

2018



**Draft RFP**  
*for*  
**Supply, Installation, Integration, Commissioning & Maintenance of  
IT-GRC Tool**

<b>Mode of Bid Submission</b>	Online through e-Procurement/ e-Tendering system at <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a>
<b>Procuring Authority</b>	Chairman & Managing Director, RISL, First Floor, Yojna Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan)
<b>Last Date &amp; Time of Submission of Bid</b>	As per NIT
<b>Date &amp; Time of Opening of Technical Bid</b>	As per NIT

RISL, IT Building, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur  
(Rajasthan)

Phone: 0141-2224855 Fax: 0141-2222011

Web: <http://risl.rajasthan.gov.in>, Email: [proc.cell.doitc@rajasthan.gov.in](mailto:proc.cell.doitc@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>Authorised 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 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>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>Bidder/Authorized Partner</b>	Bidding firm who would undertake the work and liabilities.
<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>BSDC</b>	Bhamashah State Data Center
<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. Managing Director, 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>Day</b>	A calendar day as per GoR/ GoI.
<b>DOIT&amp;C</b>	Department of Information Technology and Communications, Government of Rajasthan.
<b>FOR/ FOB</b>	Free on Board or Freight on Board
<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>GST</b>	Goods and Services Tax
<b>ICT</b>	Information and Communication Technology.
<b>IFB</b>	Invitation for Bid (A document published by the procuring entity inviting Bid 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>IR</b>	Incident Response
<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>NIB</b>	Notice Inviting Bid
<b>Notification</b>	A notification published in the Official Gazette

<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, GoR in this RFP document.
<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>SOC</b>	Security Operations Center
<b>State Government</b>	Government of Rajasthan (GoR)
<b>STQC</b>	Standardisation 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>WO/ PO</b>	Work Order/ Purchase Order

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

Ref No: F3.3(239)/RISL/Pur/2018/

Dated: 05.10.2018

<b>Name &amp; Address of the Procuring Entity</b>	<ul style="list-style-type: none"> <li>Name: Chairman &amp; Managing Director, RISL</li> <li>Address: Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan)</li> </ul>
<b>Name &amp; Address of the Procurement Officer In-charge</b>	<ul style="list-style-type: none"> <li>Name: Sh. Rajeev Gujral, Sr. Project Officer</li> <li>Address: IT Building, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur (Rajasthan)</li> <li>Email: <a href="mailto:proc.cell.doitc@rajasthan.gov.in">proc.cell.doitc@rajasthan.gov.in</a></li> </ul>
<b>Subject Matter of Procurement</b>	<b>Supply, Installation, Integration, Commissioning &amp; Maintenance of IT- GRC Tool for SoC</b>
<b>Bid Procedure</b>	Single-stage: two part (envelop) e-Bid procedure at <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a>
<b>Bid Evaluation Criteria (Selection Method)</b>	Open Competitive e-Bid Procedure
<b>Websites for downloading Bidding Document, Corrigendum's, Addendums etc.</b>	<ul style="list-style-type: none"> <li><a href="http://sppp.rajasthan.gov.in">http://sppp.rajasthan.gov.in</a></li> <li><a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a></li> <li><a href="http://www.risl.rajasthan.gov.in">http://www.risl.rajasthan.gov.in</a></li> </ul>
<b>Fees</b>	<ul style="list-style-type: none"> <li>RISL Processing Fee: 1000/- (Rupees One Thousand only) in Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur".</li> <li>EMD: 8 Lakhs in the form of DD/BC/BG</li> <li>Bidding Document Fees: INR 1000 in the form of DD/BC</li> </ul>
<b>Estimated Procurement Cost</b>	<ul style="list-style-type: none"> <li>Rs. 2.75 Crores including taxes</li> </ul>
<b>Pre-bid Meeting</b>	<ul style="list-style-type: none"> <li>Pre-bid Meeting Date:- 11.10.2018 at 4 PM</li> <li>Pre-bid responses and final RFP publication date: 12.10.2018</li> </ul>
<b>Period of Availability of Bidding Document (Start/ End Date)</b>	<ul style="list-style-type: none"> <li>08.10.2018 to 4:00 PM of 30.10.2018</li> </ul>
<b>Manner, Start/ End Date for the submission of Bid</b>	<ul style="list-style-type: none"> <li>Manner: Online at e-Procurement website (<a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a>)</li> <li>From: 26.10.2018 to 4 PM of 30.10.2018</li> </ul>
<b>Submission of Banker's Cheque/ Demand Draft for Processing Fee*</b>	Till 4 PM of 30.10.2018
<b>Date/ Time/ Place of Technical Bid Opening</b>	<ul style="list-style-type: none"> <li>5 PM of 30.10.2018</li> <li>Place: Office of RISL, Committee Room, First Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan)</li> </ul>
<b>Date/ Time/ Place of Financial Bid Opening</b>	<ul style="list-style-type: none"> <li>Will be informed later</li> </ul>
<b>Bid Validity</b>	120 days from the last day of bid submission
<p><b>Note:</b></p> <ol style="list-style-type: none"> <li>Bidder shall submit their offer on-line in Electronic formats both for technical and financial proposal. However, DD for RISL Processing Fees should be submitted physically at the office of Tendering Authority as prescribed in NIB and scanned copy of same should also be uploaded along with the technical Bid/ cover.</li> <li>* In case, the bidder fails to physically submit the Banker's Cheque/ Demand Draft for RISL Processing Fee up to the time as mentioned in the NIB, its Bid shall not be accepted. The Banker's Cheque/ Demand Draft for RISL Processing Fee in favour of "Managing Director, RajCOMP Info Services Ltd." payable at "Jaipur" from any Scheduled Commercial Bank.</li> <li>To participate in online bidding process, Bidder must procure a Digital Signature Certificate (Type III) as per Information Technology Act-2000 using which they can digitally sign their electronic Bid. Bidder can procure the same from any CCA approved certifying agency, i.e. TCS, Safecrypt, Ncode etc. Bidders</li> </ol>	

- who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC. Also, bidder must register on <http://eproc.rajasthan.gov.in> (bidder already registered on <http://eproc.rajasthan.gov.in> before 30-09-2011 must register again).
- 4) RISL will not be responsible for delay in online submission due to any reason. For this, bidder is requested to upload the complete bid well advance in time so as to avoid 11th hour issues like slow speed; choking of web site due to heavy load or any other unforeseen problems.
  - 5) Bidder is also advised to refer "Bidders Manual Kit" available at e-Procurement website for further details about the e-Tendering process.
  - 6) Training for the bidders on the usage of e-Tendering System (e-Procurement) is also being arranged by RISL on a regular basis. Bidder interested for training may contact e-Procurement Cell, RISL for booking the training slot.  
Contact No: 0141-4022688 (Help desk 10 am to 6 pm on all working days)  
e-mail: [eproc@rajasthan.gov.in](mailto:eproc@rajasthan.gov.in)  
Address : e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur
  - 7) The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bid.
  - 8) 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/ authorised partner.
  - 9) 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.
  - 10) The provisions of RTPPA Act 2012 and Rules thereto 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.

Chairman & Managing Director  
RISL

## 2. **PROJECT PROFILE & BACKGROUND INFORMATION**

### 1) **Project Profile**

Government of Rajasthan aims to utilize the benefits of Information Technology to bring about radical changes in the way various processes are carried out presently to improve the Accountability, Transparency & Effectiveness in Government administration. The ultimate objective is to arm the Government with IT enabled systems to assist them in carrying out their day-to-day functions to help deliver G2G, G2B and G2E services.

Over the years DoIT Rajasthan has been at the forefront of adopting the best & latest required technologies available in the market on Security, Networking, Storage and Compute.

With the above intent, RFP for setting up SoC 2.0 (Security Operation Centre) was floated focusing on cyber threats monitoring, investigation, automation, incident management and response, threat intel (third-party), dark web monitoring, DNS Security, reporting under the umbrella of an overall security operations environment and clear executive support.

The following products were procured as part of the RFP: -

- Security Orchestration, Automation & Response (SOAR) Solution
- Incident Response Solution/ Services, Threat Intel Feed to SOC and Dark Web Monitoring
- Network Behavior Analysis (NBA) Solution
- DNS Security Solution

Further, to improve the compliance posture of SoC operations, the department is planning to go in for an Information Technology Governance, Risk & Compliance (IT- GRC) Tool/ Solution.

Even though most of the security tools are in place, department is still facing issues in terms of adherence to Policies and managing Compliances. Some of the key current risks are mentioned below: -

- a. With frequently changing standards and introduction of new regulations, it is becoming a challenge to manage compliance to policies and standards.
- b. While scanners produce huge amount of vulnerability data, in absence of a sound process to prioritize the security issues, it drastically reduces the effectiveness of this fundamental control. This deluge of data leads to a poor hand off to IT operations in addressing tactical security vulnerabilities, as well as limited to no visibility into remediation efforts to close those gaps.
- c. While we are getting events and alerts from deployed SIEM tool, it becomes necessary to design workflows and reporting to stay on top of the most pressing issues and streamline processes. Issues related to a declared incident investigation need to be tracked and managed in a centralized portal, enabling full visibility and reporting. If an incident escalates into a data breach, built-in workflows and assessments to help understand the exact loss.
- d. There is a requirement to build strong cyber security framework in order to understand, structure, manage and reduce cyber security risk.

