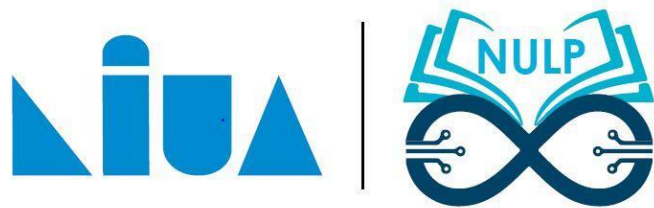


**Request for Expression of Interest (REOI) for Empanelment
of Subject Matter Expert for
National Urban Learning Platform (NULP)**



National Institute of Urban Affairs

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1. Letter of Invitation

New Delhi
Dated: 23-09-2024

Dear Mr./Ms.:

1. The National Urban Learning Platform (NULP) is a transformative initiative developed by the National Institute of Urban Affairs (NIUA) to address the capacity-building needs of urban practitioners across India. NULP serves as a comprehensive digital platform that enables learning, collaboration, and knowledge sharing for urban local bodies (ULBs) and other stakeholders in the urban ecosystem. By offering access to curated courses, best practices, and peer-to-peer learning opportunities, NULP empowers urban professionals with the skills and knowledge necessary to drive sustainable urban development.
2. The Ministry of Housing and Urban Affairs (MoHUA) has designated NIUA as the Program Management Unit (PMU) for the implementation of the National Urban Learning Platform. As an anchor institute, NIUA is responsible for ensuring the successful execution and management of NULP.
3. To meet the capacity-building demands of the urban community, NIUA is inviting Expressions of Interest (EOI) from subject matter experts (SMEs) in various municipal domains. This call is part of NIUA's effort to enhance the knowledge and skills of urban practitioners.
4. Subject matter experts with a proven track record of high achievement and expertise are encouraged to submit their response to the REOI according to the submission formats annexed to this document.
5. Subject matter experts who have existing contractual obligations with their current employers must submit an undertaking confirming their availability to provide services as an SME. Alternatively, they may submit a No Objection Certificate (NOC) from their current employer, as specified in Annexure 3.
6. The REOI will be published on the NIUA website and will be available for free download. No Bid Security or Earnest Money Deposit (EMD) is required for proposal submission. It is not permissible to transfer this invitation to any other individual expert or consultant.
7. The selection of Subject Matter Experts (SMEs) will follow the Quality-Based Selection (QBS) method, ensuring that only the most qualified and experienced individuals are chosen for the National Urban Learning Platform (NULP). Under the QBS process, proposals submitted by SMEs will be evaluated primarily based on the quality of the content and expertise demonstrated. Each proposal will be rigorously assessed to ensure that the final selection is comprised of top-tier experts who can contribute significantly to NULP.
8. Any queries related to the REOI must be submitted by 30-09-2024, 17:00 IST, via email to nulp@niua.org.
9. Responses to these queries will be made available online by 07-10-2024. For details, please visit the NIUA website at [<https://niua.in/tenders>] and click on "Request for Expression of Interest (REOI) for Empanelment of Subject Matter Experts for NULP."
10. Experts are required to submit both an electronic copy and a hardbound physical copy of the EOI.
 - The physical copy, with all documents in English, should be sent to:

National Institute of Urban Affairs, Core 4B, 1st Floor, India Habitat Centre, New Delhi - 110003, by 14-10-2024, 17:00 IST.
 - The electronic copy, in English only, must be uploaded on the NIUA website by 14-10-2024, 17:00 IST. For further details on online submission, refer to the NIUA tenders page- [<https://niua.in/tenders>] and click on "Request for Expression of Interest (REOI) for Empanelment of Subject Matter Experts for NULP"
11. The issuance of this REOI does not imply that NIUA is bound to select any application. NIUA reserves the right to:
 - Reject any or all applications without providing any reason,
 - Cancel the REOI process,
 - Abandon the procurement process, or
 - Issue another REOI for similar work.

Yours sincerely,

Director
National Institute of Urban Affairs

2. Introduction

National Institute of Urban Affairs (NIUA) which was established as an autonomous body under the aegis of Ministry of Housing and Urban Affairs (MoHUA). NIUA has played a pivotal role in Knowledge Management and Capacity Building across India to catalyse the linkage between data, information, and development solutions. The Ministry of Housing and Urban Affairs (MoHUA) launched the National Urban Digital Mission (NUDM) in February 2021. NUDM aims to build a shared digital infrastructure that shall strengthen the capacity of the urban ecosystem to solve complex problems at scale and speed.

The National Urban Learning Platform (NULP) was launched by MoHUA in collaboration with NIUA as an integral component of NUDM. It is a demand-driven capacity building platform aimed at strengthening the city ecosystem's capability to efficiently tackle complex urban challenges.

NULP builds new skills and capacities of Municipal and State government officials in a time bound and on-demand manner. NULP intends to meet the training and development needs of all the stakeholders i.e. Governments, Industry partners, Academicians and Civil Societies. The current NULP platform (<https://nulp.niua.org/>) offers various roles i.e. Public, Content Creator, Content Reviewer, Org Admin, Course Mentor and offers functionalities on content creation, content upload, content organization and management, course building, user management and organization management.

NULP is in the Scale-up and Sustainability phase, where the vision is to further develop the program into a sustainable and inclusive model to scale it up and replicate in many cities. A Central Program Management Unit (CPMU) has been constituted under NIUA for nationwide rollout of NULP with the support from partners from the quadruple helix ecosystem and cater to the learning needs of the Urban ecosystem.

