

# **RFP for Selection of Agency for study, design, development, and implementation of Unified NOC Management System (UNMS)**

**RajCOMP Info Services Limited  
(RISL)**



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**Draft-RFP for Selection of Agency for study, design, development, and implementation of Unified NOC Management System (UNMS) and Operations & Maintenance Services for a period of Three Year**

F4.3(512)/RISL/Tech/2022/3183

Dated: 02/08/2022

<b>Mode of Bid Submission</b>	Online though eProcurement/ eTendering system at <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a>
<b>Procuring Authority</b>	Managing Director, RISL, Second Floor, New IT Building, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)
<b>Last Date &amp; Time of Submission of Bid</b>	<b>Date &amp; time</b> - 26-08-2022 01.00 PM
<b>Date &amp; Time of Opening of Technical Bid</b>	<b>Date &amp; time</b> – 26-08-2022 <b>05.30 PM</b>

RISL Processing Fee: Rs. 1000/- (Rupees One Thousand only)

Bidding document fee: Rs. 5000.00/- (Rupees Five Thousand only)

<b>Name of the Bidding Company/ Firm:</b>			
<b>Contact Person (Authorized Bid Signatory):</b>			
<b>Correspondence Address:</b>			
<b>Mobile No.</b>		<b>Telephone &amp; Fax Nos.:</b>	
<b>Website &amp; E-Mail:</b>			

**RajCOMP Services Limited (RISL)**

First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj.)

Phone: 0141-29-27211

Web: <https://risl.rajasthan.gov.in>, Email: [iktanwar.doit@rajasthan.gov.in](mailto:iktanwar.doit@rajasthan.gov.in),  
[vijaykanugo.risl@rajasthan.gov.in](mailto:vijaykanugo.risl@rajasthan.gov.in)

## ABBREVIATIONS & DEFINITIONS

<b>Act</b>	The Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012) and Rules thereto
<b>Authorized Signatory</b>	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
<b>BG</b>	Bank Guarantee
<b>Bid/ eBid</b>	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal, or quotation in electronic format
<b>Bid Security</b>	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents.
<b>Bidder</b>	Any person/ firm/ agency/ company/ contractor/ supplier/ vendor participating in the procurement/ bidding process with the procurement entity
<b>Bidding Document</b>	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid
<b>BoM</b>	Bill of Material
<b>CMC</b>	Contract Monitoring Committee
<b>Competent Authority</b>	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement. MD, RISL in this bidding document.
<b>Contract/ Procurement Contract</b>	A contract entered into between the procuring entity and a successful bidder concerning the subject matter of procurement
<b>Contract/ Project Period</b>	The Contract/ Project Period shall commence from the date of issue of Workorder and shall end after three years of operations and maintenance from the date of commissioning.
<b>COTS</b>	Commercial Off the Shelf Software
<b>Day</b>	A calendar day as per GoR/ GoI.
<b>DC</b>	Distribution Centers (Aanganwadi Centers/ Schools/ Colleges/ Others)
<b>DeitY, GoI</b>	Department of Electronics and Information Technology, Government of India
<b>DoIT&amp;C</b>	Department of Information Technology and Communications, Government of Rajasthan.
<b>ETDC</b>	Electronic Testing & Development Center
<b>FOR/ FOB</b>	Free on Board or Freight on Board
<b>GIGW</b>	Guidelines for Indian Government Websites (GIGW)

<b>GoI/ GoR</b>	Govt. of India/ Govt. of Rajasthan
<b>Goods</b>	All articles, material, commodities, electricity, livestock, furniture, fixtures, raw material, spares, instruments, software, machinery, equipment, industrial plant, vehicles, aircraft, ships, railway rolling stock and any other category of goods, whether in solid, liquid or gaseous form, purchased or otherwise acquired for the use of a procuring entity as well as services or works incidental to the supply of the goods if the value of services or works or both does not exceed that of the goods themselves
<b>GP</b>	Gram Panchayat
<b>GST</b>	Goods and Service Tax
<b>ICT</b>	Information and Communication Technology.
<b>IFB</b>	Invitation for Bids (A document published by the procuring entity inviting Bids relating to the subject matter of procurement and any amendment thereto and includes notice inviting Bid and request for proposal)
<b>INR</b>	Indian Rupee
<b>ISI</b>	Indian Standards Institution
<b>ISO</b>	International Organization for Standardization
<b>IT</b>	Information Technology
<b>ITB</b>	Instruction to Bidders
<b>LD</b>	Liquidated Damages
<b>LoI</b>	Letter of Intent
<b>NCB</b>	A bidding process in which qualified bidders only from within India are allowed to participate
<b>NeGP</b>	National e-Governance Plan of Government of India, Department of Information Technology (DIT), Ministry of Communications and Information Technology (MCIT), New Delhi.
<b>NIB</b>	Notice Inviting Bid
<b>Notification</b>	A notification published in the Official Gazette
<b>OEM</b>	Original Equipment Manufacturer
<b>PAN</b>	Permanent Account Number
<b>PBG</b>	Performance Bank Guarantee
<b>PC</b>	Procurement/ Purchase Committee
<b>PQ</b>	Pre-Qualification
<b>Procurement Process</b>	The process of procurement extending from the issue of invitation to Bid till the award of the procurement contract or cancellation of the procurement process, as the case may be



<b>Procurement/ Public Procurement</b>	The acquisition by purchase, lease, license or otherwise of works, goods, or services, including award of Public Private Partnership projects, by a procuring entity whether directly or through an agency with which a contract for procurement services is entered into, but does not include any acquisition without consideration, and “procure” or “procured” shall be construed accordingly
<b>Project Site</b>	Wherever applicable, means the designated place or places.
<b>PSD/ SD</b>	Performance Security Deposit/ Security Deposit
<b>Purchaser/ Tendering Authority/ Procuring Entity</b>	Person or entity that is a recipient of a good or service provided by a seller (bidder) under a purchase order or contract of sale. Also called buyer. RISL in this RFP document.
<b>RajSWAN/ RSWAN</b>	Rajasthan Statewide Area Network
<b>RISL</b>	RajCOMP Info Services Limited
<b>RSDC</b>	Rajasthan State Data Centre, New IT Building, Jaipur
<b>Services</b>	Any subject matter of procurement other than goods or works and includes physical, maintenance, professional, intellectual, consultancy and advisory services or any service classified or declared as such by a procuring entity and does not include appointment of any person made by any procuring entity
<b>SLA</b>	Service Level Agreement is a negotiated agreement between two parties wherein one is the customer and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
<b>SSDG</b>	State Services Delivery Gateway
<b>State Government</b>	Government of Rajasthan (GoR)
<b>State Public Procurement Portal</b>	<a href="https://sppp.rajasthan.gov.in/">https://sppp.rajasthan.gov.in/</a>
<b>STQC</b>	Standardization Testing and Quality Certification, Govt. of India
<b>Subject Matter of Procurement</b>	Any item of procurement whether in the form of goods, services or works
<b>TIN</b>	Tax Identification Number
<b>TPA</b>	Third Party Auditors
<b>WCAG</b>	Web Content Accessibility Guidelines
<b>WO/ PO</b>	Work Order/ Purchase Order

## 1. INVITATION FOR BID (IFB) & NOTICE INVITING BID (NIB)

Reference No.: F4.3(512)/RISL/Tech/2022/3183  
UBN- RIS2223SLOB00043

Dated: 02.08.2022

<b>Name &amp; Address of the Procuring Entity</b>	<ul style="list-style-type: none"> <li>Name: Managing Director, RajCOMP Info Services Limited (RISL)</li> <li>Address: First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)</li> </ul>
<b>Name &amp; Address of the Project Officer In-charge (POIC)</b>	<ul style="list-style-type: none"> <li>Name: Mr. Laxmi Kant Tanwar</li> <li>Designation: SA (Jt. Director)</li> <li>Address: Room No. 10, Ground Floor, IT Building, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur (Rajasthan)</li> <li>Email: <a href="mailto:ltanwar.doit@rajasthan.gov.in">ltanwar.doit@rajasthan.gov.in</a>, <a href="mailto:vijaykanugo.risl@rajasthan.gov.in">vijaykanugo.risl@rajasthan.gov.in</a></li> </ul>
<b>Subject Matter of Procurement</b>	RFP for Selection of Agency for, design, development, and implementation of Unified NOC Management System (UNMS)
<b>Bid Procedure</b>	Single-stage: Two part (envelop) open competitive e-Bid procedure at <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a>
<b>Bid Evaluation Criteria (Selection Method)</b>	Least Cost Based Selection (LCBS)-L1
<b>Websites for downloading Bidding Document, Corrigendum's, Addendums Fee etc.</b>	<ul style="list-style-type: none"> <li>Websites: <a href="https://sppp.rajasthan.gov.in/">https://sppp.rajasthan.gov.in/</a>, <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a>, <a href="https://doitc.rajasthan.gov.in">https://doitc.rajasthan.gov.in</a>, <a href="https://risl.rajasthan.gov.in/">https://risl.rajasthan.gov.in/</a></li> <li>Bidding document fee: Rs. 5000.00 (Rupees One Thousand only) in Cash/ Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur".</li> <li>RISL Processing Fee: Rs. 1000.00 (Rupees One Thousand only) in Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur".</li> </ul>
<b>Estimated Procurement Cost</b>	Rs. 2.40 Crores Only
<b>Bid Security and Mode of Payment</b>	<ul style="list-style-type: none"> <li>Amount (INR): 2% of the estimated procurement cost, 0.50% for S.S.I. unit of Rajasthan, 1.0% for Sick Industries, other than S.S.I., whose cases are pending with Board of Industrial &amp; Financial Reconstruction</li> <li>Mode of Payment: Demand Draft, in specified format, of a Scheduled Bank in favour of "Managing Director, RISL" payable at "Jaipur"</li> </ul>
<b>Period of Sale of Bidding Document (Start/ End Date)</b>	Start Date: 03-08-2022 11.00 AM End Date: 26-08-2022 01.00 PM
<b>Date/ Time/ Place of Pre-bid Meeting</b>	<ul style="list-style-type: none"> <li>Date/ Time of Prebid: 08-08-2022 at 03:00 P:M</li> <li>Place: Board Room, RISL, Yojna Bhawan, C-scheme, Jaipur</li> </ul>
<b>Manner, Start/ End Date for the submission of Bids</b>	<ul style="list-style-type: none"> <li>Manner: Online at e-Proc website (<a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a>)</li> <li>Start Date: 17-08-2022 05.00 PM</li> <li>End Date: 26-08-2022 01.00 PM</li> </ul>

<b>Submission of Demand Draft for Tender Fee, Bid</b>	<ul style="list-style-type: none"> <li>• Start Date: 03-08-2022 11.00 AM</li> <li>• End Date: 26-08-2022 01.30 PM</li> </ul>
<b>Date/ Time/ Place of Technical Bid Opening</b>	<ul style="list-style-type: none"> <li>• Date: 26-08-2022 05.30 PM</li> </ul> <p>Place: 1st Floor, e-Proc cell, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur (Rajasthan)</p>
<b>Date/ Time/ Place of Financial Bid Opening</b>	<ul style="list-style-type: none"> <li>• Will be intimated later to the Technically qualified bidders</li> </ul>
<b>Bid Validity</b>	90 days from the bid submission deadline

*Note:*

- 1) Submission of bid Security and RISL Processing Fees: RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur
- 2) The procuring entity reserves the complete right to cancel the bid process and reject any or all of the bids.
- 3) No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a formal contract is signed and executed between the procuring entity and the successful bidder.
- 4) Procurement entity disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual bidder to verify such information) and the information provided therein are intended only to help the bidder to prepare a logical bid-proposal.

The provisions of RTPPA Act 2012 and Rules thereto including subsequent amendment, if any, shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTPP Act 2012 and Rules thereto, the later shall prevail.

## 2. PROJECT PROFILE & BACKGROUND INFORMATION

### 2.1. About RISL

RajCOMP Info Services Ltd. (formerly RajCOMP) is a fully owned Government of Rajasthan Company; it is a leading consulting organization in the field of Information Technology. RajCOMP Info Services Ltd. (RISL) operates under the aegis of Government of Rajasthan. RISL is designated State Designated Agency (SDA) for implementation of NeGP Components i.e., State Data Centre (SDC), Statewide Area Network (SWAN), State Service Delivery and other State's Mission Mode Projects (MMPs). RISL is also Technology Partner with departments like Agriculture, Election Department, State Election Department, JCTSL, Education Department, RHSDP etc. RISL takes up the activities of procuring and outsourcing of hardware, software, networking components and other products and services on behalf of Government Departments/ Organization(users).

### 2.2. Project Background:

Rajasthan, the largest state of union of India is be administered and governed by more than 79+ departments under 23+ sectors along with other various departments/ offices/ boards/ corporations etc. The state also owns public sector enterprises in industries, infrastructure, and tourism domain. These enterprises and departments procure and provide various items/ services to inter & intra departmental/ organizational stakeholders and citizen as part of their respective core and supported activities. The departments/ organizations are also involved in roll out of various schemes of Rajasthan State to distribute various items/ products with their existing/ new internal / external collaborations.

Therefore, the State intends to provide support to these departments by providing a core engine to manage NOC with the following objectives:



1. Management of application and history of application
2. Real time dashboard to monitor by authorities at all levels
3. The analytical report generation with fields filled by colleges like staff, Staff qualifications, Student strength, facilities provided etc
4. Management & Integration of NOC given with affiliation module of university
5. Establishment and Management of Inspection and its integration with NOC portal
6. Management & Integration with

Cooperative Society registration and e-grass/ Rajasthan payment platform (RPP) challan with NOC portal

7. Centralized repository of the transactional data for reporting and decision making
8. Restructuring of The Higher and technical Education Website.

The Higher and technical education website is a central point for all the higher education departmental information. The department wanted to restructure and upgrade the website to keep the single source of information Updated.

In line with the objective the Department of Information Technology & Communications (DoIT&C) who has already designed and developed NOC Management System for College education department & Technical education department, proposed an advanced web-based solution integrated with mobile application and other 3rd party applications of the Rajasthan IT stack to facilitate departments to manage their data and NOC for private institutions of Rajasthan.

The proposed solution will be configurable, scalable & accessible as per the industry standards, Departments to define role of Applicants / Verification officer/ inspection officer / Nodal officer / Departmental Admin/ and other stakeholders with respective activities under Unified NOC management System.

The solution will also provide insights for planning and implementation of different type of institutions requires in particular geographical location with analysis of existing data of NOC. Therefore, RISL needs a generic solution for NOC Management System with the following features:

1. Multi layered management of Stakeholders such Institutes, verifying officer, Admin, Nodal officers, and other stakeholders.
2. Role based user management to provide the limited access of the system to any user.
3. Alert on duplications like faculty teaching in multiple institutions.
4. Unified dashboards and notifications/ alerts to track application stages, application fee etc.
5. Centralized database driven system to keep department and key stakeholders in sync with Real-time information related to the infrastructure, human resource, gov. compliances, Etc.
6. System can easily link/integrate with various applications like university/ council Affiliation's portal, online payment portal, RajSSO, e-Mitra, RajDhaara, Raj e-sewadwar, Janaadhar. as per requirement and IT Architecture of Rajasthan State.

Real-time MIS and reports for decision support.

### **2.3. Existing NOC Management System:**

IT Enablement of NOC Management System for College education and technical education project has been developed with the strategic objective to streamline the process of NOC for private institutions. The Department of Higher and technical Education Rajasthan is continuously working towards raising the standard of education in the state at the same time department is also focusing on the digitalization of the process. As the NOC is one of most important & critical step/ process of department in order to keep the process transparent and timely delivered NOC to the institutions to meet the overall objective. The existing ICT solution is design and developed using Cake Php environment with MySQL data base. The selected bidder can use the existing code and logic if needed.

The project has been initiated to facilitate the NOC Management system for collection of application, allocation for physical verification to the respective Nodal officers, checklist for verification, assignment of the application after verification to the departmental verifying officer and to the authorized officer for NOC, MIS & reports.

#### **Key components of project: -**

- Role and User Management
- Masters Management

- Private institution Management
- Inspection monitoring Management
- QR- Coded NOC generation management
- NOC Defaulter Institutions management
- Integration with Third party Applications as per IT Architecture of Rajasthan State
- Dashboards and MIS
- University affiliation management
- Student data management
- Biometric attendance management
- Student Examination /result management

#### **Project Coverage: -**

The project is covering NOC management system for the departments under the Higher education not limited to the listed below

#	Name of Department	Type of institutions/College
1	College Education	B.Ed., Graduation & Post graduation
2	Technical Education	Polytechnic Institutions
3	Animal Husbandry	Veterinary College, AHDP (Animal husbandry Diploma program)
4	Agriculture	(UG & PG) Agriculture College
5	Medical Education Group I	Medical (MBBS, Dental), Pharmacy College
6	Medical Education Group III	Nursing college
7	Paramedical	Paramedical College
8	ITI	ITI institute

### 3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA

#### 3.1. Pre-Qualification Criteria

A bidder participating in the procurement process shall possess the following minimum pre-qualification/ eligibility criteria.

S.No.	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	A company registered under Indian Companies Act, 1956, 2013 OR A partnership firm registered under Indian Partnership Act, 1932. OR Limited Liability Partnership Firm Registered under Limited liability partnership Act- 2008	- Copy of valid Registration Certificates  - Copy of Certificates of incorporation
2.	Financial: Turnover from Software Development	Average annual turnover of at least Rs 10 crores from IT/ITES during the last three financial years (FY's 2018 -19, 2019-20, 2020-21) or during FY's 2019-20, 2020-21, 2021-22) as per last audited balance sheets or statements.	CA Certificate with CA's Registration Number/ Seal and UDIN
3.	Financial: Net Worth	The company must be positive net worth in last three financial years ending on 31st March 2021 or by 31 <sup>st</sup> March 2022	CA Certificate with CA's Registration Number/ Seal and UDIN
4.	Technical Capability	The Bidder should have been engaged and completed or in FMS phase (Portal/ Application status should be on production and live) for at least following numbers of projects for any Government Department / Government Agency / PSU: A. One Project of development, deployment, implementation, and O&M of Web-Portal/ Application based Software Application having value of Rs. 2 crores	Annexure-5 per project reference And Work Completion Certificates from the client; OR Work Order + Self Certificate of Completion+



S.No.	Basic Requirement	Specific Requirements	Documents Required
		<p>Or</p> <p>B. Two projects of development, deployment, implementation, and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 1.5 crores per project.</p> <p>Note:</p> <ol style="list-style-type: none"> <li>1. The date of the orders and completion of a project or go live of the project should remain between 1<sup>st</sup> Apr. 2018 and last date of bid submission.</li> <li>2. Projects executed with in the agency's own company, group of companies, Joint Venture companies shall not be considered.</li> <li>3. The cost of supply, installation and maintenance of hardware components will not be considered in project cost under these criteria.</li> <li>4. The bidder can mention up to three projects only</li> <li>5. The work order related to the third party software or sale licensed cost base product is not considered.</li> </ol>	<p>OR</p> <p>Work Order + Phase Completion Certificate from the client (The phase completion certificate should indicate that the development and deployment of the portal/application has been completed as per the Work order. Values realized should be equal to or more than 1Cr.)</p>
5.	Tax registration	<p>The bidder should have a registered number of</p> <ol style="list-style-type: none"> <li>i.) Income Tax / PAN number</li> <li>ii.) GSTN where his business is located</li> </ol> <p>Note: Any certificate should belong to a date not later than the last day of bid submission.</p>	Copies of relevant certificates of registration
6.	Certifications	<p>The bidder must possess at the time of bidding, a valid(SEI certified ) CMMi Level 3 Certification or better in software development/ software engineering</p>	Copy of a valid certificate



S.No.	Basic Requirement	Specific Requirements	Documents Required
7.	Mandatory Undertaking	<p>Bidder should: -</p> <p>a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons:</p> <p>b) not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;</p> <p>c) not have a conflict of interest in the procurement in question as specified in the bidding document.</p> <p>d) comply with the code of integrity as specified in the bidding document.</p>	A Self Certified letter as per Annexure-6: Self-Declaration
8.	Project Understanding	A proposal document on understanding of the scope of the project mentioned in the RFP	A self-certified proposal document with the details as per Annexure- 15

### 3.2. Additional provisions for qualifications:

In addition to the provisions regarding the qualifications of the bidders as set out in (3.1) above: -

- 3.2.1 the procuring entity shall disqualify a bidder as per the provisions under “Clause: Exclusion/ Disqualification of bids in Chapter-5: ITB”; and
- 3.2.2 the procuring entity may require a bidder, who was pre-qualified, to demonstrate its qualifications again in accordance with the same criteria used to pre-qualify such bidder. The procuring entity shall disqualify any bidder that fails to demonstrate its qualifications again, if requested to do so. The procuring entity shall promptly notify each bidder requested to demonstrate its qualifications again as to whether or not the bidder has done so to the satisfaction of the procuring entity.
- 3.2.3 RISL reserves the right to verify all statements, information and documents submitted by the bidder in response to tender document. The bidder shall, when so required by RISL, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of verification by RISL shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of RISL thereunder. If any statement, information, and document submitted by the bidder is found

to be false, manipulated or forged during verification process, strict action shall be taken as per RTTP Act 2012, procurement rules 2013 and subsequent amendments.