Department of Information Technology is considering a platform to have a real time view of its security operations. The platform will provide, however not limited, the below:

- a. Provide management a bird's eye view of compliance levels with various risk and compliance programs.
- b. Aid Risk and Compliance owners in meeting their risk and compliance obligations through appropriate integration with our business processes efficiently and effectively.
- c. Facilitate monitoring of various risk and compliance programs, status of incidents and vulnerabilities for the cyber security team.

The key advantages to the department will be as follows: -

- a. Automation of the Risk assessment methodology
- b. Update asset inventory with business contextualization
- c. Update risk register with new cyber risks and propose mitigation plan
- d. Enable framework to provide the compliance against ISO 27001, ISO 20000, ISO 9000 and NIST CSF.

### 3. **QUALIFICATION/ ELIGIBILITY CRITERIA**

- 1) 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	<p>The bidder should be a Proprietorship firm duly registered either under the Rajasthan Shops &amp; Commercial Establishments Act, 1958 or any other Act of State/ Union, as applicable for dealing in the subject matter of procurement</p> <p>(Note: A self-certified declaration regarding the non-applicability of registration to any Act should be submitted by the bidder)</p> <p>OR</p> <p>A company registered under Indian Companies Act, 1956</p> <p>OR</p> <p>A partnership firm registered under Indian Partnership Act, 1932.</p> <p>OR</p> <p>Limited Liability Partnership firm registered under Limited Liability Partnership Act, 2008.</p> <p>Note: Consortium is not allowed.</p>	- Copy of valid Registration Certificates or Copy of Certificates of Incorporation
2.	Financial Turnover	<p>Average Annual Audited Turnover during last three financial years (as per the last published audited balance sheets) from IT/ ITeS should not be less than INR 8 Crores.</p> <p>AND</p> <p>The Net worth of the bidder should be positive</p>	CA Certificate with CA's Registration Number/ Seal as per Requirements
3.	Technical Capability	<p>The bidder should have executed, during any of the last five financial years, at least one subjected contract OR contract including security solutions having value not less than INR 3 Crores OR Two such contracts having total value not less than INR 4 Crores for any Govt./ BFSI/ PSU/ Enterprise organization globally.</p>	<p><b>Work Order Copy &amp; Work Completion Certificate</b></p> <p><u>Note:</u> In case, <b>both Work Order Copy &amp; Work Completion Certificate</b> from client cannot be submitted by bidder due to NDA, Self-certified Undertaking may be submitted from the Company Secretary may be submitted.</p>
4.	Tax registration and clearance	<p>The bidder should have a registered number of</p> <p>i. GST Registration Certificate</p> <p>ii. Income Tax / PAN number.</p>	Copy of relevant Certificates/ Documents

S.No.	Basic Requirement	Specific Requirements	Documents Required
5.	Certifications	The bidder must possess at the time of bidding, following valid certifications: - <ul style="list-style-type: none"><li>• ISO 9001:2008 or latest</li><li>• ISO 27001</li></ul>	Copy of relevant Certificates/ Documents
6.	Mandatory Undertaking	A Self Certified letter as per Annexure-4: Self-Declaration	



#### **4. SCOPE OF WORK, DELIVERABLES & TIMELINES**

##### **1) Details of work (SOW)**

RISL invite proposal for Supply and Installation of the items (details as per annexure-1 i.e. Bill of Material) and provide Technical Support including updates, patches & upgrades for duration mentioned in Annexure-1 (BoM). Bidder shall: -

##### **A. Study, Supply, Install, Integrate and Commission**

- a) The selected bidder shall be responsible to identify the department of IT, Rajasthan's objectives, business processes and IT processes.
- b) The bidder is responsible to study the existing security policies, processes, risk, and compliance requirements of the department.
- c) The bidder shall engage with appropriate SPOCs for the purpose of information gathering, as in when required.
- d) The bidder shall be responsible for mapping the organization entities, interested parties, information assets, etc. to the identified risks.
- e) The bidder shall ensure that the risk register is up to date with all the cyber risk identified and documented.
- f) The bidder shall also propose the mitigation plan for the risk and customize it with respect to Govt. of Rajasthan business unit requirements.
- g) The bidder shall ensure that all the identified risks are mapped to the ISO 27001: 2013 requirements.
- h) Metrics and performance indicators as identified by the organization shall be recorded and be published on ITGRC platform at all times.
- i) The bidder shall standardize Govt. of Rajasthan's asset management process for the IT-GRC solution. The solution shall include asset classification and function-wise categorization across all entities.
- j) Supply items as per the details provided in Annexure-1 (Bill of Material).
- k) Provide necessary licences to use the supplied stack being supplied as per Annexure – 1.
- l) Supply install and configure the Stack and integrate the following modules including its integration with existing solutions in RSDC (Installation and Integration to be done by OEM only).
  - a. Policy lifecycle management
  - b. Control testing and evidence collection
  - c. Risk assessment and treatment
  - d. Cybersecurity incident management
  - e. Generating SOA for ISMS management system
  - f. Vulnerability Management
  - g. Cyber Security Framework Management
  - h. Findings tracker
- m) The OEM must provide comprehensive training to RSDC Officials on the Solution for a period of 5 days. Supplier should provide training to use, configure and operate the services created using supplied Stack as per purchasers intimation.
- n) Provide Manpower support services on site for 12 months post date of installation and integration by OEM.

##### **B. Operations and Maintenance**

- a) Bidder shall also be responsible for providing Appliance Stack updates, patches for 1 year from the date of installation and as and when released by OEM.
- b) Workflows for user asset management shall be developed and updated for the solution, as in when required.
- c) The bidder is responsible for creating and updating the desired documentation such as user manuals and run books.
- d) The bidder will be responsible for upgrade, as in when new version is released by the OEM.
- e) The bidder will perform patch management of servers, and other all house-keeping activities to keep the GRC infrastructure cyber safe

##### **2) Project Deliverables, Milestones & Time Schedule – As per chapter 7.1**

**5. INSTRUCTION TO BIDDER (ITB)**

**1) Downloading of Bidding/ Tender Documents**

- a) The bidding documents shall be available from the date of publication of NIB and shall be stopped as per NIB. The complete bidding document shall also be placed on the SPPP and e-Procurement portal. The Bidder shall be permitted to download the bidding document from the websites.

**2) Changes in the Bidding Document**

- a) At any time, prior to the deadline for submission of Bid, the procuring entity may for any reason, whether on its own initiative or as a result of a request for clarification by bidder/authorised partner, 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 Bid, 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 Bid.
- d) Bidder/authorised partner, 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 Bid, 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.

**3) Period of Validity of Bid**

- a) Bid 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 Bid, the procuring entity, in exceptional circumstances, may request the bidder to extend the bid validity period for an additional specified period of time. The Bidder may refuse the request and such refusal shall be treated as withdrawal of Bid and in such circumstances bid security, if applicable shall not be forfeited.

**4) Format and Signing of Bid**

- a) Bidder must submit their Bid online at e-Procurement portal i.e. <http://eproc.rajasthan.gov.in>.
- b) All the documents uploaded should be digitally signed with the DSC of authorized signatory and uploaded only in PDF format with clear readability and prescribed filename as mentioned in the table below.
- c) A Single stage-Two part/ cover system shall be followed for the Bid: -
  - a. Technical Bid, including fee details, eligibility & technical documents
  - b. Financial Bid
- d) The technical bid shall consist of the following documents: -

S. No.	Documents Type	Document Format
<b>Fee Details</b>		
1.	RISL Processing Fee (e-Procurement)	Instrument/ Proof of submission
<b>Eligibility Documents</b>		
2.	Bidder's Authorisation Certificate	As per Annexure-3 and copy of PoA/ Board resolution stating that Auth. Signatory (DSC holder) can sign the bid/ contract on behalf of the firm.
3.	All the documents mentioned in the "Eligibility Criteria", in support of the eligibility	As per the format mentioned against the respective eligibility criteria clause
<b>Documents</b>		
4.	Self-Declaration, Certificate of Conformity/ No Deviation and Declaration by Bidders	As per Annexure-4
5.	Manufacturer's Authorisation Form (MAF)	As per Annexure-5
6.	Undertaking on Authenticity of Comp. Equip.	As per Annexure-6

7.	Components Offered + Technical specifications compliance sheet for all items only on OEM's letter-head	As per Annexure-7
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b) Financial bid shall include the following documents: -

S. No.	Documents Type	Document Format
1.	Financial Bid - Format	As per BoQ (.XLS) format available on e-Procurement portal

c) 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/ contents may lead to the rejections of the Bid submitted by the bidder/authorised partner.

