

**Annexure 13: Project Team Requirement**

**General guidelines for resource deployment for the project**

- a) Resources proposed on the project must actually be deployed on the assignment. No changes in the resources will be allowed during the course of the contract without explicit written permission of UP Police Technical Services, which shall be limited to 30% of the total changes of resources, unless resource leaves the SI organization. Minimum number of resources, minimum qualifications for each resource, is mentioned in this annexure, which shall be used for evaluation. However, Bidder will also be required to provide additional resources to support the activities under this project and to meet the desired SLA.
- b) The Bidder is required to station the key resources at UP Police Technical Services for the entire duration of the contract.
- c) In case of non-availability of proposed resource at point of time during the contract, the SI is required to provide an alternate resource with at least the requirements proposed in the RFP or higher.

**1 Project Manager:**

<b>Project Manager</b>	
Desired Qualification / Experience	<ul style="list-style-type: none"><li>• B Tech/ B.E and MBA/ MCA (preferably in Systems/IT) from a premier institute</li><li>• Minimum 10 years of proven professional experience as Project Manager/Project Leader in the management of state level government/ corporate projects in similar fields</li><li>• Experience in project administration, coordinating, planning, execution, monitoring and reporting</li><li>• Experience of project management of atleast 3 IT turnkey projects involving delivery of citizen services from multiple locations with value atleast INR 20 Crores (successfully completed or in O&amp;M phase)</li><li>• Experience of managing at least 6 member team for at least the last 4 years</li><li>• Expertise in web applications, application development, Training and Change Management, Portal Development etc.</li><li>• System level and holistic understanding of Technical concepts</li><li>• Good people management, coaching and mentoring skills and Team building skills.</li></ul>

	<ul style="list-style-type: none"> <li>• Experience in Computerization of large organizations involving Technology selection issues are desirable.</li> <li>• PMI PMP Certification</li> </ul>
Locations	HQ-Lucknow
Minimum Manpower Requirement	1

## 2 Application Development Expert

<b>Application Development Expert</b>	
Desired Qualification / Experience	<ul style="list-style-type: none"> <li>• B Tech/ B.E (Computers or E&amp;C) or MCA from a premier institute with minimum 10 years of experience</li> <li>• Experience of solution architecting for atleast 2 large IT turnkey projects involving delivery of citizen services from multiple locations (successfully deployed)</li> <li>• Hands on experience in Open Standard Platforms and Technologies</li> <li>• Strong experience in application of UML, Design Patterns in design and architecting of solutions</li> <li>• Conversant with Technology Platforms such as J2EE, Dot Net, XML etc.</li> <li>• Strong Database skills including Oracle, SQL Server etc.</li> <li>• Conversant with the latest technological developments including SOA and Agile Methodologies</li> <li>• Conversant with BPM &amp; Portal suite of products.</li> <li>• Conversant with platforms, tools and frameworks used in application development</li> <li>• Experience on the use of software development best practices, tools and technologies.</li> <li>• Experience in Conducting Architectural &amp; Design Reviews</li> <li>• Ability to identify the Co-existence and Interoperability Requirements</li> <li>• Experience to Identify performance, reliability, security &amp; integration bottlenecks</li> </ul>

	<p>and suggest recommendations</p> <ul style="list-style-type: none"> <li>• Should have excellent oral &amp; written communication skills</li> <li>• Willing to travel to project sites</li> <li>• Ability to do Code and Documentation Review</li> </ul>
Locations	HQ-Lucknow
Minimum Manpower Requirement	2

### 3 Helpdesk coordinator:

<b>Helpdesk coordinator</b>	
Desired Qualification / Experience	<ul style="list-style-type: none"> <li>• BE (CS) / MCA / M.Sc. (IT/CS)</li> <li>• Overall experience of 2-3 year of Helpdesk Management</li> <li>• Full computer literacy and excellent fluency in English language</li> </ul>
Locations	HQ-Lucknow
Minimum Manpower Requirement	2
Service Window	8X6

### 4 System and Network Administrator:

<b>System and Network Administrator</b>	
Desired Qualification / Experience	<ul style="list-style-type: none"> <li>• B. Tech or BE (CS) / MCA / M.Sc.(IT/CS)</li> <li>• OEM Certified</li> <li>• Systems Administration/System Engineer certification in Cisco, Open Source/ Microsoft and other relevant technology</li> <li>• Certification for ITIL/ ISO 27001 or other relevant quality / process.</li> <li>• At least 10 years of experience as an Administrator on a Large / medium sized network of servers, desktop systems and communications devices using current technologies in high availability environment.</li> </ul>
Responsibility	<ul style="list-style-type: none"> <li>• Perform daily system monitoring, verifying the integrity and availability of all hardware,</li> </ul>

