proper bills of the agency from which the AMC is obtained (along with the quarterly bills). The process of selecting agency for AMC for below mentioned software shall be on competitive basis. The selection for the agency shall be done by a Committee of three members, formed with the approval of MoHUA. The final authority for selection of Agency shall vest with the Ministry. The list of the software is mentioned in the table below:

S. No.	Description	QTY	Number of Years of Maintenance and management	Status
1	License Fee for Antivirus	10	3	Procured
2	Vissum software license renewal	1	3	Procured
3	SAP annual License renewal Fee	1	3	Procured
4	AutoCAD AMC	1	3	Procured
5	Arc GIS AMC	1	3	Procured
6	iThenticate	1	3	To Be Procured

1.4.2 Hoisting on NIC Server: KMC Portal needs to be shifted from the private cloud system to NIC cloud system. The consultant shall liason with various departments requisite for taking KMC on NIC server. The cost towards the hosting in NIC shall be directly reimbursed to the consultant on actual basis. The service charge envisaged by consultant for liasoning shall be included in the KMC maintenance proposal and no cost whatsoever apart from NIC fees, if any, shall be reimbursed to the consultant.

1.4.3 Security Audit: The consultant team shall be responsible for getting the security audit done for hoisting the portal on the NIC server. The charges for the security audit shall be directly reimbursed to the consultant on as actual basis. The service charge envisaged by

consultant for liasoning shall be included in the KMC maintenance proposal and no cost whatsoever apart from Security audit fees shall be reimbursed to the consultant.

1.4.4 SAP Renewal and maintenance: KMC Portal is a SAP based system for which the license has been procured by the Ministry of Housing and Urban Affairs. The Renewal and other maintenance and bug fixing for the SAP shall form the part of consultant responsibility. The renewal cost shall be reimbursed to the consultant on actual basis. The service charge envisaged by the consultant for liasoning shall be included in the KMC maintenance proposal and no cost whatsoever apart from SAP renewal fees shall be reimbursed to the consultant. Consultant is required to provide the man-days cost for SAP support and maintenance which shall also be reimbursed directly to the consultant on actual basis.

1.4.5 Selected Consultant shall manage the moderator based social media outreach of KMC portal through Twitter and Facebook.

1.4.6 Any property or software purchased during the maintenance contract services tenure shall be in the name of client and any developments shall be sole property of the client.

1.4.7 During the tenure of the contract, the consultant may need the services of a SAP expert, the cost of which shall be reimbursed to the consultants on submission of proper bills. The service charge envisaged by consultant for liasoning shall be included in the KMC maintenance proposal and no cost whatsoever apart from actual fee paid to the SAP expert shall be reimbursed to the consultant.

Form EOI – 1: Letter of Proposal Submission

[Location, Date]

To:

[Name and address of Employer]

Dear Sirs:

We, the undersigned, offer to provide services for the Operation and management of the Knowledge Management Centre at the Institute of Urban Transport, New Delhi, India in accordance with your Notice inviting Expression of Interest (EOI) dated [Insert Date]. We are hereby submitting our EOI.

We are submitting our EOI in association with: [Insert a list with full name and address of each associated Consultant]

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

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

We remain,

Yours sincerely,
Authorized Signature [In full and initials]:
Name and Title of Signatory:
Name of Firm:
Address:

Form EOI – 5: Note on Understanding of the Project, required services and suggested work

Form EOI – 2: Consultant's Organization & Experience

Details of Consultant:

	Name of consultant with full address	:	
	Tel. No.	:	
	Fax No.	:	
	Email	:	
	Year of Incorporation.	:	
	Name and address of the person holding the Power of Attorney.	:	
	(i) Place of Business.	:	
	(ii) Date of Registration.	:	
	Name of Bankers with full address.	:	
	Service Tax Registration Number (copy).	:	
	Permanente Account Number (copy).		
	Are you presently debarred/ Black listed by any Government Department/ Public Sector Undertaking/ Any Employer? (If Yes, please furnished details)	:	
	Name and details (Tel. No./ Mobile/ E-mail) of contact persons	:	

In case of a Consortium:

a. The information above should be provided for all the members of the consortium.
b. Information regarding role of each member should be provided as per table below:

#	**Name of Member**	**Role** (Specify Lead Member/ Other Member)
1.		
2.		

Note: Please provide enclosures, if necessary.

Form EOI – 3: Format for Financial Capability of the Consultant

(Equivalent in Rs. crore)

Consultant*	--- (Name of Consultant)				
Financial Year	**2014-15**	**2015-16**	**2016-17**	**Total**	**Average**
Annual Turnover					

Certificate from the Statutory Auditor

This is to certify that _____ (Name of the Consultant) has received the payments and earned net profit shown above against the respective years.

Name of the audit firm:

Seal of the audit firm

Date:

(Signature, name and designation of the authorised signatory)

The Consultant should provide the Financial Capability based on its own financial statements. Financial Capability of the Consultant's parent company or its subsidiary or any associate company will not be considered for computation of the Financial Capability of the Consultant. In case the Consultant is a Consortium, for the purpose of evaluation on financial parameters, financial parameters of the lead members shall be considered.

Form EOI – 4: Experience of Similar Projects (Data base Management/ Knowledge Management Centre/ SAP System/ Portal development, maintenance and Management, etc.)

Assignment name:	Value of the contract (in current INR):
Country:	Duration of assignment (months):
Name of Client:	Total No of staff-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in current INR):
Start date (month/year): Completion date (month/year):	
Narrative description of Project:	

Form EOI –6: Key Professionals

Professional Staff:

#	Name of Staff	Name of Firm	Area of expertise	Position / Task assigned for this job

Form EOI –7: Curriculum Vitae

1. Proposed Position:
[For each position of key professional separate **FormTech-6**will be prepared]:

2. Name of Firm:
[Insert name of firm proposing the staff]:

3. Name of Staff: [Insert full name]:

4. Date of Birth:

5. Nationality:

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

7. Membership of Professional Associations:

8. Other Training:

9. Countries of Work Experience:
[List of countries where staff has worked in the last ten years]:

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

11. 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:

12. Detailed Tasks Assigned:
[List all tasks to be performed under this Assignment/job]

13. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned:
[Among the Assignment/ jobs in which the staff has been involved, indicate the following information for those Assignment/jobs that best illustrate staff capability to handle the tasks listed under point 12.]

Name of Assignment/ job or project: Year:
Location: Employer:
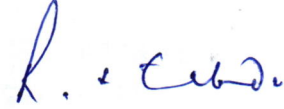Main project features: Positions held: Activities performed:

14. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date: [Signature of staff member or authorized
Place: representative of the staff]
[Full name of authorized representative]:

आर.डी. तालुकदार/R.D. TALUKDAR
अवर सचिव/Under Secretary
आवासन और शहरी कार्य मंत्रालय
Ministry of Housing And Urban Affairs
भारत सरकार/Govt. of India
नई दिल्ली/ New Delhi