**5) 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.

**6) Deadline for the submission of Bid**

a) Bid 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 Bid 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 Bid 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 Bid. 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 Bid receiving and opening authority, the last date of submission or opening of Bid is a non-working day, the Bid shall be received or opened on the next working day.

**7) Withdrawal, Substitution, and Modification of Bid**

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) Bid withdrawn shall not be opened and processes further.

c) No bid shall be withdrawn, substituted, or modified after the last time and date fixed for receipt of Bid.

**8) Opening of Bid**

a) The Bid 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 Bid and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding bidders' 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 Bid.

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 Bid to assess the prima-facie responsiveness and ensure that the: -

a. bid is accompanied by 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 Bid not accompanied with the proof of payment or instrument of the required processing fee.
  - g) The Financial Bid cover shall be kept unopened and shall be opened later on the date and time intimated to the bidder who qualify in the evaluation of technical Bid.
- 9) **Selection Method:**  
The selection method is lowest financially evaluated and technically responsive bid.
- 10) **Clarification of Bid**
- a) To assist in the examination, evaluation, comparison and qualification of the Bid, the bid evaluation committee may, at its discretion, ask 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 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 Bid.
  - d) No substantive change to qualification information or to a submission, including changes aimed at making unqualified bidder/authorised partner, qualified or an unresponsive submission, responsive shall be sought, offered or permitted.
- 11) **Evaluation & Tabulation of Technical Bid**
- 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 criteria as mentioned in 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:-
      - 1. affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
      - 2. 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 bidders presenting responsive Bid, if applicable.
  - 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 Bid**
- 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, GST 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) **Technical Evaluation Criteria:** Bid shall be evaluated based on the compliance of the documents submitted in the technical bid.

- d) Tabulation of Technical Bid**
- a. If Technical Bid has been invited, they shall be tabulated by the bid evaluation committee 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 regarding meeting of bidder in required qualification in evaluation of Technical Bid and sign it.
  - e) The bidder/authorised partner, if qualified in the technical evaluation shall be informed in writing about the date, time and place of opening of the financial Bid.
- 12) Evaluation & Tabulation of Financial Bid:** 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 Bid:-
- a) The financial Bid of the Bidder (if 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 Bid shall be similar to that of technical Bid.
  - c) the names of the bidder, the rates given and conditions put, if any, shall be read out and recorded;
  - d) conditional Bid is 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 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;
  - g) 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.
  - h) 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.
- 13) Correction of Arithmetic Errors in Financial Bid:** The bid evaluation committee shall correct arithmetical errors in substantially responsive Bid, 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.
- 14) Price/ purchase preference**
- Price and/ or purchase preference (including bidding document fees, EMD and Performance Security) notified by the State Government (GoR), Price preference policy for MSME enterprise (as per new circular on Nov. 19, 2015) & any other notification issued by GoR for price preference and as mentioned in the bidding document shall be considered in the evaluation of Bids and award of Rate contract.
- 15) Negotiations**
- a) Negotiations may, however, be undertaken when the rates are considered to be much higher than the prevailing market rates.
  - b) The bid evaluation committee shall have full powers to undertake negotiations. Detailed reasons and results of negotiations shall be recorded in the proceedings.
  - c) The 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 Bidder has received the intimation and consented to regarding holding of negotiations.

- d) 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.
  - e) In case of non-satisfactory achievement of rates from bidder/authorised partner, the bid evaluation committee may choose to make a written counter offer to the bidder and if this is not accepted by him, the committee may decide to reject and re-invite Bid.
  - f) In case the rates even after the negotiations are considered very high, fresh Bid shall be invited.
- 16) Exclusion of Bid/ Disqualification**
- a) A procuring entity shall exclude/ disqualify a Bid, if: -
    - a. the information submitted, concerning the qualifications of the bidder/authorised partner, was false or constituted a misrepresentation; or
    - b. the information submitted, concerning the qualifications of the bidder/authorised partner, 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/authorised partner, 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/authorised partner, 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 bidder in writing;
    - b. published on the State Public Procurement Portal, if applicable.
- 17) Acceptance of the successful Bid and award of contract**
- a) 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.
  - b) Decision on Bid shall be taken within original validity period of Bid 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.
  - c) Before award of the contract, the procuring entity shall ensure that the price of successful Bid is reasonable and consistent with the required quality.
  - d) A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid.
  - e) 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.
  - f) Prior to the expiration of the period of bid validity, the procuring entity shall inform the successful bidder/authorised partner, in writing, that its Bid has been accepted.
  - g) 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/authorised partner.
- h) 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 LOI and letter of acceptance from the bidder shall constitute a binding contract.
  - i) After the contract, contract /agreement with the successful bidder is signed and its performance security is obtained.
- 18) **Information and publication of award:** Information of award of contract shall be communicated to Bidder and published on the respective website(s) as specified in NIB.
- 19) **Procuring entity's right to accept or reject Bid:** The Procuring entity reserves the right to accept or reject Bid, and to annul (cancel) the bidding process and reject Bid at any time prior to award of contract, without thereby incurring any liability to the bidder/authorised partner.
- 20) **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. 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.
- 21) **Performance Security**
- a) Prior to execution of agreement, Performance security shall be solicited from 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%, of the amount of supply/work 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) Performance security shall be furnished in any one of the following forms: -
    - a. Bank Draft or Banker's Cheque of a scheduled bank;
    - b. National Savings Certificates and any other script/ instrument under National Savings Schemes for promotion of small savings issued by a Post Office in Rajasthan, if the same can be pledged under the relevant rules. They shall be accepted at their surrender value at the time of bid and formally transferred in the name of procuring entity with the approval of Head Post Master;
    - c. 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;
    - d. Fixed Deposit Receipt (FDR) of a scheduled bank. It shall be in the name of procuring entity on account of bidder and discharged by the bidder in advance. The procuring entity shall ensure before accepting the FDR that the bidder furnishes an undertaking from the bank to make payment/ premature payment of the FDR on demand to the procuring entity without requirement of consent of the bidder concerned. In the event of forfeiture of the performance security, the Fixed Deposit shall be forfeited along with interest earned on such Fixed Deposit.
  - d) Performance security furnished in the form specified in clause [b.] to [d.] of (c) above shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder/authorised partner, including warranty / support obligations and maintenance and defect liability period.

- e) 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 as per the scope of tender document.
    - c. if the bidder breaches any provision of code of integrity, prescribed for bidder/authorised partner, specified in the bidding document.
  - f) Notice will be given to the bidder with reasonable time before PSD deposited is forfeited.
  - g) No interest shall be payable on the PSD.
  - h) The PSD shall be returned/ refunded after completion of the Contract period.
- 22) **Execution of agreement**
- a) A procurement contract shall come into force from the date on which Agreement is signed.
  - 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/authorised partner, 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 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 purchased from anywhere in Rajasthan only.
- 23) **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 bidders;
    - 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 bidders 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.
- 24) **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 Bid or proposals after taking a decision to cancel the procurement and shall return such unopened Bid or proposals.
  - d) The decision of the procuring entity to cancel the procurement and reasons for such decision shall be immediately communicated to bidder/authorised partner.
  - 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/authorised partner.
- 25) **Code of Integrity for Bidders**
- 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 bidder or prospective bidder/authorised partner, 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.
- 26) **Conflict of Interest:** A bidder may be considered to be in conflict of interest with one or more parties in a bidding process if, including but not limited to:-
- a) they have controlling partners in common;
  - b) they receive or have received any direct or indirect subsidy from any of them;
  - c) they have the same legal representative for purposes of the bid;
  - d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another;
  - e) A bidder participates in more than one bid in the same bidding process. However, this does not limit the inclusion of the same sub-contractor, not otherwise participating as bidder/authorised partner, in more than one bid; or
  - f) A bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the subject matter of procurement of the bidding process. All bidder shall provide in Eligibility Criteria documents, a statement that the bidder is neither associated nor has been associated directly or indirectly, with the consultant or any other entity that has prepared the design, specifications and other documents for the subject matter of procurement or being proposed as Project Manager for the contract.
- 27) **Interference with Procurement Process:** A bidder/authorised partner, who: -
- a) withdraws from the procurement process after opening of financial bid;

- b) withdraws from the procurement process after being declared the successful bidder/authorised partner;
- c) fails to enter into procurement contract after being declared the successful bidder/authorised partner;
- 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/authorised partner, 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.

## 28) 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 there-under, 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 bidder as successful in terms of "Award of Contract", the appeal may be filed only by 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 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 (b) 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 (b) 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: Principal Secretary, IT&C, GoR  
Second Appellate Authority: Secretary(Budget), Finance Department, GoR
- f) Form of Appeal:
  - a. Every appeal under (a) and (c) above shall be as per Annexure-13 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.
- 29) **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.
- 30) **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.
- 31) **Offences by Firms/ Companies**
  - 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.
- 32) **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) 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 bidder has breached the code of integrity prescribed in terms of "Code of Integrity for bidders" 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 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 Bidder under this section unless such bidder has been given a reasonable opportunity of being heard.
- 33) **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 selected bidder/authorised partner'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 selected 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 selected 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/authorised partner'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 selected 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**

The procurement process under this bidding document, terms & conditions mentioned herein are governed by the RTPP Act, 2013. Bidder should read these conditions carefully and comply strictly while sending their Bid.

