



EXPRESSION OF INTEREST FOR HIRING OF FIRM/AGENCY FOR PROVIDING TECHNICAL EXPERTS/MANPOWER TO RCUES LUCKNOW

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**REGIONAL CENTRE FOR URBAN AND ENVIRONMENTAL
STUDIES (RCUES), LUCKNOW**

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Notice Inviting Empanelment

EXPRESSION OF INTEREST FOR HIRING OF FIRM/AGENCY FOR PROVIDING TECHNICAL EXPERTS/MANPOWER TO RCUES LUCKNOW

Regional Centre for Urban & Environmental Studies (RCUES), Lucknow, established by Ministry of Housing Affairs, Government of India, to address the concerns of urban managers and enhancing their capacity by ways of research and trainings. For close to fifty years, RCUES Lucknow has been working in various States throughout the country, focusing on building a brighter future for towns and cities.

The key activities of the Centre include Training, Capacity building, Research, Teaching, Consultancy Services and dissemination of information relating to the Urban Sector specifically in ten States of India viz Uttar Pradesh, Madhya Pradesh, Bihar, Odisha, Uttarakhand, Chandigarh UT, Jharkhand, Chhattisgarh, Sikkim and Manipur, though the Centre provides its expertise, advisory services & consultancy services to urban local bodies all over the country.

Regional Centre for Urban & Environmental Studies, Lucknow (viz. RCUES) intends to empanel a **Firms/Agency** for providing technical experts/manpower services to RCUES, Lucknow at different departments and cities of UP. The Centre invites Expression of Interest from reputed firms having experience in providing technical Experts/Manpower.

Glossary

Term	Definition
RCUES / Centre	Means the Regional Centre for Urban and Environmental Studies (RCUES), Lucknow , established under the Ministry of Housing and Urban Affairs, Government of India, and includes its authorised officers, representatives and successors, as applicable.
EOI	Means this Expression of Interest issued by RCUES, Lucknow for empanelment of eligible firms/agencies for providing technical experts/manpower services.
Bid / Technical Bid	Means the complete Technical Bid/EOI proposal submitted by a Bidder in response to this EOI, including prescribed forms, annexures, declarations, undertakings, certificates and supporting documents. No Financial Bid/Price Bid is invited at the EOI/empanelment stage.
Bidder / Applicant	Means any eligible firm, company, LLP, organisation or other entity that submits a valid EOI/Technical Bid in response to this EOI.
Empanelment	Means the process of inclusion of eligible and technically qualified agencies in the panel maintained by RCUES, Lucknow for possible engagement for technical manpower services.
Empanelled Agency / Empanelled Firm	Means a Bidder whose candidature has been approved by the Competent Authority and which has been formally included in the panel maintained by RCUES, Lucknow pursuant to this EOI.
Service Provider / Manpower Agency	Means an Empanelled Agency that has been assigned a specific requirement by RCUES through a Work Order, Service Agreement or other applicable contractual instrument for providing technical experts/manpower services.
Technical Expert / Technical Professional / Technical Personnel	Means a qualified and experienced individual deployed by the Service Provider against a requirement of RCUES/Client Organisation, including engineers, urban planners, GIS experts, procurement experts, legal experts, urban infrastructure experts, sanitation/environment experts, IT/data experts and other professionals as specified in the relevant Work Order.
Technical Manpower Services / Manpower Services	Means the sourcing, provision, deployment, replacement, coordination and related management of qualified technical experts/professionals/personnel as required by RCUES under a Work Order/Agreement.
ULB	Means Urban Local Body , including a Nagar Nigam, Nagar Palika Parishad, Nagar Panchayat or other urban local government institution constituted or recognised under applicable law.
PSU	Means Public Sector Undertaking / Public Sector Enterprise , as applicable.
LoA / Letter of Award	Means a formal written communication issued by the Competent Authority conveying award/approval of a specific assignment, where such instrument is used under the applicable Work Order/Agreement.
PO / Purchase Order	Means a purchase order issued for procurement of goods/services, where applicable. For manpower deployment under this EOI, the term Work Order shall ordinarily be used.

RCUES, Lucknow now invites Expression of Interest from reputed and experienced Manpower firms with the following eligibility criteria:

EOI Data Sheet

S. No.	Description	Revised Schedule
1.	Date of Issue of EOI	25.08.2026
2.	Last date and time for receiving pre-bid queries	01.09.2026 by 17:00 hrs
3.	Date and time of Pre-Bid Conference	03.09.2026 at 15:00 hrs
	Mode	Online through Zoom App
	Meeting ID	84094510102
	Password	123456
4.	Publishing of responses to pre-bid queries	To be uploaded on https://eprocure.gov.in/ before the bid submission deadline
5.	Bid Due Date and Time	10.09.2026 by 17:00 hrs
6.	Mode of Submission	Online submission through https://eprocure.gov.in/
7.	Date and Time of Opening of Technical Bid	14.09.2026 at 15:00 hrs
8.	Mode	Online through e-Procurement portal / Zoom, as applicable
9.	Date and Time of Technical Presentation	To be communicated through e-mail to technically eligible bidders
10.	EOI Processing Fee	Rs. 11,800/- (Non-refundable) Name of the Bank: Axis Bank Limited, Aliganj Branch, Lucknow Account Name: Regional Centre for Urban & Environmental Studies, Lucknow Account No: 914010033522336 IFS Code: UTIB0001692
11.	Address for Communication	Regional Centre for Urban and Environmental Studies (RCUES), Lucknow, Adjacent Registrar's Office, University of Lucknow Campus, Lucknow-226007, Uttar Pradesh
12.	Validity of Bids	180 days from the Bid Due Date and Time