NULP conducts an annual Pan-India Learning Needs Assessment (NULP Needs Assessment - NNA) to systematically evaluate the learning needs of the urban ecosystem. This assessment is critical in identifying the specific domains and sub-domains that necessitate the development of interactive content.

To meet these content demands, NIUA has empanelled eight eLearning content development agencies. These agencies are currently utilized across all NIUA projects to ensure the delivery of high-quality educational materials. For additional details on NULP, please refer to Annexure 7.

3. Purpose of the Document

The purpose of this document is to identify, shortlist, and empanel Subject Matter Experts (SMEs), individual consultants, and professionals with experience in the identified Urban Domains. These individuals will be engaged to provide professional support on a short-term basis for a year which may extend for one more year on the mutual consent of both the parties. The objective of empanelling the SMEs is to provide support to municipal and urban domain-related content preparation, curation, review, and to support NIUA in reviewing content from various other partners/agencies. Also to review e-Learning content developed by 8 eLearning agencies empanelled by NIUA. SMEs are also expected to provide insights, different ideas, strategies, possibilities, and opportunities to ensure that content on the NULP is meaningful and useful for users.

Detailed terms and conditions of proposed empanelment and association with NIUA will be provided only to shortlisted professionals. The empanelment will be done based on the selection criteria outlined in this document.

4. Instruction to applicants

Applicants are advised to study this Request for Expression of Interest (REOI) document carefully before submitting their proposals in response to the REOI Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with a complete understanding of its terms, conditions, and implications. If a Subject Matter Expert (SME) who is currently empanelled by other NIUA projects like Urban Shift, CITIIS 2.0, or NUDM wants to apply for the empanelment under NULP, they should indicate their existing NIUA empanelment on their CV when applying. Once approved, their original Letter of Empanelment from the NIUA projects will be updated to reflect their new empanelment with NULP, while all other terms and conditions will stay the same.

5. Domain of Work

To meet the rising expectations and requirement of ULBs, Civil Societies, NGOs etc., NULP intends to build its strength in various urban domains for creating, collating, and providing quality content which is easy to be consumed by the users. Hence, NULP proposes to build a network of experts to curate and create exemplar content. Following are the focus domains, identified during the NNA, on which content is required from experts.

Table 1: Indicative list of Domains

Domains	Subdomains				
	(1)	(2)	(3)	(4)	(5)
Sewerage & Drainage	<i>Reuse of Water</i>	<i>Good Practices & Innovative Models</i>	<i>Issues & Reform Areas</i>		
Town Planning & Sustainability	<i>Building Byelaws</i>	<i>Urban Form & Growth</i>	<i>Sustainable development, local area planning, land management</i>	<i>Universal Design</i>	<i>Resource Planning & Judicious Use</i>
Municipal Financing & Revenue	<i>Tax & Non-tax Resources</i>	<i>Financial Planning</i>	<i>Sources of Revenue</i>	<i>Use of Accounting Software</i>	<i>Accounting Good Practices</i>
Water Supply	<i>24*7 Water Supply</i>	<i>Good Practices & Innovative Models</i>	<i>Water Pipeline</i>	<i>Water ATM</i>	<i>Rainwater Harvesting</i>
IT	<i>Computerization of Records and Documents</i>	<i>GIS and GPS-Based Tracking Systems</i>	<i>Online Services for Citizen Grievances</i>	<i>IT Policies for urban</i>	<i>E-payment and Revenue Collection System</i>
Environment and Climate	<i>Energy & Green Building</i>	<i>Disaster Management and Resilience</i>	<i>Environment and Climate</i>	<i>Climate Action-Climate Adaption and Mitigation</i>	<i>Climate tech</i>
WASH - Water,	<i>Sewerage &</i>	<i>Water</i>	<i>Public Health &</i>		

Domains	Subdomains				
	(1)	(2)	(3)	(4)	(5)
Sanitation and Hygiene	<i>Drainage</i>	<i>Management</i>	<i>Sanitation</i>		
Transport and Mobility	<i>Transport and Mobility</i>	<i>Accessibility</i>	<i>Transit oriented development, Public Transport, Junction redesign/ Street Design</i>		
Social Aspects	<i>Informal Sector</i>	<i>Education</i>	<i>Safety & Security</i>	<i>Health care</i>	
Project Management	<i>Procurement</i>	<i>Contract & Vendor Management</i>	<i>Cost Management</i>	<i>Risk Management</i>	

*Please note that the above table shows the indicative domains and subdomains. However, as per requirement of the NULP team, the empanelled SMEs can contribute in the additional / newly added domains and sub-domains.

6. Eligibility Criteria

- The Applicant should be an individual consultant. Applications from the entities/ organizations/ agencies shall not be considered.
- Any individual who is willing to be associated with NIUA as Subject Matter Expert must have a minimum of 3 years of experience in the respective field of expertise. The remuneration of the SME is mapped according to the number of years of experience mentioned in Table-2.
- The SME shall have relevant specimen of work like publications, articles, etc. to support its expertise in the field of domain of contribution.
- The Individual should be a freelance professional and not be an employee in any other company/ establishment. (A person providing more than 20 hours per week or 75 hours' month services to an organization shall be considered as an employee of a company / establishment)
- Professionals with relevant experience in the urban domain having worked in,
 - Academic Research or
 - Not for Profit Organization or
 - Registered Society or
 - Consulting firms
- Part-time consultants having expertise in the relevant urban domain or other individuals working as urban practitioners in urban ecosystem or Ex-Urban practitioners are eligible to apply provided, they possess the minimum experience.
- The individual should possess strong analytical capacities and excellent oral, written, presentation and communication skills.
- Should have maturity and confidence in dealing with senior and high-ranking officials of National Departments, Government and Non-Government Organizations.
- Qualifications for empanelment of subject matter experts are mentioned in the Annexure 2.