## 4. SCOPE OF WORK, DELIVERABLES & TIMELINES

### 4.1. Detailed Scope of work (SoW) for the selected bidder is given as below

RISL intends to engage with the competent agency for providing Study, Design, Development & Deployment of Agency for Unified NOC Management System for various departments & Organizations, Government of Rajasthan for Five months with Operations & Maintenance Services for a period of three Years. And

Selected bidder shall create a design document mentioning the database design, process workflow and associated functionalities of the Higher and technical website. Bidder shall develop the website/portal/web application on the technology identified by RISL pertaining to the HTE.

The broad requirement is to have one solution in place to cater complete NOC management and University Affiliation & student Examination Result management, analytics, etc.

The system will be clearly defined in two parts/ subsystems:

#### 1. NOC management and control:

This subsystem will be consisting of following tentative modules:

1. Department Onboarding management
2. Role Management
3. Invitation of Application Management
4. Inspection Management
5. Verifying officer Management
6. QR-coded NOC generation Management
7. Monitoring Dashboard
8. Student details Management
9. NOC defaulter Management

Along with following base modules (As and when required):

Role & Access Management, Master Management, Workflow Management, SLA & Alert Management, MIS/ Report Management, Integrations etc.

#### 2. Integration and affiliation management:

This subsystem will be consisting of following tentative modules:

1. Integration of NOC given with affiliation module of university
2. Integration of Examination/ Result module of university
3. Integration with Cooperative Society registration module
4. Implementation of Biometric attendance module and integration with real time monitoring module
5. Payment Management
6. Audit Management

Along with following base modules (As and when required):

Role & Access Management, Master Management, Workflow Management, SLA & Alert Management, MIS/ Report Management, Integrations etc.

These two subsystems are expected to work as a single integrated solution but need to function discretely also.

The expected features in the part of the required solution (both subsystems) will broadly include but not limited to:

1. Onboarding & configuration of user departments/ organizations
2. Creation & configuration of Organizational Hierarchy
3. Creation, assigning and mapping of Users (SSOIDs) of all user departments and respective stakeholders with required workflow.
4. Real time Analytics management with tracking of application and status
5. Dashboards and comprehensive MIS for decision makers and operational users across user departments
6. The solution will be modular and configurable to implement in part or in total for any department/ organization.
7. Integrable with 3rd party application as per the requirement and IT architecture of Rajasthan State

The web as well as mobile application design, development and implementation services for the above-mentioned modules shall broadly include but not limited to the following:

**A. Study, Design and Development Phase:**

- a. Study of business & system requirements
- b. Design & Development of modules considering the requirements
- c. Integration with other applications/ modules
- d. Testing of Developed Modules/ Functionalities
- e. User Acceptance Testing (UAT)
- f. Security Audit / Safe to Host Certification of Developed Modules:
- g. Implementation and Support
- h. Training and Capacity Building as and when required

**B. Operations & Maintenance and Support**

#### 4.1.1. Study, Design & Development Services:

In this phase the selected bidder will study the detailed requirement and design and develop the required generic end to end solution in compliance with IT architecture/ policy of DOIT&C, MEITY, GIGW, WCAG guidelines and any other industry standards for security and accessibility.

##### 4.1.1.1 Study of business & system requirements

The selected bidder has to conduct a detailed study of services, processes, priority areas, technology, existing application, legacy data & other systems, people etc. to identify and finalize requirements, development & implementation methodology and strategy.

The bidder shall conduct proper study and requirement gathering with the concerned stakeholders and document the requirements as follows:

1. Conducting a detailed assessment of the functional, technical and operational requirements as per the details mentioned in this bidding document
2. Prepare different use cases scenario
3. Detailed study of requirements of application components and solutions
4. Assess existing applications and third-party systems from the perspective of integration with other applications
5. Shall define the data migration from existing systems if any.
6. Shall adopt an industry standard methodology for Software Engineering, covering the entire SDLC (Software Development Life Cycle)
7. It is envisaged that the overall requirement would be developed on an incremental basis with the changing scenarios and requirements of RISL.
8. Prepare User Requirement Specification (URS) detailing System, Functional and Non- Functional requirements
9. Obtaining Sign-off of URS from the designated authority of Department/ RISL/DoIT & C.

##### 4.1.1.2 Design & Development of modules/ submodules of application

1. Selected bidder will initiate development of modules as per the approved SRS & FRS and redevelopment of modules as per the requirement for web as well as mobile app (android & IOS).
2. Based on the feedback or testing phase, changes in spirals and design document will also be made by the selected bidder with the respective functionalities of module/ submodules of the application. The version should be maintained by the selected bidders for those documents and the codes since from baseline to finalization.
3. The bidder is responsible to provide a state of an art technical solution for the technical requirements and scope of work mentioned in the bidding document.
4. The application software development work should be in compliance to the best practices, applicable industry standards and respective guidelines issued by Department of Information Technology (DIT), GOI and DOIT&C, GOR
5. Bidder would involve competent and qualified personnel for the fulfilment of deliverables mentioned in the bidding document.

6. The development of various application modules shall be done by selected bidder keeping essence of the objectives of the application.
7. Wherever required, data migration from any existing systems shall be done with cleansing of data.
8. To maintain business continuity the SI shall make use of existing development stack available in RSDC.
9. The existing Development Stack for design / development, customization and deployment of the solution already available in RSDC are given below:
10. The preferred technology with respect to the application and mobile app will be

#### 4.1.1.3 Integration with other applications/modules:

**A.** The bidder shall be responsible for providing integration support and/ or complete integration activities for integrating the application's modules/ submodules with other applications/ modules that may be decided in future course of action by RISL during the entire contract period.

**B.** The modules shall be designed and developed considering integration possibilities with the following tentative list of third-party applications/ systems in DOIT&C/ RISL:

S.No.	Third Party Application	Purpose of Integration
1.	RajSSO	Authenticated access to users
2.	E-Mitra	If e-mitra Kiosks are used as stakeholder of the scheme
3.	Rajasthan Payment Platform (RPP)	If required for payment receipt/ transfer
4.	E-Sanchar & Rajmail	SMS and e-Mail gateway
5.	RajDharaa	Rajasthan state's GIS platform for mapping/ dashboards
6.	RajMaster	Source of administrative boundaries
7.	IFMS	If user department/ GOR require share the information with IFMS
8.	Janaadhaar	1. Authentication of beneficiaries 2. Area wise beneficiary's database
9.	Dept. Web	Information sharing to departmental websites or internal portals
10.	Any other application	To maintain single source of information/ process

**C.** The integration layer will consist of various web APIs of various third-party applications which will be on enterprise service bus i.e., Raj Sewadwar.

**D.** The integration possibilities/ solutions will be envisaged and deployed gradually during the entire period of contract.

#### 4.1.1.4 Testing of Developed Modules/ Functionalities:

Testing of developed application majorly covering performance, security, load and

integration testing and undertake the following activities: -

- A. Prepare & submit Test Strategy, Test Plan and Test Cases to RISL
- B. Obtaining sign-off on testing approach and plan from RISL.
- C. Conducting testing of various components/ modules of the software developed. The bidder shall be required to share the testing documents and standards with the designated third-party auditor (TPA), wherever applicable/ required.
- D. Execute and perform various application/ modules testing like performance, load, security, quality testing etc

#### **4.1.1.5 User Acceptance Testing (UAT)**

- A. Prepare detailed UAT plans, schedules, procedures and formats.
- B. Preparation and submission of detailed UAT plans/ schedules/ procedures/ formats.
- C. Obtaining sign-off on testing approach and plan from the designated departmental authority.
- D. Performing Software Testing: Conducting and demonstrating testing of various components/ modules of the software developed.
- E. The bidder shall be required to share the testing documents and standards with RISL, wherever applicable/ required.
- F. Rectifying the Software issues/ bugs reported during the testing up-to the satisfaction of RISL/ User Department/ Other Designated Department.
- G. During UAT, the developed application shall be deployed in the RSDC Staging Server.
- H. The testing & commissioning shall be done by the selected bidder, however the environment of development/ staging server will be provided by RISL/ DoIT & C.

#### **4.1.1.6 Security Audit / Safe to Host Certification of Developed Modules:**

The selected bidder will ensure and submit Security Audit report / Safe to Host Certification of the developed application by certain empanelled third-party external agencies with Government of India (Certain impaneled vendor ) as and when required.

The bidder will also provide assistance to RISL team in undertaking Security Audit / Safe to Host Certification of the developed application by third party external agency selected by DoIT&C/RISL as and when required and undertake the following activities:

- A. Ensure developed application is free from Vulnerability / bugs / defects etc. mandatory for clearing Security Audit / Safe to Host Certification as per the direction of RISL.
- B. Share all the relevant documents like URS / Test Cases as required by the third-party external agency
- C. Incorporate desired changes in the developed application software suggested by the third-party external agency

Based on the audit reports submitted by the TPA (if any), the selected bidder shall make the required changes to the website/ application at no extra cost and subsequently final spiral and design documents will be submitted to RISL for sign off.

#### **4.1.1.7 Implementation and Support:**

- A. The bidder shall be responsible for maintenance of existing application of IT enabled system of NOC management till the development & deployment of new application and migration of existing application to new application.
- B. The bidder shall be responsible for implementation/ deployment of enhanced modules/ new developed modules/ any other required changes in the application during entire period of the contract.
- C. The bidder shall coordinate and provide support to all stakeholders of the project for successful implementation.
- D. The selected bidder has to deploy required onsite resources to provide support and maintenance of the existing and to be developed application.
- E. The selected bidder will also ensure support and maintenance of the existing application of NOC management till the migration of existing application to new application as per the services mentioned in the Operations & Maintenance section of this RFP.

#### **4.1.1.8 Training and Capacity Building:**

- A. The bidder shall be responsible for providing training for new modules and enhanced functionalities to the selected officials by DOITC/ RISL/ User Department/ Other Designated Department.
- B. The bidder shall provide resources (Trainers) for onsite or offsite training as and when required. The schedule of the training programs shall be intimated to the selected bidder in advance at least 4-7 days before from the date of the training program.
- C. The bidder shall be responsible for preparing Training manuals for all the modules and shall update the training manuals and user manual of the application every month by incorporating the enhancements in each module.
- D. RISL may engage the bidder as and when required for providing training support during any VC/ training session scheduled for the stakeholders at various levels.
- E. The training locations in Rajasthan, batch size, mode of training (Onsite/ Offsite), duration etc. will be decided with the User Department/ Other Designated Department, Rajasthan as and when required.
- F. User Department/ RISL/ Other Designated Department will arrange infrastructure for training.

#### **4.1.2. Provide Operations & Maintenance Services (O&M):**

Selected Bidder shall provide FMS for a period of three years including following major activities but not limited to:-

The bidder shall manage complete operations and maintenance of the developed application and ensure that the developed application is bug/ error free, running smoothly and simultaneously incorporate necessary changes in the application functionality as approved by RISL. Broad activities would include: -

- A. The bidder shall provide the minimum dedicated manpower onsite mentioned in the scope at RISL/User Department/ Other Designated Department for day-to-day



operations and maintenance of the overall project as per the awarded scope of work. The bidder, if required, with prior permission from RISL, may also deploy additional manpower for smooth functioning of the project and at no extra cost.

B. The bidder, with the help of the deployed manpower, shall be responsible for: -

- a) End to end management of the helpdesk by logging and resolving the complaints of the various locations to ensure that the solution is functioning as intended and that all the problems associated with the operations are resolved satisfactorily.
- b) Overall administration, operations, monitoring, maintenance, MIS generation etc. of the Application software and to ensure the desired uptime. This would also include bug fixing, content management (content collection, translation, conversion, upload), database management, minor changes to the application software, reply to the queries/ feedback/ suggestions/ complaints from all the stakeholders.
- c) The bidder shall maintain version control and archives of source code, web site content and database.
- d) During and after the end of the project period, the bidder shall refrain from canvassing RISL/ GoR and any of its associates with any claim for employment of the bidder's personnel deployed under the project.
- e) The staff provided by the bidder will perform their duties in accordance with the instructions given by the designated officers of RISL from time to time. RISL will examine the qualification, experience etc. of the personnel provided before they are put on positions. The bidder has to take approval from RISL for the proposed staff before their deployment. RISL reserve the right to reject the personnel, if the same is not acceptable, before or after commencement of the awarded work/ project.
- f) At no time, the provided manpower should be on leave or absent from the duty without prior permission from the designated nodal officer of RISL. In case of long-term absence due to sickness, leave etc. the bidder shall ensure replacements and manning of all manpower posts by without any additional liabilities to RISL. Substitute will have to be provided by the bidder against the staff proceeding on leave/ or remaining absent and should be of equal or higher qualifications/ experience.
- g) The proposed services shall be normally manned from 9:30 AM to 6:00 PM but may vary as per the requirement throughout the project period or as decided by RISL/ DoIT& C.

**h) New Development and Enhancement:**

During the Operations & Maintenance Support phase, the bidder shall be responsible for doing any kind of new development including:

- i. Addition of new functionalities/ features/ modules envisaged by the procuring entity in the existing application
- ii. Third-party Application integration
- iii. Modification/ up-gradation/ enhancement in the Process or functionality to fix some complex problem requests or defect fixing to upgrade the application performance.



- iv. Business Intelligence Analytics & MIS Reports as per new format defined by procuring entity as per their requirement
- v. The deployed resources shall work and undertake all the above-mentioned activities and beyond as per the requirement of RISL/DoIT&C.
- vi. It is envisaged that the new requirements during the O&M phase would be developed on an incremental basis with the changing scenarios and requirements of RISL. The Bidder shall employ an AGILE methodology of application/ module development. Methodology of SPRINT development and approval shall broadly include the following steps:
  - a) At the initial level of each SPRINT process the bidder is expected to map all the current requirements of RISL through various meetings and convert these requirements into SPRINT documents mentioning the approximate timelines for release of each point in the SPRINTs
  - b) The SPRINT document shall be reviewed by the RISL for finalization of the time period for each activity mentioned in the SPRINT
  - c) After finalization of the SPRINT, the bidder shall carry out necessary activities (including thorough testing) required for the SPRINT release within the stipulated timeframe
  - d) The SPRINT shall be released within the stipulated time period and the status of each point shall be updated to RISL for necessary verification.
  - e) RISL shall conduct verification/ UAT of each requirements mentioned in the SPRINT and shall point out the failure points in the SPRINT
  - f) All the failed/ rejected points in a particular SPRINT shall automatically be included in the immediate next SPRINT for necessary rectification
  - g) The above process shall be followed for finalization and release of all subsequent SPRINTs during the entire project tenure

**i) Helpdesk Management:**

The bidder shall deploy **technical helpdesk management module** (web enabled with SMS and email-based alert system) in the application for Helpdesk Call Management and SLA Reporting. The module will be designed and deployed in integrated manner to meet the SLA response & resolution timelines:

- a) SI shall provide centralized helpdesk number and email for reporting any issue which shall be shown in the System dashboard.
- b) SI shall log all calls received through any medium viz. telephone/email/in writing/in person, shall generate a ticket mentioning type of problem, Severity level etc. using helpdesk tool and forward the same to concerned FMS team/person, Project OIC(s) and user.
- c) The module will facilitate to define categories/ subcategories of tickets to map SLAs defined in the RFP and finalised during the period of contract.
- d) SLA calculation will be generated from the system based on the tickets logged.
- e) Once the issue has been logged the ticket no. shall be generated and will be assigned to L1 support team i.e. onsite O&M team.

- f) The ticket shall be escalated as per escalation matrix if it is not resolved.
- g) L2 and L3 support team in the escalation matrix shall be provided by the selected bidder and shall be integrated in the helpdesk tool for ticket management for resolution of the issue without any extra cost.
- h) All O & M reports for each deployed system shall be generated from the helpdesk tool and the report shall have all relevant details of each SLA provisions mentioned in the RFP.
- i) The SI shall provide help desk support (9:30 AM – 06:00 PM) for entire organizational hierarchy of NOC system.
- j) The SI shall provide various services to different users on demand basis as and when required as mentioned in RFP. The request would be made on help desk by the user through dedicated help line number/specific email account and SI shall get approval from the officer in charge of the project. The resolution time for such services would be as per SLA.

#### **4.1.3. Development & Upgradation of Higher and Technical Education Portal/ Websites/ Restructuring**

##### **4.1.3.2. Requirements Elicitation:**

Selected Bidder shall visit the concerned Department(s) and collect its requirement from the officer(s) concerned and understand comprehensive requirements of the department.

This stage shall involve engagement of individuals/ teams from selected bidder's team to get detailed and accurate requirement from the department; and this may involve multiple rounds of to and fro communication between the selected bidder's team and department to understand these requirements in detail and avoid any communication gaps. Based on these discussions, the bidder is expected to prepare the Requirement Specification as deliverable.

Selected bidder shall study the site map of existing website of the department and create their understanding of the department's requirement.

Selected bidder shall prepare detailed Requirement Specification including following:

- Users of the System and their Access Roles in the System
- Modules required by the Department, e.g. Photo Gallery, Tenders, Orders and Circulars etc.
- Functionalities required in the Modules Upload, Download, Update, Search, email etc.
- Number of Tabs, Language for Tabs, i.e. English/ Hindi/ Both
- Access management Details
- External interfaces with System (Payment gateway, SMS gateway, MSDG gateway etc)
- Study of functionalities of web application, if included
- Dynamic data to be populated from departments other applications.
- Repository of generic Digital Assets
- Any other specification as requested by the department.

##### **4.1.3.2. Design, Development of website:**

Based on requirement document, selected bidder shall create a design document mentioning the database design, process workflow and associated functionalities.

Bidder shall develop the website/portal/web application on the technologies identified by RISL

#### 4.1.4. Resource Deployment:

- A. To perform the tasks as per the scope of the RFP, the bidder shall provide sufficient number of technical resources of minimum required technical qualifications and experience as mentioned in the RFP.
- B. Also, it would be the responsibility of the bidder to retain the deployed manpower for the entire Contract/ Project duration or in the event of a resource leaving the employment with the bidder, the same shall be notified well advance in time to DOITC/ RISL and thereafter be immediately replaced with another resource of equivalent minimum qualifications and experience.
- C. As Hindi is Official Language of the Government of Rajasthan, the bidder has to appoint personnel having proficiency with Hindi language.
- D. The selected bidder has to provide details of each manpower to be deployed for the project in the format given at Annexure-12.
- E. The selected bidder has to deploy the following technical manpower with laptops/ connectivity with of required experience and qualification at onsite as per Annexure-11 as given below:

S.No.	Description	Quantity	
		Development Phase	O&M Phase
1	Project Manager cum Solution Architect	1	1 (Initial 4 months or the completion of development phase, whichever is later)
2	Project Coordinators	1	1 (Initial 9 months)
3	Sr. Software developer	1	1
4	Technical Support		L1
5	Database Administrator		1 (Initial at least 12 months)

- F. In addition to above, mobile app developers/ software developers/ DBA/ Database Developers/ Designers/ Testers (QAs)/ Business Analysts/ other required resources as per SDLC process and scope mentioned in the RFP and requirements to be finalized in the project will be aligned by the selected bidder offsite/Onsite. The list of resources (onsite & offsite) who will be involved in the project will be provided by the selected bidder as and when required by RISL / DoIT &C.
- G. The selected bidder will have to deploy more technical resources for documentation, development, designing, testing, database administration, deployment, or any other activity of SDLC, the selected bidder may maintain sufficient manpower any time considering scope of the work and SLAs defined in the RFP without any additional cost to RISL/DOIT&C.
- H. For the existing application for NOC, and the fact that it is a business case of essential services, and scale of association mentioned in section 2.3 of the RFP, the selected bidder has to ensure that the application should be up and running 24x7 and is to deploy sufficient number of resources for the same.

## **4.2. Roles & Responsibilities of Stakeholders:**

### **4.2.1. Responsibilities of RISL / DoIT & C**

- A. Coordination with all the stakeholder involved for successful implementation of the enhanced feature and new modules
- B. Provide administrative support to the bidder
- C. Review and approve project management plan and deliverables of the implementation agency/ system integrator
- D. Monitor the progress of the project
- E. Assist in getting statutory approval from the concerned authority
- F. Approval of change management upon requests received from bidder
- G. To ensure timely project milestones sign offs
- H. Overall Project Management

### **4.2.2. Responsibilities of User Department**

- A. To ensure active participation from the departmental users
- B. To identify and appoint nodal officer for facilitating the project execution
- C. Explain the functional requirements and provide required inputs/formats/documents/data in detail to the bidder
- D. To conduct review meetings at defined regular intervals to monitor the overall progress of the project.
- E. Provide feedback on changes to be in the solution to improve usability of the application software.
- F. To ensure close coordination of all the participants and the external agencies involved in the project.

#### **4.2.3. Responsibilities of the Selected Bidder:**

- A. To design, develop, test, and implement a secure, scalable solution in secure manner and in line with IT Architecture and IT policy of Govt. of Rajasthan.
- B. Adopting open, interoperable standards by following international and national industry and govt. standards.
- C. To perform activities in time bound manner as defined in the scope of the work and the RFP.
- D. To coordinate with all stakeholders of the project as per RISL/ DOITC directions/ Departments.
- E. Achieved milestones, Deliver the deliverables (Softcopies & Hardcopies) and get sign off with in the timelines defined in the RFP form Department/ RISL.
- F. Adhere timelines and maintain the SLA mentioned in the RFP
- G. Prepare risk management plan and implement the plan whenever the risk occurred during the project.
- H. Submit softcopies and hardcopies of the all-project related documents to RISL/ DOIT&C.
- I. The selected bidder shall provide complete knowledge transfer (Technical and Functional) to RISL/DOIT&C as and when required and the selected bidder will also maintain the developed application till the completion of KT as per the scope mentioned in the RFP for O&M.