Eligibility Criteria

S.No.	E-Tender Requirement
1.	The Bidder shall be a legally constituted entity, such as a company incorporated under the Companies Act, 2013, an LLP registered under the Limited Liability Partnership Act, 2008, a partnership firm registered under applicable law, or any other legally recognised entity eligible to provide the services covered under this EOI. The Bidder shall have been in existence/registered for at least five years as on the date of submission of the Bid.
2.	The Bidder must have a valid GSTN certificate.
3.	Average annual turnover for the last 3 Financial Years (i.e., 2022-23, 2023-24 and 2024-25) should be minimum Rs.30 Crores
4.	The Bidder should submit positive net worth certificate for the last 03 FY (i.e., 2022-23, 2023-24 and 2024-25)
5.	The bidder should have executed (completed/ongoing) at least 1 number of project with contract value not less than Rs.05 Crores for each contract of providing professionals for Advisory/ Consulting services to central / State Government Departments / ULBs / PSUs / Autonomous bodies/ Public Sector entity in the last 5 Financial Years. or The bidder should have executed (completed/ongoing) at least 2 numbers of project each with contract value not less than Rs.03 Crores for each contract of providing professionals for Advisory/ Consulting services to central / State Government Departments / ULBs / PSUs / Autonomous bodies/ Public Sector entity in the last 5 Financial Years. or The bidder should have executed (completed/ongoing) at least 3 numbers of project each with contract value not less than Rs.02 Crores for each contract of providing professionals for Advisory/ Consulting services to central / State Government Departments /ULBs/ PSUs / Autonomous bodies/ Public Sector entity in the last 5 Financial Years
6.	The bidder should have executed (completed/ongoing) at least 1 number of project with minimum supply of 25 number of professionals with relevant experience of providing professionals for Advisory/ Consulting services to central / State Government Departments / ULBs / PSUs / Autonomous bodies/ Public Sector entity in the last 3 Financial Years or The bidder should have executed (completed/ongoing) at least 2 number of projects with minimum supply of 15 number of professionals with relevant experience in each contract of providing professionals for Advisory/ Consulting services to central / State Government Departments / ULBs / PSUs / Autonomous bodies/ Public Sector entity in the last 3 Financial Years or The bidder should have executed (completed/ongoing) at least 3 number of projects

S.No.	E-Tender Requirement
	with minimum supply of 10 number of professionals with relevant experience in each contract of providing professionals for Advisory/ Consulting services to central / State Government Departments / ULBs / PSUs / Autonomous bodies/ Public Sector entity in the last 3 Financial Years
7.	Profit and Loss statement indicating profit making firm/company/organization for the preceding last 3 financial years before release of this EOI.
8.	The bidder should not be blacklisted/ debarred under any contract by any Government/ / any Urban Local Body of the Country / Corporation Company till the last date of bid submission.
9.	JV/Consortium shall not be allowed.
10.	The bidder must have Presence in Lucknow with documentary evidence establishing the Bidder's Head Office/Branch Office in Lucknow
11.	Bidder shall submit documentary proof such as work orders/ agreement with clients to prove their eligibility and experience as elaborated elsewhere in this Bid Document.

The participating firm needs to also submit Firm's Profile, key personnel, one page summary of past works furnished in the proposal along with Technical Manpower services experience.

(For completed projects: Work Order/Agreement + Completion/Performance Certificate. For ongoing projects: Work Order/Agreement/LoA + client-issued certificate or other documentary evidence establishing that the required manpower/services have actually been deployed/provided, wherever available.)

Scope of Work and Deliverables

The broad scope of services will be to provide technical manpower services to RCUES, LUCKNOW in all areas as per the need of the Centre. The requirement of manpower will involve the following:

- (a) Engineers– Civil, Mechanical, Electrical
- (b) Urban Planners
- (c) GIS Experts
- (d) Procurement Expert
- (e) Legal Expert
- (f) Urban Infrastructure Expert
- (g) Sanitation cum Environmental Expert
- (h) IT cum Data Analyst Expert
- (i) Any other technical manpower as per the need/requirement

Terms and Conditions

- (a) That THE MANPOWER AGENCY shall be entirely responsible and liable in all respects towards/for its staff employed either directly or indirectly by it.
- (b) THE MANPOWER AGENCY, its employees or agents shall not engage or indulge in any practices which are illegal, immoral, against the public order,

good conduct and decency. Under no circumstances any staff members of THE MANPOWER AGENCY shall engage in dialogue or action with clients of RCUES, LUCKNOW or staff members which may be deemed unfit for professional behavior or adversely affects the image of RCUES, LUCKNOW.