7. Scope of Work

This section outlines the scope of work for Subject Matter Experts (SMEs) who will be empanelled with the National Institute of Urban Affairs (NIUA). The role of these SMEs is pivotal in ensuring the creation, review, and dissemination of high-quality eLearning content through the National Urban Learning Platform (NULP). Additionally, the SMEs will play a crucial role in mentoring and advising states and Urban Local Bodies (ULBs) on urban development initiatives. Below is a detailed explanation of the responsibilities and expectations associated with each aspect of the scope of work.

- **Content Sourcing and Development:** Objective is to leverage SME expertise to create robust, accurate, and comprehensive content for NULP eLearning modules. The primary role of SMEs in content sourcing and development is to infuse their deep domain knowledge into the creation of educational content. This

involves identifying key topics, themes, and concepts that are most relevant to urban practitioners in India. SMEs will work closely with NIUA and its empanelled content development agencies to ensure that the content provided is comprehensive and meets the learning needs of various stakeholders, including urban planners, administrators, and policymakers. Following are the detailed responsibilities of the SMEs:

- **Content Identification:** SMEs will identify critical areas within their domains that require detailed coverage. This might include current urban challenges, best practices, policy frameworks, case studies, and innovative solutions.
- **Content Structuring:** SMEs are expected to structure this content into modules that are logical, cohesive, and progressively build on learners' understanding. This may involve breaking down complex concepts into simpler segments, ensuring clarity, and enhancing the learning experience.
- **Collaboration with Content Developers:** After sourcing and structuring the content, SMEs will collaborate with content development agencies to convert expert insights into interactive and engaging eLearning modules. This collaboration is crucial to ensure that the final product reflects the depth of their knowledge while being accessible and user-friendly.
- **Iterative Feedback:** Throughout this process, SMEs need to provide iterative feedback to the content development agencies to ensure that the content meets the highest standards and accurately represents the intended learning outcomes.
- **Content Review:** Objective is to ensure the quality, accuracy, and relevance of eLearning content through a meticulous review process. As part of the content review process, SMEs play a vital role in maintaining the quality of the eLearning materials available on the NULP platform. SMEs are responsible for critically assessing the content developed by external partners or internal teams to ensure it aligns with best practices and reflects the latest developments in their domain. Following are the detailed responsibilities of the SMEs:
 - **Quality Assurance:** SMEs' reviews will focus on ensuring that the content is accurate, up-to-date, and free from errors. This includes verifying data, checking for conceptual clarity, and ensuring that the content adheres to the established educational objectives.
 - **Relevance and Applicability:** SMEs will assess whether the content is relevant to the target audience. The material should be applicable to real-world urban challenges and useful for practitioners who will be implementing these practices on the ground.
 - **Alignment with Learning Goals:** SMEs will ensure that the content aligns with the overall learning goals and objectives set forth by NIUA. The content should help learners achieve specific outcomes, such as gaining new skills, understanding complex policies, or applying innovative urban solutions.
 - **Feedback and Recommendations:** After reviewing the content, SMEs will provide detailed feedback and recommendations for improvement. This might include suggesting additional resources, refining explanations, or enhancing certain sections to better meet the learners' needs.
- **Conduct Nationwide Webinars:** Objective is to facilitate interactive learning and stakeholder engagement through domain-specific webinars led by SMEs. Nationwide webinars serve as a key platform for disseminating knowledge and engaging with a broad audience across India. SMEs will lead discussions, present information, and engage participants in meaningful dialogue during these webinars. Following are the detailed responsibilities of the SMEs:
 - **Webinar Design and Planning:** SMEs will be responsible for designing the webinar content, including selecting topics that resonate with current urban challenges and stakeholder interests. The design should include interactive elements, such as Q&A sessions, polls, and case study discussions, to ensure participant engagement.
 - **Catering to the target audience:** The webinars will be attended by a diverse audience, including government officials, industry leaders, academicians, civil society members, and urban practitioners. The content should be tailored to this audience, ensuring it is relevant and actionable.
 - **Knowledge Sharing and Best Practices:** SMEs will share their expertise, best practices, and insights from their domain. This could include presenting case studies, discussing policy implications, or introducing innovative solutions. The goal is to provide participants with practical knowledge they can apply in their work.
 - **Stakeholder Engagement:** Beyond merely presenting information, SMEs are expected to facilitate discussions, encourage knowledge exchange, and engage with participants to address their queries and challenges. This two-way communication is essential for creating a collaborative learning environment.