### **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/ selected bidder/authorised partner, 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/ selected bidder as specified in the Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.
- d) "Day" means a calendar day.
- e) "Delivery" means the transfer of the Goods from the successful/ selected 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/ selected 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/ selected 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/ selected 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/ selected bidder.
- k) "Supplier/ Successful or Selected bidder/authorised partner" 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/ selected 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.

### **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.

### **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.
- 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.
- 4) **Joint Venture, Consortium or Association**  
Joint venture, consortium is not allowed to bid.
- 5) **Eligible Goods and Related Services**
- a) For purposes of this Clause, the term "goods" includes commodities, raw material, machinery, equipment, and industrial plants; and "related services" includes services such as insurance, transportation, supply, installation, integration, testing, commissioning, training, and initial maintenance.
  - b) All articles/ goods being bid, other than those marked in the Bill of Material (BoM) should be the ones which are produced in volume and are used by a large number of users in India/ abroad. All products quoted by the successful/ selected Bidder must be associated with specific make and model number, item code and names and with printed literature describing configuration and functionality. Any deviation from the printed specifications should be clearly mentioned in the offer document by the bidder/authorised partner. Also, the bidder is to quote/ propose only one make/ model against the respective item.
  - c) The OEM/ Vendor of the quoted product must have its own registered spares depot in India or nearby it having adequate inventory of the equipment being quoted for providing the necessary spares as per the requirements of this bidding document.
  - d) The OEM/ Vendor of the quoted product should also have its direct representation in India or nearby in terms of registered office for at least past 3 years. The presence through any Distribution/ System Integration partner agreement will not be accepted.
  - e) Bidder must quote products in accordance with above clause "Eligible goods and related services".
- 6) **Service of Notice, Documents & Orders**
- a) A notice, document or order shall be deemed to be served on any individual by -
    - a. delivering it to the person personally; or
    - b. leaving it at, or sending it by post to, the address of the place of residence or business of the person last known;
    - c. on a body corporate by leaving it at, or sending it by post to, the registered office of the body corporate.
  - b) When the procedure laid down in (a) above is followed, service shall be deemed to be effected by properly addressing, preparing and posting the document, notice or order, as the case may be.
- 7) **Scope of Supply**
- a) Subject to the provisions in the bidding document and contract, the goods and related services to be supplied shall be as specified in the bidding document.
  - b) Unless otherwise stipulated in the Contract, the scope of supply shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining delivery and completion of the goods and related services as if such items were expressly mentioned in the Contract.
  - c) The bidder shall not quote and supply hardware/ software that is likely to be declared as End of Sale in next 6 months and End of Service/ Support for a period of 5 Years from the last date of bid submission. If any of the hardware/ software is found to be declared as End of Sale/ Service/ Support,

then the bidder shall replace all such hardware/ software with the latest ones having equivalent or higher specifications without any financial obligation to the purchaser.

8) **Delivery & Installation**

- a) Subject to the conditions of the contract, the delivery of the goods and completion of the related services shall be in accordance with the delivery and completion schedule specified in the bidding document. The details of supply/ shipping and other documents to be furnished by the successful/ selected bidder are specified in the bidding document and/ or contract.
- b) The contract for the supply can be repudiated at any time by the purchase officer, if the supplies are not made to his satisfaction after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.
- c) The Supplier/ Selected bidder shall arrange to supply, install and commission the ordered materials/ system as per specifications within the specified delivery/ completion period at various departments and/ or their offices/ locations mentioned in the PO/ WO.
- d) Shifting the place of Installation: The user will be free to shift the place of installation within the same city /town/ district/ division. The successful/ selected bidder shall provide all assistance, except transportation, in shifting of the equipment. However, if the city/town is changed, additional charges of assistance in shifting and providing maintenance services for remaining period would be decided mutually.
- e) All title of the assets is to be transferred to RISL or its nominated agencies on the day of the successful delivery/ installation/ commissioning, whichever is earlier of the supplied items. All expenses occurred during transfer of title of assets shall be borne by the selected bidder/authorised partner.

9) **Supplier's/ Selected Bidder/Authorised Partner's Responsibilities**

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

10) **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/authorised partner, 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.

11) **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.

12) **Recoveries from Supplier/ Selected Bidder/Authorised partner**

- a) Recoveries of liquidated damages, short supply, breakage, rejected articles shall ordinary be made from bills.
- b) Amount may also be withheld to the extent of short supply, breakages, and rejected articles and in case of failure in satisfactory replacement by the supplier along with amount of liquidated damages shall be recovered from his dues and security deposit available with the department.
- c) In case, recovery is not possible recourse will be taken under Rajasthan PDR Act or any other law in force.

13) **Taxes & Duties**

- a) The TDS as applicable, shall be deducted at source/ paid by the purchaser 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. However, it is clarified that for the purpose concessional Sales Tax, no "C-Form/ D-Form", or any other form by whatever name

it may be called, shall be released by Purchaser to the selected bidder under any circumstances for any of activities under the SoW of this bidding document.

14) **Copyright**

The copyright in all drawings, design documents, source code and other materials containing data and information furnished to the Purchaser by the Supplier/ Selected Bidder herein shall remain vested in the Supplier/ Selected Bidder, or, if they are furnished to the Purchaser directly or through the Supplier/ Selected bidder by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.

15) **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/authorised partner.
- 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 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 till completion or termination, for whatever reason, of the Contract.

16) **Specifications and Standards**

- a) All articles supplied shall strictly conform to the specifications, trademark laid down in the bidding document and wherever articles have been required according to ISI/ ISO/ other applicable specifications/ certifications/ standards, those articles should conform strictly to those specifications/ certifications/ standards. The supply shall be of industry standard quality and description. The decision of the competent authority/ purchase committee whether the articles supplied conform to the specifications shall be final and binding on the supplier/ selected bidder.
- b) **Technical Specifications and Drawings**
  - i. The Supplier/ Selected bidder shall ensure that the goods and related services comply with the technical specifications and other provisions of the Contract.
  - ii. The Supplier/ Selected bidder shall be entitled to disclaim responsibility for any design, data, drawing, specification or other document, or any modification thereof provided or designed by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Purchaser.
  - iii. The goods and related services supplied under this Contract shall conform to the standards mentioned in bidding document and, when no applicable standard is mentioned, the standard shall be equivalent or superior to the official standards whose application is appropriate to the country of origin of the Goods.
- c) Wherever references are made in the Contract to codes and standards in accordance with which it shall be executed, the edition or the revised version of such codes and standards shall be those specified in the bidding document. During Contract execution, any changes in any such codes and



- standards shall be applied only after approval by the Purchaser and shall be treated in accordance with the general conditions of the contract.
- 17) **Testing charges:** Testing charges shall be borne by the Government. In case of test results showing that supplies are not upto the prescribed standards or specifications, the testing charges shall be payable by the selected bidder/authorised partner.
- 18) **Rejection**
- Articles 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.
  - If, however, due to exigencies of RISL's 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.
  - The rejected articles shall be removed by the supplier/ Bidder within 15 days of intimation of rejection, after which Purchase Officer shall not be responsible for any loss, shortage or damage and shall have the right to dispose of such articles as he thinks fit, at the selected bidder/authorised partner's risk and on his account.
- 19) **Payments**
- Advance Payment will not be made except in rare and special cases. In case of advance payment being made, it will be against proof of despatch and to the extent as prescribed in financial powers by rail/ reputed goods transport companies, etc., and prior inspection, if any. The balance, if any, will be paid on receipt of the consignment in good condition with the certificate to that effect endorsed on the inspection not given to the bidder/authorised partner.
  - Unless otherwise agreed between the parties, payment for the delivery of the stores will be made on submission of bill in proper form by the bidder to the Purchase Officer in accordance with G.F.& A.R all remittance charges will be borne by the bidder/authorised partner.
  - In case of disputed items, disputed amount shall be withheld and will be paid on settlement of the dispute.
  - Payment in case of those goods which need testing shall be made only when such tests have been carried out, test results received conforming to the prescribed specification.
- 20) **Liquidated Damages (LD)**
- In case of extension in the delivery period with liquidated damages the recovery shall be made on the basis of following percentages of value of items with the bidder has failed to supply and install:-
    - delay up to one fourth period of the prescribed delivery period: 2.5%
    - delay exceeding one fourth but not exceeding half of the prescribed period: 5.0%
    - delay exceeding half but not exceeding three fourth of the prescribed period: 7.5%
    - delay exceeding three fourth of the prescribed period: 10%
  - Fraction of a day in reckoning period of delay in supplies shall be eliminated if it is less than half a day.
  - The maximum amount of liquidated damages shall be 10% of the contract value.
  - If the supplier requires an extension of time in completion of contractual supply on account of occurrence of any hindrance, he shall apply in writing to the authority, which has placed the supply order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of supply.
  - Delivery period may be extended with or without liquidated damages if the delay in the supply of goods is on account of hindrances beyond the control of the bidder.
- 21) Bidder must make their own arrangements to obtain import licence, if necessary. If Bidder imposes conditions which are in addition to or in conflict with the conditions mentioned herein, his bid is liable to summary rejection. In any case none of such conditions will be deemed to have been accepted unless specifically mentioned in the letter of acceptance of bid issued by the Purchase Officer.
- 22) **Settlement of Disputes:** If any dispute arise out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to by the Parties in accordance to the Arbitration and Conciliation Act 1996, the rules there under and any statutory modification or re-enactment's thereof, shall apply to the arbitration proceedings.
- 23) All legal proceedings, if necessary arise to institute may by any of the parties (Government of Contractor) shall have to be lodged in courts situated in Rajasthan and not elsewhere.
- 24) **Warranty**