- (c) That THE MANPOWER AGENCY shall be solely responsible and liable to failure to deliver on schedule as agreed under this work and shall indemnify RCUES, LUCKNOW against all costs, actions, claims, losses, damages, suits, prosecutions, including all consequential loss and legal fees which RCUES, LUCKNOW may suffer / incur on account of such deficiency solely attributable to THE MANPOWER AGENCY.
- (d) That THE MANPOWER AGENCY by itself or through its franchise and its associates shall not perform the assignment under this work and save for the above shall not sub-contract or appoint any other agent to fulfill its obligations under this work.
- (e) THE MANPOWER AGENCY shall be solely responsible at its own cost for obtaining all necessary approvals, sanctions, permissions, licenses for providing the service from any Municipal, Local or Government Authority which pertains to the activities to be performed by it.
- (f) All Statutory requirements pertaining to the said work the MANPOWER AGENCY shall be solely responsible for compliance of all legal obligations under various statutes including Contract Labour act, Minimum wages act, Leave, Gratuity, Bonus, Overtime, PF, ESIC, and other compliance. However, TDS and other statutory deductions at applicable rates shall be deducted at source by RCUES, LUCKNOW from the bills.
- (g) The monthly honorarium will be fixed by the RCUES and the firm/agency will only be paid the service charges and applicable taxes.

Technical Evaluation:

Evaluation Criteria					
Bidders who score a minimum of 75 marks in technical evaluation shall be technically qualified for empanelment					
S. No.	Parameter Name	Particulars	Criteria	Max. Marks	Document required
1	Turnover	Minimum Average turnover of the last 03 FY 2022-23, 2023-24 and 2024-25	>= 30 Cr. to <=50 Cr. - 15 marks >50 Cr. - 25 marks	25 marks	Audited balance sheets of FY 2022-23, 2023-24 and 2024-25& CA Certificate

Evaluation Criteria					
Bidders who score a minimum of 75 marks in technical evaluation shall be technically qualified for empanelment					
S. No.	Parameter Name	Particulars	Criteria	Max. Marks	Document required
2	Past Experience A	Single order with number of employees in supply of professionals for Advisory/ Consulting services to central / State Government Departments / ULBs / PSUs / Autonomous bodies/ Public Sector entity during last 03 FY 2022-23, 2023-24 and 2024-25.	Single order of 10 professionals: 10 marks Single order of more than 11- and up-to 25 professionals: 15 marks Single order of more than 25 professionals: 25 marks	25 marks	Order copy along with experience certificate. For ongoing projects, copy of work order(s)/ LoA may be considered as valid documents.
3	Past Experience B	Experience in providing consulting / project implementation units / Third Party Assessment / PMC / PMU of Thematic Sectoral projects of Urban Development / Amrut/ Smart City/ SBM / SWM/ Central/ State Government Departments / Doners or funding agencies / ULBs / PSUs / Autonomous bodies/ Public Sector entity /Urban Development Departments/ Local Governments/ Development Authorities.	5 marks for 01 project with maximum of 20 marks	20 marks	Order copy along with experience certificate. For ongoing projects, copy of work order(s)/ LoA may be considered as valid documents.
4	Net Worth	Firm should have positive net worth for the last 03 FY (i.e., 2022-23, 2023-24 and 2024-25)		10 Marks	CA Certificate

Evaluation Criteria					
Bidders who score a minimum of 75 marks in technical evaluation shall be technically qualified for empanelment					
S. No.	Parameter Name	Particulars	Criteria	Max. Marks	Document required
5	Presentation	Presentation by the bidder	Presentation to be made by the bidder for 1. Approach & Methodology for working on providing Technical Experts of similar nature with value propositions and work plan – 8 Marks, 2. Hiring & implementation system– 6 Marks, 3. Appreciation and response to ToR including knowledge of Urban Ecosystem – 6 Marks,	20 marks	

Bid Submission

Procedure for Submission of Bid

The Bidder shall submit its Bid **online only through the Government e-Procurement Portal** at <https://eprocure.gov.in/eprocure/app> within the prescribed date and time specified in the EOI.

The Bid shall comprise **only the Technical Bid**. No Financial Bid/Price Bid is being invited or required to be submitted at this stage.

The Bidder shall be solely responsible for ensuring timely and successful submission of its Bid on the e-Procurement Portal.

Contents of Technical Bid

The Technical Bid shall consist of the following:

- a. Duly completed **Technical Bid Forms/Annexures 1 to 9**, as prescribed in the EOI;
- b. Documents required in support of the eligibility and qualification criteria;
- c. Documentary evidence in support of the experience and technical capability of the Bidder;
- d. All other certificates, declarations, undertakings and supporting documents specifically required under the EOI; and
- e. Any other relevant supporting document considered necessary by the Bidder to establish its eligibility, experience and technical capability.

All documents forming part of the Technical Bid shall be **duly signed and stamped by the authorised signatory of the Bidder**, wherever applicable.

Acceptance of Terms and Conditions

The Bidder shall carefully examine all the terms, conditions, instructions, specifications and requirements contained in the EOI.

The Bidder shall upload the complete EOI document, wherever required by the EOI, with **each page duly signed and stamped by the authorised signatory, along with the date**, as a token of acceptance of the terms and conditions of the EOI.