- **Acting as a pool of experts for States / ULBs:** Objective is to provide mentorship and advisory support to states and ULBs, helping them implement effective urban development initiatives. In this capacity, SMEs will act as trusted advisors and mentors to state governments and Urban Local Bodies (ULBs), guiding them through the complexities of urban development projects. Following are the detailed responsibilities of the SMEs:
 - **Advisory Role:** SMEs may assist with the planning, design, and implementation of urban development projects. This could include offering insights on best practices, recommending policy interventions, or suggesting innovative approaches to common urban challenges.
 - **Mentorship:** Beyond advisory support, SMEs are expected to provide mentorship to ULB officials, helping them build their capacity to manage and execute urban projects effectively. This mentorship might include offering training sessions, one-on-one consultations, or ongoing support as they navigate the challenges of urban governance.
 - **Case Studies and Best Practices:** SMEs will document and share successful practices and projects that can be replicated by other states and ULBs. SMEs will help identify these cases, document them, and ensure they are disseminated through the NULP platform.
 - **Collaborative Networks:** SMEs will help build networks of urban practitioners across different regions, fostering collaboration and the exchange of ideas. These networks can become valuable resources for states and ULBs as they work to implement their urban agendas.
 - **Continuous Learning and Improvement:** SMEs will contribute to a culture of continuous learning and improvement within the urban sector. Their insights will help states and ULBs stay updated on the latest trends, policies, and technologies in urban development.
- **Detailed SOP can be found in Annexure 5.**

8. Remuneration

1. Multiple candidates (across all levels of experience – Grade I, II, III) will be empanelled for each area of expertise.
2. The experienced consultants shall be paid as per the per person-day rate commensurate to their years of experience, as mentioned in the table given below.

Table 2-Remuneration

- **These rates have been benchmarked with the government rates.**

Sr. No	Position	Work Experience	Per Person-day remuneration*(In INR)
	Grade I SME	15+ Years	15,000
	Grade II SME	8+ to 15 Years	12,000
	Grade III SME	3+ to 8 Years	6500

*Person-day is equivalent to 8 hours of day.

**Remuneration paid to empanelled experts will be subject to tax deductions as per the prevailing rules of the Govt. of India.

*** Expenses towards travel (including travel and hotel bookings, and meals) will be covered by the Project.

**** Any state which will utilise the services of the SMEs will pay as per the discovered rates as per the REOI document.

9. Empanelment Process

I. Criteria for selection

Evaluation will be based on relevant experience and education qualification of the applicant. Please refer Annexure 2 for desired qualification of domain expert.

II. Application Process

- a. Candidates, including those currently employed elsewhere, can apply with consent from their current employer.
- b. Interested candidates must confirm their availability by signing the Undertaking provided in Annexure 3.
- c. Response to the REOI will be considered complete if it includes all of the following:
 - i. Cover Letter stating the suitability for the position.
 - ii. Curriculum Vitae (CV) as per Annexure 1.
 - iii. LOA issued by any other project(s) of NIUA (only if already empanelled under them)
 - iv. Undertaking to provide services as per Annexure 3.
 - v. Self-attested undertaking confirming non-blacklisting as per Annexure 4.
 - vi. Relevant specimen of work like publications, articles, etc. to support its expertise in the domain the SME is applying for.
- d. Please make sure all the documents are submitted in the right order and are properly indexed and numbered.

III. Application Review and Empanelment

Only complete responses adhering to the prescribed formats will be considered for the selection process. To expedite the process, candidates are encouraged to apply promptly, ensuring that they submit their applications in the prescribed form within the stipulated date. A Selection Committee will be constituted to screen and examine the profiles of the experts, and at its discretion, applicants may be called for a discussion, presentation, or interview. All received applications will be scrutinized and, upon approval by the Selection Committee will be empanelled. Queries and clarifications must be directed to nulp@niua.org. NIUA will notify candidates whose applications are accepted via a Letter of Intent (LoI), mentioning the Grade of their empanelment and other, in duplicate, which must be acknowledged and returned with the signed duplicate copy within seven days. Following acceptance of the LoI, NIUA will sign the Empanelment Agreement with the selected experts for two-year period. The project promotes diversity and equal opportunity, welcoming applications from women and underrepresented minorities. Applicants must ensure they are not on any blacklist or subject to debarment by any central or state government department or agency in India. NIUA reserves the right to accept or reject applications and annul the empanelment process without assigning reasons and without any liability.

10. Award of Work

NIUA will issue a detailed scope of work to specific the grade of SMEs deemed suitable for the project. NIUA will then invite proposals that include comprehensive timelines and other relevant details. After evaluating the submitted proposals, NIUA will award the contract selected proposal after detailed evaluation.

11. Engagement Duration

All SMEs will be engaged with NIUA for a period of 2 years from the date of acceptance of Letter of Intent (LoI), extendable to 2 more year based on performance and satisfaction of the NIUA team.

12. Conditions of Engagement

The eligible experts who have submitted their interest within the stipulated date/time will be evaluated based on their relevant experience and expertise of providing similar services. Individual experts are required to provide the details of assignments undertaken by them through the website links, power point presentations, printed literature viz. profile, brochures etc. along with the applicable application form.

The Individual experts may also be required to present their individual profiles before a Selection Committee constituted by NIUA. Experts will be shortlisted based on details given in the application and presentation made before the Selection Committee.

13. Performance standards

The Consultant undertakes to perform the Services with the highest standards of professional and ethical competence and integrity.

14. Confidentiality

The Consultant shall not, during the term of this Contract and after its expiration, disclose any proprietary or confidential information relating to the Services rendered, Contract or the Client's business or operations without the prior written consent of the client.

15. Payment terms

The SME shall be paid on the hourly rate mentioned in the table- **Table 2-Remuneration**. The frequency of the payment shall depend on the duration of the specific work. If the duration of the activity is under 1 month, the SME shall be paid 30 days after the activity is completed. If the project duration is more than 1 month, the SME shall be paid on the monthly basis depending upon the hours spent on the project. The SME shall submit detailed timesheets for hours worked, including brief descriptions of tasks completed. NIUA processes payments based on approved timesheets.

16. Ownership of material

Any studies, reports, or other material, graphic, software or otherwise, prepared by the Consultant under the engagement/ contract shall belong to and remain the property of the Client.