- a) The Bidder must supply all items with comprehensive on-site OEM support as per the details mentioned in the Scope of Work from the date of the goods / service, or any portion thereof as the case may be, have been delivered to, installed and accepted at the final destination(s) indicated in the bidding document. However, if delay of installation is more than a month's time due to the reasons ascribed to the bidder/authorised partner, the warranty shall start from the date of last successful installation of the items covered under the PO.
  - b) The Bidder must provide software assurance services for software items, manuals and OEM support, updates, upgrades, patches, and errata for the whole contract period as per this warranty clause. This shall comprise support through email, telephone & on-line, as the case may be. At the time of item delivery, the selected Bidder shall submit a certificate/ undertaking mentioning the fact that the item supplied are covered under comprehensive warranty & support for the prescribed period.
  - c) The purchaser shall give a written notice to the selected Bidder stating the nature of any defect together with all available evidence thereof, promptly following the discovery thereof. The purchaser shall afford all reasonable opportunity for the selected Bidder to inspect such defects. Upon receipt of such notice, the selected Bidder shall expeditiously cause to repair the defective item or parts thereof or replace the defective item or parts thereof with brand new genuine/ authentic ones having similar or higher specifications, at no cost to the Purchaser. Any item repaired or replaced by the selected Bidder shall be delivered at the respective location without any additional costs to the purchaser.
  - d) If having been notified, the selected Bidder fails to remedy the defect within the period specified, the purchaser may proceed to take within a reasonable period such remedial action as may be necessary, in addition to other recourses available in terms and conditions of the contract and bidding document.
- 25) **Patent Indemnity**
- a) The supplier/ selected Bidder shall, subject to the Purchaser's compliance with sub-clause (b) below, indemnify and hold harmless the Purchaser and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of: -
    - i. the installation of the Goods by the supplier/ selected bidder or the use of the Goods in the country where the Site is located; and
    - ii. the sale in any country of the products produced by the Goods.Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the supplier/ selected bidder/authorised partner, pursuant to the Contract.
  - b) If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to above, the Purchaser shall promptly give the supplier/ selected bidder a notice thereof, and the supplier/ selected bidder may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.
  - c) If the supplier/ selected bidder fails to notify the Purchaser within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf.
  - d) The Purchaser shall, at the supplier's/ selected bidder/authorised partner's request, afford all available assistance to the supplier/ selected bidder in conducting such proceedings or claim, and shall be reimbursed by the supplier/ selected bidder for all reasonable expenses incurred in so doing.
  - e) The Purchaser shall indemnify and hold harmless the supplier/ selected bidder and its employees, officers, and Subcontractors (if any) from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the supplier/ selected bidder may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Purchaser.

**26) 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 amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement.

**27) Force Majeure**

- a) The supplier/ selected bidder shall not be liable for forfeiture of its PSD, LD, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) 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/authorised partner. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- c) 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.
- d) 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.
- e) In case a Force Majeure situation occurs with the RISL, the RISL may take the case with the supplier/ selected bidder on similar lines.

**28) 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. drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;
  - ii. the method of shipment or packing;
  - iii. the place of delivery; and
  - iv. 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/authorised partner'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 should 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/authorised partner'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.

**29) Termination****a) Termination for Default**

- i. The procuring entity may, without prejudice to any other remedy for breach of contract, by written a written notice of default of at least 30 days sent to the supplier/ selected bidder/authorised partner, 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/authorised partner, 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.
- iv. As on effective date of termination, Tendering Authority may pay:
  - a. the unpaid value of all the assets supplied by the Bidder and accepted by the purchaser in accordance with the RFP specifications in order to take over the possession of the assets / application.
  - b. all the services delivered by the Bidder and accepted by the purchaser, the consideration payable shall be based on service rate as per agreement.

**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/authorised partner, if the supplier/ selected bidder become bankrupt or otherwise insolvent. In such event, termination will be without compensation to the supplier/ selected bidder/authorised partner, 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/authorised partner'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/authorised partner.
- iv. As on effective date of termination, Tendering Authority may pay:
  - a. the unpaid value of all the assets supplied by the Bidder and accepted by the purchaser in accordance with the RFP specifications in order to take over the possession of the assets / application.
  - b. all the services delivered by the Bidder and accepted by the purchaser, the consideration payable shall be based on service rate as per agreement.

**30) Exit Management**

**a) Preamble**

- i. The word 'parties' include the procuring entity and the selected bidder/authorised partner.
- 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 a six months 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 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/authorised partner, 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/authorised partner.
    - 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 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/authorised partner. 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, except that the selected bidder shall be permitted to retain one copy of such materials for archival purposes only.
- 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 leasers, 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/authorised partner'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/authorised partner'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. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT**

**1) Payment Terms and Schedule**

a) Payment schedule - Payments to the bidder/authorised partner, after successful completion of the target milestones (including specified project deliverables), would be made as under: -

S. No.	Project Activity/ Scope of Work	Deliverables (Reports/ Docs./ Infra.)	Timelines	Payable Amount
1.	Completion of Activities applicable and as mentioned in section 4. (1.A)	i. Delivery Challan of BOM ii. Installation Report of BOM iii. OEM License + First year Support certificate. iv. OEM Certification document about 1 year onsite support by OEM v. CV + Relevant Qualification & Experience Documents of Deployed Resource vi. 5% BG (of Work Order value) with validity as per earlier submitted PBG (will be treated as PBG for performance SLAs)	Within 8 weeks from the date of issuance of work order - T <sub>1</sub> = T + 15 days from Work order, T <sub>1</sub> , being delivery date - T <sub>2</sub> = T <sub>1</sub> + 45 days from Work order, T <sub>2</sub> , being installation/integration end date - However the supply and installation/ integration timelines may overlap but the total work is to be completed within 60 days from agreement	100% of the Quoted CAPEX (after deducting LD, if any and as applicable)
2.	Completion of Activities applicable and as mentioned in section 4. (1.B)	Quarterly Resource deployment and attendance Report.	Post completion date of respective O&M quarter	Equated Quarterly post completion of the quarter (after deducting penalties, if any and as applicable)

- b) The supplier's/ selected bidder's request for payment shall be made to the purchaser in writing, accompanied by invoices describing, as appropriate, the goods delivered and 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.
- c) Due payments shall be made promptly by the purchaser, generally within sixty (60) days after submission of an invoice or request for payment by the supplier/ selected bidder/authorised partner, and the purchaser has accepted it.
- d) The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.
- e) All remittance charges will be borne by the supplier/ selected bidder/authorised partner.
- f) In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.
- g) Payment in case of those goods which need testing shall be made only when such tests have been carried out, test results received conforming to the prescribed specification.
- h) 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.
- i) Taxes, as applicable, will be deducted/ paid, as per the prevalent rules and regulations.

**2) Service Level Standards/ Requirements/ Agreement**

a) Service level requirements

- i. Service level plays an important role in defining the Quality of Services (QoS). The prime objective of service levels is to ensure high quality of services from selected bidder/authorised partner, in an efficient manner to the identified users under this procurement.
- ii. Manpower resource –  
Resource are required to be available on-site on working days for working hours (normally 9 hours). However, the Deptt may allocate shifts to these resource as per need.
- iii. The service level shall be tracked on a periodic basis and have penalty clauses on non-adherence to any of them. The Bidder shall submit reports on all the service levels to the Purchaser in accordance with the specified formats and reporting periods and provide clarification, if required. The service levels defined below provide for target level of services required, measurements thereof and associated penalties.