Any deviation, qualification or condition imposed by the Bidder in its Technical Bid may render the Bid liable for rejection.

Indexing and Pagination

All documents submitted as part of the Technical Bid shall be:

- properly arranged in the prescribed sequence;
- serially numbered and paginated;
- accompanied by a duly signed and stamped **Index** indicating the document/page reference; and
- uploaded in the appropriate section/cover of the e-Procurement Portal, as applicable.

The Bidder shall ensure that all uploaded documents are legible and complete.

Digital Signature and Online Submission

The Technical Bid shall be submitted through the e-Procurement Portal using a valid **Digital Signature Certificate (DSC)** of the authorised signatory, in accordance with the requirements of the Portal.

The Bidder shall complete all applicable stages of online submission, including uploading of the required documents and **final submission/freezing of the Bid** on the Portal.

Mere uploading of documents or saving the Bid in the e-Procurement Portal shall not constitute submission of the Bid.

The Bidder shall retain the online acknowledgement/confirmation generated by the e-Procurement Portal after successful final submission for future reference.

Late Submission

The Technical Bid must be submitted online on or before the prescribed **Bid Due Date and Time**.

The e-Procurement Portal shall not permit submission of bids after the prescribed closing date and time. RCUES, Lucknow shall not be responsible for any delay in submission arising from any technical, connectivity or other issue attributable to the Bidder.

Bidders are therefore advised to complete the online submission process sufficiently in advance of the closing date and time.

Opening and Evaluation of Technical Bids

The Technical Bids shall be opened electronically through the e-Procurement Portal at the date and time specified in the EOI.

The Technical Bids shall be evaluated by the duly constituted Committee/Competent Authority of **RCUES, Lucknow** in accordance with the eligibility, qualification and technical evaluation criteria prescribed in the EOI.

RCUES, Lucknow reserves the right to seek clarification or additional information/documents from the Bidder, wherever considered necessary for the purpose of evaluation. However, such clarification shall not be construed as an opportunity to substantially alter or modify the Bid.

Empanelment of Technically Qualified Agencies

The agencies/firms/organisations meeting the prescribed eligibility requirements and securing the required technical qualification shall be considered for **empanelment with RCUES, Lucknow**, subject to approval of the Competent Authority and the terms and conditions of the EOI.

Empanelment shall not constitute a guarantee or commitment for award of any specific quantum or value of work. Work, if any, shall be assigned to empanelled agencies separately, as and when required by RCUES, Lucknow, in accordance with the applicable terms, conditions and procedures.

No financial ranking or L1 determination shall be undertaken under the present EOI.

Validity of Technical Bid

The Technical Bid submitted by the Bidder shall remain valid for a minimum period of **180 (One Hundred Eighty) days** from the last date prescribed for submission of the Bid.

The Bidder shall not withdraw or modify its Bid during the validity period except as permitted under the provisions of the EOI.

Conditional Bid

Any **conditional Bid**, Bid containing qualifications/deviations from the prescribed terms and conditions, or Bid not conforming to the essential requirements of the EOI may be liable for summary rejection.

Mandatory Supporting Documents

The Bidder shall upload authenticated documentary evidence in support of the eligibility and qualification requirements prescribed in the EOI, including, but not limited to, the following:

- a. **Financial Capacity:** Documentary proof in support of the financial turnover requirement, including audited financial statements/annual reports and/or turnover certificates duly certified by a Chartered Accountant, for the last three financial years, as specified in the EOI.
- b. **Similar Work Experience:** Copies of relevant **Purchase Orders/Work Orders/Letters of Award/Completion Certificates/Performance Certificates** or other documentary evidence issued by the client in support of satisfactory execution/completion of similar works during the prescribed period.
- c. **Manpower and Resources:** Documentary evidence demonstrating that the Bidder has adequate manpower, infrastructure, resources and organisational capability required for execution of the services covered under the EOI.
- d. **Technical Personnel:** Documentary evidence establishing availability of at least **two qualified and experienced technical personnel** having relevant knowledge and experience in the manpower services/field covered under the EOI.
- e. **Presence in Lucknow:** Documentary evidence establishing the Bidder's **Head Office/Branch Office in Lucknow**, as required under the eligibility criteria.
- f. **Other Mandatory Documents:** All other documents, certificates, declarations and undertakings specifically prescribed under the eligibility and technical qualification criteria of the EOI.

Non-Submission of Mandatory Documents

Failure to submit any mandatory document required under the EOI, or submission of incomplete, illegible or unauthenticated documents, may result in the Bid being declared **non-responsive and liable for rejection**.

RCUES, Lucknow shall have the right to verify the authenticity of documents and information furnished by the Bidder. Furnishing of false, misleading or fabricated information/documents may result in rejection of the Bid and/or such other action as may be permissible under the applicable rules and terms of the EOI.

Authority for Opening and Evaluation

The Committee/Competent Authority constituted by **RCUES, Lucknow** shall be the final authority for opening and evaluation of the Technical Bids and for recommending eligible agencies for empanelment, subject to the provisions of the EOI and approval of the Competent Authority.