#### **4.3. Project Deliverables, Milestones and Timelines**

Refer chapter 8 SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT clause 8.1) Payment Terms and Schedule.

## 5. INSTRUCTION TO BIDDER (ITB)

### 5.1. Bidding Procedure:

The procedure of bidding in this RFP is National Competitive Bidding (NCB).

### 5.2. Sale of Bidding/ Tender Documents

- A. The sale of bidding documents shall be commenced from the date of publication of Notice Inviting Bids (NIB) and shall be stopped one day prior to the date of opening of Bid. The complete bidding document shall also be placed on the State Public Procurement Portal and e-Procurement portal. The prospective Bidder shall be permitted to download the bidding document from the websites and pay its price while submitting the Bid to the procuring entity.
- B. The bidding documents shall be made available to any prospective bidder who pays the price for it in cash or by bank demand draft, banker's cheque.
- C. Bidding documents purchased by Principal of any concern may be used by its authorised sole selling agents/ marketing agents/ distributors/ sub-distributors and authorised dealers or vice versa.

### 5.3. Pre-bid Meeting/ Clarifications

- A. Any prospective bidder may, in writing, seek clarifications from the procuring entity in respect of the bidding documents.
- B. A pre-bid conference is also scheduled by the procuring entity as per the details mentioned in the NIB and to clarify doubts of potential Bidder in respect of the procurement and the records of such conference shall be intimated to all Bidder and where applicable, shall be published on the respective websites.
- C. The period within which the Bidder may seek clarifications under (a) above and the period within which the procuring entity shall respond to such requests for clarifications shall be as under: -
  - a. Last date of submitting clarifications requests by the bidder: as per NIB
  - b. Response to clarifications by procuring entity: as per NIB
- D. The minutes and response, if any, shall be provided promptly to all Bidder to which the procuring entity provided the bidding documents, so as to enable those Bidder to take minutes into account in preparing their bids, and shall be published on the respective websites.
- E. The prospective bidders have to submit their queries in the format given at Annexure-7

### 5.4. Changes in the Bidding Document

- A. At any time, prior to the deadline for submission of Bids, the procuring entity may for any reason, whether on its own initiative or as a result of a request for clarification by a bidder, modify the bidding documents by issuing an addendum in accordance with the provisions below.
- B. In case, any modification is made to the bidding document, or any clarification is issued

which materially affects the terms contained in the bidding document, the procuring entity shall publish such modification or clarification in the same manner as the publication of the initial bidding document.

- C. In case, a clarification or modification is issued to the bidding document, the procuring entity may, prior to the last date for submission of Bids, extend such time limit in order to allow the Bidder sufficient time to take into account the clarification or modification, as the case may be, while submitting their Bids.
- D. Any bidder, who has submitted his Bid in response to the original invitation, shall have the opportunity to modify or re-submit it, as the case may be, within the period of time originally allotted or such extended time as may be allowed for submission of Bids, when changes are made to the bidding document by the procuring entity:

Provided that the Bid last submitted or the Bid as modified by the bidder shall be considered for evaluation.

### 5.5. Period of Validity of Bids

- A. Bids submitted by the Bidder shall remain valid during the period specified in the NIB/ bidding document. A Bid valid for a shorter period shall be rejected by the procuring entity as non- responsive Bid.
- B. Prior to the expiry of the period of validity of Bids, the procuring entity, in exceptional circumstances, may request the Bidder to extend the bid validity period for an additional specified period of time. A bidder may refuse the request and such refusal shall be treated as withdrawal of Bid and in such circumstances bid security shall not be forfeited.
- C. Bidder that agrees to an extension of the period of validity of their Bids shall extend or get extended the period of validity of bid securities submitted by them or submit new bid securities to cover the extended period of validity of their bids. A bidder whose bid security is not extended, or that has not submitted a new bid security, is considered to have refused the request to extend the period of validity of its Bid.

### 5.6. Format and Signing of Bid

- A. Bidder must submit their bids online at e-Procurement portal i.e. <https://eproc.rajasthan.gov.in>.
- B. All the documents uploaded should be digitally signed with the DSC of authorized signatory.
- C. A Single Stage-Two part/ cover system shall be followed for the Bid: -
- D. Technical Bid, including fee details, eligibility& technical documents
- E. Financial Bid
- F. The technical bid shall consist of the documents as per Annexure-2 in the sequence mentioned in the annexure.
- G. Financial bid shall include the following documents: -



S. No.	Documents Type	Document Format
1.	Financial Bid – Covering Letter	On bidder's letter head duly signed by authorized signatory as per Annexure-8 (FBCOVER.PDF)
2.	Financial Bid– Format	As per BoQ (.XLS) format available on e-Procurement portal (Annexure 8)

H. The bidder should ensure that all the required documents, as mentioned in this bidding document, are submitted along with the Bid and in the prescribed format only. Non-submission of the required documents or submission of the documents in a different format/ content may lead to the rejections of the Bid submitted by the bidder.

### 5.7. Cost & Language of Bidding

- A. The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the procuring entity shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- B. The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the procuring entity, shall be written only in English Language. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English/ Hindi language, in which case, for purposes of interpretation of the Bid, such translation shall govern.

### 5.8. Alternative/ Multiple Bids

Alternative/ Multiple Bids shall not be considered at all.

### 5.9. Bid Security

Every bidder, if not exempted, participating in the procurement process will be required to furnish the bid security as specified in the NIB.

- a) In lieu of bid security, a bid securing declaration shall be taken from Departments of the State Government, Undertakings, Corporations, Autonomous bodies, Registered Societies and Cooperative Societies which are owned or controlled or managed by the State Government and Government Undertakings of the Central Government.
- b) Bid security instrument or cash receipt of bid security or a bid securing declaration shall necessarily accompany the technical bid.
- c) Bid security of a bidder lying with the procuring entity in respect of other bids awaiting decision shall not be adjusted towards bid security for the fresh bids. The bid security originally deposited may, however, be taken into consideration in case bids are re-invited.
- d) The bid security may be given in the form of a banker's cheque or demand draft or bank guarantee, in specified format, of a scheduled bank. The bid security must remain valid thirty days beyond the original or extended validity period of the bid.
- e) The issuer of the bid security and the confirmer, if any, of the bid security, as well as the form and terms of the bid security, must be acceptable to the procuring entity.
- f) Prior to presenting a submission, a bidder may request the procuring entity to confirm the acceptability of proposed issuer of a bid security or of a proposed confirmer, if required. The



procuring entity shall respond promptly to such a request.

- g) The bank guarantee presented as bid security shall be got confirmed from the concerned issuing bank. However, the confirmation of the acceptability of a proposed issuer or of any proposed confirmer does not preclude the procuring entity from rejecting the bid security on the ground that the issuer or the confirmer, as the case may be, has become insolvent or has otherwise ceased to be creditworthy.
- h) The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security.
- i) The Bid security taken from a bidder shall be forfeited, including the interest, if any, in the following cases, namely: -
  - a. when the bidder withdraws or modifies its bid after opening of bids;
  - b. when the bidder does not execute the agreement, if any, after placement of supply/ work order within the specified period;
  - c. when the bidder fails to commence the supply of the goods or service or execute work as per supply/ work order within the time specified;
  - d. when the bidder does not deposit the performance security within specified period after the supply/ work order is placed; and
  - e. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
- j) Notice will be given to the bidder with reasonable time before bid security deposited is forfeited.
- k) No interest shall be payable on the bid security.
- l) In case of the successful bidder, the amount of bid security may be adjusted in arriving at the amount of the Performance Security or refunded if the successful bidder furnishes the full amount of performance security.
- m) The procuring entity shall promptly return the bid security after the earliest of the following events, namely: -
  - a. the expiry of validity of bid security;
  - b. the execution of agreement for procurement and performance security is furnished by the successful bidder.
  - c. the cancellation of the procurement process; or
  - d. the withdrawal of bid prior to the deadline for presenting bids unless the bidding documents stipulate that no such withdrawal is permitted.

#### **5.10. Deadline for the submission of Bid**

- a) Bids shall be received online at e-Procurement portal and up to the time and date specified in the NIB.
- b) Normally, the date of submission and opening of Bids would not be extended. In exceptional circumstances or when the bidding document are required to be substantially modified as a result of discussions in pre-bid meeting/ conference or otherwise and the time with the prospective Bidder for preparation of Bids appears insufficient, the date may be extended by the procuring entity. In such case the publicity of extended time and date shall be given in the manner, as was given at the time of issuing the original NIB and shall also be placed on the State Public Procurement Portal, if applicable. It would be ensured that after issue of corrigendum, reasonable time is available to the Bidder for preparation and submission of their Bids. The procuring entity shall also publish such modifications in the bidding document in the same manner as the publication of initial bidding document. If, in the office of the Bids receiving and opening authority, the last date of submission or opening of Bids is a non-

working day, the Bids shall be received or opened on the next working day.

#### **5.11. Withdrawal, Substitution, and Modification of Bids**

- a) If permitted on e-Procurement portal, a Bidder may withdraw its Bid or re-submit its Bid (technical and/ or financial cover) as per the instructions/ procedure mentioned at e-Procurement website under the section "Bidder's Manual Kit".
- b) Bids withdrawn shall not be opened and processes further.

#### **5.12. Opening of Bids**

- a) The Bids shall be opened by the bid opening & evaluation committee on the date and time mentioned in the NIB in the presence of the Bidder or their authorised representatives who choose to be present.
- b) The committee may co-opt experienced persons in the committee to conduct the process of Bid opening.
- c) The committee shall prepare a list of the Bidder or their representatives attending the opening of Bids and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding Bidder's names and addresses. The authority letters, if any, brought by the representatives shall be attached to the list. The list shall be signed by all the members of Bid opening committee with date and time of opening of the Bids.
- d) All the documents comprising of technical Bid/ cover shall be opened & downloaded from the e-Procurement website (only for the Bidder who have submitted the prescribed fee(s) to RISL).
- e) The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the: -
  - a. bid is accompanied by bidding document fee, bid security or bid securing declaration, and processing fee (if applicable);
  - b. bid is valid for the period, specified in the bidding document;
  - c. bid is unconditional and the bidder has agreed to give the required performance security; and
  - d. Other conditions, as specified in the bidding document are fulfilled.
  - e. Any other information which the committee may consider appropriate.
- f) No Bid shall be rejected at the time of Bid opening except the Bids not accompanied with the proof of payment or instrument of the required price of bidding document, processing fee and bid security.

### **5.13. Selection Method:**

- a) The selection method is Least Cost Based Selection (LCBS or L1) from the grand total of BOQ.

### **5.14. Clarification of Bids**

- a) To assist in the examination, evaluation, comparison and qualification of the Bids, the bid evaluation committee may, at its discretion, ask any bidder for a clarification regarding its Bid. The committee's request for clarification and the response of the bidder shall be through the e-Procurement portal.
- b) Any clarification submitted by a bidder with regard to its Bid that is not in response to a request by the committee shall not be considered.
- c) No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the committee in the evaluation of the financial Bids.
- d) No substantive change to qualification information or to a submission, including changes aimed at making an unqualified bidder, qualified or an unresponsive submission, responsive shall be sought, offered or permitted.

### **5.15. Evaluation & Tabulation of Technical Bids**

#### **A. Determination of Responsiveness**

- a. The bid evaluation committee shall determine the responsiveness of a Bid on the basis of bidding document and the provisions of pre-qualification/ eligibility criteria of the bidding document.
- b. A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where: -
  - I. "deviation" is a departure from the requirements specified in the bidding document.
  - II. "reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
  - III. "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.
- c. A material deviation, reservation, or omission is one that,
  - I. if accepted, shall:-
    - a. affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
    - b. limits in any substantial way, inconsistent with the bidding documents, the procuring entity's rights or the bidder's obligations under the proposed contract; or
  - II. if rectified, shall unfairly affect the competitive position of other Bidder presenting responsive Bids.
- d. The bid evaluation committee shall examine the technical aspects of the Bid in particular, to confirm that all requirements of bidding document have been met without any material deviation, reservation or omission.
- e. The procuring entity shall regard a Bid as responsive if it conforms to all requirements set out in the bidding document, or it contains minor deviations that do

not materially alter or depart from the characteristics, terms, conditions and other requirements set out in the bidding document, or if it contains errors or oversights that can be corrected without touching on the substance of the Bid.

**B. Non-material Non-conformities in Bids**

- a. The bid evaluation committee may waive any non-conformities in the Bid that do not constitute a material deviation, reservation or omission, the Bid shall be deemed to be substantially responsive.
- b. The bid evaluation committee may request the bidder to submit the necessary information or document like audited statement of accounts/ CA Certificate, Registration Certificate, ISO/ CMMi Certificates, etc. within a reasonable period of time. Failure of the bidder to comply with the request may result in the rejection of its Bid.
- c. The bid evaluation committee may rectify non-material nonconformities or omissions on the basis of the information or documentation received from the bidder under (b) above.

**C. Tabulation of Technical Bids**

- a. If Technical Bids have been invited, they shall be tabulated by the bid evaluation committee in the form of a comparative statement to evaluate the qualification of the Bidder against the criteria for qualification set out in the bidding document.
  - b. The members of bid evaluation committee shall give their recommendations below the table as to which of the Bidder have been found to be qualified in evaluation of Technical Bids and sign it.
- D.** The number of firms qualified in technical evaluation, if less than three and it is considered necessary by the procuring entity to continue with the procurement process, reasons shall be recorded in writing and included in the record of the procurement proceedings.
- E.** The Bidder who qualified in the technical evaluation shall be informed in writing/ on e-procurement about the date, time and place of opening of their financial Bids.

## **5.16. Evaluation & Tabulation of Financial Bids**

Subject to the provisions of "Acceptance of Successful Bid and Award of Contract" below, the procuring entity shall take following actions for evaluation of financial Bids: -

- a) For single part/ cover Bid system, where Bid is received in single cover along with requisite bid security, processing fee or user charges and price of bidding documents within specified time, it shall be considered for financial evaluation by the Bids evaluation committee,  
OR  
For two part/ cover Bid system, the financial Bids of the Bidder who qualified in technical evaluation shall be opened online at the notified time, date and place by the bid evaluation committee in the presence of the Bidder or their representatives who choose to be present.
- b) the process of opening of the financial Bids shall be similar to that of technical Bids.
- c) the names of the Bidder, the rates given by them, and conditions put, if any, shall be read out and recorded;
- d) conditional Bids are liable to be rejected.
- e) the evaluation shall include all costs and all taxes and duties applicable to the bidder as per law of the Central/ State Government/ Local Authorities, and the evaluation criteria specified in the bidding documents shall only be applied.
- f) the offers shall be evaluated and marked L1, L2, L3 etc. L1 being the lowest offer and then others in ascending order in case price is the only criteria, or evaluated and marked H1, H2,

H3 etc. in descending order. In case quality is also a criteria and the combined score of technical and financial evaluation is considered.

- g) the bid evaluation committee shall prepare a comparative statement in tabular form in accordance with rules along with its report on evaluation of financial Bids and recommend the lowest offer for acceptance to the procuring entity, if price is the only criterion, or most advantageous Bid in other case.
- h) The members of bids evaluation committee shall give their recommendations below the table regarding lowest Bid or most advantageous Bid and sign it.
- i) it shall be ensured that the offer recommended for sanction is justifiable looking to the prevailing market rates of the goods, works or service required to be procured.

#### **5.17. Correction of Arithmetic Errors in Financial Bids**

The bid evaluation committee shall correct arithmetical errors in substantially responsive Bids, on the following basis, namely: -

- a) if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the bid evaluation committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected.
- b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to clause (a) and (b) above.

#### **5.18. Price/ purchase preference in evaluation**

Price and/ or purchase preference notified by the State Government (GoR) and as mentioned in the bidding document shall be considered in the evaluation of Bids and award of contract.

#### **5.19. Negotiations**

- d) Except in case of procurement by method of single source procurement or procurement by competitive negotiations, to the extent possible, no negotiations shall be conducted after the pre-bid stage. All clarifications needed to be sought shall be sought in the pre-bid stage itself.
- e) Negotiations may, however, be undertaken only with the lowest or most advantageous bidder when the rates are considered to be much higher than the prevailing market rates.
- f) The bid evaluation committee shall have full powers to undertake negotiations. Detailed reasons and results of negotiations shall be recorded in the proceedings.
- g) The lowest or most advantageous bidder shall be informed in writing either through messenger or by registered letter and e-mail (if available). A minimum time of seven days shall be given for calling negotiations. In case of urgency the bid evaluation committee, after recording reasons, may reduce the time, provided the lowest or most advantageous bidder has received the intimation and consented to regarding holding of negotiations.

- h) Negotiations shall not make the original offer made by the bidder inoperative. The bid evaluation committee shall have option to consider the original offer in case the bidder decides to increase rates originally quoted or imposes any new terms or conditions.
- i) In case of non-satisfactory achievement of rates from lowest or most advantageous bidder, the bid evaluation committee may choose to make a written counter offer to the lowest or most advantageous bidder and if this is not accepted by him, the committee may decide to reject and re-invite Bids or to make the same counter-offer first to the second lowest or most advantageous bidder, then to the third lowest or most advantageous bidder and so on in the order of their initial standing and work/ supply order be awarded to the bidder who accepts the counter-offer. This procedure would be used in exceptional cases only.
- j) In case the rates even after the negotiations are considered very high, fresh Bids shall be invited.

## **5.20. Exclusion of Bids/ Disqualification**

- a) A procuring entity shall exclude/ disqualify a Bid, if: -
  - a. the information submitted, concerning the qualifications of the bidder, was false or constituted a misrepresentation; or
  - b. the information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and
  - c. the bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document.
  - d. the Bid materially departs from the requirements specified in the bidding document or it contains false information;
  - e. the bidder, submitting the Bid, his agent or any one acting on his behalf, gave or agreed to give, to any officer or employee of the procuring entity or other governmental authority a gratification in any form, or any other thing of value, so as to unduly influence the procurement process;
  - f. a bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.
- b) A Bid shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.
- c) Every decision of a procuring entity to exclude a Bid shall be for reasons to be recorded in writing and shall be: -
  - a. communicated to the concerned bidder in writing;
  - b. published on the State Public Procurement Portal, if applicable.

## **5.21. Lack of competition**

- a) A situation may arise where, if after evaluation of Bids, the bid evaluation committee may end-up with one responsive Bid only. In such situation, the bid evaluation committee would check as to whether while floating the NIB all necessary requirements to encourage competition like standard bid conditions, industry friendly specifications, wide publicity, sufficient time for formulation of Bids, etc were fulfilled. If not, the NIB would be re-floated after rectifying deficiencies. The bid process shall be considered valid even if there is one responsive Bid, provided that: -
  - a. the Bid is technically qualified.
  - b. the price quoted by the bidder is assessed to be reasonable.
  - c. the Bid is unconditional and complete in all respects.
  - d. there are no obvious indicators of cartelization amongst Bidder; and



- e. the bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document
- b) The bid evaluation committee shall prepare a justification note for approval by the next higher authority of the procuring entity, with the concurrence of the account's member.
- c) In case of dissent by any member of bid evaluation committee, the next higher authority in delegation of financial powers shall decide as to whether to sanction the single Bid or re-invite Bids after recording reasons.
- d) If a decision to re-invite the Bids is taken, market assessment shall be carried out for estimation of market depth, eligibility criteria and cost estimate.

## **5.22. Acceptance of the successful Bid and award of contract**

- e) The procuring entity after considering the recommendations of the bid evaluation committee and the conditions of Bid, if any, financial implications, trials, sample testing and test reports, etc., shall accept or reject the successful Bid. If any member of the bid evaluation committee, has disagreed or given its note of dissent, the matter shall be referred to the next higher authority, as per delegation of financial powers, for decision.
- f) Decision on Bids shall be taken within original validity period of Bids and time period allowed to procuring entity for taking decision. If the decision is not taken within the original validity period or time limit allowed for taking decision, the matter shall be referred to the next higher authority in delegation of financial powers for decision.
- g) Before award of the contract, the procuring entity shall ensure that the price of successful Bid is reasonable and consistent with the required quality.
- h) A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid.
- i) The procuring entity shall award the contract to the bidder whose offer has been determined to be the lowest or most advantageous in accordance with the evaluation criteria set out in the bidding document and if the bidder has been determined to be qualified to perform the contract satisfactorily on the basis of qualification criteria fixed for the Bidder in the bidding document for the subject matter of procurement.
- j) Prior to the expiration of the period of bid validity, the procuring entity shall inform the successful bidder, in writing, that its Bid has been accepted.
- k) As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value and deposit the amount of performance security or a performance security declaration, if applicable, within a period specified in the bidding documents or where the period is not specified in the bidding documents then within fifteen days from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.
- l) If the issuance of formal letter of acceptance is likely to take time, in the meanwhile a Letter of Intent (LOI) may be sent to the bidder. The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/ or sent by email (if available) to the address of the bidder given in the bidding document. Until a formal contract is executed, the letter of acceptance or LOI shall constitute a binding contract.
- m) The bid security of the Bidder who's Bids could not be accepted shall be refunded soon after the contract with the successful bidder is signed and its performance security is obtained.