	<p>server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups, monitoring CPU, disk space, memory utilization, I/O utilization, etc.</p> <ul style="list-style-type: none"><li>• Effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure</li><li>• Configuration of server parameters, operating systems administration and tuning.</li><li>• Operating System administration including but not limited to management of users, processes, resource contention, preventive maintenance and management of upgrades including migration to higher versions and patches to ensure that the system is properly updated.</li><li>• Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.</li><li>• Upgrade administrative tools and utilities. Configure / add new services as necessary.</li><li>• Adhere to and champion the ITIL based principles established for problem, change and asset management. Effectively utilize the System Management tools available to support the principles.</li><li>• Fulfill service level agreements, with respect to availability, performance, capacity, and security and suggest future requirements to maintain acceptable performance levels and accommodate traffic growth.</li><li>• Re-installation in the event of system crash/failures.</li><li>• Periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measures. Coordinate and communicate with impacted constituencies.</li><li>• Inventory all hardware and software</li></ul>
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	<p>resources.</p> <ul style="list-style-type: none"> <li>• Supervise, coach, and mentor support resources.</li> <li>• Install, configure, and maintain secure computers networks (LAN and WAN of 500+ users) including IT infrastructure, network cabling, and other related equipment;</li> <li>• Plan and implement network security, including building firewalls, applying cryptography to network applications, managing host security, file permissions, access control, backup and disaster recovery plans, file system integrity, and adding and deleting users.</li> <li>• Monitor network performance and troubleshoot networks at the time of malfunctions such as poor performance or network crashes.</li> <li>• Perform regular security monitoring to identify any possible intrusions.</li> </ul>
Locations	UPSDC-Lucknow
Minimum Manpower Requirement	3
Service Window	8X6

## 5 Security Specialist:

<b>Security Specialist</b>	
Desired Qualification / Experience	<ul style="list-style-type: none"> <li>• B. Tech or BE (CS) / MCA / M.Sc. (IT/CS) and ISMS ISO 27001 or equivalent Certification</li> <li>• Overall experience of 7 year of implementing security policy, reviewing, auditing.</li> <li>• Expert in Network Administration - LAN, MAN &amp; WAN / Firewall / VPN / IPS etc.</li> <li>• Must have successfully completed ISMS ISO 27001 training course.</li> <li>• Full computer literacy and excellent fluency in Hindi &amp; English language</li> </ul>
Locations	UPSDC-Lucknow
Minimum Manpower Requirement	1
Service Window	8X6

**6 Database Administrator:**

<b>Database Administrator ( DBA)</b>	
Desired Qualification / Experience	<ul style="list-style-type: none"><li>• Preferably a BTech/ BE/ MCA/ M.Sc. in the field of Computer Science/ Information Technology</li><li>• Certifications: Relevant MS/Oracle Database Administration certifications</li><li>• Experience: Minimum 7 years of proven professional experience as DBA with any state level government/ corporate projects</li><li>• Build and manage database schema, tables, procedures and permissions</li><li>• Knowledge of PL/SQL programming</li><li>• Maintain data standards</li><li>• Control access permissions and privileges;</li><li>• Analyze, consolidate and tune database for optimal efficiency and preventive maintenance as required</li><li>• Develop, manage and test backup and recovery plans and ensure they are functioning correctly</li><li>• Implement and monitor data security and encryption</li><li>• Perform daily backup operations, ensuring all required data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.</li><li>• Write database documentation, including database architecture, data standards, procedures and definitions for the data dictionary ('metadata');</li><li>• Develop database utilities and automated reporting</li><li>• Create shell scripts for task automation</li><li>• Install and test new versions of the database management system (DBMS) as and when necessary with minimum downtime</li><li>• Storage management including installation and configuration of the storage system, management of storage environment to maintain performance at desired optimum levels, development of storage management</li></ul>

	<p>policy, configuration and management of disk array, SAN fabric / switches, tape library, etc, configuration of SAN</p> <ul style="list-style-type: none"> <li>• Work closely with IT project managers, database programmers and web developers;</li> <li>• Communicate regularly with technical, applications and operational staff to ensure database integrity and security;</li> <li>• Support for commissioning and installing new applications.</li> <li>• Supervise, coach, and mentor support resources.</li> <li>• Good communication skills to report to top management</li> <li>• Should have experience of implementing appropriate security standards</li> </ul>
Locations	UPSDC-Lucknow
Minimum Manpower Requirement	1
Service Window	8X6

### 7 Technical Support Staff:

<b>Technical Support Staff</b>	
Desired Qualification / Experience	<ul style="list-style-type: none"> <li>• BE (CS) / MCA / M.Sc. (IT/CS)</li> <li>• Overall experience of 2-3 year of LAN/ WAN/ Servers / Storage/ DC &amp; DR Software / Hardware support</li> <li>• Full computer literacy and excellent fluency in Hindi &amp; English language</li> </ul>
Locations	UPSDC-Lucknow
Minimum Manpower Requirement	One per shift of 8 hours
Service Window	24X7

### 8 Technical Field Staff:

<b>Technical Field Staff</b>	
Desired Qualification / Experience	<ul style="list-style-type: none"> <li>• BE (CS) / MCA / M.Sc. (IT/CS)/ PGDCA</li> <li>• Overall experience of 1-2 year of LAN / WAN/ PC / Hardware / Software Troubleshooting and support</li> <li>• Full computer literacy and excellent fluency in</li> </ul>

	Hindi & English language
Locations	For other offices
Minimum Manpower Requirement	20

## 9 Handholding Staff:

<b>Handholding Staff</b>	
Desired Qualification / Experience	<ul style="list-style-type: none"><li>• Graduate in any discipline</li><li>• Experience: 3 years in Technical Support/Training/Handholding</li><li>• Computer Certification (DOEACC 'O' level etc.)</li><li>• Good knowledge of computer (MS Office, Word, Excel and Power Point, Linux) and Networking/LAN/Hardware functions</li><li>• Good Communication skill (oral as well as in written)</li></ul>
Locations	(refer Section 5.10 RFP Vol I.)
Minimum Manpower Requirement	898

The qualifications and desired levels of experience for the various project team members are not exhaustive. The project team must meet the minimum criteria as defined above. Failing to meet the necessary levels of competency desired by UP Police may lead to the cancellation of the contract.