Contact for Clarification

In case of any clarification relating to the EOI, bidders may contact:

Tushar Gupta
Assistant Accounts Officer
RCUES, Lucknow
Email: tenders.rcueslko@gmail.com

IMPORTANT NOTE

1. The present EOI is **Technical Bid-only**. No Financial Bid/Price Bid is to be submitted.
2. All Bids shall be submitted **online only through the Government e-Procurement Portal: <https://eprocure.gov.in/eprocure/app>**.
3. Bidders shall ensure that all mandatory documents are uploaded in the prescribed manner before the closing date and time.
4. Bidders are advised to complete the online submission process sufficiently in advance to avoid any last-minute technical difficulties.
5. **Submission of a Bid does not confer any right upon the Bidder for empanelment or for award of work.**
6. RCUES, Lucknow reserves the right to accept or reject any Bid, annul the EOI process, or modify/withdraw the EOI in accordance with applicable rules and without assigning any reason, subject to the terms of the EOI.

Authorization and Attestation:-

The bidder has to submit an authorization letter or valid Power of Attorney on behalf of company/firm for signing the document.

Acceptance / Rejection of Bid:-

RCUES, LUCKNOW reserves the absolute right to reject any or all the EOI at any time solely based on the past unsatisfactory performance by the bidder(s). The opinion/decision of RCUES, LUCKNOW regarding the same shall be final and conclusive.

Bidders are advised to study the EOI documents carefully and accordingly submit the bid. In case any doubt in EOI document bidders may contact the authority inviting the EOI well

in time for clarification, before the submission of the EOI. The specifications and terms and conditions shall be deemed to have been accepted by the bidders in his offer. Non-compliance with any of the requirements and instructions of the EOI document may result in the rejection of the offer.

The venue of presentation will be RCUES, LUCKNOW Office, Adjacent Registrar's Office, University of Lucknow Campus, Lucknow.

Arbitration / Dispute Resolution

1. Amicable Resolution

Any dispute, difference or claim arising out of or in connection with the empanelment, or any subsequent work order/agreement/contract entered into between RCUES, Lucknow and an empanelled agency, shall, as far as possible, be resolved amicably through mutual consultation and negotiation between the parties.

The party raising the dispute shall give written notice to the other party specifying the nature of the dispute. The parties shall endeavour to resolve the dispute amicably within **30 (thirty) days** from the date of receipt of such notice.

2. Arbitration

If the dispute remains unresolved after expiry of the aforesaid period, the same may be referred to arbitration in accordance with the provisions of the **Arbitration and Conciliation Act, 1996, as amended from time to time.**

3. Appointment of Arbitrator

The dispute shall be referred to a **sole arbitrator mutually appointed by the parties.**

In the event the parties fail to mutually agree upon and appoint a sole arbitrator within the period prescribed under the applicable law, the appointment shall be made in accordance with the provisions of the **Arbitration and Conciliation Act, 1996, as amended from time to time.**

4. Seat and Venue of Arbitration

The **seat of arbitration shall be Lucknow, Uttar Pradesh**, and the proceedings may be conducted at Lucknow or at such other place as may be mutually agreed by the parties or determined in accordance with applicable law.

5. Language

The language of the arbitration proceedings shall be **English**, unless otherwise mutually agreed by the parties.

6. Award

The arbitral award shall be final and binding upon the parties, subject to the provisions of the **Arbitration and Conciliation Act, 1996, as amended from time to time.**

7. Costs

The costs and expenses of arbitration shall be dealt with in accordance with the applicable provisions of the Arbitration and Conciliation Act, 1996 and as determined by the Arbitral Tribunal.

8. Continuity of Obligations

Pending resolution of any dispute, the parties shall, to the extent reasonably possible, continue to perform their respective undisputed obligations under the applicable agreement/work order, unless otherwise directed by the competent authority or the Arbitral Tribunal.

Disclaimer & Caveats

1. Right of RCUES to Modify or Cancel the EOI

RCUES, Lucknow reserves the right, subject to applicable rules, to amend, modify, clarify, postpone, withdraw or cancel this EOI process, in whole or in part, at any stage prior to empanelment, without assigning any reason and without incurring any liability towards any Bidder.

2. No Right to Empanelment or Award of Work

Submission of an EOI does not confer any right upon the Bidder to be empanelled or to receive any Work Order, deployment or financial benefit from RCUES, Lucknow. Empanelment, if any, shall be subject to fulfilment of the prescribed eligibility and technical requirements and approval of the Competent Authority.

3. No Guarantee of Work or Minimum Business

Empanelment shall not constitute any commitment or guarantee regarding the quantum, duration, frequency or value of manpower/services to be assigned to any Empanelled Agency. RCUES, Lucknow shall not be under any obligation to allocate any minimum volume or value of work to an Empanelled Agency.

4. Costs of Participation

All costs and expenses incurred by a Bidder in connection with the preparation, submission and presentation of its EOI, participation in pre-bid meetings, clarifications, presentations or any other activity related to this EOI shall be borne solely by the Bidder. RCUES, Lucknow shall not be responsible for or liable to reimburse any such costs, irrespective of the outcome of the EOI process.