### 5.23. Procuring entity's right to accept or reject any or all Bids

The Procuring entity reserves the right to accept or reject any Bid, and to annul (cancel) the bidding process and reject all Bids at any time prior to award of contract, without thereby incurring any liability to the Bidder.

### 5.24. Right to vary quantity

- a) If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation.
- b) Repeat orders for extra items or additional quantities may be placed on the rates and conditions given in the contract (if the original order was given after inviting open competitive Bids). Delivery or completion period may also be proportionately increased. The limits of repeat order shall be as under: -
  - a. 50% of the quantity of the individual items and 50% of the value of original contract in case of works; and
  - b. 50% of the value of goods or services of the original contract.

### 5.25. Performance Security

- a) Prior to execution of agreement, Performance security shall be solicited from all successful Bidder except the departments of the State Government and undertakings, corporations, autonomous bodies, registered societies, co-operative societies which are owned or controlled or managed by the State Government and undertakings of the Central Government. However, a performance security declaration shall be taken from them. The State Government may relax the provision of performance security in particular procurement or any class of procurement.
- b) The amount of performance security shall be 5%, or as may be specified in the bidding document, of the amount of supply order in case of procurement of goods and services. In case of Small Scale Industries (SSI) of Rajasthan, it shall be 1% of the amount of quantity ordered for supply of goods and in case of sick industries, other than SSI, whose cases are pending before the Board of Industrial and Financial Reconstruction (BIFR), it shall be 2% of the amount of supply order.
- c) In case the bid found unbalanced (rates quoted by the bidder is found less more than 15% of the Estimated bid value), an "Additional performance Security" shall to be deposited by the bidder at time of LOI/work order as per the Rule 75A of RTPP Rules, 2013. The amount of Additional performance security will be as per the provisions of Rule 75A of RTPP Rules, 2013
- d) Performance security shall be furnished in any one of the following forms: -
  - a. Bank Draft of a scheduled bank;
  - b. Bank guarantee/s of a scheduled bank. It shall be got verified from the issuing bank. Other conditions regarding bank guarantee shall be same as mentioned in the bidding document for bid security;
- e) Performance security furnished in the form specified in clause [b.] to [e.] of (c) above shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder, including warranty obligations and maintenance and defect liability period.
- f) Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including



interest, if any, in the following cases:-

- a. When any terms and condition of the contract is breached.
  - b. When the bidder fails to make complete supply satisfactorily.
  - c. if the bidder breaches any provision of code of integrity, prescribed for Bidder, specified in the bidding document.
- g) Notice will be given to the bidder with reasonable time before PSD deposited is forfeited.
- h) No interest shall be payable on the PSD.

#### **5.26. Execution of agreement**

- a) A procurement contract shall come into force from the date on which the letter of acceptance or letter of intent is despatched to the bidder.
- b) The successful bidder shall sign the procurement contract within 15 days from the date on which the letter of acceptance or letter of intent is despatched to the successful bidder.
- c) If the bidder, who's Bid has been accepted, fails to sign a written procurement contract or fails to furnish the required performance security within specified period, the procuring entity shall take action against the successful bidder as per the provisions of the bidding document and Act. The procuring entity may, in such case, cancel the procurement process or if it deems fit, offer for acceptance the rates of lowest or most advantageous bidder to the next lowest or most advantageous bidder, in accordance with the criteria and procedures set out in the bidding document.
- d) The bidder will be required to execute the agreement on a non-judicial stamp of specified value at its cost and to be purchase from anywhere in Rajasthan only

#### **5.27. Confidentiality**

- a) Notwithstanding anything contained in this bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information, a procuring entity shall not disclose any information if such disclosure, in its opinion, is likely to: -
  - a. impede enforcement of any law;
  - b. affect the security or strategic interests of India;
  - c. affect the intellectual property rights or legitimate commercial interests of Bidder;
  - d. affect the legitimate commercial interests of the procuring entity in situations that may include when the procurement relates to a project in which the procuring entity is to make a competitive bid, or the intellectual property rights of the procuring entity.
- b) The procuring entity shall treat all communications with Bidder related to the procurement process in such manner as to avoid their disclosure to competing Bidder or to any other person not authorised to have access to such information.
- c) The procuring entity may impose on Bidder and sub-contractors, if there are any for fulfilling the terms of the procurement contract, conditions aimed at protecting information, the disclosure of which violates (a) above.
- d) In addition to the restrictions specified above, the procuring entity, while procuring a subject matter of such nature which requires the procuring entity to maintain confidentiality, may impose condition for protecting confidentiality of such information.

## 5.28. Cancellation of procurement process

- a) If any procurement process has been cancelled, it shall not be reopened but it shall not prevent the procuring entity from initiating a new procurement process for the same subject matter of procurement, if required.
- b) A procuring entity may, for reasons to be recorded in writing, cancel the process of procurement initiated by it -
  - a. at any time prior to the acceptance of the successful Bid; or
  - b. after the successful Bid is accepted in accordance with (d) and (e) below.
- c) The procuring entity shall not open any bids or proposals after taking a decision to cancel the procurement and shall return such unopened bids or proposals.
- d) The decision of the procuring entity to cancel the procurement and reasons for such decision shall be immediately communicated to all Bidder that participated in the procurement process.
- e) If the bidder who's Bid has been accepted as successful fails to sign any written procurement contract as required, or fails to provide any required security for the performance of the contract, the procuring entity may cancel the procurement process.
- f) If a bidder is convicted of any offence under the Act, the procuring entity may: -
  - a. cancel the relevant procurement process if the Bid of the convicted bidder has been declared as successful but no procurement contract has been entered into;
  - b. rescind (cancel) the relevant contract or forfeit the payment of all or a part of the contract value if the procurement contract has been entered into between the procuring entity and the convicted bidder.

## 5.29. Code of Integrity for Bidder

- a) No person participating in a procurement process shall act in contravention of the code of integrity prescribed by the State Government.
- b) The code of integrity include provisions for: -
  - a. Prohibiting
    - I. any offer, solicitation or acceptance of any bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;
    - II. any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
    - III. any collusion, bid rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process;
    - IV. improper use of information shared between the procuring entity and the Bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
    - V. any financial or business transactions between the bidder and any officer or employee of the procuring entity;
    - VI. any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process.
    - VII. any obstruction of any investigation or audit of a procurement process;
  - b. disclosure of conflict of interest;

- c. disclosure by the bidder of any previous transgressions with any entity in India or any other country during the last three years or of any debarment by any other procuring entity.
- c) Without prejudice to the provisions below, in case of any breach of the code of integrity by a bidder or prospective bidder, as the case may be, the procuring entity may take appropriate measures including: -
  - a. exclusion of the bidder from the procurement process.
  - b. calling-off of pre-contract negotiations and forfeiture or encashment of bid security;
  - c. forfeiture or encashment of any other security or bond relating to the procurement;
  - d. recovery of payments made by the procuring entity along with interest thereon at bank rate;
  - e. cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity;
  - f. debarment of the bidder from participation in future procurements of the procuring entity for a period not exceeding three years.

### 5.30. Interference with Procurement Process

A bidder, who: -

- a) withdraws from the procurement process after opening of financial bids;
- b) withdraws from the procurement process after being declared the successful bidder;
- c) fails to enter into procurement contract after being declared the successful bidder;
- d) fails to provide performance security or any other document or security required in terms of the bidding documents after being declared the successful bidder, without valid grounds,

shall, in addition to the recourse available in the bidding document or the contract, be punished with fine which may extend to fifty lakh rupees or ten per cent of the assessed value of procurement, whichever is less.

### 5.31. Appeals

- a) Subject to “Appeal not to lie in certain cases” below, if any bidder or prospective bidder is aggrieved that any decision, action or omission of the procuring entity is in contravention to the provisions of the Act or the rules or guidelines issued thereunder, he may file an appeal to such officer of the procuring entity, as may be designated by it for the purpose, within a period of 10 days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:
  - a. Provided that after the declaration of a bidder as successful in terms of “Award of Contract”, the appeal may be filed only by a bidder who has participated in procurement proceedings;
  - b. Provided further that in case a procuring entity evaluates the technical Bid before the opening of the financial Bid, an appeal related to the matter of financial Bid may be filed only by a bidder whose technical Bid is found to be acceptable.
- b) The officer to whom an appeal is filed under (a) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal.
- c) If the officer designated under (a) above fails to dispose of the appeal filed under that sub-section within the period specified in (c) above, or if the bidder or prospective bidder or the

procuring entity is aggrieved by the order passed, the bidder or prospective bidder or the procuring entity, as the case may be, may file a second appeal to an officer or authority designated by the State Government in this behalf within 15 days from the expiry of the period specified in (c) above or of the date of receipt of the order passed under (b) above, as the case may be.

- d) The officer or authority to which an appeal is filed under (c) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal:
- e) The officer or authority to which an appeal may be filed under (a) or (d) above shall be :  
First Appellate Authority: commissioner, DoIT & C  
Second Appellate Authority: Principal Secretary, IT&C, GoR
- f) Form of Appeal:
  - a. Every appeal under (a) and (c) above shall be as per Annexure-10 along with as many copies as there are respondents in the appeal.
  - b. Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
  - c. Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.
- g) Fee for Appeal: Fee for filing appeal:
  - a. Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.
  - b. The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank payable in the name of Appellate Authority concerned.
- h) Procedure for disposal of appeal:
  - a. The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
  - b. On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,-
    - I. hear all the parties to appeal present before him; and
    - II. peruse or inspect documents, relevant records or copies thereof relating to the matter.
  - c. After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
  - d. The order passed under (c) shall also be placed on the State Public Procurement Portal.
- i) No information which would impair the protection of essential security interests of India, or impede the enforcement of law or fair competition, or prejudice the legitimate commercial interests of the bidder or the procuring entity, shall be disclosed in a proceeding under an appeal.

### 5.32. Stay of procurement proceedings

While hearing of an appeal, the officer or authority hearing the appeal may, on an application made in this behalf and after affording a reasonable opportunity of hearing to the parties concerned, stay the procurement proceedings pending disposal of the appeal, if he, or it, is satisfied that failure to do so is likely to lead to miscarriage of justice.

### 5.33. Vexatious Appeals & Complaints

Whoever intentionally files any vexatious, frivolous or malicious appeal or complaint under the “The Rajasthan Transparency Public Procurement Act 2012”, with the intention of delaying or defeating any procurement or causing loss to any procuring entity or any other bidder, shall be punished with fine which may extend to twenty lakh rupees or five per cent of the value of procurement, whichever is less.

### 5.34. Offenses by Firm/ Company

- a) Where an offence under “The Rajasthan Transparency Public Procurement Act 2012” has been committed by a company, every person who at the time the offence was committed was in charge of and was responsible to the company for the conduct of the business of the company, as well as the company, shall be deemed to be guilty of having committed the offence and shall be liable to be proceeded against and punished accordingly Provided that nothing contained in this sub-section shall render any such person liable for any punishment if he proves that the offence was committed without his knowledge or that he had exercised all due diligence to prevent the commission of such offence.
- b) Notwithstanding anything contained in (a) above, where an offence under this Act has been committed by a company and it is proved that the offence has been committed with the consent or connivance of or is attributable to any neglect on the part of any director, manager, secretary or other officer of the company, such director, manager, secretary or other officer shall also be deemed to be guilty of having committed such offence and shall be liable to be proceeded against and punished accordingly.
- c) For the purpose of this section-
  - a. "company" means a body corporate and includes a limited liability partnership, firm, registered society or co- operative society, trust or other association of individuals; and
  - b. "director" in relation to a limited liability partnership or firm, means a partner in the firm.
- d) Abetment of certain offenses: Whoever abets an offence punishable under this Act, whether or not that offence is committed in consequence of that abetment, shall be punished with the punishment provided for the offence.

### 5.35. Debarment from Bidding

- a) A bidder shall be debarred by the State Government if he has been convicted of an offence
  - a. under the Prevention of Corruption Act, 1988 (Central Act No. 49 of 1988); or
  - b. under the Indian Penal Code, 1860 (Central Act No. 45 of 1860) or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
- b) A bidder debarred under (a) above shall not be eligible to participate in a procurement process of any procuring entity for a period not exceeding three years commencing from the date on which he was debarred.
- c) If a procuring entity finds that a bidder has breached the code of integrity prescribed in terms of “Code of Integrity for Bidder” above, it may debar the bidder for a period not exceeding three years.
- d) Where the entire bid security or the entire performance security or any substitute thereof, as the case may be, of a bidder has been forfeited by a procuring entity in respect of any procurement process or procurement contract, the bidder may be debarred from participating in any procurement process undertaken by the procuring entity for a period not exceeding three years.
- e) The State Government or a procuring entity, as the case may be, shall not debar a bidder under this section unless such bidder has been given a reasonable opportunity of being heard.

### 5.36. Monitoring of Contract

- a) An officer or a committee of officers named Contract Monitoring Committee (CMC) may be nominated by procuring entity to monitor the progress of the contract during its delivery period.
- b) During the delivery period the CMC shall keep a watch on the progress of the contract and shall ensure that quantity of goods and service delivery is in proportion to the total delivery period given, if it is a severable contract, in which the delivery of the goods and service is to be obtained continuously or is batched. If the entire quantity of goods and service is to be delivered in the form of completed work or entire contract like fabrication work, the process of completion of work may be watched and inspections of the bidder's premises where the work is being completed may be inspected.
- c) If delay in delivery of goods and service is observed a performance notice would be given to the bidder to speed up the delivery.
- d) Any change in the constitution of the firm, etc. shall be notified forth with by the contractor in writing to the procuring entity and such change shall not relieve any former member of the firm, etc., from any liability under the contract.
- e) No new partner/ partners shall be accepted in the firm by the bidder in respect of the contract unless he/ they agree to abide by all its terms, conditions and deposits with the procuring entity through a written agreement to this effect. The bidder's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.
- f) The bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of procuring entity.

## 6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT

Bidder should read these conditions carefully and comply strictly while sending their bids.

### Definitions:

For the purpose of clarity, the following words and expressions shall have the meanings hereby assigned to them: -

- a) "Contract" means the Agreement entered into between the Purchaser and the successful/ bidder, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
- b) "Contract Documents" means the documents listed in the Agreement, including any amendments thereto.
- c) "Contract Price" means the price payable to the successful/ bidder as specified in the Agreement, subject to such additions and adjustments thereto or deductions there from, as maybe made pursuant to the Contract.
- d) "Day" means a calendar day.
- e) "Delivery" means the transfer of the Goods from the successful/ bidder to the Purchaser in accordance with the terms and conditions set forth in the Contract.
- f) "Completion" means the fulfilment of the related services by the successful/ bidder in accordance with the terms and conditions set forth in the Contract.
- g) "Goods" means all of the commodities, raw material, machinery and equipment, and/or other materials that the successful/ bidder is required to supply to the Purchaser under



the Contract.

- h) "Purchaser" means the entity purchasing the Goods and related services, as specified in the bidding document.
- i) "Related Services" means the services incidental to the supply of the goods, such as insurance, installation, training and initial maintenance and other similar obligations of the successful/ bidder under the Contract.
- j) "Subcontractor" means any natural person, private or government entity, or a combination of the above, including its legal successors or permitted assigns, to whom any part of the Goods to be supplied or execution of any part of the related services is subcontracted by the successful/ bidder.
- k) "Supplier/ Successful or Bidder" means the person, private or government entity, or a combination of the above, whose Bid to perform the Contract has been accepted by the Purchaser and is named as such in the Agreement, and includes the legal successors or permitted assigns of the successful/ bidder.
- l) "The Site," where applicable, means the designated project place(s) named in the bidding document.

Note: The bidder shall be deemed to have carefully examined the conditions, specifications, size, make and drawings, etc., of the goods to be supplied and related services to be rendered. If the bidder has any doubts as to the meaning of any portion of these conditions or of the specification, drawing, etc., he shall, before submitting the Bid and signing the contract refer the same to the procuring entity and get clarifications.

## 6.1. Contract Documents

Subject to the order of precedence set forth in the Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory.

## 6.2. Interpretation

- a) If the context so requires it, singular means plural and vice versa.
- b) Entire Agreement: The Contract constitutes the entire agreement between the Purchaser and the Supplier/ Selected bidder and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.
- c) Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.
- d) Non-waiver: Subject to the condition (f) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.
- e) Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.
- f) Severability: If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

### **6.3. Language**

- a) The Contract as well as all correspondence and documents relating to the Contract exchanged by the successful/ selected bidder and the Purchaser, shall be written in English language only. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the special conditions of the contract, in which case, for purposes of interpretation of the Contract, this translation shall govern.
- b) The successful/ selected bidder shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.

### **6.4. Joint Venture, Consortium or Association**

- a) No Joint venture/ consortium/ association is allowed.

### **6.5. Notices**

- a) 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 and receipt.
- b) A Notice shall be effective when delivered or on the Notice’s effective date, whichever is later.

### **6.6. Governing Law**

The Contract shall be governed by and interpreted in accordance with the laws of the Rajasthan State/ the Country (India), unless otherwise specified in the contract.

### **6.7. Supplier’s/ Selected Bidder’s Responsibilities**

The Supplier/ Selected Bidder shall supply all the services included in the scope of supply in accordance with the provisions of bidding document and/ or contract.

### **6.8. Purchaser’s Responsibilities**

- a) Whenever the supply of goods and related services requires that the Supplier/ Selected Bidder obtain permits, approvals, and import and other licenses from local public authorities, the Purchaser shall, if so required by the Supplier/ Selected Bidder, make its best effort to assist the Supplier/ Selected Bidder in complying with such requirements in a timely and expeditious manner.
- b) The Purchaser shall pay all costs involved in the performance of its responsibilities, in accordance with the general and special conditions of the contract.

### **6.9. Contract Price**

- a) The Contract Price shall be paid as specified in the contract subject to any additions and adjustments thereto, or deductions there from, as may be made pursuant to the Contract.
- b) Prices charged by the Supplier/ Selected Bidder for the Goods delivered and the Related Services performed under the Contract shall not vary from the prices quoted by the Supplier/ Selected Bidder in its bid, with the exception of any price adjustments authorized in the special conditions of the contract.
- c) The rate quoted by the bidder for each item mentioned in the tender shall remain valid for purchase by RISL for a period of one year and may be extended by 3 months on



same terms and conditions subject to price fall clause.

#### **6.10. Contract Price Validity Period**

The rate quoted by the bidder for each item mentioned in the tender shall remain valid for purchase by RISL for a period of one Year and may be extended by 3 months on same terms and conditions subject to price fall clause.

#### **6.11. Taxes & Duties**

- a) The TDS, GST etc., if applicable, shall be deducted at source/ paid by RISL as per prevailing rates.
- b) For goods supplied from outside India, the successful/ selected bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the country.
- c) For goods supplied from within India, the successful/ selected bidder shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.
- d) If any tax exemptions, reductions, allowances or privileges may be available to the successful/ selected bidder in India, the Purchaser shall use its best efforts to enable the successful/ selected bidder to benefit from any such tax savings to the maximum allowable extent.

#### **6.12. Copyright**

The copyright in all drawings, design documents, source code and other services/materials containing data and information furnished to the Purchaser by the Supplier/ Selected Bidder herein shall remain vested in the RISL.

#### **6.13. Confidential Information**

- a) The Purchaser and the Supplier/ Selected Bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any drawings, documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.
- b) The Supplier/ Selected Bidder may furnish to its Subcontractor, if permitted, such documents, data, and other information it receives from the Purchaser to the extent required for the Subcontractor to perform its work under the Contract, in which event the Supplier/ Selected Bidder shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Supplier/ Selected Bidder.
- c) The Purchaser shall not use such documents, data, and other information received from the Supplier/ Selected Bidder for any purposes unrelated to the Contract. Similarly, the Supplier/ Selected Bidder shall not use such documents, data, and other information received from the Purchaser for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.
- d) The obligation of a party under sub-clauses above, however, shall not apply to information that:-
  - i. the Purchaser or Supplier/ Selected Bidder need to share with user department /RISL or other institutions participating in the Contract;
  - ii. now or hereafter enters the public domain through no fault of that party;

- iii. can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or
  - iv. otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.
- e) The above provisions shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the supply or any part thereof.
  - f) The provisions of this clause shall survive completion or termination, for whatever reason, of the Contract.

#### **6.14. Sub-contracting**

- a) The bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of Purchaser/ Tendering Authority.
- b) If permitted, the selected bidder shall notify the Purchaser, in writing, of all subcontracts awarded under the Contract, if not already specified in the Bid. Subcontracting shall in no event relieve the Supplier/ Selected Bidder from any of its obligations, duties, responsibilities, or liability under the Contract.
- c) Subcontractors, if permitted, shall comply with the provisions of bidding document and/ or contract.

#### **6.15. Testing charges:**

Testing charges shall be borne by the Government. In case, test results showing that supplies are not up to the prescribed standards or specifications, the testing charges shall be payable by the selected bidder.