S. No.	Measurement Parameter	Service Level	Penalty
1.	Time taken for resolving the issue	Within 12 hours of lodging the complaint	No penalty
2.	Time taken for resolving the issue	After 12 hours of lodging the complaint	₹ 5,000/- per 12 hours
3.	Deployed Resource/ Manpower Absenteeism	Non-availability of Deployed Resource/ Manpower*	Per day payable amount to the Deployed Resource/ Manpower as per quoted cost + Rs. 1000 per day

\*The replacement of a resource by the selected bidder after deployment shall generally not be allowed. However, replacement will be allowed only in case, the resource leaves the organization by submitting resignation with the present employer/ due to poor health condition (supported by certificate issued by a Government Doctor)/ in case of Death/ in special cases based on the approval received from the designated authority. The outgoing resource would complete the knowledge transfer with the replaced resource up to the satisfaction of the purchaser.

In case the supplier fails to rectify the defect(s) in supplied solution within 7 calendar days, it may be considered as breach of contract. Further, in case the fault is not resolved within 24 hours or lodging the complaint three times in a year, it may be considered as breach of contract. Maximum applicable penalty shall be 10% of the total contract value.



**ANNEXURE-1: BILL OF MATERIAL (BoM)**

S. No	Item Description	Qty.
<b>CAPEX</b>		
1	IT-GRC Tool (including the following modules) for SoC along with OEM premium Support including all patches, updates, upgrades, fixes for One year <ul style="list-style-type: none"> <li>• Policy lifecycle management</li> <li>• Control testing and evidence collection</li> <li>• Risk assessment and treatment</li> <li>• Cybersecurity incident management</li> <li>• Generating SOA for ISMS management system</li> <li>• Vulnerability Management</li> <li>• Cyber Security Framework Management</li> <li>• Findings tracker</li> </ul>	1 No.
<b>OPEX</b>		
2	Manpower Resources x 12 Months	1 No.

Note: All the quoted S/w components must be IPv6 ready from day one (as and where applicable) and should be supplied with 1 Year comprehensive OEM on-site support and services. This means that in case calls are lodged to OEM (through SI or purchaser) for support-services-guidance, OEM shall ensure comprehensive onsite OEM premium support and services.

Installation of the supplied products to be done by OEM only. All required hardware for above implementation shall be provided by Department. The licenses shall be for enterprise wide license and license should be perpetual in nature.

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

Name of the Bidder : \_\_\_\_\_  
Authorised Signatory : \_\_\_\_\_  
Seal of the Organization : \_\_\_\_\_

**ANNEXURE-2: TECHNICAL SPECIFICATIONS**

Note: All the specifications below are minimum specifications and higher specifications shall be used wherever necessary/ required. Deviation on higher side shall only be considered and no extra weightage shall be awarded for such deviations. Also, the bidder is required to submit the technical compliance statement for each item only on the OEM’s letter-head.

Note: All the quoted components must be IPv6 ready from day one and should be supplied with 1 Year comprehensive OEM on-site support/ services for S/w and One Year OEM onsite manpower Support for the S/w.

Installation of the supplied products to be done by OEM only. All required hardware for above implementation shall be provided by Department. The licenses shall be for enterprise wide license and license should be perpetual in nature.

**Item No. 1: IT-GRC Tool for SoC**

<b>Make &amp; Model offered:</b>	<b>OEM Compliance (Y/N)</b>
The OEM should be in leader quadrant in all 4 categories (ITSRM/ Integrated Risk Management) for last 3 years.	
The OEM should submit at least two successful installation and completion certificates from Indian customers highlighting the successful implementation of the proposed platform/ solution.	
The system should be able to integrate with existing systems including Microsoft Active Directory, HP Arcsight, RSA Netwitness SIEM etc. seamlessly.	
Record or field level formulas or calculations should be easily changeable by the local administrator, without the assistance of the OEM or professional services.	
The Solution should provide a variety of layout options enabling a business user to alter the user interface.	
Use cases should be configurable to add additional fields without requiring professional services for customizations.	
All the periodic Platform maintenance include updates and upgrades to the application should be provided to the department during contract period without additional cost.	
The Communication between various components of solution & with other integrated systems should be using encrypted channels.	
The Solution should document the business infrastructure including products/services, business processes, information assets, facilities and personnel and hierarchy of the Department.	
The Solution should capture history of a record for all changes done on it and the user who made them.	
The Solution should provide a workflow engine that easily allows users to set up and maintain defined and customized workflow management processes.	
The solution should have the features of schedule bulk updates and scheduled bulk create based on defined parameters	
The Solution should support advanced workflow capabilities such that multiple simultaneous paths and return back to earlier steps, phases or stages. The workflow configuration should be driven via a graphical user interface and not configured via customized code.	
<b>IT &amp; Security Policy Program Management</b>	
The system includes an IT policy and IT controls library (List specific control standards that are provided and how they are mapped to one another).	

The system supports importing/exporting of IT policies and IT controls.	
The system includes default content libraries that provide broad coverage across industries.	
The system includes built-in weighting/scoring capabilities to allow for easy prioritization of business-critical compliance requirements.	
The system includes pre-defined mappings to industry best practices, framework, regulations and standards.	
The system supports IT policy and IT control mapping for custom or existing policies and controls.	
The system supports IT policy authoring with approval workflow.	
The system supports IT policy and controls versioning.	
The system supports linking IT policy and controls to supporting documents and files.	
The system supports easy addition of new regulations and requirements and has interfaces to feeds that provide for and update regulations, legislation and self-regulating bodies.	
The system provides discreet capabilities to capture and track regulatory changes.	
The system includes workflow and stakeholder ownership assignment to ensure changes to the business are properly reviewed.	
The system allows users to filter and view policies by statically or dynamically defined criteria such as business unit, geography, impact area, role, etc.	
The system allows users to perform keyword searches to quickly find specific information among various IT policies.	
The system provides multiple viewable and printable reporting options to provide flexibility in matching report formats to audience needs.	
The system offers a library of technical baseline configuration procedures mapped to various technologies. (List specific baselines offered.)	
The system provides top-down or bottom-up approaches to developing key control procedures aligned with corporate compliance requirements.	
The system provides advanced technical baselines written against control standards and mapped to regulatory requirements, best practices, and international standards.	
The system supports IT policy distribution based on user roles. Please indicate if the system can track acknowledgement of polices, as well as comprehension of policies.	
IT Policies and controls are assigned: Individually to entities, Globally to groups, Automatically based on attributes and Dynamically when attributes change	
The platform should support the identification and criticality definition of business processes and assets.	
The system should have a built in method of defining the business process criticality as well as provide the flexibility to accommodate our calculation method.	
Ability to capture the relevant data for each business process as well as underlying assets, application, information assets, products and services, business unit, devices, etc.	
The system should support and provide a Contacts application that maintains details (such as Name, email, contact number, Business Unit, Manager etc.) of all the employee that have access to the system.	
Ability to import data related to employees from an export from systems such as an HRMS system Or an Excel sheet.	
Capability to identify, document, track and monitor corporate objectives against policies, risks and metrics such as Key Performance indicators (KPIs).	
Ability to document and maintain external benchmarks, frameworks, laws and regulations identified for meeting the corporate objectives.	

Ability to document unique and comprehensive control standards identified and documented from the internal policies for meeting the corporate objectives.	
Provide built in workflow (basic and advanced) for the current follow-up and escalation process.	
Ability to define frequency of review and reporting for the tasks assigned.	
<b>IT Control Assurance</b>	
Pre-mapped controls that are maintained by vendor on a periodic basis. Specify which of these frameworks are supported (NERC, ISO, ISF, COBIT, NIST, FFIEC, HIPAA, GLBA, PCI, SOX, HITRUST CSF).	
Compliance requirements can be mapped to a business hierarchy.	
The system records the consequences (financial and non-financial) of non-compliance with different requirements.	
Compliance programs have the ability to create compliance-related assignments or tasks to track responsibility and expected completion dates.	
Each owner has signoff ability to close out a compliance period, archive their compliance program data and begin the cycle for the next period.	
The system has the ability to link to supporting external requirements from compliance programs.	
Ability to define / modify preconfigured compliance questionnaires/surveys	
The survey functionality includes the ability to assign multiple recipients from a single template and reporting across different statutory entities.	
The system allows the ability to view, print and report on all compliance-related surveys.	
Content (policies, controls, report templates, reference documentation) is available as part of the standard solution.	
The system supports bidirectional policy and control/sub control mapping to all relevant regulations and mandates.	
The system supports online assessments (and is portable to a laptop).	
The system employs predefined and customizable assessment templates (based upon standards/ frameworks).	
The system supports a master library of questions that can be used in multiple questionnaires and are mapped to standards/frameworks.	
The system supports applying weight to questions and responses.	
The system automatically generates findings for incorrect answers and allows the management of findings through remediation tasks or exception requests.	
The system supports publication of compliance assessments to mobile devices.	
Compliance personnel can perform assessments and upload or synchronize assessment data from a mobile device to the centralized system for reporting and tracking.	
The system's compliance scores seamlessly combine survey-based and automated testing results and data from third-party tools.	
The system can flag result discrepancies (e.g., between survey-based and automated test results).	
The system can be used to perform a gap analysis.	
The system calculates compliance scores for each regulation.	
The system calculates compliance scores for any group, including dynamically defined groups.	
Ability to document control activities and capture details like control owners, testing requirements, mapping with compliance, risk, business unit etc...	