5. Accuracy and Completeness of Information

The Bidder shall be solely responsible for the accuracy, completeness and authenticity of all information, documents, certificates and declarations submitted in its EOI. RCUES, Lucknow reserves the right to verify any information or document furnished by the Bidder at any stage of the EOI process or during the period of empanelment.

6. False or Misleading Information

Submission of false, misleading, fabricated or materially incorrect information or documents may result in rejection of the EOI, cancellation of empanelment, termination of any Work Order/Agreement, invocation of Performance Security, if applicable, and/or such other action as may be permissible under applicable law and the terms of the EOI/Agreement.

7. Indicative Nature of Requirements

The manpower categories, technical requirements and other information contained in this EOI are indicative of the requirements of RCUES, Lucknow. The actual requirement, number and category of manpower, qualifications, experience, place of deployment, duration and other service requirements shall be specified in the relevant Work Order/Agreement issued from time to time.

8. Clarifications, Amendments and Corrigenda

Any clarification, amendment, corrigendum or modification issued by RCUES, Lucknow in relation to this EOI shall form an integral part of the EOI and shall be binding on all Bidders. Bidders shall be responsible for regularly checking the designated e-Procurement portal and other official communication channels specified in the EOI for such updates.

9. No Liability for Non-Selection

RCUES, Lucknow shall not be liable for any loss, cost, expenditure, opportunity cost or any other claim arising from non-selection, non-empanelment, cancellation, postponement or modification of the EOI process.

10. Interpretation

In case of any ambiguity or inconsistency in the provisions of this EOI, the matter shall be referred to the Competent Authority of RCUES, Lucknow for interpretation, subject to the applicable laws, rules and regulations.

Penalty and Liquidated Damages

1. General

Liquidated Damages (LD) or other penalties shall be applicable only in respect of a specific **Work Order/Agreement** and only where the delay, failure or non-performance is established to be **solely attributable to the Empanelled Agency/Service Provider**.

No LD or penalty shall be imposed for any delay or failure attributable to RCUES, the concerned Client Department/Organisation, Force Majeure, or any other circumstance beyond the reasonable control of the Empanelled Agency/Service Provider.

Before imposing any LD or penalty, RCUES shall provide the Empanelled Agency/Service Provider a reasonable opportunity to explain the circumstances and, wherever appropriate, to take corrective measures.

2. Delay in Deployment

Where a specific Work Order/Agreement requires deployment of identified manpower within a stipulated period, the Empanelled Agency/Service Provider shall ensure deployment within the prescribed timeline.

In case the Empanelled Agency/Service Provider fails to deploy the required manpower within the stipulated period for reasons solely attributable to it, RCUES may levy Liquidated Damages at the rate of:

0.1% of the applicable annual Service Charges under the relevant Work Order/Agreement for each day of delay, subject to a maximum of **10% of the applicable annual Service Charges under that Work Order/Agreement**.

LD shall be calculated only with reference to the specific Work Order/Agreement affected by the delay and shall not be calculated on any notional or unallocated value of the empanelment.

3. Continued Failure to Deploy

If the Empanelled Agency/Service Provider fails to deploy the required manpower even after **thirty (30) days from the stipulated deployment date**, RCUES may, after providing written notice and a reasonable opportunity to rectify the default:

- a) terminate or cancel the relevant Work Order/Agreement;
- b) suspend or remove the Empanelled Agency from the panel, where the circumstances so warrant;
- c) invoke the Performance Security, **if applicable**, in accordance with the terms of the relevant Work Order/Agreement; and/or
- d) make alternative arrangements for deployment through another Empanelled Agency, without prejudice to RCUES's other contractual or legal remedies.

Provided that such action shall not be taken where the delay is attributable to RCUES, the concerned Client Department/Organisation, Force Majeure, or any other circumstance not attributable to the Empanelled Agency/Service Provider.

4. Maximum Liability towards Liquidated Damages

The aggregate Liquidated Damages recoverable from an Empanelled Agency/Service Provider under a particular Work Order/Agreement shall **not exceed 10% of the applicable annual Service Charges under that Work Order/Agreement**, unless otherwise specifically provided in the relevant Agreement and permissible under applicable law.

No Liquidated Damages or penalty shall be imposed more than once for the **same default or delay**.

5. Replacement of Deployed Personnel

The Empanelled Agency/Service Provider shall ensure reasonable continuity of deployment of approved personnel.

Where replacement of a deployed Technical Expert/Professional becomes necessary due to resignation, termination, prolonged absence, non-performance or any other reason attributable to the Empanelled Agency/Service Provider, the Empanelled Agency/Service Provider shall provide a suitable replacement meeting the prescribed qualification and experience requirements within the period specified by RCUES.

Routine replacement necessitated by resignation, approved leave, unavoidable personal circumstances or other legitimate reasons shall not automatically attract a penalty, provided that a suitable replacement is deployed within the prescribed timeline and the continuity of services is not adversely affected.

Frequent or Unjustified Replacement

Where the Empanelled Agency/Service Provider makes frequent, repeated or unjustified replacement of deployed personnel resulting in disruption, delay or adverse impact on the services under the relevant Work Order/Agreement, RCUES may, after providing the Empanelled Agency/Service Provider a reasonable opportunity to explain the circumstances and take corrective action, impose an appropriate penalty as specified in the relevant Work Order/Agreement.