#### **6.16. Rejection:**

- a) Module/ sub modules of the developed software not approved during inspection or testing shall be rejected and will have to be replaced by the selected bidder at his own cost within the time fixed by the Purchase Officer.
- b) If, however, due to exigencies of user department work, such replacement either in whole or in part, is not considered feasible, the Purchase Officer after giving an opportunity to the selected bidder of being heard shall for reasons to be recorded, deduct a suitable amount from the approved rates. The deduction so made shall be final.
- c) The rejected Module/ sub modules of the developed software shall be removed by the supplier/ bidder/ selected bidder within 15 days of intimation of rejection or the timeline decided by the purchase officer, after which Purchase Officer shall not be responsible for any loss, shortage or damage and shall have the right to dispose of such modules/submodules of the developed software as he/she thinks fit, at the selected bidder's risk and on his account.
- d) The manpower deputed by the supplier shall be reviewed by the purchaser in terms of its qualification, experience, efficiency, cooperation, discipline and performance and services. The purchaser, upon finding any deficiency in any of the parameter, may reject any of the manpower by giving 15 days' time, as decided by the purchaser, which the selected bidder has to replace within the given time frame

#### **6.17. Extension in Delivery Period and Liquidated Damages (LD)**

- a) Except as provided under clause "Force Majeure", if the supplier/ selected bidder fails

to deliver any or all of the Goods or perform the Related Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in (d) below for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in the bidding document and/ or contract. Once the maximum is reached, the Purchaser may terminate the Contract pursuant to clause "Termination".

- b) The time specified for delivery in the bidding document shall be deemed to be the essence of the contract and the supplier/ selected bidder shall arrange goods supply and related services within the specified period.
- c) Delivery and installation/ completion period may be extended with or without liquidated damages, if the delay in the supply of goods or service is on account of hindrances beyond the control of the supplier/ selected bidder.
  - i. The supplier/ selected bidder shall request in writing to the Purchaser giving reasons for extending the delivery period of service, if he finds himself unable to complete the supply of goods or service within the stipulated delivery period or is unable to maintain prorate progress in the supply of goods or service delivery. This request shall be submitted as soon as a hindrance in delivery of goods and service occurs or within 15 days from such occurrence but before expiry of stipulated period of completion of delivery of goods and service after which such request shall not be entertained.
  - ii. The Purchaser shall examine the justification of causes of hindrance in the delivery of goods and service and the period of delay occurred due to that and recommend the competent authority on the period of extension which should be granted with or without liquidated damages.
  - iii. Normally, extension in delivery period of goods and service in following circumstances may be considered without liquidated damages:
    - a. When delay has occurred due to delay in supply of drawings, designs, plans etc. if the user department or RISL was required to supply them to the supplier of goods or service provider as per terms of the contract.
    - b. When delay has occurred in supply of materials etc. if these were required to be supplied to the supplier or service provider by the RISL as per terms of the contract.
  - iv. If the competent authority agrees to extend the delivery period/ schedule, an amendment to the contract with suitable denial clauses and with or without liquidated damages, as the case may be, shall be issued. The amendment letter shall mention that no extra price or additional cost for any reason, what so ever beyond the contracted cost shall be paid for the delayed supply of goods and service.
  - v. It shall be at the discretion of the concerned authority to accept or not to accept the supply of goods and/ or services rendered by the contractor after the expiry of the stipulated delivery period, if no formal extension in delivery period has been applied and granted. The competent authority shall have right to cancel the contract with respect to undelivered goods and/ or service.
  - vi. If user department or RISL is in need of the good and/ or service rendered after expiry of the stipulated delivery period, it may accept the services and issue a letter of extension in delivery period with usual liquidated damages and denial clauses to regularize the transaction.

- d) In case of extension in the delivery and/ or installation/ completion/ commissioning period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of goods and/ or service which the supplier/ selected bidder has failed to supply/ install/ complete: -

No.	Condition	LD %*
a.	Delay up to one fourth period of the prescribed period of delivery, successful installation and completion of work	2.5 %
b.	Delay exceeding one fourth but not exceeding half of the prescribed period of delivery, successful installation and completion of work	5.0 %
c.	Delay exceeding half but not exceeding three fourth of the prescribed period of delivery, successful installation and completion of work	7.5 %
d.	Delay exceeding three fourth of the prescribed period of delivery, successful installation and completion of work	10.0 %

- I. Fraction of a day in reckoning period of delay in supplies, successful installation and completion of work shall be eliminated, if it is less than half a day.
- II. The maximum amount of liquidated damages shall be 10% of the contract value.
- III. \*The percentage refers to the payment due for the associated works/ goods/ service.

#### 6.18. Limitation of Liability

Except in cases of gross negligence or wilful misconduct: -

- a) neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and
- b) The aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the total contract value/amount/charges paid to the Supplier/ selected bidder until the time such claim was brought about, provided that this limitation shall not apply; i) to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement, and ii) any damages payable due to the Gross Negligence or Wilful Misconduct of the Supplier/selected bidder. For the purpose of this clause, Gross Negligence or Wilful Misconduct shall mean.

"Gross Negligence" means any act or failure to act by a Party which was in reckless disregard of or gross indifference to the obligations of the Party under the Contract and which causes harmful consequences to life, personal safety or real property of the other Party which such Party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act. Notwithstanding the foregoing, Gross Negligence shall not include any action taken in good faith for the safeguard of life or property or a mistake made in good faith.

"Willful Misconduct" means an intentional disregard of any provision of this Contract which a Party knew or should have known if it was acting as a reasonable person, would result in harmful consequences to life, personal safety or real property of the other Party but shall not include any error of judgment or mistake made in good faith.

The above provision does not limit either Parties rights provided under applicable laws

of Govt. of India.

#### **6.19. Force Majeure**

- c) The supplier/ selected bidder shall not be liable for forfeiture of its PSD, LD, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- d) For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the supplier/ selected bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the supplier/ selected bidder. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, due to rains at identified locations, quarantine restrictions, and freight embargoes.
- e) If a Force Majeure situation arises, the supplier/ selected bidder shall promptly notify the RISL in writing of such conditions and cause thereof within 15 days of occurrence of such event. Unless otherwise directed by RISL, the supplier/ selected bidder shall continue to perform its obligations under the contract as far as reasonably practical.
- f) If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side.
- g) In case a Force Majeure situation occurs with the user department or RISL, the user department or RISL may take the case with the supplier/ selected bidder on similar lines.

#### **6.20. Change Orders and Contract Amendments**

- a) The Purchaser may at any time order the supplier/ selected bidder through Notice in accordance with clause "Notices" above, to make changes within the general scope of the Contract in any one or more of the following: -
  - I. designs or specifications or requirement or functionalities of the application where services to be furnished under the Contract are to be specifically developed and deployed for the Purchaser.
  - II. the place of delivery; and
  - III. the related services to be provided by the supplier/ selected bidder.
- b) If any such change causes an increase or decrease in the cost of, or the time required for, the supplier's/ selected bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the supplier/ selected bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the supplier's/ selected bidder's receipt of the Purchaser's change order.
- c) Prices to be charged by the supplier/ selected bidder for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier/ selected bidder for similar services.

#### **6.21. Termination**

##### **a) Termination for Default**

- I. The tender sanctioning authority of RISL may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the supplier/ selected bidder, terminate the contract in whole or in part: -

- a. If the supplier/ selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by RISL; or
    - b. If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
    - c. If the supplier/ selected bidder, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
    - d. If the supplier/ selected bidder commits breach of any condition of the contract.
  - II. If RISL terminates the contract in whole or in part, amount of PSD may be forfeited.
  - III. Before cancelling a contract and taking further action, advice of senior most finance person available in the office and of legal adviser or legal assistant posted in the office, if there is one, may be obtained.
- b) Termination for Insolvency**
- RISL may at any time terminate the Contract by giving a written notice of at least 30 days to the supplier/ selected bidder, if the supplier/ selected bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the supplier/ selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to RISL.
- c) Termination for Convenience**
- I. RISL, by a written notice of at least 30 days sent to the supplier/ selected bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.
  - II. Depending on merits of the case the supplier/ selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.
  - III. The Goods that are complete and ready for shipment within twenty-eight (28) days after the supplier's/ selected bidder's receipt of the Notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:
    - a. To have any portion completed and delivered at the Contract terms and prices; and/or
    - b. To cancel the remainder and pay to the supplier/ selected bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the supplier/ selected bidder.

## **6.22. Exit Management**

### **a) Preamble**

- I. The word 'parties' include the procuring entity and the selected bidder.
- II. This Schedule sets out the provisions, which will apply on expiry or termination of the Project Implementation and Operations and Management of SLA.
- III. In the case of termination of the Project Implementation and/ or Operation and



Management SLA due to illegality, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.

- IV. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

**b) Transfer of Assets**

- I. The selected bidder may continue work on the assets for the duration of the exit management period which may be as decided by purchaser period from the date of expiry or termination of the agreement, if required by RISL to do so. During this period, the selected bidder will transfer all the assets in good working condition and as per the specifications of the bidding document including the ones being upgraded to the department/ designated agency. The security deposit/ performance security submitted by selected bidder will only be returned after the successful transfer of the entire project including its infrastructure.
- II. The selected bidder, if not already done, will transfer all the Software Licenses under the name of the RISL as desired by the procuring entity during the exit management period.
- III. RISL during the project implementation phase and the operation and management phase shall be entitled to serve notice in writing to the selected bidder at any time during the exit management period requiring the selected bidder to provide RISL/DoIT&C or its nominated agencies with a complete and up-to-date list of the assets within 30 days of such notice.
- IV. Upon service of a notice, as mentioned above, the following provisions shall apply: -
  - a. In the event, if the assets which to be transferred to RISL mortgaged to any financial institutions by the selected bidder, the selected bidder shall ensure that all such liens and liabilities have been cleared beyond any doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to RISL or its nominated agencies.
  - b. All title of the assets to be transferred to RISL or its nominated agencies pursuant to clause(s) above shall be transferred on the last day of the exit management period. All expenses occurred during transfer of assets shall be borne by the selected bidder.
  - c. That on the expiry of this clause, the selected bidder and any individual assigned for the performance of the services under this clause shall handover or cause to be handed over all confidential information and all other related material in its possession, including the entire established infrastructure supplied by selected bidder to RISL.
  - d. That the products and technology delivered to RISL during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by selected bidder to other locations apart from the locations mentioned in the this bidding document without prior written notice and approval of RISL. Supplied hardware, software & documents etc., used by selected bidder for RISL shall be the legal properties of RISL.

**c) Cooperation and Provision of Information during the exit management period**

- I. The selected bidder will allow RISL or its nominated agencies access to the information reasonably required to define the current mode of operation associated with the provision of the services to enable RISL or its nominated agencies to assess the existing services being delivered.

- II. The selected bidder shall provide access to copies of all information held or controlled by them which they have prepared or maintained in accordance with the Project Implementation, the Operation and Management SLA and SOWs relating to any material aspect of the services provided by the selected bidder. RISL or its nominated agencies shall be entitled to copy all such information comprising of details pertaining to the services rendered and other performance data. The selected bidder shall permit RISL or its nominated agencies and/ or any replacement operator to have reasonable access to its employees and facilities as reasonably required by RISL or its nominated agencies to understand the methods of delivery of the services employed by the selected bidder and to assist appropriate knowledge transfer.

**d) Confidential Information, Security and Data**

The selected bidder will promptly on the commencement of the exit management period supply to RISL or its nominated agencies the following:

- I. Documentation relating to Intellectual Property Rights;
- II. Project related data and confidential information;
- III. All current and updated data as is reasonably required for purposes of RISL or its nominated agencies transitioning the services to its replacement selected bidder in a readily available format nominated by RISL or its nominated agencies; and
- IV. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable RISL or its nominated agencies, or its replacement operator to carry out due diligence in order to transition the provision of the services to RISL or its nominated agencies, or its replacement operator (as the case may be).
- V. Before the expiry of the exit management period, the selected bidder shall deliver to RISL or its nominated agencies all new or up-dated materials from the categories set out above and shall not retain any copies thereof.

**e) Transfer of certain agreements**

- I. On request by Procuring entity or its nominated agencies, the selected bidder shall effect such assignments, transfers, innovations, licenses and sub-licenses as Procuring entity or its nominated agencies may require in favour of procuring entity or its nominated agencies, or its replacement operator in relation to any equipment lease, maintenance or service provision agreement between selected bidder and third party lessors, operators, or operator, and which are related to the services and reasonably necessary for carrying out of the replacement services by RISL or its nominated agencies, or its replacement operator.
- II. Right of Access to Premises: At any time during the exit management period and for such period of time following termination or expiry of the SLA, where assets are located at the selected bidder's premises, the selected bidder will be obliged to give reasonable rights of access to (or, in the case of assets located on a third party's premises, procure reasonable rights of access to RISL or its nominated agencies, and/ or any replacement operator in order to inventory the assets.

**f) General Obligations of the selected bidder**

- I. The selected bidder shall provide all such information as may reasonably be necessary to effect as seamless during handover as practicable in the circumstances to RISL or its nominated agencies or its replacement operator



and which the operator has in its possession or control at any time during the exit management period.

- II. The selected bidder shall commit adequate resources to comply with its obligations under this Exit Management Clause.

**g) Exit Management Plan**

- I. The selected bidder shall provide RISL or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs.
- II. A detailed program of the transfer process that could be used in conjunction with a replacement operator including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and
- III. Plans for the communication with such of the selected bidder's, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on RISL operations as a result of undertaking the transfer; and
- IV. If applicable, proposed arrangements and Plans for provision of contingent support in terms of business continuance and hand holding during the transition period, to RISL or its nominated agencies, and Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.
- V. The Bidder shall re-draft the Exit Management Plan annually after signing of contract to ensure that it is kept relevant and up to date.
- VI. Each Exit Management Plan shall be presented by the selected bidder to and approved by RISL or its nominated agencies.
- VII. In the event of termination or expiry of SLA, Project Implementation, Operation and Management SLA or SOWs each party shall comply with the Exit Management Plan.
- VIII. During the exit management period, the selected bidder shall use its best efforts to deliver the services.
- IX. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.
- X. It would be the responsibility of the selected bidder to support new operator during the transition period.

## **7. SETTLEMENTS OF DISPUTES**

Any dispute arising out of the contract shall be as per the provisions of Arbitration & Conciliation Act. 1996 and respective amendments of this act.

## 8. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT

### 8.1. Payment Terms and Schedule

- a) Payment schedule - Payments to the bidder, after successful completion of the target milestones and delivery of the specified project deliverables as per clause no. 4.3 of Chapter-4, would be made as under: -

#### Deliverable linked to Project Activity (NOC):

S.No.	Milestone	Deliverable (Reports/ Documents)	Time Schedule	Payment Schedule
1	Onsite Team Deployment	<input type="checkbox"/> Deployment/ Joining Report of Team	<input type="checkbox"/> T1 <sup>\$</sup> = T+30 Days	<input type="checkbox"/> NA
2	Undertake activities Mentioned in Scope of Work Section 4.1.1.1.	<input type="checkbox"/> Submission of URS report	<input type="checkbox"/> T2 = T+ 30 Days	<input type="checkbox"/> NA
3	Undertake activities Mentioned in Scope of Work Section 4.1.1.2. – 4.1.1.8.	<input type="checkbox"/> Configuration & Deployment document with final source code in two sets of DVDs along with source code and/or license of third-party API/any other software used  <input type="checkbox"/> UAT Report  <input type="checkbox"/> Go-live of application by RISL/ Department / DoIT &C.  <input type="checkbox"/> Monthly Attendance Report of Onsite Deployed Manpower	<input type="checkbox"/> T3 = T + 120 Days	<input type="checkbox"/> 85 % of Quoted Study, Design & Development Cost i.e. Financial Bid S.No.1
4	Undertake activities Mentioned in Scope of Work Section 4.1.3.	<input type="checkbox"/> Quarterly satisfactory performance reports including report on Bugs/ Problems/ Complaints reported and resolved/	<input type="checkbox"/> Within 30 days of passing of each quarter starting from the date of commissioning	<input type="checkbox"/> Remaining 15% of Quoted Study, Design & Development Cost i.e. Financial Bid

S.No.	Milestone	Deliverable (Reports/ Documents)	Time Schedule	Payment Schedule
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		Attendance Report of onsite deployed manpower <input type="checkbox"/> responsibilities and timeline of completion for each enhancement/ requirement and bugs being reported (In case of new Development during O&M period)	<input type="checkbox"/> Once every month (by 15 <sup>th</sup> of each month)	S.no.1 + Quoted Operations & Maintenance cost i.e. Financial Bid Table 1 S.No. 2 will be equally spread over 3 years payable quarterly.  <input type="checkbox"/> Note: O&M Cost will be paid quarterly after making adjustments for penalties as per SLA/ Performance
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**\*T= Date of Letter of Work order**

**<sup>\$</sup>T1 = Delay in deployment of onsite manpower will be the cause of applicable SLA penalties**

**Deliverable linked to Project Activity (HTE website):**

S.No	Reference to SOW	Deliverable	Timeline (Indicative) in Days	Due Payment
<b>New Website / Portal Development</b>				
1.	Undertake all activities mentioned	<ul style="list-style-type: none"> <li>Design Document, Source Code and deployment of website on corresponding technology mentioned by RISL</li> <li>User Acceptance Certificate</li> </ul>	T0+120 days	85% of the work order value quoted for development of website in respective technology
2.	Undertake all activities mentioned	<ul style="list-style-type: none"> <li>Quarterly Satisfactory Maintenance Report</li> </ul>	Quarterly, within 15 days from start of subsequent quarter	15% of the WO value in subsequent three years in 3 Yearly instalments

**Please Note:** formats of all the deliverables shall be proposed by bidder which shall be further approved by RISL.

- The bidder's request for payment shall be made to the purchaser in writing, accompanied by invoices describing, as appropriate, the related services performed, and by the required documents submitted pursuant to general conditions of the contract and upon fulfilment of all the obligations stipulated in the Contract.
- The currency or currencies in which payments shall be made to the bidder under this Contract shall be Indian Rupees (INR) only.

- c) All remittance charges will be borne by the bidder.
- d) In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.
- e) Any payment of submitted invoices will only be processed once the sign-off will be provided by RISL on the required submitted deliverables as per RFP.
- f) Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.
- g) Taxes, as applicable, at the time of billing will be deducted/ paid as per the prevalent rules and regulations.
- h) The payment of last quarter of the contract period will be released only & after decision taken by RISL towards maintenance of system. The selected bidder shall handover all intellectual assets/ source code/ any other project related properties and get sign off from the agency appointed by RISL or RISL/ DoIT& C.

## 8.2. Service Level Standards/ Requirements/ Agreement

Total penalties except those defined in “Penalty on absence of Resources” shall not be higher than 20% of Agreed Quarterly Payment for respective quarter whereas total penalty including penalties towards “Penalty on absence of Resources” shall not be higher than the Agreed Quarterly Payment for respective quarter.

### 1. Penalty on Non-Availability/ Non Accessibility of the application:

- ❖ The bidder shall also ensure that the application should be accessible and available for 24X7.
- ❖ In case of Non-Availability/ Non Accessibility of the application, penalty shall be deducted as follows:

Overall Non-Availability/ Non-accessibility	Penalty in % of the quarterly payable amount	
	PBH	NPBH
upto 2 Hr	No Penalty	No Penalty
upto 4 Hrs	2 %	1 %
upto 8 Hrs	6 %	5%
upto 12 Hrs/ 1 Day	10%	9%
> 12 Hrs/ 1 Day	10% and additional 10% per additional 12 Hrs/ 1 Day downtime (subject to max 50%)	9% per day and additional 9% per additional 12 Hrs/ 1 Day downtime (Subject to max 50%)
Note: Down-time of 2 days in a month for consecutive 2 months may be treated as breach of contract. Also, the penalty defined in this section shall be used only when the software/ application is not accessible/ functional/ active, but the hardware is functional at the respective site.		

- Note:**
- a. Prime Business Hours (PBH): 05:00 AM to 09:00 PM (16 Hours)
  - b. Non-Prime Business Hours (NPBH): 09:00 PM to 05:00 AM (8 Hours)
  - c. Non-availability/ non-accessibility of the application will be considered if any module/ sub-module/ functionality/ services of the deployed application is not available/

accessed by any individual/ group of users of the application.

## 2. Penalty on Delay in Completion of Assigned Tasks in SPRINT/ Issue/ Bug Sheet:

- ❖ As mentioned in Scope of Work, the bidder is responsible to accomplish all task with in the specified timelines mentioned in finalised SPRINT/ Issue/ Bug Sheet.
- ❖ In case of Delay in implementation of Required Changes in the Software/ Application/ Delay in accomplishment of tasks mentioned in SPRINT/Issue/Bug Sheet, penalty shall be deducted as follows:

<b>Delay in implementation of Required Changes in the Software/ Application/ Delay in accomplishment of tasks mentioned in SPRINT/Issue/Bug Sheet in a Quarter</b>	<b>High priority ( Penalty in % of the quarterly payable amount)</b>	<b>Low priority ( Penalty in % of the quarterly payable amount)</b>
Upto 1 day	1%	NA
Upto 3 days	2%	1%
Upto 5 days	5%	2%
> 5 Days	10%	5%
Note: In case of delay in implementation of required changes/ new deployment, the delay shall be counted from the end of the decided timelines for completion of the changes.		

