



Government of India
Ministry of Housing and Urban Affairs
(Smart Cities Mission)

Advisory No.19

Dated: 07th July, 2021

Release of Model RFP 2.0 for Integrated Command and Control Centres (ICCCs)/Information and Communications Technology (ICT) projects

Smart Cities Mission (SCM) has undertaken several initiatives including, *inter alia* projects that use digital technologies extensively for various facets of urban governance. One such initiative is establishment of Integrated Command and Control Centres (ICCCs), being set up in many smart cities to act as decision support systems in day-to-day and emergent situations. Many other ICT initiatives are being rolled out in different sectors like mobility, water etc.

2. In order to facilitate procurement of these ICCCs/ICT solutions, a Model ICCC RFP document was developed in year 2016. Further, the Mission had earlier issued Advisory no 2, 7, 10 and 18, advising cities on aspects that need to be considered while framing the Bid Documents for such technology projects.

3. Over the years, there have been a lot of learning from field level deployments. Introduction of national Smart City standards and new Government guidelines along with adoption of emerging technologies and needs of enhanced data governance provisions has necessitated a relook at it. Moreover, several industry partners have been raising concerns over product specifications/vendor specific requirements in ICCC RFPs.

4. In the above background, an updated version of Model RFP for implementation of ICCC/ICT projects has been finalised by the Ministry. Model RFP 2.0 comprises of 3 volumes along with a guidance note for easy navigation through the documents.

- i. **Volume 1- Information to the Bidders:** This volume comprises detailed clauses for Bidding process, criteria for bid evaluation, pre-qualification, technical and financial aspects and standard bidding formats.
- ii. **Volume 2- Scope of Work:** This volume has been sub-divided in three parts, and delves upon functional requirement of various solutions being proposed in the smart cities.
- iii. **Volume 3- Master Service Agreement:** This volume focuses on contractual terms of agreement with the Master Systems Integrator (MSIs) that implement and provide O&M services for such projects.

iv. **Guidance Note:** The Guidance note ‘Explaining ICCC Model RFP document’ has been prepared with the purpose of providing a lucid explanation to procuring Authority of how to use the three volumes of the Model RFP2.0.

5. The Model RFP document is an outcome of a collaborative & consultative process conducted by the Ministry for ensuring comprehensive inputs from stakeholders. Reference was also taken from a number of RFPs released by various Smart City SPVs since year 2017 as well as other model bid documents issued by the Government of India. Some of the stakeholders consulted during the process were:

- i. State Governments and city SPVs
- ii. The Ministry of Electronics & Information Technology (MeitY),
- iii. Bureau of Indian Standards (BIS), through its LITD28 sectional committee comprising of industry players, think tanks, practitioners from diverse fields.
- iv. National Association of Software and Service Companies (NASSCOM) and its Industry partners
- v. CERT-in and Data Security Council of India (DSCI)

6. With the Model RFP 2.0, the Ministry intends to help cities expedite ICCC implementation, promote adherence to Standards, guidelines & best practices and harmonize various RFP clauses, terms & conditions.

7. Moreover, the Ministry has also constituted a committee of relevant stakeholders to undertake periodic review and updation of the Model RFP 2.0 every six months.

8. Cities are highly encouraged to use the Model RFP 2.0 while procuring Integrated Command Control Centres (ICCC)/ ICT solutions. As the landscape of technology and policy is ever-changing, necessary customization to suit the city’s specific requirements and/or to account for technological change may be carried out by the city SPVs. However, cities must ensure adherence to national Smart City Standards & Government guidelines that have been published from time to time.

Enclosed: Model RFP 2.0 (three volumes and guidelines); Reference to National Smart City Standards, Reference to Govt. guidelines.