17. Intellectual property rights

During and after the end of the contract period or on surrendering or termination of contract, all data / content / e-content/ any information generated during this period, NIUA shall own exclusive Intellectual Property Rights of the same, the SME or any associated member cannot claim for any rights on the same. NIUA shall own the IPR of the content that would be created by the SME to meet the requirements of REOI. NIUA shall own the IPR of any new content developed / generated including but not limited to NULP NIUA. For this purpose, the Subject Matter Expert shall handover to NIUA, any related content developed or customized as per the requirement of NIUA. The SME shall hand-over all the raw data also to NIUA on a regular basis.

NIUA shall own the IPR for e-content created as part of this project and SME cannot use the content for any other usage.

18.Right to Terminate

NIUA may terminate the process at any time and without assigning any reason. NIUA makes no commitments, express or implied, that this process will result in a business transaction with anyone. This document does not constitute an offer by NIUA.

Annexure-1: CV Format

S. No.	Information required (all fields are mandatory)		
	Full Name		
	Empaneled with NIUA projects		Y/N
	Contact details		
	a) Address		
	b) Email-id		
	c) Phone		
	City currently based in		
	Country of Citizenship/residence		
	Language		
	Field/s of Expertise		
	Membership of Professional Associations (if any):		
	Year of Highest Degree		
	Education		
	College/ University	Ph. D/ Degree/ Diploma obtained	Year
	A		
	B		
	C		
	D ... (add rows)		
	Total Work experience (in year and months)		
	Employment Record		
	A a) Organization with address		
	b) Period (from - to)		
	c) Position held / Currently working as (and since....)		
	d) Summary of activities performed		
	e) Reference (if any)		
	B ... (add rows)		
	C ... (add rows)		
	Works undertaken that best illustrates relevant work experience		
	A a) Name of the Project with location		
	b) Year of execution		
	c) Client		
	d) Position/s held		
	e) Individual responsibilities and challenges/ complexity of work undertaken		

	f) Project budget		
	g) Project website URL (if any)		
B.	... (add rows)		

Annexure 2: Qualification

Sr. No.	Particulars
1	<p>Solid Waste Management Expert</p> <p>Minimum Qualification:</p> <ol style="list-style-type: none"> 1. Masters in Urban Planning/ Environmental Planning/ Urban Management/ Environmental Engineering/ Urban Studies/ Developmental Studies/ Public Policy, or other related fields from a recognised University/ Institution. 2. Relevant experience in solid waste management, WASH sector, or other related fields <p>Additional Qualification:</p> <ol style="list-style-type: none"> 1. PhD in Urban Sanitation/ Urban Planning/ Environmental Planning, or related fields from a recognized University/ Institution. 2. Published knowledge products, research papers, articles, op-eds, etc. on the topics of solid waste management, WASH, or other related fields. 3. Experience in capacity building for solid waste management
2	<p>Sewerage and Drainage Expert</p> <p>Minimum Qualification:</p> <ol style="list-style-type: none"> 1. Masters in Urban Planning/ Environmental Planning/ Urban Management/ Environmental Engineering/ Urban Studies/ Developmental Studies/ Public Policy, or other related fields from a recognised University/ Institution. 2. Relevant experience in WASH, storm water management, FSSM, sewerage and drainage, or other related fields. <p>Additional Qualification:</p> <ol style="list-style-type: none"> 1. PhD in Sewerage/ Storm water management/ Urban Planning/ Environmental Planning, or related fields from a recognized University/ Institution. 2. Published knowledge products, research papers, articles, op-eds, etc. on the topics of WASH/ sewerage management, or other related fields. 3. Experience in capacity building for sewerage and sanitation, or related fields.
3	<p>Town Planning & Sustainability Expert</p> <p>Minimum Qualification:</p> <ol style="list-style-type: none"> 1. Masters in Urban Planning/ City Planning/ Urban and Regional Planning/ Urban Design/ Environmental Planning/ Transportation Planning/ Urban Studies/ Developmental Studies/ Public Policy, or other related fields from a recognised University/ Institution. 2. Relevant experience in urban planning/ town planning/ master plan preparation/ regional plan preparation/ or other related fields. <p>Additional Qualification:</p> <ol style="list-style-type: none"> 1. PhD in Urban Planning/ City Planning/ Urban Studies/ Environmental Planning/ Transportation Planning, or related fields from a recognized University/ Institution. 2. Published knowledge products, research papers, articles, op-eds, etc. on the topics of urban planning/ city planning/ planning techniques/ urban management, or other related fields. 3. Experience in capacity building for urban planning, master plan process, or related fields.
4	<p>Municipal Financing & Revenue Expert</p> <p>Minimum Qualification:</p> <ol style="list-style-type: none"> 1. Masters in Economics/ Urban Studies/ Public Policy, or other related fields from a recognised University/ Institution. 2. Relevant experience in municipal finance/ financial processes/ budgeting process/ municipal revenue, or other related fields. <p>Additional Qualification:</p> <ol style="list-style-type: none"> 1. PhD in Economics/ urban studies/ municipal finance/ governance, or related fields from a recognized University/ Institution. 2. Published knowledge products, research papers, articles, op-eds, etc. on the topics of municipal finance/ municipal budgeting/ value capture financing/ alternative financing models/ Public-private-partnerships/ municipal bonds, or other related fields. 3. Experience in capacity building for municipal finance/ governance/ revenue generation/ municipal taxation, or related fields.
5	<p>Water Supply Expert</p>