## 3. Penalty for replacement / Exit of a resource

- ❖ Replacement of resources shall generally not be allowed. The replacement of resource by bidder will be allowed (with penalty) only in case, the resource leaves the organization by submitting resignation with the present employer. If any resource is changed/replaced with the approval of Purchaser, no penalty will be levied.
- ❖ In case of continuous/ severe illness of the resource, the bidder is allowed (without penalty) to replace the resource.
- ❖ In case of failure to meet the standards of the purchaser, (which includes efficiency, cooperation, discipline and performance) bidder may be asked to replace the resource without any penalty for replacement/exit.
- ❖ The replaced resource will be accepted by the purchaser (RISL) only if he/she fulfils the minimum eligibility criteria as per RFP and is found suitable to the satisfaction of the purchaser. The outgoing resource should complete the knowledge transfer with the replaced resource as per the satisfaction of the purchaser (RISL). The supplier will have to replace a resource within 15 days or any other period specified by the bidder.
- ❖ The penalty per resource would be imposed in case of exit/replacement of resource from the project within below mentioned period starting from the date of deployment of respective resource:
  - I. Within 5 Month: Rs. 10,000 (Rupees Ten Thousand Only) per resource per instance.
  - II. After 5 Months and upto 1 Year: Rs. 5,000 (Rupees Five Thousand) per Resource
  - III. After 1 Year: Rs. 3,000 (Rupees Three Thousand) per Resource
- ❖ Purchaser is free to relieve any resource (apart from minimum committed numbers) at any time (beyond minimum committed period) during contract period without any penalty.

#### 4. Penalty on absence of Resources

- ❖ In the case of absence of a resource (apart from Government Holidays) during project period, no payment will be made for the days a resource is absent.
- ❖ In addition, following penalties will be levied for all absence of the respective resource without prior approval from OIC:

S.No.	Resource Deployment Description	Penalty on non-availability of resource per day
1	Project Manager cum Solution Architect	Rs. 5000/-
2	Sr. Software developer/DBA	Rs. 4000/-
3	Technical Support	Rs. 2000/-

- ❖ Penalty would be deducted from the applicable payments. All applicable penalties will be in addition to liquidated damages as described in Section below.
- ❖ Every resource shall be eligible for 18 leaves per year (proportionately divided for period of engagement in case not engaged for whole year). However, leave is not a right and, as per requirement of the project, project OIC may deny leave(s) to a particular resource(s).

#### 5. Quality of Services

- ❖ In case negative feedback is received repeatedly verbally or in writing against any of the resources deployed, the purchaser may issue written notice to the bidder for a suitable replacement.
- ❖ In case of failure to meet the standards of the purchaser, (which includes efficiency, cooperation, discipline and performance), the Purchaser on their own discretion may decide to replace the specific resource and issue written notice to the bidder for a suitable replacement.
- ❖ The selected agency shall be responsible to replace the resource(s) (of equivalent qualifications or above) within 30 days, unless otherwise applicable LD will be imposed as per RFP.
- ❖ The outgoing resource would complete the knowledge transfer with the replaced resource as per the satisfaction of the purchaser (RISL).

#### 8.3. Special Conditions of the Bid

- a) Price Validity- The quoted rate will remain unchanged during the entire contract period. However the Contract may be extended further for another One (01) Year on the basis of same terms and conditions.
- b) In-house development model
  - ❖ The selected onsite Resources will be deployed at DOIT&C/RISL, Jaipur or the location decided by DoIT&C/RISL in Rajasthan.
  - ❖ The Resource has to follow the working hours, working days and public Holidays of Government of Rajasthan. However, resource shall be available on a holiday if so is required by the purchaser. No extra payments will be made for working on extended hours / Saturdays / Sundays / Holidays to meet the committed/required time schedules

- ❖ For special events like Site Visit/ Non-availability of Bio-metric application/ Attendance application etc, the resources would be responsible to submit written application and take approval from OIC for those particular days.
- c) Resource shall get prior approval of purchaser before leaving headquarter, even if it is on a holiday

#### **8.4. Change Requests/ Management**

- a) An institutional mechanism will be set up for taking decisions regarding requests for changes. The Purchase Committee will set up a Change Control Committee with members from the procurement agency and the bidder. If it is unable to reach an agreement, the decision of the Purchase Committee will be final.
- b) RISL/DoIT&C may at any time, by a written order given to the bidder, make changes within the general scope of the Agreement in any one or more of the following: -
  - ❖ Requirements of functionalities of application and respective service to be provided under the Agreement are to be specifically developed and rendered for RISL/DoIT&C.
  - ❖ The method of deployment
  - ❖ The place of services to be provided by the bidder
- c) The change request/ management procedure will follow the following steps: -
  - ❖ Identification and documentation of the need for the change - The information related to initiator, initiation date and details of change required and priority of the change will be documented by RISL/DoIT&C.
  - ❖ Analysis and evaluation of the Change Request - Impact of the change in terms of the estimated effort, changed schedule & cost impact will be analysed and documented by the bidder.
  - ❖ Implementation of the change – The change will be implemented in accordance to the agreed cost, effort, and schedule by the bidder.
  - ❖ Verification of the change - The change will be verified by RISL/DoIT&C on implementation of the change request.
- d) All changes outside the scope of services agreed to herein which may have likely financial implications in terms of the overall cost/ time of the project shall be undertaken by bidder only after securing the express consent of RISL/DoIT&C. In the event that the consent of RISL/DoIT&C is not received then the change will not be carried out.
- e) While approving any change request, if required, RISL/DoIT&C may ask the bidder to deploy the required resources on-site.
- f) If any such change outside the scope of services agreed to herein causes an increase or decrease in cost of, or the time required for, bidder's performance of any provisions under the Agreement, equitable adjustments shall be made in the Agreement Price or Delivery Schedule, or both, and the Agreement shall accordingly be amended. Any claims by firm for adjustment under this must be asserted within 30 (thirty) days from the date of bidder receiving the RISL/DoIT&C change order which shall not be unreasonably withheld or delayed.



**ANNEXURE-1: COVERING LETTER FOR TECHNICAL BID**

Date:

[Signature of staff member or authorized representative of the staff] Day/Month/Year Full name of authorized representative:

To,

Managing Director,

RajCOMP Info Services Ltd.,

C-Block, 1st Floor, Yojna Bhawan, Tilak Marg, C-Scheme, Jaipur

Rajasthan

Reference. RFP No. ....Dated.....

Sir,

We, the undersigned, offer to provide the consulting services for the above in accordance with your Request for Proposal dated , and our proposal. We are hereby submitting our proposal, which includes this Technical proposal and Financial Proposal submitted through e-Procurement Portal. Our proposal is binding upon us. We understand that you are not bound to accept any Proposal you receive.

We hereby offer to provide the Services at the quoted rates mentioned in the Financial Bid.

We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.

We enclose herewith the complete Technical Bid as required by you. This includes: This Bid Letter and Bid Particulars.

We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Technical Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the RFP and the conditions of the Contract applicable to this RFP and we do hereby undertake to provide services as per these terms and conditions.

Certified that the Bidder is a Company and the person signing the tender is the duly constituted attorney. Bid Security (Earnest Money) for an amount equal to Rs.\_\_\_\_\_is enclosed in the cover containing the letter for Technical Bid.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this DD/MM/YYYY (Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company) Seal/Stamp of bidder

Witness Signature: Witness Name: Witness Address:



## ANNEXURE-2: TECHNICAL BID DOCUMENTS

S.No.	Particular	List of Documents (To be filled by bidder)	Reference Page No. (To be filled by bidder)
	<b>Fee Details</b>		
1.	Technical Bid Cover letter, Bidding document Fee (Tender Fee), RISL Processing Fee (e-Procurement)	Instrument/ Proof of submission (FEE.PDF) • Scanned copy of Fee Receipt/DD/Banker Cheque Along with Annexure-1 (Technical Bid cover letter)	
<b>Eligibility Documents (As per Clause no. 3.1. Pre-Qualification Criteria)</b>			
2.	Bidder's Authorisation Certificate	a. As per Annexure-3 b. copy of PoA/ Board resolution stating that Auth. Signatory (DSC holder) can sign the bid/ contract on behalf of the firm. (AUTH.PDF)	
3.	Certificate of Conformity/ No Deviation	As per Annexure-4 (PDF)	
4.	Legal Entity	a. Copy of valid Registration Certificates or Copy of Certificates of incorporation b. Copy of Certificate of Name Change (If any)	
5.	Financial: Turnover from Software Development	CA Certificate with CA's Registration Number/ Seal and UDIN	
6.	Financial Net Worth	CA Certificate with CA's Registration Number/ Seal and UDIN	
7.	Technical Capability	Project-wise (Upto Three Projects) set of documents as follows: a. Annexure-5 per project reference And A Set of documents mentioned in section 3.1. for the criteria	

8.	Tax registration	a. Income Tax / PAN number GSTN where his business is located	
9.	Certification	Copy of valid CMMi Level 3 Certification	
10.	Mandatory Undertaking	A Self Certified letter as per Annexure-6: Self-Declaration	
11.	Project Understanding	A self-certified proposal document with the details as perAnnexure- 15	
12.	Others (if any)	Other Documents which are leftabove as per the RFP	

**ANNEXURE-3: BIDDER'S AUTHORIZATION CERTIFICATE**

To,

{Procuring entity},

\_\_\_\_\_

\_\_\_\_\_

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with NIB reference No.

\_\_\_\_\_ dated \_\_\_\_\_. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the

Organization: -Date: \_\_\_\_\_

Place: \_\_\_\_\_

Verified Signature:

Contact No of authorised person: -

Email ID of authorised person: -

(Organization domain email id)

**ANNEXURE-4: CERTIFICATE OF CONFORMITY/ NO DEVIATION**

{To be submitted by the bidder only on his Letter Head duly signed by Auth. Sign.}

To,

The Chairman cum Managing Director (CMD),

RajCOMP Info Services Limited (RISL),

First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

**CERTIFICATE**

Also, I/ we have thoroughly read the bidding document and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the bidding Document.

Thanking you,

Name of the Bidder:

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

## ANNEXURE-5: FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR PRE-QUALIFICATION EXPERIENCE

Project Name:	Value of Contract/Work Order (In INR):
Country:	Project Duration:
Location within country:	
Name of Customer:	Total No. of staff-months of the assignment:
Contact person with address, phone, fax and e-mail:	Approx. value of the services provided by your company under the contract (in INR):
Start date (month/year):	
Completion date (month/year):	
Name of associated Bidders, if any:	
Narrative description of Project:	
List of Services provided by your firm/company	

**ANNEXURE-6: SELF-DECLARATION**

To,

{Procuring entity},  
\_\_\_\_\_

In response to the NIB Ref.

No. \_\_\_\_\_ dated \_\_\_\_\_  
\_\_\_\_\_ for \_\_\_\_\_{Project \_\_\_\_\_ Title}, as an Owner/ Partner/ Director/ Auth.  
Sign. of \_\_\_\_\_\_\_\_\_\_, I/ We hereby declare that  
presently our Company/firm \_\_\_\_\_, at the time of bidding,:-

- a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.
- d) does not have any previous transgressions with any entity in India or any other country during the last three years
- e) does not have any debarment by any other procuring entity
- f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- g) does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- h) does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
- i) will comply with the code of integrity as specified in the bidding document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by GoR, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,

Name of the Bidder:-

Authorised Signatory: -

Seal of the Organization: -

Date: \_\_\_\_\_

Place: \_\_\_\_\_

## ANNEXURE-7: PRE-BID QUERIES FORMAT

Name of the Company/Firm: \_\_\_\_\_

Bidding Document Fee Receipt No. Dated for Rs. /-

Name of Person(s) Representing the Company/ Firm:

Name of Person	Designation	Email-ID(s)	Tel. Nos. & Fax Nos.

### Company/Firm Contacts:

Contact Person(s)	Address for Correspondence	Email-ID(s)	Tel. Nos. & Fax Nos.

Query / Clarification Sought:

S.No.	RFP Page No.	RFP RuleNo.	Rule Details	Query/ Suggestion/Clarification

*Note: - Queries must be strictly submitted only in the prescribed format (.XLS/ .XLSX). Queries not submitted in the prescribed format will not be considered/ responded at all by the procuring entity.*



## ANNEXURE-8: FINANCIAL BID COVER LETTER & FORMAT

### COVER LETTER

To,

{Procuring Entity},

\_\_\_\_\_

Reference: NIB No. : \_\_\_\_\_ Dated: \_\_\_\_\_

Dear Sir,

We, the undersigned bidder, Having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, Minimum Qualification criteria of resources, Service Level Standards & in conformity with the said bidding document for the same.

I / We undertake that the prices are in conformity with the specifications prescribed. The quote/ price are inclusive of all cost likely to be incurred for executing this work. The prices are inclusive of all type of govt. taxes/duties as mentioned in the financial bid (BoQ).

I / We undertake, if our bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the schedule of Requirements.

I/ We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee as prescribed in the bidding document.

I / We agree to abide by this bid for a period of \_\_\_ days after the last date fixed for bid submission and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that you are not bound to accept the lowest or any bid you may receive.

We agree to all the terms & conditions as mentioned in the bidding document and submit that we have not submitted any deviations in this regard.

Date:

Authorized Signatory

Name:

Designation:

## **Financial Bid Format**

### **Indicative Financial Bid Format**

- This is an indicative BoQ. The BoQ available at e-procurement portal shall be considered as final.}
- Bidder has to quote compulsorily in all items otherwise complete bid will be rejected.
- GST shall be paid on actuals as per prevailing rates.
- This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only.
- The grand total of the total of quoted rates in the BOQ shall be used for evaluation of this tender
- The rates Quoted on S NO 3,4 are for reference purpose only and will be used for additional requirement in future.

The Bidders needs to submit their Financial Proposal at e-procurement website as per the below mentioned templates:

<b>Tender Inviting Authority: Managing Director, RISL</b>					
<b>Name of Work: RFP for Selection of Agency for study, design, development, and implementation of Unified NOC Management System (UNMS)</b>					
<b>NIT Ref. No.:</b>				<b>Dated: XX-XX-2022</b>	
<b>Bidder Name:</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6 = 5X4</b>
<b>S. No.</b>	<b>Description</b>	<b>Unit</b>	<b>Q ty</b>	<b>Base Unit Cost (in INR) (inclusive of all taxes, levies, and duties applicable but excluding GST)</b>	<b>Total Price InFigures (in INR) (inclusive of all taxes, levies, and duties applicable but excluding GST)</b>
1	Study, Design & Development	Lumpsum	1		
2	Operations & Maintenance	No. of Years	3		
3	Senior Software Developers	Man month	10		
4	Technical support	Man month	24		
5	Upgradation/ Restructuring/Development of HTE Website	Lumpsum	1		
<b>Total in Figures</b>					
<b>Total in Words</b>					

**ANNEXURE-9: BANK GUARANTEE FORMAT**

{to be submitted by the bidder's bank}

**BANK GUARANTEE FORMAT –BID SECURITY**

(To be stamped in accordance with Stamp Act and to be issued by a Nationalised/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan)

To,

The Managing Director,

RajCOMP Info Services Limited (RISL),

First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005(Raj).

Sir,

1. In accordance with your Notice Inviting Bid for <please specify the project title> vide NIBreference no. <please specify>M/s ..... (Name & full address of the firm)  
(Hereinafter called the "Bidder") hereby submits the Bank Guarantee to participate in the said procurement/ bidding process as mentioned in the bidding document.

It is a condition in the bidding documents that the Bidder has to deposit Bid Security amounting

to <Rs. \_\_\_\_\_> (Rupees <in words>) in respect to the NIB Ref. No.

dated \_\_\_\_\_ issued by RISL, First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur, Rajasthan (hereinafter referred to as "RISL") by a Bank Guarantee from a Nationalised Bank/ Scheduled Commercial Bank having its branch at Jaipur irrevocable and operative till the bid validity date (i.e. <please specify> days from the date of submission of bid). It may be extended if required in concurrence with the bid validity.

And whereas the Bidder desires to furnish a Bank Guarantee for a sum of <Rs. (Rupees <in words>)> to the RISL as earnest money deposit.

2. Now, therefore, we the ..... (Bank), a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act, 1969 (delete, if not applicable) and branch Office at ..... (Hereinafter referred to as the Guarantor)  
do hereby undertake and agree to pay forthwith on demand in writing by the RISL of the said guaranteed amount without any demur, reservation or recourse.
3. We, the aforesaid bank, further agree that the RISL shall be the sole judge of and as to whether the Bidder has committed any breach or breaches of any of the terms costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL on account thereof to the extent of the Earnest Money required to be deposited by the Bidder in respect of the said bidding document and the decision of the RISL that the Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL shall be final and binding on us.
4. We, the said Bank further agree that the Guarantee herein contained shall remain in full force and effect until it is released by the RISL and it is further declared that it shall not

be necessary for the RISL to proceed against the Bidder before proceeding against the Bank and the Guarantee herein contained shall be invoked against the Bank, notwithstanding any security which the RISL may have obtained or shall be obtained from the Bidder at any time when proceedings are taken against the Bank for whatever amount that may be outstanding or unrealized under the Guarantee.

5. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.
6. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.
7. The right of the RISL to recover the said amount of <Rs. (Rupees <in words>)> from us in manner aforesaid will not be precluded/ affected, even if, disputes have been raised by the said M/s. ....(Bidder) and/ or dispute or disputes are pending before any court, authority, officer, tribunal, arbitrator(s) etc..
8. Notwithstanding anything stated above, our liability under this guarantee shall be restricted to <Rs. (Rupees <in words>)> and our guarantee shall remain in force till bid validity period i.e. <please specify>days from the last date of bid submission and unless a demand or claim under the guarantee is made on us in writing within three months after the Bid validity date, all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liability thereunder.
9. This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.
10. We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

Date ..... (Signature) .....

Place ..... (Printed Name) .....

(Designation) .....

(Bank's common seal) .....

In presence of:

WTTNESS (with full name, designation, address & official seal, if any)

(1) .....

.....

(2) .....

.....

### Bank Details

Name & address of Bank:

Name of contact person of Bank:

Contact telephone number:

### GUIDELINES FOR SUBMISSION OF BANK GUARANTEE

The Bank Guarantee shall fulfil the following conditions in the absence of which they cannot be considered valid: -

1. Bank Guarantee shall be executed on non-judicial stamp paper of applicable value purchased in the name of the bank.
2. Two persons should sign as witnesses mentioning their full name, designation, address and office seal (if any).
3. The Executor (Bank Authorities) may mention the power of attorney No. and date of execution in his/ her favour authorizing him/ her to sign the document. The Power of Attorney to be witnessed by two persons mentioning their full name and address.
4. The Bank Guarantee should be executed by a Nationalised Bank/ Scheduled Commercial Bank only.
5. Non – Judicial stamp paper shall be used within 6 months from the date of Purchase of the same. Bank Guarantee executed on the non-judicial stamp paper after 6 (six) months of the purchase of such stamp paper shall be treated as non-valid.
6. The contents of Bank Guarantee shall be strictly as per format prescribed by RISL.
7. Each page of Bank Guarantee shall bear signature and seal of the Bank and B.G. number.
8. All corrections, deletions etc. in the Bank Guarantee should be authenticated by signature of Bank Officials signing the Bank Guarantee.
9. Bank should separately send through registered post/courier a certified copy of Bank Guarantee, mentioning Bid reference, Bid title and bidder name, directly to the Purchaser at the following address:

## **BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG)**

(To be stamped in accordance with Stamp Act and on a Stamp Paper purchased from Rajasthan State only and to be issued by a Nationalised/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan)

To,  
The Managing Director,  
RajCOMP Info Services Limited (RISL),  
First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

1. In consideration of the RajCOMP Info Services Limited (hereinafter called "RISL") having agreed to exempt M/s .....(hereinafter called "the said Contractor(s)" from the demand, under the terms and conditions of an Agreement No.....dated.....made.....between the  
RISL through..... and.....(Contractor) for the work (hereinafter called "the said Agreement") of Security Deposit for the due fulfilment by the said Contractor (s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs.....(Rupees .....only), we .....(indicate the name of the Bank), (hereinafter referred to as "the Bank") at the request of Contractor(s) do hereby undertake to pay to the RISL an amount not exceeding Rs..... (Rupees.....only) on demand.
2. We..... (Indicate the name of Bank), do hereby undertake to pay Rs..... (Rupees. .... only), the amounts due and payable under this guarantee without any demur or delay, merely on a demand from the RISL. Any such demand made on the bank by the RISL shall be conclusive as regards the amount due and payable by the Bank under this guarantee. The Bank Guarantee shall be completely at the disposal of the RISL and We..... (Indicate the name of Bank), bound ourselves with all directions given by RISL regarding this Bank Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees. .... only).
3. We.....(indicate the name of Bank), undertake to pay to the RISL any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal or Arbitrator etc. relating thereto, our liability under these presents being absolute, unequivocal and unconditional.
4. We.....(indicate the name of Bank) further agree that the performance guarantee herein contained shall remain in full force and effective up to <DATE> and that it shall continue to be enforceable for above specified period till all the dues of RISL under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till the RISL certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee.
5. We .....(indicate the name of Bank) further agree with the RISL that the RISL shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the RISL against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on

the part of the RISL or any indulgence by the RISL to the said Contractor(s) or by any such matter or thing whatsoever which would but for this provision, have effect of so relieving us.