The system provides the built-in ability to document control activities currently in scope and perform validation testing such as Control Self Assessments, Design Efficiency and Operating Efficiency testing, etc.	
Ability to integrate automated test results from technical controls like Qualys Guard, Nessus out of the box.	
Ability to provide built-in assessments and questionnaires as well as manually create assessments and questionnaires per defined guidelines for conducting compliance testing.	
Provide an automated and rule driven mechanism for reporting test results on a frequency via data driven events and conditions.	
Provide a mechanism to track and remediate control deficiencies identified during testing.	
<b>IT Risk Management</b>	
System captures robust details about each risk element / item including objectives, products and services, business processes, risks, controls, physical facilities, technology assets, policies and procedures.	
System enables a holistic understanding of the interrelationship of each risk element / item elements and provides the ability to traverse these relationships and drill into the details of each framework element	
Ownership of each risk element / item record can be established by individual and by organizational entity (business unit, division, company, etc.)	
System provides a means to roll-up risks from a detailed level to a summary, enterprise-wide view appropriate for executive reporting	
System supports a risk register approach to risk assessments	
Risk assessments are performed on both inherent and residual risk	
Risk assessments can be performed for each risk category associated with a risk register record	
Risk assessments support both qualitative and quantitative approaches and both approaches can be applied consistently and harmonized in one risk assessment view	
Risk thresholds can be established by risk and by organizational hierarchy and risks outside thresholds can be routed to stakeholders on a timely basis	
The system provides a means to capture and assess the risks associated with new or changed products and services, business processes, or ventures	
Risk register records can be catalogued as scenarios and reports of enterprise scenario analysis generated	
Risk register records in development or de-commissioned can be catalogued as such so that they are not reflected in risk roll-up calculations but are retained for further development and / or audit trail reference	
The system integrates the concepts of strategic planning, operational management and internal controls.	
The system provides the ability to create a risk summary report that describes key risks, how they are being managed and monitored, remediation of key issues and accountability.	
The system offers graphical, color-coded reports of strategic objectives and the evaluation of risk where specific criteria are accessed.	
System provides a means to reaffirm existing risks and risk assessments with risk owners and to capture and report on changes in risk profile of each organizational unit including missing and emerging risks, changes in products, processes, organizational structure, technology and externally driven events. The system automatically distributes work to impacted users and tracks it to completion, including the ability to automatically send reminders.	



Mapping against industry-standard frameworks is supported such as COSO, COBIT, ISO27001/2, ITIL/ITSM, CMM, BASEL, or Solvency II, etc.	
The system allows for aggregation of risks across the organization.	
Automated questionnaires can be utilized to target and assess any risk element and to capture business contextual information about each element:	
The system calculates, displays, and reports risk scores.	
Risk calculations are transparent (no "black box" magic).	
The system gives users full control over risk calculation parameters, weightings.	
The system supports custom risk assessment methodologies and algorithms.	
Required fields and field names can be easily configured by the customer to match the customer's unique risk taxonomy.	
The system supports risk assessment processes and workflow.	
The system supports online assessments.	
The system enables a methodology to assign security resources to threat related projects, tracks the projects and facilitates a process that includes threat identification, analysis and counter measure plans.	
The system provides a method to gather threat scenarios for business representatives via a questionnaire function.	
Ability to manually or automatically calculate the criticality of information assets (Applications, It Infra., devices etc.) which are defined.	
Ability to reflect the current risk assessment process conducted for the IT Assets (applications, devices, etc.)	
Provide the capability to document and capture details of stakeholders identified like asset owner, risk owner, control owners etc.	
Capability to define and automate the frequency of conducting the IT risk assessment and automatically generating reports across various levels such as business unit head / manager, asset owner as well as board and management levels.	
Provide an out of the box risk register in order to capture currently maintained and tracked risks as well as ability to configure the application via no coding to accommodate our requirements.	
Ability to capture and document risk response procedures as well as mitigating controls that are maintained and linked to within the same platform.	
Ability to link and map identified risk to Authoritative Sources, departments, asset, divisions as well as other elements via cross reference and mapping capabilities without coding etc.?	
<b>Cyber Incident &amp; Breach Response Management</b>	
The solution provides a centralized system to catalog IT assets for incident prioritization and provide business context for prioritization of events	
Core functions of the solution should include a catalog of IT assets, central repository and taxonomy for security alerts, integration to SIEM, log and packets, full lifecycle support for incident management, incident investigation, incident response and issues management	
Solution manages end-to-end security incident lifecycle as a consistent/predictable business process	
Solution centralizes security incident management with integrated business context	
Solution can align and help customers deploy incident response best practices aligned with industry standards	
Solution provides a repository to document SOC procedures based on threat category	



Solution integrates with ticket management systems to forward findings at the end of security investigation additionally, IT operations can get access to the findings	
Solution will help in the overall investigation process and forensic analysis for security incidents	
Solution has the Incident Journal to summarize key points about the security investigation so if a security incident is escalated security analysts will have details about the key points	
Solution has terminology specifically catering to security incidents	
Solution can map incidents to security controls and provide a view of how effective security controls are in capturing security incidents	
The solution provides a centralized system to catalog IT assets for incident prioritization and provide business context for prioritization of events	
Core functions of the solution include: Catalog of IT assets, central repository and taxonomy for security alerts, integration to SIEM, log and packets, full lifecycle support for incident management, incident investigation, incident response and issues management	
Core functions of the solution include: Incident management, breach management, overall SOC program management and the ability to manage incidents according to associated IT security risk	
Solution manages end-to-end security incident lifecycle as a consistent/predictable business process	
Solution centralizes security incident management with integrated business context	
Solution can align and help customers deploy incident response best practices aligned with industry standards	
Solution provides a repository to document SOC procedures based on threat category	
Solution integrates with ticket management systems to forward findings at the end of security investigation additionally, IT operations can get access to the findings	
Solution will help in the overall investigation process and forensic analysis for security incidents	
Solution has terminology specifically catering to security incidents	
The solution orchestrates and manages a Security Operation Center (SOC) or Critical Incident Response Center (CIRC)	
Solution helps customers establish effective incident response capabilities aligned with industry standards and best practices	
Solution helps customers establish effective breach response capabilities aligned with industry standards and best practices	
Solution measures and reports on the SOC program with KPIs, dashboards and reports	
Solution is focused on the SOC personas and processes – reports, dashboards and workflow is specific to security analysts, security incident coordinators, SOC Managers, CISO, Breach coordinator and IT Operations	
Solution provides a repository to document SOC procedures based on threat category	
Solution integrates with ticket management systems to forward findings at the end of security investigation additionally, IT operations can get access to the findings	
Solution will help in the overall investigation process and forensic analysis for security incidents	
Solution has the Incident Journal to summarize key points about the security investigation so if a security incident is escalated security analysts will have details about the key points	

Solution can integrate with security monitoring systems and aggregate alerts from multiple systems so security analysts have one pane of glass to prioritize and manage security incidents	
Solution can map incidents to security controls and provide a view of how effective security controls are in capturing security incidents	
<b>Information Security Management System (ISMS)</b>	
The system provides the ability to define and report the full scope of the information security management system (ISMS).	
Includes ISO 27001 specific assessment content.	
The system provides the ability to report on ISO 27001 conformance in conjunction with a certification effort.	
<b>IT Security Vulnerability Program Management</b>	
System should support systematic identification and prioritization of threats and vulnerabilities based on the risk level to the business.	
System should support proactive management of IT security risks by combining asset business context, vulnerability assessment results and comprehensive workflow in one place.	
System should enable IT security analysts to implement alerts, explore vulnerability scan results and analyze issues as they arise, which all help to boost the closure rate for critical gaps.	
The system should support ability to research known vulnerabilities helps prioritize efforts for IT operations	
Centralized catalog of IT assets and repository and taxonomy for vulnerability data	
System should support ingestion of vulnerability detections to support large enterprise environments	
System should enable creation of vulnerability tickets for tracking of remediation actions by scanner	
System should support rules-based issues management	
System should have built-in integration to the leading scanning technologies including Qualys and Tenable	
System should apply business context to detections to help analysts prioritize remediation efforts based on the role, criticality and CVSS environmental score	
System should provide an end-to-end process to address vulnerabilities from detection to remediation according to business risk	
<b>Cybersecurity Framework Management</b>	
An enumeration of all of the elements or desired outcomes present in a mature cybersecurity program	
Prioritize and Scope the organization's business objectives and priorities.	
Orient the overall program scope to the systems, assets, regulatory requirements, and risk approach that will enable the organization to identify threats and vulnerabilities to those systems.	
The ability to summarize department's cybersecurity posture in a succinct but meaningful way to management.	
System should enable end user to create a current profile indicating which outcomes from the Core are currently being achieved.	
Risk Assess the operational environment to discern the likelihood of a cybersecurity event and the impact that event would have on the organization.	