	<p>Minimum Qualification:</p> <ol style="list-style-type: none"> 1. Master's in environmental planning/ Urban Planning/ Environmental Engineering/ Urban Management/ Water Management, or other related fields from a recognised University/ Institution. 2. Relevant experience in water supply management/ SCADA system for water management/ Circularity in Water management/ water supply networking, or other related fields.
	<p>Additional Qualification:</p> <ol style="list-style-type: none"> 1. PhD in water management/ water supply studies/ WASH/ urban management/ urban planning/ environmental planning, or related fields from a recognized University/ Institution. 2. Published knowledge products, research papers, articles, op-eds, etc. on the topics of water supply management/ circularity in water management/ innovation in water supply, or other related fields. 3. Experience in capacity building for water supply management, or related fields.
6	IT Expert
	<p>Minimum Qualification:</p> <ol style="list-style-type: none"> 1. Master's in Information Technology, Computer Science, Software Engineering, or other related fields from a recognized University/Institution. 2. Relevant experience in the computerization of records and documents, GIS and GPS-based tracking systems, online services for citizen grievances, IT policies for urban management, e-payment, and revenue collection systems, or other related fields.
	<p>Additional Qualification:</p> <ol style="list-style-type: none"> 1. PhD in Information Technology, Computer Science, Software Engineering, or related fields from a recognized University/Institution. 2. Certifications such as ITIL, CISSP, CISM, or equivalent. 3. Published knowledge products, research papers, articles, op-eds, etc. on topics related to the computerization of records and documents, GIS and GPS-based tracking systems, online services for citizen grievances, IT policies for urban management, e-payment, and revenue collection systems, or other related fields. 4. Experience in capacity building for IT systems in urban management, including the computerization of records and documents, GIS and GPS-based tracking systems, online services for citizen grievances, IT policy formulation, and implementation, and e-payment and revenue collection systems.
7	Project Management Expert
	<p>Minimum Qualification:</p> <ol style="list-style-type: none"> 1. Master's in Project Management, Business Administration, Civil Engineering, Construction Management, or other related fields from a recognized University/Institution. 2. Relevant experience in project management, procurement, contract and vendor management, cost management, risk management, or other related fields.
	<p>Additional Qualification:</p> <ol style="list-style-type: none"> 1. PhD in Project Management, Business Administration, Civil Engineering, Construction Management, or related fields from a recognized University/Institution. 2. Certifications such as PMP (Project Management Professional), PRINCE2, or equivalent. 3. Published knowledge products, research papers, articles, op-eds, etc. on topics related to project management, procurement, contract and vendor management, cost management, risk management, or other related fields. 4. Experience in capacity building for project management, including areas such as procurement, contract and vendor management, cost management, and risk management.

Annexure 3: Undertaking to confirm availability to provide services as subject-matter expert/ No objection certificate from current employer.

I, the undersigned, certify that to the best of my knowledge and belief, the submitted CV correctly describes my qualifications, my experience, and myself.

As a Subject-matter Expert having contractual obligations with the current employer to submit an REOI on an individual basis, I declare hereby to have got my employer's (Name of the employer) consent to make myself available to undertake the short-term assignments for approximately ____ person-day (for onsite/ off-site work) per annum for the NULP Project duration (up to September 2026). I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the National Institute of Urban Affairs (NIUA).

Name of Expert

Signature

Date

Name of Employer

Signature

Date

Annexure 4: Self-attested undertaking that the candidate is not blacklisted.

To whomsoever it may concern <Location, Date>

I, Mr/ Ms _____, hereby declare that I have not been blacklisted or debarred by any government organization, public sector undertaking, private sector entity, or any other agency for which I have executed or undertaken works, projects, or services in the past.

In case the above information is found false, I am fully aware that the empanelment will be rejected/cancelled.

Dated this Day of, 2024.

Yours sincerely,

Name of Candidate:

Signature of Candidate:

Address:

Annexure 5: SOP

I. Development of Raw Content

I.1. Initial Briefing

- NIUA shall Conduct a kick-off meeting with the SME to discuss the course objectives, target audience, and content requirements based on the predefined course outline.
- Provide the SME with a content development template and guidelines.

I.2. Content Creation

- The SME shall develop raw content based on the predefined course outline and provide the content in editable files that can be .ppt or docx.
- It's preferable that the raw content is submitted in the .ppt format as it will be easier to convert it to a digital from by the eLearning content development agency.
- Ensure content includes practical examples, case studies, and interactive elements where possible.
- Ensure all content submitted is original and non-plagiarized, with appropriate credits given for any referenced material.
- Submit draft content to NIUA for initial review.

I.3. NIUA Review

- NIUA shall review the draft content and provides feedback within 3 working days.
- The SME shall revise the content based on feedback and resubmits. (only if the point mentioned above holds true).
- The review by NIUA will only be based on the usability and integration of content for the NULP.

II. Review of eLearning Content

II.1. Initial Content Submission

- e-Learning shall submit developed content to NIUA.
- NIUA shall conduct a preliminary review to ensure content alignment with course objectives.
- The SME may be required by NIUA to provide additional content if demanded by the content development agency.

II.2. SME Review

- The SME shall provide detailed feedback and suggests revisions in the format provided by NIUA.

II.3. Feedback Consolidation

- NIUA shall consolidate feedback from the SME and communicates it to the eLearning agency.
- eLearning agency shall revise content based on feedback.

III. Quality Assurance and Final Approval

III.1. Quality Assurance Check

- NIUA shall conduct a quality assurance check to ensure all feedback has been incorporated.
- Verify that the content is coherent, accurate, and meets learning objectives.

III.2. Final Approval

- The SME and NIUA shall jointly approve the final content.
- eLearning agency shall finalise the content for deployment.

IV. Documentation and Reporting

IV.1. Documentation

- NIUA shall maintain comprehensive records of all the SME engagements, reviews, and communications.
- Also, document feedback provided by the SME and subsequent revisions.

IV.2. Reporting

- The SME shall submit detailed timesheets for hours worked, including brief descriptions of tasks completed.
- NIUA shall process payments based on approved timesheets and hourly rates.

Annexure 6: Draft Contract (To be part of LOI)

This section describes proposed terms and conditions of the draft contract which is specific to NIUA programs.

1.1 Payment Terms

- i. The Payment shall be made by NIUA within 30 days of submission and acceptance of the Invoice, along with required supporting documents.
- ii. The SME shall submit the invoice along with work completion certificate. The work completion certificate shall be provided by NIUA After successful delivery of assigned task,
- iii. The GST shall be paid, extra, as applicable. TDS shall be deducted at source, as per rules.
- iv. All payments against invoice shall be made in INR through RTGS to the account of the concerned SME against the pre-receipted invoices submitted in triplicate, complete in all respects. A cancelled blank cheque leaf shall be provided by the SME along with the invoice.

1.2 Applicable Law

- v. The contract shall be interpreted in accordance with the laws of the Union of India.
- vi. Any suit, action or proceeding shall be confined to the exclusive jurisdiction of Courts at Delhi (India).

1.3 Notices

- i. Any Notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the contract. The term "in writing" means communicated in written form with proof of dispatch.
- ii. A Notice shall be effective when delivered or on the Notice's effective date, whichever is later.

1.4 Penalty due to Delays in the SME's Performance

Delay on part of the SME for reasons solely attributable to the SME in the performance of its delivery obligations as is directly attributable to them shall render the SME liable to the imposition of penalty. A penalty of 1% shall be deducted from the SME for every week of delay as per the project timelines (as agreed at the time of job allocation), up to a maximum of 5% of the order value. If the delay exceeds five weeks, the SME's contract shall be terminated. If the delay is not attributable to the SME, the penalty is not applicable.

1.5 Termination

- i. NIUA may, without prejudice to any other remedy for breach of contract, terminate the contract in case of occurrence of any of the following events. In such an occurrence NIUA shall give not less than thirty days written notice of termination to the SME.
- ii. The Contract is liable to be terminated if the SME:
 - a) Becomes bankrupt or insolvent or goes into liquidation (other than a voluntary liquidation to amalgamation or reconstruction, in the case of a Company) or is ordered to be wound up or has a receiver appointed on its assets or execution or distress is levied upon all or substantially all of his/their assets or
 - b) Arranges with or assignments in favour of his/their creditors or agrees to carry out the contract under a committee or inspection of his/their creditors; or
 - c) Abandons the work; or
 - d) Persistently disregards the instructions of NIUA in contravention of any provision of the Contract; or
 - e) Fails to adhere to the agreed program of work; or
 - a. Assigns or sublets the work in whole or in part thereof without prior written consent of NIUA; or
 - b. Performance is not satisfactory; or
 - c. If the SME obtains the contract with NIUA in an illegal manner.
 - d. Information submitted/furnished by the contract is found to be incorrect.
 - e. The above shall be without prejudice to NIUA other rights under the law.

1.6 Termination for convenience

NIUA may terminate the contract, in whole or in part, at any time for its convenience by providing 30 days' prior notice to the SME(s). The Notice of Termination shall specify that the termination is for NIUA's

convenience, the extent to which performance of the SME under the contract is terminated, and the date upon which such termination becomes effective.

1.7 Consequences of Termination

If the contract is terminated by NIUA for reasons detailed above or for any other reasons whatsoever:

- i. NIUA shall reserve the right to get work completed at the risk and cost of the SME and to recover from the SME any amount by which the cost of completing the work by any other SME shall exceed the value of the contract without prejudice to any other remedies/rights/claims etc. that may be available to NIUA.
- ii. Performance Security in any form submitted by the SME shall stand forfeited.
- iii. The SME shall have no claim to compensation for any loss sustained by him/her by reason of having entered any commitment or made any advances on account of or with a view to the execution of works or on account of loss of expected profits.
- iv. All the dues payable to the SME for the work executed by him before and up to termination shall only be released after adjusting for the expenses, charges, demands, expected losses etc. incurred by NIUA as a consequence of termination of the contract.
- v. In case of termination by convenience NIUA shall make the payment to the SME for the work already executed and accepted by NIUA.

1.8 Legal Liability

NIUA reserves the right to recover any liability arising out of an act directly attributable to the SME .

1.9 Settlement of Disputes

- i. If any dispute arises between the SME and NIUA during the execution of a contract that should be amicably settled by mutual discussions. However, if the dispute is not settled by mutual discussions, a written representation shall be obtained from the SME on the points of dispute. The representation so received shall be examined by the Competent Authority in NIUA. The SME shall also be given an opportunity to be heard and the decision on the representation shall be conveyed in writing.
- ii. All legal proceedings arising out of any dispute between both the parties regarding contract shall be settled by a competent court situated in Delhi (India) only, after decision of the Purchase committee for settlement of disputes.