6. The liability of us (indicate the name of Bank), under this guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).
7. We ..... (indicate the name of Bank), lastly undertake not to revoke this guarantee except with the previous consent of the RISL in writing.
8. This performance Guarantee shall remain valid and in full effect, until it is decided to be discharged by the RISL. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs. .... (Rupees. only).
9. It shall not be necessary for the RISL to proceed against the contractor before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank notwithstanding any security which the RISL may have obtained or obtain from the contractor.
10. We (indicate the name of Bank) verify that we have a branch at Jaipur. We undertake that this Bank Guarantee shall be payable at any of its branch at Jaipur. If the last day of expiry of Bank Guarantee happens to be a holiday of the Bank, the Bank Guarantee shall expire on the close of the next working day.
11. We hereby confirm that we have the power(s) to issue this guarantee in your favor under the memorandum and articles of Association/constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power(s) and has/have full power(s) to execute this guarantee for the power of attorney issued by the bank.

Dated.....day of ..... For and on behalf of the <Bank> (indicate the Bank)

Signature

(Name & Designation)

Bank's Seal

The above performance Guarantee is accepted by the RISL  
For and on behalf of the RISL

Signature  
(Name & Designation)



**ANNEXURE-10: MEMORANDUM OF APPEAL UNDER THE RTPP ACT, 2012**

Appeal No .....of .....

Before the..... (First/ Second Appellate Authority)

## 1. Particulars of appellant:

- a. Name of the appellant:<please specify>
- b. Official address, if any: <please specify>
- c. Residential address:<please specify>

## 2. Name and address of the respondent(s):

- a. <please specify>
- b. <please specify>
- c. <please specify>

## 3. Number and date of the order appealed against and name and designation of the officer/ authority who passed the order (enclose copy), ora statement of a decision, action or omission of the procuring entity in contravention to the provisions of the Act by which the appellant is aggrieved:&lt;please specify&gt;

## 4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative:&lt;please specify&gt;

## 5. Number of affidavits and documents enclosed with the appeal:&lt;please specify&gt;

## 6. Grounds of appeal (supported by an affidavit) :&lt;please specify&gt;

## 7. Prayer:&lt;please specify&gt;

Place .....

Date .....

Appellant's Signature

## ANNEXURE-11- QUALIFICATION AND EXPERIENCE OF THE REQUIRED RESOURCES

S.No.	Resource	technology	Desirable Qualification and Experience
1	Project Manager cum Solution Architect	<ul style="list-style-type: none"> <li>Angular/ .NET/ PHP</li> </ul>	<ul style="list-style-type: none"> <li>B.E/ B.Tech / MCA / MSc in Computer specialization in computers or graduation or above from correspondence/ part time with additional 4+ years of proven experience of application development/ team lead/ solution architecting.</li> <li>Fluency in English/ Hindi</li> <li>8+ years' experience of managing large software development projects and must have core development skills as full stack developers. The candidate must have independently handled at least two large projects on all aspects from concept stage to implementation. They should be strong in the assessment of project needs and their resolutions, system integration, quality assurance besides handling project teams. They should be aware of software, mobile and telecom technology tools and deployment issues. The candidates should have strength in technology, domain and application development and process leadership quantities to lead a team</li> </ul>
2	DBA	MsSQL/MySQL	<ul style="list-style-type: none"> <li>B.E/ B.Tech / MCA / MSc specialization in computers or equivalent.</li> <li>Fluency in English/ Hindi</li> <li>3+ years' experience of managing database/database optimization/Database development and integration with software application/closely work with application teams for database management</li> </ul>
3	Sr. Software Developer	Angular/ .NET/ PHP	<ul style="list-style-type: none"> <li>B.E/ B.Tech / MCA / MSc specialization in computers or equivalent.</li> <li>Fluency in English/ Hindi</li> <li>5+ years' experience of managing large software development projects. The candidate must have independently handled at least two large projects on all aspects from concept stage to implementation. They should be strong in the assessment of project needs and their resolutions, system integration, quality assurance besides handling project teams. They should be aware of software,</li> <li>Mobile and telecom technology tools and deployment issues.</li> </ul>

4.	Project Coordinator & Technical Support		<ul style="list-style-type: none"><li>• B.E/ B.Tech / MCA/ Masters Degree (CS/ CA/ IT)/BA/BCOM</li><li>• Fluency in English/ Hindi</li></ul> 2+ years of post-qualification and relevant work experience in management/ requirement gathering/Testing coordination and implementation support of IT/ ITes projects/ Technical Support/ Testing
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## ANNEXURE-12: FORMAT FOR CVs

<b>Format for the Profiles</b>	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none"> <li>○ Degree</li> <li>○ Academic institution graduated from</li> <li>○ Year of graduation</li> <li>○ Specialization (if any)</li> <li>Key achievements and other relevant information (if any)</li> </ul>	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company (the SDA)	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: <ul style="list-style-type: none"> <li>Organizations worked for in the past               <ul style="list-style-type: none"> <li>○ Organization name</li> <li>○ Duration and dates of entry and exit</li> <li>○ Designation</li> <li>○ Location(s)</li> <li>○ Key responsibilities</li> </ul> </li> <li>• Prior project experience               <ul style="list-style-type: none"> <li>○ Project name</li> <li>○ Client</li> <li>○ Key project features in brief</li> <li>○ Location of the project</li> <li>○ Designation</li> <li>○ Role</li> <li>○ Responsibilities and activities</li> <li>○ Duration of the project</li> <li>○ Total team size</li> </ul> </li> </ul> Please provide only relevant projects.	
Proficient in languages (Against each language listed indicate if read/write/both)	

**ANNEXURE-13: DRAFT AGREEMENT FORMAT**

{to be mutually signed by bidder and procuring entity}

This Contract is made and entered into on this \_\_\_\_\_ day of \_\_\_\_\_, 2016 by and between RajCOMP Info Services Limited (RISL), having its head office at First Floor, Yojana Bhawan, TilakMarg, C-Scheme, Jaipur-302005, Rajasthan (herein after referred to as Purchaser/ RISL) which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on ONE PART

And

M/s \_\_\_\_\_, a company registered under the Indian Companies Act, 1956 with its registered office at \_\_\_\_\_ (herein after referred as the "Successful Bidder/Supplier") which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on the OTHER PART.

Whereas,

Purchaser is desirous of appointing an agency for <project title> as per the Scope of Work and Terms and Conditions as set forth in the RFP document dated \_\_\_\_\_ of <NIB No \_\_\_\_\_>.

And whereas

M/s \_\_\_\_\_ represents that it has the necessary experience for carrying out the overall work as referred to herein and has submitted a bid and subsequent clarifications for providing the required services against said NIB and RFP document issued in this regard, in accordance with the terms and conditions set forth herein and any other reasonable requirements of the Purchaser from time to time.

And whereas

Purchaser has accepted the bid of supplier and has placed the Work Order vide Letter No. \_\_\_\_\_ dated \_\_\_\_\_, on which supplier has given their acceptance vide their Letter No. \_\_\_\_\_ dated \_\_\_\_\_.

And whereas

The supplier has deposited a sum of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_) in the form of \_\_\_\_\_ ref no. \_\_\_\_\_ dated \_\_\_\_\_ of \_\_\_\_\_ Bank and valid up to \_\_\_\_\_ as security deposit for the due performance of the contract.

Now it is hereby agreed to by and between both the parties as under: -

1. The NIB Ref. No. \_\_\_\_\_ dated \_\_\_\_\_ and RFP document dated \_\_\_\_\_ issued by RISL along with its enclosures/ annexures, wherever applicable, are deemed to be taken as part of this contract and are binding on both the parties executing this contract.
2. In consideration of the payment to be made by RISL to M/s. .... at the

rates set forth

in the LOI no. \_\_\_\_\_ dated \_\_\_\_\_ will duly supply the said articles/

services set forth thereof and provide related services in the manner set forth in the RFP, alongwith its enclosures/ annexures and Technical Bid along with subsequent clarifications submittedby supplier.

3. The RISL do hereby agree that if supplier shall duly supply the said articles and provide relatedservices in the manner aforesaid observe and keep the said terms and conditions of the RFP and Contract, the RISL will pay or cause to be paid to supplier, at the time and the manner set forth in the said conditions of the RFP, the amount payable for each and every project milestone& deliverable. The mode of Payment will be as specified in the RFP document.
4. The timelines for the prescribed Scope of Work, requirement of services and deployment of technical resources shall be effected from the date of LOI i.e. \_\_\_\_\_ and completed bysupplier within the period as specified in the RFP document.
5. In case of extension in the delivery and/ or installation period/ completion period with liquidateddamages, the recovery shall be made on the basis of following percentages of value of stores/ works which supplier has failed to supply/ install/ complete: -

• Delay up to one fourth period of the prescribed delivery period, successful installation & completion of work	2.5%
• Delay exceeding one fourth but not exceeding half of the prescribed delivery period, successful installation & completion of work.	5.0%
• Delay exceeding half but not exceeding three fourth of the prescribed delivery period, successful installation & completion of work.	7.5%
• Delay exceeding three fourth of the prescribed delivery period, successful installation & completion of work.	10.0%

Note:

- i. Fraction of a day in reckoning period of delay in supplies/ maintenance services shall beeliminated if it is less than half a day.
  - ii. The maximum amount of agreed liquidated damages shall be 10%.
  - iii. If supplier requires an extension of time in completion of contractual supply on account ofoccurrence of any hindrances, he shall apply in writing to the authority which had placed the work order, for the same immediately on occurrence of the hindrance but not after thestipulated date of completion of supply.
  - iv. Delivery period may be extended with or without liquidated damages if the delay in the supply of goods in on account of hindrances beyond the control of supplier.
6. This agreement is being ..... executed on behalf of M/s..... (Concerned Department), to procure defined goods and services, RISL is acting merely as a Pure agent who neither intends to hold or holds any title to the goods and services arerequired to be delivered in the name M/s (Concerned Department)
- .....
- along
- with invoices of supplied items, although payment will be made by RISL on behalf of said department.
7. All disputes arising out of this agreement and all questions relating to the interpretation of thisagreement shall be decided as per the procedure mentioned in the RFP document.

<p>In witness whereof the parties have caused this contract to be executed by their Authorized Signatories on this ____ day of __, 2022 Signed By:</p>	<p>Signed By:</p>
<p>( ) Designation:, Company:</p>	<p>( ) Managing Director, RISL</p>
<p><i>In the presence of:</i></p>	<p><i>In the presence of:</i></p>
<p>( ) Designation: Company:</p>	<p>( ) Designation:</p>
<p>( ) Designation: Company:</p>	<p>( ) Designation:</p>



## ANNEXURE-14: INDICATIVE REQUIREMENT & TECHNICAL SPECIFICATION STANDARD

### 1. Indicative Functional Requirement:

With the strategic vision of state government, the proposed NOC management solution should be configurable, scalable & accessible as per the industry standards.

The solution will also provide insights for planning and implementation of different type of institutions required in particular geographical area with analysis of existing data of NOC.

The following integrated solution framework is proposed considering various prospective stakeholders to achieve values in line.

Broadly the proposed solution consists of the following components:

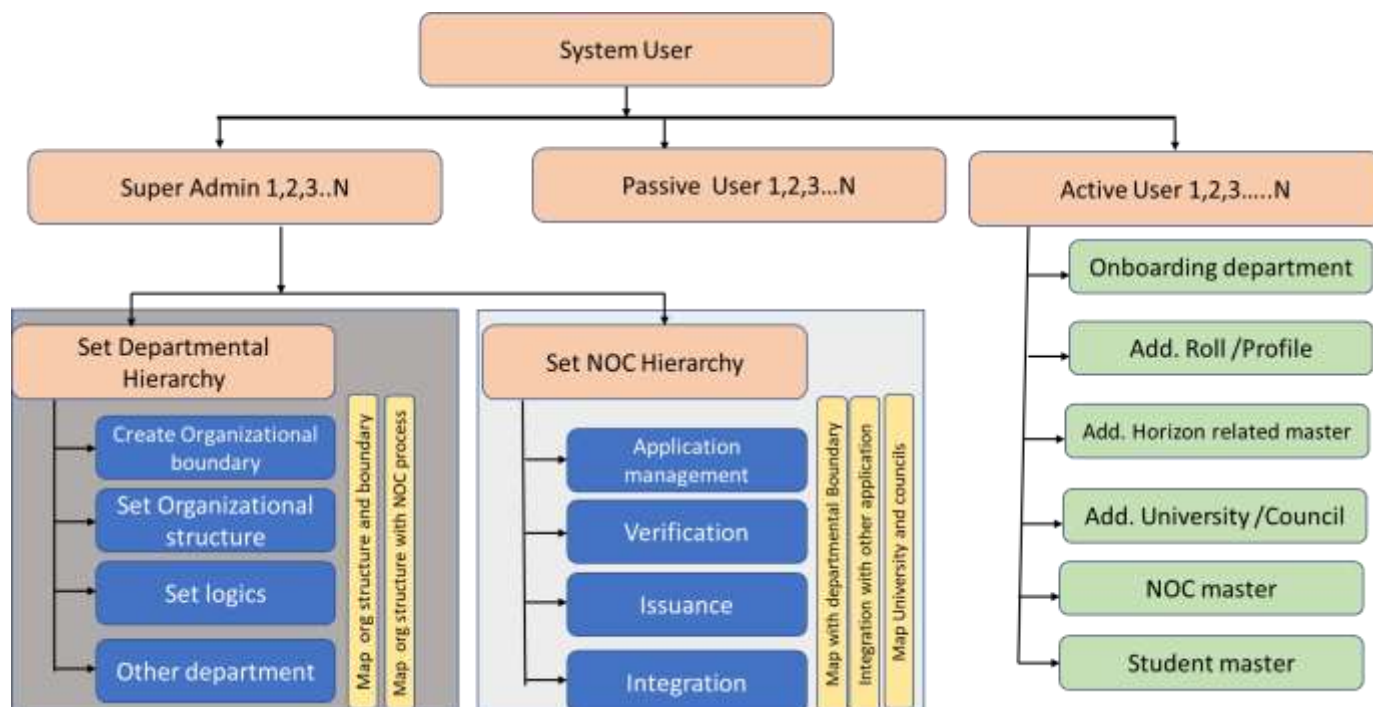
**Software/ Application:** A web-based application will be provided to department for NOC application, verification, and stakeholder management etc. to support its various stakeholders.



### 1.1. Enterprising Section:

The section is owned by the project OIC at DoIT&C/ RISL in collaboration with the leadership of the departments/ enterprises who emphasize to adopt the UNMS to manage the compliance for Higher and technical education, Government of Rajasthan for providing NOC to the Private Institution of state.

The major role of the stakeholders mapped in this section is overall governance, as follows:



### 1.1.1. DOIT&C/RISL:

The DOIT&C/RISL being the project execution agency will perform the overall governance in the system through, super admin or other required roles/ profiles.

#### 1.1.1.1. System Administration:

As a **System Admin**, the responsibilities to administrate overall system technically and functionally will be governed by the designated user.

The mapped “System Admin” user will be able to map following users in the project team to perform various tasks:

- a. **Super Admin:** These are the functional admin users at high level in the system to perform tasks of mapping of Departmental Admins of the onboarded departments/ organization.
- b. **Department Admin:** These are the users from project team of Department, who will be responsible for:
  - i. **Onboarding of Departments/ Organizations:** The departments/organizations who are/ will be interested to adopt the Online NOC management system, the designated department admin will initiate the onboarding the department/ organization in the system as user department/ organization which will be further approved by system admin user. The basic bare minimum condition for initiation of onboarding of the department/ organization in the system would be as follows:
    - **Online request:** duly submitted by competent authority (Head of the Department/ Organization) in system.
    - **SSO ID details** of Admin for Department/ Organization
  - ii. **Add Role/ Profiles Masters:** The designated department admin

will have rights to create/ modify and map roles/ profiles at horizons under the various section of the platform. The users also review and approve the requests of various Admins/ users for add/ modify new role/ profiles under the various sections.

- iii. **User Mapping:** The designated department admin will have rights to assign to Nodal officer/Verifying officer or may be used by the various users of the department/ organization under various horizons. Tentatively, the following type of user may be part of the system by default:

**a. Department Nodal officer:**

- Nodal officer is preliminary varying officer appointed by the department. The Nodal officer receives the private institution application for the NOC and generate the checklist through the NOC management system for physical verification as per defined guideline by the department.
- Nodal officer can view how many applications is assigned to him and can also view application complied and pending for verification.
- Once the physical verification is conducted by the nodal officer and committee the verification report is updated by the nodal officer for further course of action.
- The NOC application is moved to the verifying officer section as soon as the physical verification report is logged in by the nodal officer.

**b. Department Verifying officer**

- This section enables the department to crosscheck the application and further validate the document Submitted by the applicant required for the NOC.
- In case of any discrepancy the verifying officer has all the rights to raise the discrepancy to the applicant.
- The discrepancy automatically gets reflected in the applicant dashboard with an notification to the concern Nodal officer. System will allow the applicant to submit the required documents to meet the discrepancy. System will only allow applicant to work on the discrepancy. Applicant cannot modify/edit the submitted application
- Verifying officer can view consolidate application assign to him and also can view application complied and pending for verification at all other level.

**c. Private Institution management**

- An integrated system with the SSO ID for getting the information from the private colleges. In this section private college will apply for NOC with the information

required along with the supporting documents.

- In this section institute can view the application status and can see what all the notification/ communication are issued from the department.
- Once the institute has filled and submitted the application through the portal, they can preview the entire application.
- Once the application is locked and submitted, cannot be changed.
- The institute section also allows the user to furnish the information being asked form the nodal officer/ verifying officer or from department.

#### **d. NOC Issues Section**

In this section, the final QR-coded NOC will be generated with all the details.

- iv. **Report Only users:** These are the users who needs the access of the application for view only, they will not have any right to perform any action in the systems. These users would be high level officers of Government of Rajasthan/ Council/ Finance or from any other critical department.

#### **1.1.1.2. Departmental Onboarding:**

The process may be initiated/ reviewed by super Admin with all required details in place such as agreement/ approvals/ payments/ Government directions if any etc.

The super admin will also be facilitated to map department admin with approved onboarded Departments/ Organizations.

#### **1.1.2. Onboarded Departments:**

The onboarded department with the mapped departmental admins under the Enterprising section will perform various tasks under the following critical process categories:

##### **1.1.2.1. Set Organization Hierarchy:**

Once the department/ organization is onboarded and departmental level admin is mapped then the department Admin will start processes, as follows:

- a. **Organizational Structure:** The Department admin will set the structure of the organization w.r.t. general/ core functioning of the organization. This structure involvesbut not limited to:  
Internal Sections, Sectional Core Activities, Designations of appointed/ sanctioned manpower in these sections, Levels (HQ/Region/Division/ District etc.)
- b. **Organisational NOC logic:** The department admin will be able to create

modify the organizational level NOC rule. That apply on the NOC applicant. Departmental user will use the parameters set under applicant NOC logic related masters.

- c. **Other Departments:** The department admin will be able to introduce other departments who will be part of any outline rollout. The details to be provided for these other departments will be Department Name/ Nodal Officer SSOID/ Expected Role as per NOC Hierarchy.

The mapping of Organization Structure with boundaries, scheme with beneficiary and organization structure with scheme will perform as **strategic plan** to adopt Unified NOC management System.