Any such penalty shall be **reasonable and proportionate to the nature and impact of the default and shall remain subject to the overall contractual ceiling on penalties/Liquidated Damages**.

Suspension, Removal from Empanelment And Termination

I. Suspension or Removal from Empanelment

RCUES, Lucknow may, at its discretion and after providing reasonable opportunity to the empanelled agency to explain or rectify the matter, suspend or remove an agency from the empanelled panel upon occurrence of any of the following events:

- a) The agency fails to comply with the terms and conditions of the EOI or the empanelment agreement;

- b) The agency submits any false, forged, misleading or materially incorrect information or document in connection with the EOI, empanelment or any subsequent assignment;
- c) The agency is found to have engaged in corrupt, fraudulent, collusive or coercive practices in connection with the EOI, empanelment or execution of any assignment;
- d) The agency becomes insolvent, bankrupt, goes into liquidation or otherwise becomes legally incapable of performing its obligations;
- e) The agency repeatedly fails to provide manpower/services in accordance with the requirements of RCUES or the concerned client department/organisation;
- f) The agency fails to deploy qualified personnel or provides personnel who do not meet the prescribed eligibility, qualification or experience requirements;
- g) The agency commits a material breach of the terms and conditions of the empanelment or any work order/service agreement and fails to remedy such breach within the period specified by RCUES;
- h) The agency engages in any conduct which, in the reasonable opinion of RCUES, adversely affects the interests, reputation or functioning of RCUES or the concerned client organisation; or
- i) Any other ground specified in the EOI, empanelment agreement or applicable law.

Except in cases involving fraud, corruption, submission of forged documents, serious misconduct or any other circumstance requiring immediate action, RCUES shall provide the agency a reasonable opportunity to submit its explanation before suspension or removal from the panel.

Removal from the panel shall not affect any rights, liabilities or obligations accrued prior to such removal.

II. Termination of Subsequent Work Order/Service Agreement

Where an empanelled agency is subsequently assigned manpower/services through a work order or service agreement, termination of such assignment shall be governed by the terms and conditions of the respective work order/service agreement.

RCUES may terminate such work order/service agreement, in whole or in part, in the event of:

- a) material breach of contractual obligations by the agency;
- b) failure to deploy the required manpower within the stipulated time;
- c) repeated unsatisfactory performance or failure to meet the prescribed service standards;
- d) submission of false or misleading information or documents;
- e) engagement in corrupt, fraudulent, collusive or coercive practices;
- f) insolvency, liquidation or other circumstances rendering the agency incapable of performing its obligations;
- g) prolonged Force Majeure resulting in inability to perform the material obligations of the assignment; or any other ground expressly specified in the applicable work order/service agreement.
- h) Except in cases warranting immediate termination, RCUES shall provide reasonable notice to the agency and an opportunity to rectify the breach within the period specified in the notice.

III. Termination by the Empanelled Agency

An empanelled agency shall not be entitled to withdraw from an ongoing assignment without giving the notice prescribed under the applicable work order/service agreement.

Where payment for services has been delayed, the agency's rights shall be governed by the payment and dispute-resolution provisions of the applicable work order/service agreement.

For the avoidance of doubt, where payment to the agency is expressly linked to receipt of corresponding payment by RCUES from the concerned client department/organisation, the applicable payment period shall commence only from the date on which RCUES receives the corresponding payment.

IV. Consequences of Termination

Upon termination of a work order/service agreement, RCUES may take such reasonable measures as may be necessary to ensure continuity of services, including assignment of the remaining work to another empanelled agency in accordance with the applicable procedure.

The terminated agency shall cooperate in the orderly transition of services and shall provide all information, records and other assistance reasonably required for such transition.

Termination shall not affect any accrued rights or liabilities of either party.

RCUES shall be entitled to recover any amount lawfully due from the agency and, where applicable, invoke the Performance Security furnished under the relevant work order/service agreement.

V. No Automatic Right to Work

Removal, suspension or continuation on the empanelled panel shall not create any right or claim for allocation of work. RCUES shall have no obligation to provide any minimum quantum or value of work to any empanelled agency.

Where an agency is removed from the panel, RCUES may, as required, allocate the relevant work to another empanelled agency in accordance with the applicable procedure.

Annexure-1***Bidder Information*****Dated:**_____

S. No.	Particulars/Details	
1.	Name of the Firm	
2.	Communication Address	
3.	Telephone No. Office	
	Mobile	
	E-Mail	
	Website	
4.	Authorised Person – Name	
	Designation	
	Mobile	
	E-Mail ID	
5.	Alternate Authorised Person – Name	
	Designation	
	Mobile	
	E-Mail ID	
6.	PAN No.	
7.	GST No.	
8.	Company/Firm/Proprietor's Registration No.	