1.10 Arbitration:

- i. If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to a sole arbitrator as per the Arbitration and Conciliation Act, 1996 of Government of India or any statutory modifications or re-enactment thereof.
- ii. All legal proceedings shall have to be lodged in courts situated in Delhi (India) and not elsewhere

1.11 Reservation of Rights:

NIUA reserves the right to:

- i. Extend the Closing Date for submission of the application.
- ii. Amend the Application requirements at any time prior to the Closing Date, provided that the amendment is displayed on the NIUA Website <https://niua.org>
- iii. Seek information from the SME on any issue at any time.
- iv. To accept any application or reject any application without assigning any reasons and accept a application for all or any options for which application has been invited.
- v. Make inquiries from any person, company, or organization to ascertain information regarding the SME and its applications.
- vi. Reproduce for the purposes of this Procedure the whole or any portion of the Application despite any copyright or other intellectual property right that may subsist in the Application.

1.12 Suspension

- i. NIUA may, after giving a written notice of suspension to the SME, and considering the representation, if any, submitted to him within a period of 15 days from receipt of such notice, suspend all payments to the SME, if the SME fails to perform any of its obligations (including the carrying out of the services) provided that such notice of suspension:
- f. Shall specify the nature of the failure and
- g. Shall direct the SME to remedy such failure within a specified period from the date of receipt of such notice of suspension by the SME.
- h. NIUA may engage some other SME for the completion of suspended work, which shall be carried out at the risk and cost of the SME.

1.13 Force Majeure

- i. Notwithstanding anything contained in the Application Document, the SME shall not be liable for forfeiture of security, liquidated damages, or termination for default, if and to the extent that, its delays in performance or other failures to perform its obligations under the contract is the result of an event of Force Majeure.
- ii. For purposes of this clause “Force Majeure” means an event beyond the control of the SME and not involving the SME’s fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, earthquakes, epidemics. The preventive measures for fire breakdown must be followed otherwise it shall not be applicable here. The decision of NIUA regarding Force Majeure shall be final and binding on the SME.
- iii. If a Force Majeure situation arises, the SME shall promptly notify the NIUA in writing, of such conditions and the cause thereof. Unless otherwise directed by NIUA in writing, the SME 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. NIUA may terminate this contract by giving a written notice of a minimum 15 days to the SME, if as a result of Force Majeure; the SME is unable to perform a material portion of the services for a period of more than 30 days.

1.14 Indemnity

In the event that any special, indirect, incidental, or consequential damages, including loss of revenue, data, records, or reports, and any such resultant action in consequence of these events takes place, the exemplary, punitive, or recoveries, as per the provisions of the contract or under any applicable law, the parties shall make themselves liable for such indemnification as arises out of the contractual obligation.

1.15 Fraud and Corrupt Practices

1.15.1 NIUA may also initiate appropriate legal action under relevant Indian laws against the SME found indulging in fraud and corrupt practices.

1.16 Miscellaneous

- a. The Empanelment Process shall be governed by, and construed in accordance with, the laws of India and the Courts at New Delhi shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Empanelment Process.
- b. NIUA, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to
 - i. suspend and/or cancel the Empanelment Process and/or amend and/or supplement the Empanelment Process or modify the dates or other terms and conditions relating there to.
 - ii. Consult with any SME in order to receive clarification or further information.
 - iii. Retain any information and/or evidence submitted to NIUA by, on behalf of and/or in relation to any SME; and/or
 - iv. Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any SME.

- c. It shall be deemed that by submitting the Application, the SME agrees and releases NIUA, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or future.
- d. All documents and other information supplied by NIUA or submitted by a SME
- e. shall remain or become, as the case may be, the property of NIUA. NIUA shall not return any submissions made hereunder. SMEs are required to treat all such documents and information as strictly confidential.
- f. NIUA reserves the right to make inquiries with any of the clients listed by the SMEs in their previous experience record.

1.17 Ownership and Intellectual Property Rights

NIUA shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have solely arisen out of or have been developed or sourced solely during execution of this contract, including but not limited to all processes, products, specifications, reports, drawings, videos and other documents which have been newly created and developed by the SME solely during the performance of the Services and for the purposes of, inter-alia, use or sub-license of such Services under this contract. The SME undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to NIUA and execute all such contracts/documents and file all relevant Application, effect transfers, and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of NIUA.

Annexure 7: Additional Details on NULP

The National Urban Learning Platform (NULP) is positioned as a pivotal platform to engage and support a broad community of urban practitioners across India. The platform's role as a capacity-building arm is crucial for achieving the goals of large-scale urban learning initiatives for several reasons:

- a) **Building a Comprehensive Urban Learning Community:** NULP connects a vast network of urban practitioners, industry experts, and academia across India. With over 1.1 lakh users already engaged, the platform is well-established within the urban ecosystem, making it an ideal medium for expanding access to urban learning resources.
- b) **Facilitating Peer-to-Peer Learning:** NULP enables easy sharing of learning content across cities, fostering peer-to-peer connections among various urban local bodies (ULBs) throughout India.
- c) **Extensive Urban Content Repository:** NULP offers a vast repository of urban-related content, providing users with access to a wide range of learning materials across different urban domains.
- d) **User-Friendly Platform Features:** NULP's interface is streamlined and accessible, offering several functionalities that make it a one-stop solution for urban learning. Key features include:
 - Launching modules according to desired timeframes
 - Flexibility to pause and resume learning at any time
 - Support for multiple file formats
 - Mobile responsiveness
 - Navigation available in English, Hindi, and six other regional languages
- e) **Empanelled Content Agencies:** NULP has engaged e-learning agencies to develop and curate content at predetermined rates in multiple languages. Currently, eight agencies are empanelled, with the potential to increase this number as needed.

Given NULP's established presence and NIUA's extensive experience in the urban sector, NIUA is well-suited to anchor this initiative over the next five years.