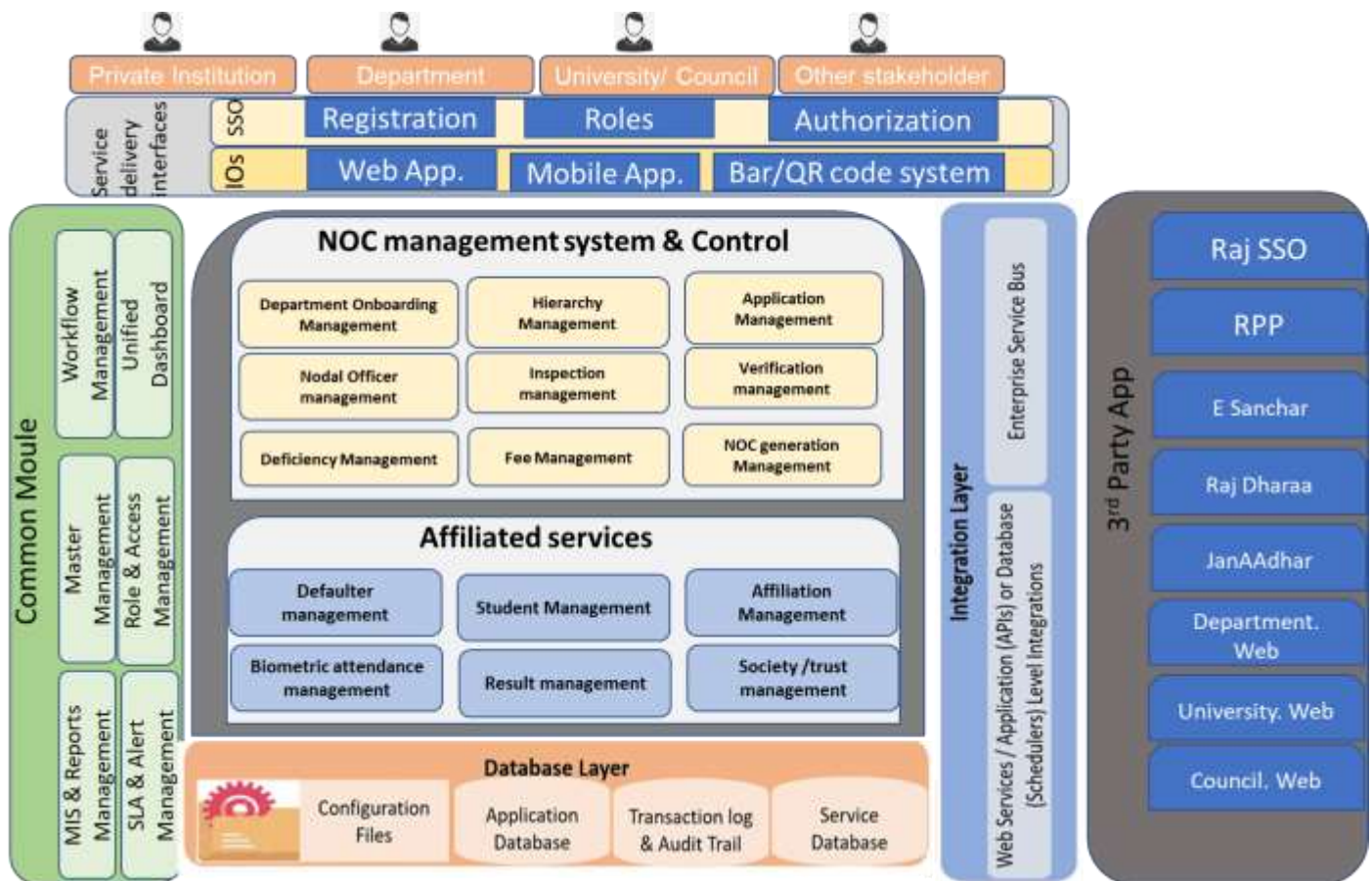
#### 1.1.2.2. **Set NOC Hierarchy:**

The department admin will be facilitated to define and set NOC hierarchy for department or general purposes for organization and other department (if any). In this line, the department admin will be able to choose horizons for further administration and activities required for the system such as nodal officer, verifying officer, NOC generation and NOC verification section requirement and map them internal/ external agencies/ departments, respective organizational hierarchy, and department boundaries.

## 2. **Indicative Application Architecture (Functional):**

The tentative functional architecture of the Unified NOC application to cover all required processes is given below





## 2.1. System Actors:

These are the system actors who will have access of the system as follows:

- 2.1.1. Private institutions:** Users who will have access of the system for Applying the NOC application, tracking the status, notification, alert's and uploading NOC supporting documents etc.
- 2.1.2. Department Level Users:** Users who have access of the functionalities of the system based upon the roles, responsibilities area of operation/ office boundaries defined. These users may also perform as multi-level functional Admins for various respective modules/ submodules.
- 2.1.3. University/council** Users who will verify the NOC given to the private institution and will be reverse seeding the affiliation detail in the system.
- 2.1.4. Other Stakeholders:**
  - a) **Super Admin:** Users who will be responsible for Global configuration, onboarding the department, backup/restores , Audit trail, master management configure and reliable operation.
  - b) **Report only Users:** Users of various departments who will have access to

view reports and status of the transactions as and when required.

## **2.2. Service Delivery Interface:**

The service delivery interface of the web/ mobile interface will only be accessible through Raj SSO with the user's respective user IDs based on the role.

The user will be able to access and perform various operations in the system through various IOs like PC/ Mobiles/ QR code Scanners/ Printers/ Biometric devices etc.

## **2.3. Primary Modules:**

These functional modules are tentatively separated in two subsystems as follows:

## **2.4. Departmental Onboarding Management:**

Super users will perform the processes of onboarding of a department/ organization in the system as per functional requirement.

## **2.5. Hierarchy Management:**

The department admin of onboarded department/ organization will perform the processes of organizational hierarchy/ mapping of NOC hierarchy of the respective department/ organization in the system as per functional requirement

## **2.6. Application Management**

The Department admin of Application management will perform the processes of mapping of NOC application received from private institutions to the nodal officers of the respective department/ organization in the system as per functional requirement

## **2.7. Nodal officer Management**

The department Nodal officer will perform the processes of checklist creation of the received NOC application for physical verification of the respective department/ organization in the system as per requirement.

## **2.8. Inspection Management**

The department users/ team will perform the processes of physical verification of the received NOC application and subsequently after verification a report will be uploaded in the system of the respective department/ organization.

## **2.9. Verification Management**

The designated users of Verification will perform the processes of checking the report received from field verification as per departmental requirement.

## **2.10. Deficiency Management**

The designated users of deficiency management will perform the processes of sending the deficiency to the applicant to meet the requirement of the department for NOC.



### 2.11. Fee Management

The designated users will perform the process of collecting the fee as per the departmental requirement.

### 2.12. NOC generation management

The designated users will generate the QR-coded NOC against application received from private institutions.

### 2.13. Defaulter management

The designated users of defaulter management will perform the processes of managing the user whose NOC is expire or any other discrepancies in the system.

### 2.14. Student management

The designated users of student management will perform the processes of managing the student data against the NOC is provided.

### 2.15. Affiliation management

The designated users of affiliation management will perform the processes of managing affiliation related data of the applicant whose NOC is generated through the system and the affiliating university/ Council can have access the applicant data. Affiliating university/council will feed the affiliating data into the system.

### 2.16. Common Modules:

The solution must have common modules which will be associated with primary modules as per the requirement of user department. These modules include but not limited to:

#### 2.16.1. User Mapping:

The following provisions of **user mapping** will be provided in the system:

1. **Integration with SSO:** The system shall have to be integrated with SSO.
2. **Provision of mapping:** The system will have provision to map users in bulk and single user with various essentials of role management.
3. **De-active/ Active:** The system will have provisioning to de-active/ active any user.
4. **Handover-Takeover:** The system will have provisioning to handover and takeover of rights in case any new user takes charges of any office/station from the existing user.

The request of handover may be initiated by the existing user and any admin level user of the office/station level and upper hierarchy.

Then the request will be successfully closed once the new user takeover the charges of the office/station.

In addition to above, the system should facilitate the designated users at each level of the hierarchy of organization/ NOC to perform the processes of user mapping.

### 2.17. Master Management:

The Super admin is responsible for master management in the system as per

functional requirement.

## 2.18. Workflow Management:

This module will enable the designated user to define workflow i.e. review/ approve / assign/ other stages as per the requirement of the processes and sub processes w.r.t. users mapped with them.

## 2.19. SLA/ Alert Management:

This module will enable authorized users to define alerts, priority and time based on the subject and respective targeted users. As part of workflow management, the admin users will be able to define service level agreement (SLA) to process any activity assigned to particular user.

## 2.20. MIS/ Report Management:

This section will have various summarized and details reports based on real time transactional data to be generated through various processes and subprocesses. These reports will be accessed based on the role and office boundaries defined for any stakeholder.

## 2.21. Unified Dashboards:

Unified dashboards to be designed based upon the roles defined for the users. the dashboard consists of the interfaces to be provided for modules, summarized analytical reports and action items/ gadgets. With the integration of different available Analytics tools available in the market like, Microsoft Power BI, Tableau, [QlikView](#). SAAS, etc.

## 2.22. Database Layer:

This layer will have configuration files, database of transactions/ masters related to application, inspection, deficiency, transaction log & audit trails and service database of various third-party applications/ databases.

## 2.23. Integration Layer:

As per the IT architecture and IT policy of Rajasthan State, the possibilities of integration of proposed system will be explored with the Rajasthan State's stack such as RajSSO, e-Sign, e- Mitra, RajDhaara, Raj e-sewadwar, Janaadhar, etc. to provide seamless unified dashboards for operational field staff and decision makers of the User Departments and other stakeholders.

The tentative list of the third-party applications to be integrated are as follows:

S.No.	Third Party Application	Purpose of Integration
1.	RajSSO	Authenticated access to users
2.	E-Mitra	If e-mitra Kiosks are used as stakeholder of the scheme
3.	Rajasthan Payment Platform (RPP)	If required for payment receipt/ transfer
4.	E-Sanchar & Rajmail	SMS and e-Mail gateway
5.	RajDharaa	Rajasthan state's GIS platform for mapping/ dashboards
6.	RajMaster	Source of administrative boundaries
7.	RajSampark & 181	For grievance redressal and helpdesk of Rajasthan State

8.	e-Sign	If user department needs to generate e-signed documents
9.	IFMS	If user department/ GOR require share the information with IFMS
10.	Janaadhaar	User Authentication
11	Data Visualization tools	The data visualization tools like Power Bi, Tableau, QlikView., etc

If required, any other third-party application will be integrated during the entire period of project.

**Note:** The above-mentioned modules may be used by user department in total or in part therefore, the functionality and technical architecture of the solution should be modular so that the system will be provided to user department with the required modules/ sections of the solution.

### 3. Technical Specifications & Standards:

The proposed solution should be designed and developed considering the principles of Microservice architecture and standards & norms defined by MEITY, GIGW, WCAG & DOIT for services, meta data, configurable & modular customizable components etc.

#### 3.1. Application Design & Development:

- 3.1.1. **Compliance with industry standards:** Solution shall be compliant with latest industry standards wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing.
- 3.1.2. **Platform Flexibility:** Open Standards and Interoperability (Usage of standard APIs) shall be considered Web-centric, multi-tier architecture shall be used.
- 3.1.3. **Compliance to SOA:** Application shall be based on Service Oriented Architecture (SOA). All modules of the application shall expose key functionality through Software APIs in form of SOAP or JSON & REST etc. so that they can be consumed by other applications.
- 3.1.4. **User Interface:** The application's UI should be based on HTML5 & CSS3 standard or better and should be compatible with all devices like Desktop, Smartphone and tablet etc. The application interface should be responsive.
- 3.1.5. **Error Handling:** Ensure applications execute proper error handling mechanism so that errors will not expose system information, denial of service, improper security mechanisms, or crash the system.
- 3.1.6. **Rich User experience:** The solution should have capability where any services like Payment Gateway, mobile devices for queries/ reporting and providing day-to-day approvals by competent authorities as per authorized workflow for different kind of requests; and external entities like bank, departments and others can invoke this framework by passing the required parameters and specifying the desired output.
- 3.1.7. The mobile application must be compatible with latest IOS and android platforms available since 2018 and onwards.

### 3.2. Technology Standards

- 3.2.1. **Browser Compatibility:** The Application should support common web and mobile browsers like Google Chrome, Internet Explorer, Firefox, Safari and Opera Mini etc.
- 3.2.2. **Bi-Lingual Support:** Application shall support at least Unicode 5.1/ 6.0 standard based Bi- lingual versions for user interface. It is expected to be in the Hindi and English (India) languages.
- 3.2.3. **Anywhere Access:** Application shall be deployed on state government datacentre to enable anytime, anywhere access and to address auto-sync/save, efficiency, peak load handling issues. The application should also function on the low bandwidth (64 Kbps/ GPRS).
- 3.2.4. **Scalability, Reliability and Flexibility:** The technology must be scalable with Department's emerging requirements and must continue to be reliable as the information handling needs of the government increases. The architecture must be scalable and flexible for modular expansion.
- 3.2.5. **Interoperability:** The system should be interoperable and should comply with open standards for easy integration. The entire system/ subsystem should be interoperable, in order to support information flow and integration. Operating systems and storage technologies from several suppliers must interact well with each other.
- 3.2.6. **Replicability:** The solution should be replicable to define, design and implement Distribution Network for other departments and organization for their respective schemes.
- 3.2.7. **Single Sign On (SSO):** Government of Rajasthan, as part of its IT Architecture, the application will be accessible through SSO ID.
- 3.2.8. **Presentation Layer:** The presentation layer i.e. User Interface would be used for the receiving and delivery information for to and from the end-user of the application. It should be responsive.
- 3.2.9. **Workflow System:** Workflow would be used with the automation of procedures where documents, information or tasks are passed among participants according to a defined set of rules to achieve or contribute to an overall business goal. A workflow system would manage and monitor the state of activities in a workflow, such as the processing and approval of various application forms, and determines which new activity in transition according to defined processes.

### 3.3. Security Standards

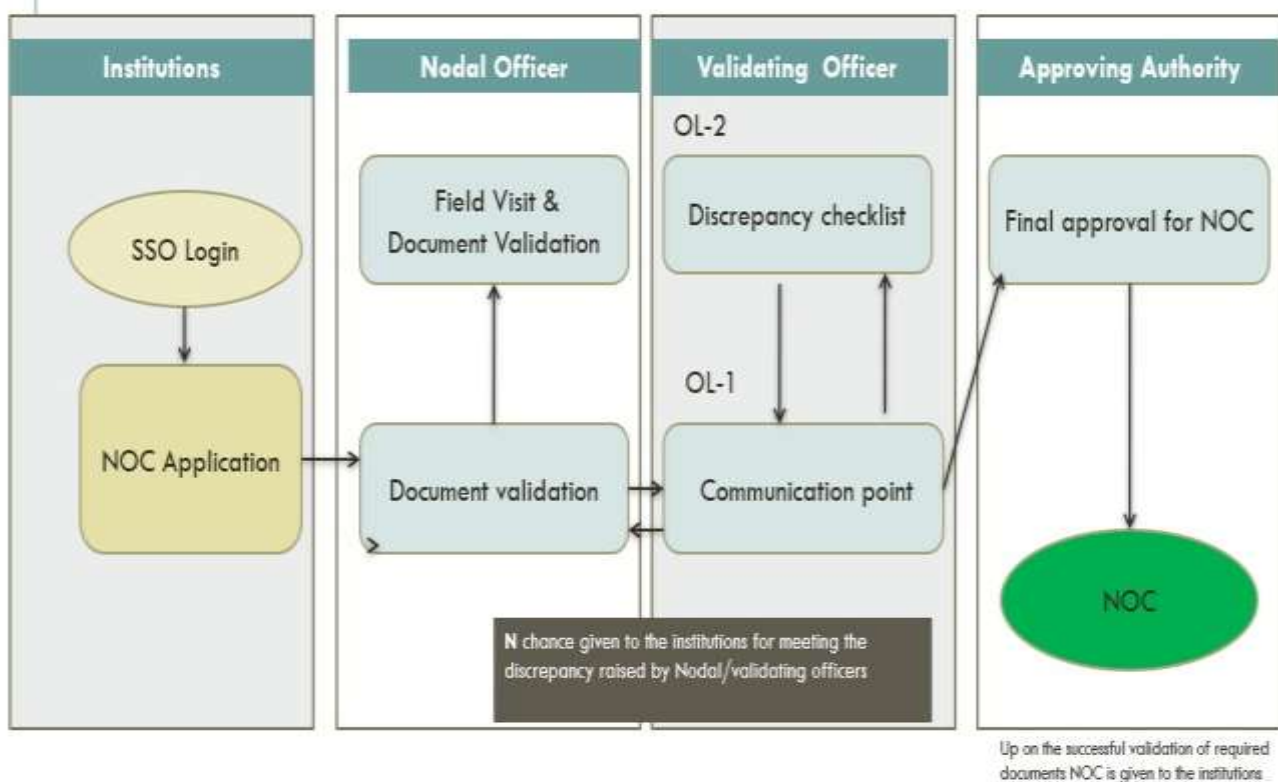
**Application Access:** Ensure applications processing data properly for authenticated users (through central authentication systems), specifically: SSO

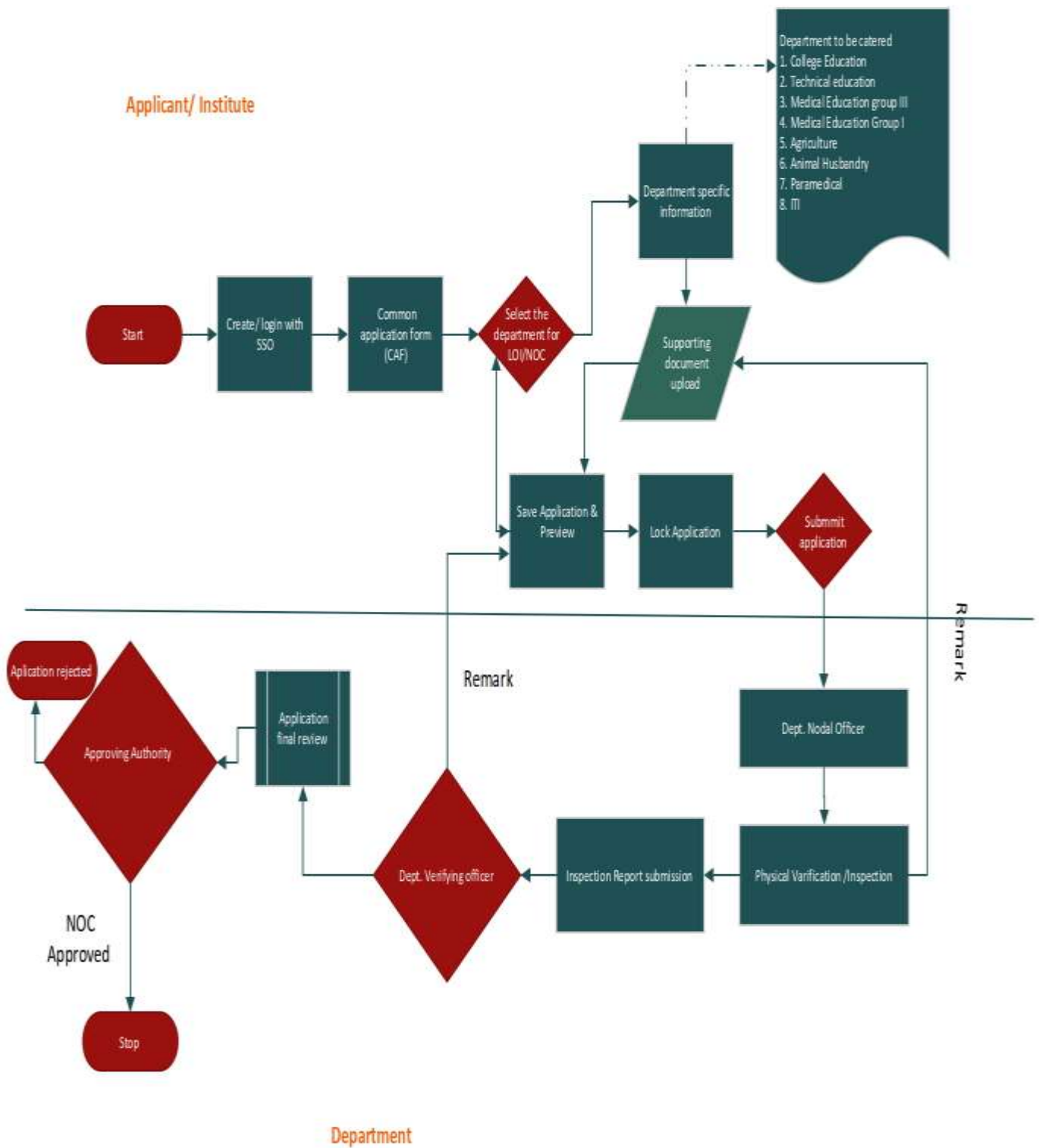
- a) **Review:** Conduct code-level security reviews with professionally trained peers for all new or significantly modified applications; particularly, those that affect the collection, use, and/or display of confidential data. Conduct annual security tests of Internet applications.
- b) **Security:** application shall support both HTTP and HTTPS (SSL certificate shall be provided by Purchaser).
- c) In addition to above, all required security standards will be followed as per the IT architecture and IT policy of Rajasthan.

### 3.4. Quality Management Standards

- d) All project deliverables will be subject to a review and approval process and will be signed off by DoIT & C/ RISL/ Department.
- e) Peer reviews will be held for business design and technical design documents, and code- walkthroughs for non-generated code.
- f) Defining a test strategy has been scheduled in the Business Design phase. This strategy will include the development of test scenarios, test cases and a detailed test plan.
- g) An acceptance test task is included in the work plan to enable the business area to test the final product in the production-like environment prior to implementation. The initial requirements for this acceptance test will be documented during the business design.
- h) All system and application deliverables will be signed off prior migration to production.

### 4. Indicative NOC Management Process – Overview & data flow





**Note:**

- i. The shared functional requirements in this document are tentative and shall be finalized during the study phase. However, the improvement with respect to usability and cater new functional requirements, the system shall be improved gradually during the entire period of contract.
- ii. Expected peak concurrent users may be derived from the prospective users and other stakeholders
- iii. The entire application should come with the following environment:
  1. Production (Active- Active Nodes)
  2. DR environment (If allotted by Department)
  3. UAT/ Pre-production Environment
  4. Development/Staging/ Test Environment
- iv. Addition to above the design and architecture of the application should be done considering IT Policy and Architecture of DOIT&C. In case of any change in the specifications and standard based on the policy of DOIT&C and RSDC, the selected bidder has to comply those standards and specifications without any extra cost.



## **ANNEXURE-15: FORMAT FOR PROPOSAL DOCUMENT**

- a) Details of any one best project executed onsite with the features of the software platform (Max. 200 words)
- b) Understanding of our project (Max. 300 words)
- c) Detailed approach & methodology on project execution (Max. 500 words)
- d) Proposed solution with Technology platforms (Max. 500 words)
- e) Brief Profiles of manpower to be involved (Max. 300 words)