EXPRESSION OF INTEREST

S. No.	Particulars/Details	
9.	Beneficiary Bank Details	
	Bank Account No	
	IFSC/NEFT Code	
	Name of Bank	
	Address of Branch	
10.	Furnish the names with address & telephone nos. of three responsible persons who will be in a position to certify about the services/quality as well as the past performance of your organization.	
11.	Attached Detailed Company/Firm Profile	

Signature of authorised person

Place:

Full Name & Designation: Company's Seal

Annexure-2

A. Details of Similar Experience: Manpower related work.

Sl. No.	Name & Address of the client, Concerned Person and contact/ Mobile No	Name & Location of work	No. of Experts	Value of Work (In lakh)	Contract Period (from To)	Completion/ Performance Certificate enclosed 'Yes' or 'No'	Any other information you would like to give
1	2	3	4	5	6	7	8

(Fill up the above table & Enclose legible copies of the supporting documents)

Note: We hereby confirm that in the above said projects were executed by us.

B. Details of Technical and skilled manpower:-

Sl. No	Name and Designation	Qualification	Experience	Any Other Information
1	2	3	4	5
(a) (b) (c)				

C. Financial Capability: Average Annual Manpower Activities Turn Over of the bidder during the last 3 years

SL. No.	Financial Year	Turnover (Rs. in lakh)
1.	2022-23	
2.	2023-24	
3.	2024-25	
	Average	

(Fill up the above table and Enclose copy of Turn over certificates, profit/loss statement certified by any Chartered Accountant).

Date:

Signature of authorised person

Place:

Full Name &
Designation:
Company's Seal

Annexure: 3***DECLARATION***

(TO BE TYPED ON A LETTER HEAD OF THE COMPANY/ FIRM)

Dated: -----2026.

To

The Director

Regional Centre for Urban & Environmental Studies, Lucknow

Adjacent Registrar's Office, University of Lucknow Campus

Lucknow - 226007

Re: Expression of Interest For Hiring Of Firm/Agency For Providing Technical Experts/Manpower To RCUES, Lucknow.

Sir,

This is with reference to your EOI No. URC/_____/24/2026-27 dated on the above subject that:-

1. We have carefully read and understood all the terms and conditions of the EOI and hereby convey our acceptance to the same.
2. The information / documents furnished along with the above offer are true and authentic to the best of my knowledge and belief. We are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of our EOI at any stage besides liabilities towards prosecution under appropriate law.

3. We are fully apprised about the job to be done during the currency of the period of work and also acknowledge to bear consequences to of nonperformance or deficiencies in the services on our part.
4. We have no objection, if enquiries are made about the work listed by us.
5. We have not been blacklisted by RCUES, LUCKNOW or any other organization
6. where we have worked. Further, if any of the partners/directors of the organization /firm are blacklisted or having any criminal case against them, our bid shall not be considered. At any later point of time, if this information is found to be false, RCUES, LUCKNOW may terminate the assigned contract immediately.
7. We have not been found guilty by a court of law in India for fraud, dishonesty or moral turpitude.
8. We agree that the decision of RCUES, LUCKNOW in selection of Bidders will be final and binding to us.

Date:

Place:

Signature of authorised person

Full Name &

Designation:

Company's Seal:

Annexure-4

EOI FORM

Dated:_____, 2026.

To

The Director

Regional Centre for Urban & Environmental Studies, Lucknow

Adjacent Registrar's Office, University of Lucknow Campus

Lucknow - 226007

Re: Expression of Interest For Hiring Of Firm/Agency For Providing Technical Experts/Manpower To RCUES, Lucknow.

Dear Sir,

This is with reference to your EOI No. URC/_____/24/2026-27 dated on the above subject. After reading above documents, Amendments/ Clarifications/ Corrigenda/etc issued in respect of EOI document by RCUES, LUCKNOW, your requirement, scope of work and after discussions, we have understood them fully and we accept all the terms and conditions mentioned therein.

We are also enclosing duly stamped and signed copy of the above form along with annexure as token of acceptance of the terms indicated therein.

Name & Address of the Bidder _____
 Contact Phone Nos. of the key person. _____
 Official E-mail ID: _____

Signature of Authorized

Signatory with date and seal _____

Annexure 5

Details of Proprietor/Partners/Directors

Sl. No	Name	Designation	Qualification	Any other information
1	2	3	4	5

(Name, Signature, Seal of the agency/firm with date)

Annexure 6

List of Key personnel permanently employed in your firm

Sl · No	Name and Designation	Qualification	Experience	Particular s of Work Done	Employe d in Your Firm Since	Any Other Informatio n
1	2	3	4	5	6	7

(Name, Signature, Seal of the agency/firm with date)

Annexure-7***List of Associates***

Sl. No	Name and address of the Associate	Specify the field (area of operation)	Experience	Associated in the project (give name of work)	Any other information
1	2	3	4	5	6

(Name, Signature, Seal of the agency/firm with date)

Annexure-8

Details of Technical Manpower Work executed with Govt. Organization/PSUs/Banks etc. with proof

Sl. No	Name and address of the Organization and Contact No. of concerned official	Nature of Works	Value of Works	Date and period of Deployment	Any other information
1	2	3	4	5	6

(Name, Signature, Seal of the agency/firm with date)

Annexure-9***Details of Major Clients***

Sl. No	Name and address of the Organization	Name of the concerned official	Contact no.	Give nature of work carried out	Any other information
1	2	3	4	5	6

(Name, Signature, Seal of the agency/firm with date)