System should support identify a Target Profile that focuses on the assessment categories that describe the organization's desired cybersecurity outcomes.	
System should support in Analyzing and comparing the Current Profile to the Target Profile to determine gaps.	
System should enable end user to Implement an Action Plan to identify which steps to take to remediate the gaps focusing on standards, guidelines, and practices that work best for the organization's needs.	



**ANNEXURE-3: BIDDER'S AUTHORIZATION CERTIFICATE**{to be filled by the bidder}

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:

**ANNEXURE-4: SELF-DECLARATION {to signed by selected bidder}**

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 or does not have any debarment by any other procuring entity
- e) 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;
- f) 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;
- g) does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
- h) will comply with the code of integrity as specified in the bidding document.

Also, this is to certify that, the specifications of goods which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum technical specifications of the bidding document and that there are no deviations of any kind from the requirement specifications.

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 and assumptions.

I/ We also certify that the price I/ we have quoted is inclusive of all the taxes to meet the desired Standards set out in the bidding Document.

I/ We also declare that I am/we are bonafide/ Manufacturers/ Whole Sellers/ Sole distributor/ Authorised dealer/ dealers/ sole selling/ Marketing agent in the goods/ stores/ equipment for which I/ We have quoted.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the bid, if any, to the extent accepted may be cancelled.

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-5: MANUFACTURER'S AUTHORIZATION FORM (MAF)**

To be filled by the OEM (indicative format)

To,  
{Procuring Entity},

\_\_\_\_\_ ,

Subject: Issue of the Manufacturer's Authorisation Form (MAF)

Reference: NIB/ RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_\_

Sir,

We {name and address of the OEM} who are established and reputed original equipment manufacturers (OEMs) having factories at {addresses of manufacturing location} do hereby authorize {M/s \_\_\_\_\_} who is our {Distributor/ Channel Partner/ Retailer/ Others <please specify>} to bid, negotiate and conclude the contract with you against the aforementioned reference for the following Hardware/ Software manufactured by us: -

*{OEM will mention the details of all the proposed product(s) with their make/ model.}*

We undertake to provide OEM Warranty & support for the offered Hardware/ Software, as mentioned above, for 5 Years.

We hereby confirm that the offered Hardware/ Software is not likely to be declared as End-of-Sale within next 1 year from the last date of bid submission.

We hereby confirm that the offered Hardware/ Software is not likely to be declared as End-of-Service/ Support within next 5 years from the last date of bid submission.

Yours faithfully,

For and on behalf of M/s (Name of the manufacturer)

(Authorized Signatory)

Name, Designation & Contact No.:

Address: \_\_\_\_\_

Seal:



**ANNEXURE-6: UNDERTAKING ON AUTHENTICITY OF COMPUTER EQUIPMENTS**

**{to be filled by the bidder(On Rs. 100/- Non-judicial stamp paper)}**

To,  
{Procuring Entity},  
\_\_\_\_\_ ,

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

This has reference to the items being supplied/quoted to you vide bid ref. no. \_\_\_\_\_ dated \_\_\_\_\_.

We hereby undertake that all the components/parts/assembly/ software used in the equipment shall be genuine, original and new components /parts/assembly/software from respective OEMs of the products and that no refurbished/duplicate/ second hand components/ parts/ assembly/ software are being used or shall be used. In respect of licensed operating system, we undertake that the same shall be supplied along with the authorized license certificate with our name/logo. Also, that it shall be sourced from the authorized source for use in India.

In case, we are found not complying with above at the time of delivery or during installation, for the equipment already billed, we agree to take back the equipment already supplied at our cost and return any amount paid to us by you in this regard and that you will have the right to forfeit our Bid Security/ SD/ PSD for this bid or debar/ black list us or take suitable action against us.

Authorized Signatory  
Name:  
Designation:

**ANNEXURE-7: COMPONENTS OFFERED – BOM{to be filled by the bidder}**

Please fill the following BOM for all the offered/ proposed components (add rows to the table below as per requirement).

S.No.	Product Details (Only one make and model)	Detailed Technical Specification Reference**	OEM Details (Name, Address, E-Mail, Mobile Nos.)
1.		{Item No. xx}	
2.		{Item No. xx}	
3.		{Item No. xx}	
4.		{Item No. xx}	

\*\* Please attach Technical specifications compliance sheet (on OEM letter head only)and provide reference number in this column. (Deviations, if any, should be appropriately mentioned & highlighted in the compliance/ deviation column of the respective table as provided above in the Annexure-2: Technical Specifications)

**ANNEXURE -8: FINANCIAL BID FORMAT**

{to be submitted by the bidder only in BoQ format (.XLS) available at e-Procurement portal}

S.No.	Name of Item	Qty	Unit Price Excluding GST (In Rs.)	Applicable GST (in Rs.)	Unit Price (In Rs.) (Inclusive of GST)	Total Amount (In Rs.)
1	2	3	4	5	6 =(4+5)	7= 3x6
<b>CAPEX</b>						
1.	Supply, Installation and Maintenance of IT-GRC tool along with OEM Deployment/Installation and OEM Premium Support (including all patches, updates, upgrades, fixes) for first year	1 Nos.				
<b>OPEX</b>						
2.	Manpower Resource x 12 Months	1 Nos.				
<b>Total Amount (In Figures):</b>						
<b>Total Amount (In Words):</b>						

**ANNEXURE-9: BANK GUARANTEE FORMAT PERFORMANCE SECURITY (PBG) { to be submitted by the Bidder's bank only if bank guarantee submission is allowed in this bidding document}**

(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 Ltd.(RISL),  
1<sup>st</sup> Floor, Yojana Bhawan Campus, Tilak Marg,  
C-Scheme, Jaipur-302005 (Raj).

1. In consideration of the Rajcomp Info Services Ltd. (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 Work Order No.....dated .....made between the RISL and .....(Contractor) for the work ..... of Security Deposit for the due fulfilment by the said Contractor (s) of the terms and conditions contained in the said work order, 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 work order 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 work order 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..... (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, Rajasthan. We undertake that this Bank Guarantee shall be payable at any of its branch at Jaipur, Rajasthan. 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 favour 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: DRAFT AGREEMENT FORMAT** {to be mutually signed by Bidder and procuring entity}

This Contract is made and entered into on this \_\_\_\_\_ day of \_\_\_\_\_, by and between RajComp Info Services Ltd., Jaipur having its head office at 1<sup>st</sup> Floor, Yojana Bhawan Campus, Tilak Marg, 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 \_\_\_\_\_ 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  
The supplier 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 M/s \_\_\_\_\_ 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 supplier at the rates set forth in the work order no. \_\_\_\_\_ dated \_\_\_\_\_ will duly supply the said articles set forth in "Annexure-I: Bill of Material" thereof and provide related services in the manner set forth in the RFP, along with its enclosures/ annexures and Technical Bid along with subsequent clarifications submitted by supplier.
3. The RISL do hereby agree that if supplier shall duly supply the said articles and provide related services 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 work order i.e. \_\_\_\_\_ and completed by supplier within the period as specified in the RFP document.
5. In case of extension in the delivery and/ or installation period/ completion period with liquidated damages, the recovery shall be made on the basis of following percentages of value of stores/ works which supplier has failed to supply and install: -

• Delay up to one fourth period of the prescribed delivery period, successful installation	2.5%
• Delay exceeding one fourth but not exceeding half of the prescribed delivery period, successful installation	5.0%



<ul style="list-style-type: none"> <li>• Delay exceeding half but not exceeding three fourth of the prescribed delivery period, successful installation</li> </ul>	7.5%
<ul style="list-style-type: none"> <li>• Delay exceeding three fourth of the prescribed delivery period, successful installation</li> </ul>	10.0%

Note:

- i. Fraction of a day in reckoning period of delay in supplies/ maintenance services shall be eliminated 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 of occurrence 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 the stipulated 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. All This agreement is being executed on behalf of DoITC (Govt of Rajasthan) to procure defined goods and services, RISL is merely acting as a Pure Agent who neither intends to hold or holds any title of goods and services being procured or provided. So all the goods and services are required to be delivered in the name of DoITC along with invoice 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 this agreement shall be decided as per the procedure mentioned in the RFP document.

In witness whereof the parties have caused this contract to be executed by their Authorized Signatories on this \_\_\_\_\_ day of \_\_\_\_\_.

Signed By:	Signed By:
Authorized Signatory Designation: Company: Mobile & Email:	Authorized Signatory RISL
Witness 1: Witness 2:	Witness 1: Witness 2:



**ANNEXURE-11: 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), or a 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: <please specify>

4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative: <please specify>

5. Number of affidavits and documents enclosed with the appeal: <please specify>

6. Grounds of appeal (supported by an affidavit): <please specify>

7. Prayer: <please specify>

Place .....

Date .....

Appellant's Signature

**ANNEXURE – 12 : 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 NIB reference 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. A Nationalised Bank / Scheduled Commercial Bank should execute the Bank Guarantee 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: