



Ref: F4.15.(06)/RISL/Tech/2024/2590

Date: 24/07/2025

Administrative Order**Introduction**

The Department of Information Technology and Communication (DoIT&C) and RajComp Info Services Limited (RISL) are the nodal agencies for implementation of various IT Projects in the state. In order to manage various IT projects and initiatives, it has been decided to seek the services of reputed IT Consulting agencies/Firms/Organizations having relevant experience to work with departments for effective implementation of various projects. Accordingly, an RFP was floated through RISL and Bids were invited from reputed agencies for their empanelment for a period of two years. The rates have been finalized by RISL and the process of selection of IT Consulting manpower from the empaneled agencies /firms/organization was under active consideration and accordingly RISL has decided to issue the administrative order for the same.

1. On the basis of technical and financial evaluation, purchase committee of RISL has empaneled firms/companies for a period of two years i.e. from the date of approval of administrative order to provide IT Consulting Manpower Services for e-governance activities in Rajasthan. Any department of Government of Rajasthan or allied offices under it (Corporations/board/Societies/in-dependent bodies) etc. can avail the IT Manpower Services from the empaneled firms through RISL by the due procedure.
2. The list of empaneled firms, rates for different categories of IT Consulting manpower and types of IT profiles and educational qualification are provided in Annexure-I.
3. The man month rates of the resources will come into effect from the date of approval of administrative order and will remain effective for a period of two years. The rates are exclusive of OPE (out of Pocket Allowance). The RISL will also levy a service charge from the client departments.
4. The resources will work from the office of the client department/Project they are deployed with. Indicative Scope of work is defined in Annexure-V.
5. Department must ensure proper working environment for the resources and preferably ensure seating near the officials with whom they have to frequently interact with.
6. RISL is solely acting as a Pure Agent for manpower services and does not hold or intend to hold any title to the manpower services being procured. All manpower services must be engaged in the name of Client Department, with invoices issued accordingly. RISL will facilitate payments on behalf of the concerned department.



RajCOMP Info Services Ltd.

(A Government of Rajasthan undertaking)

email: info.risl@rajasthan.gov.in
website: www.risl.rajasthan.gov.in

Procedure for Awarding Work:

1. Selection of Agency and Resources

The Selection of Agency can be made by two different methods viz.:

I. Concerned Project Officer-in-Charge/Nodal officer of department does not specify an agency:

If the concerned Officer-in-charge OIC/Nodal officer of department is seeking manpower services from RISL, then a duly approved proposal from competent authority shall be submitted to RISL. The proposal shall include:

Project Assignment Request Form (PARF) along with:

- Terms of Reference
- Project Timeframe
- Required team size
- Budget availability

Manpower cell, RISL shall share the details provided (Terms of Reference, team size requirement & project timeframe) with empanelled firms and invite them for presentations within seven working days.

For urgent requirements, presentations may be scheduled early at discretion of RISL.

Based on the result of presentations, the concerned Project Officer-in-charge (OIC)/Nodal officer of department will recommend the agency and resources details in Project Execution Form along with advance payment to Manpower Cell, RISL for getting the work order placed to the selected firm.

II. Concerned Project Officer-in-Charge /Nodal officer of department specifies an agency and resources:

If the Concerned Project Officer-in-Charge (OIC)/ Nodal Officer explicitly requests in writing the engagement of a particular agency and specific resources approved by the competent authority. In such cases:

The Concerned Project Officer-in-Charge (OIC)/ Nodal Officer will recommend the agency and resources details (Project Assignment Request Form (PARF) and Project Execution Form (PEF)) along with Advance Payment to Manpower Cell, RISL

RISL will not share the Terms of Reference (TOR) with empanelled firms for presentation.



2. Issuance of Work Order

The Manpower Cell will issue the Work Order only upon receiving advance payment, as recommended by the concerned Project Officer-in-Charge (OIC) or Nodal Officer. If the Work Order needs to be issued without funds or advance payment, approval must be obtained from the Managing Director (MD), RISL.

Note:

- Project Requirement and Further Recommendations Will be shared as per Project Assignment Request Form (PARF) and Project Execution Form (PEF).
- **In case of DoIT&C and RISL, Project proposal should be approved by PC-III.**
- Subsequently Change of resource is defined in Annexure-II and III.
- Payment Process is defined in Annexure-IV.
- SLA will applicable as per Annexure-VI.
- Each resource deployed on the project shall be entitled for leaves as per RFP.
- The attendance of deployed resources must be recorded **exclusively through the Attendance Management System (Raj-AMS). No physical registers or manual records will be considered** for verification or payment purposes.

Responsibilities of the Manpower Cell:

1. **Record Keeping:** Maintain proper records of the Project Assignment Request Form (PARF) and Project Execution Form (PEF) along with all related documents. The Manpower Cell is solely responsible for record-keeping.
2. **Work Order Management:** Issue and manage work orders for the selected firm/agency.
3. **Payment Processing:** Process payments as per the Request for Proposal (RFP) and Service Level Agreement (SLA) based on the recommendations of the Concerned project Officer-in-Charge (OIC)/ Nodal Officer.
4. **Scheduling of Presentations:** Schedule Presentation of Agencies as per requirement.

Responsibilities of the Group Head (GH) / OIC / Nodal Officer of concerned project:

1. Submit the Project Assignment Request Form (PARF) and Terms of Reference (ToR) to the Manpower Cell.
2. Take presentations of empaneled agencies for selecting resources.
3. Submit the Project Execution Form (PEF) to the Manpower Cell based on the selection.
4. Ensure the availability of funds for the project.



RajCOMP Info Services Ltd.

(A Government of Rajasthan undertaking)

email: info.risl@rajasthan.gov.in
website: www.risl.rajasthan.gov.in

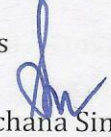
5. Provide approval for manpower hiring proposals from the competent authority.
6. Seek approval from Managing Director (MD), RISL to place an order in case of budget unavailability.
7. Ensure all required documents of resources are collected from the selected agency.
8. Verifying that all required documents are complete, accurate and compliant with the RFP and AO before recommending the issuance of a work order.

Responsibility of the Agency:

1. Selected Firm/Agency is required deploying the resource after necessary verification of eligibility/experience defines in RFP.
2. Empaneled agencies should propose/deploy best of available resource as per the suitability of the project.
3. Deployed resource should submit necessary deliverables on timely basis.
4. The resource deployed must use the applicable policies of the Department of Information Technology and Communication.
5. Fulfill all responsibilities as specified in the RFP.

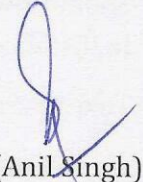
In case of any difference arising between the terms and conditions (If at all) the RFP shall prevail.

This administrative order is applicable only for IT& e-Governance projects


(Archana Singh)
Managing Director, RISL

Copy for information to:

1. Chief Secretary, Government of Rajasthan
2. ALL ACS/PSs/Secretaries, Government of Rajasthan
3. Commissioner, Information Technology & Communications
4. All District Collectors
5. All Corporations
6. All empaneled agencies
7. Guard File


(Anil Singh)
Director Technical, RISL

Annexure-I

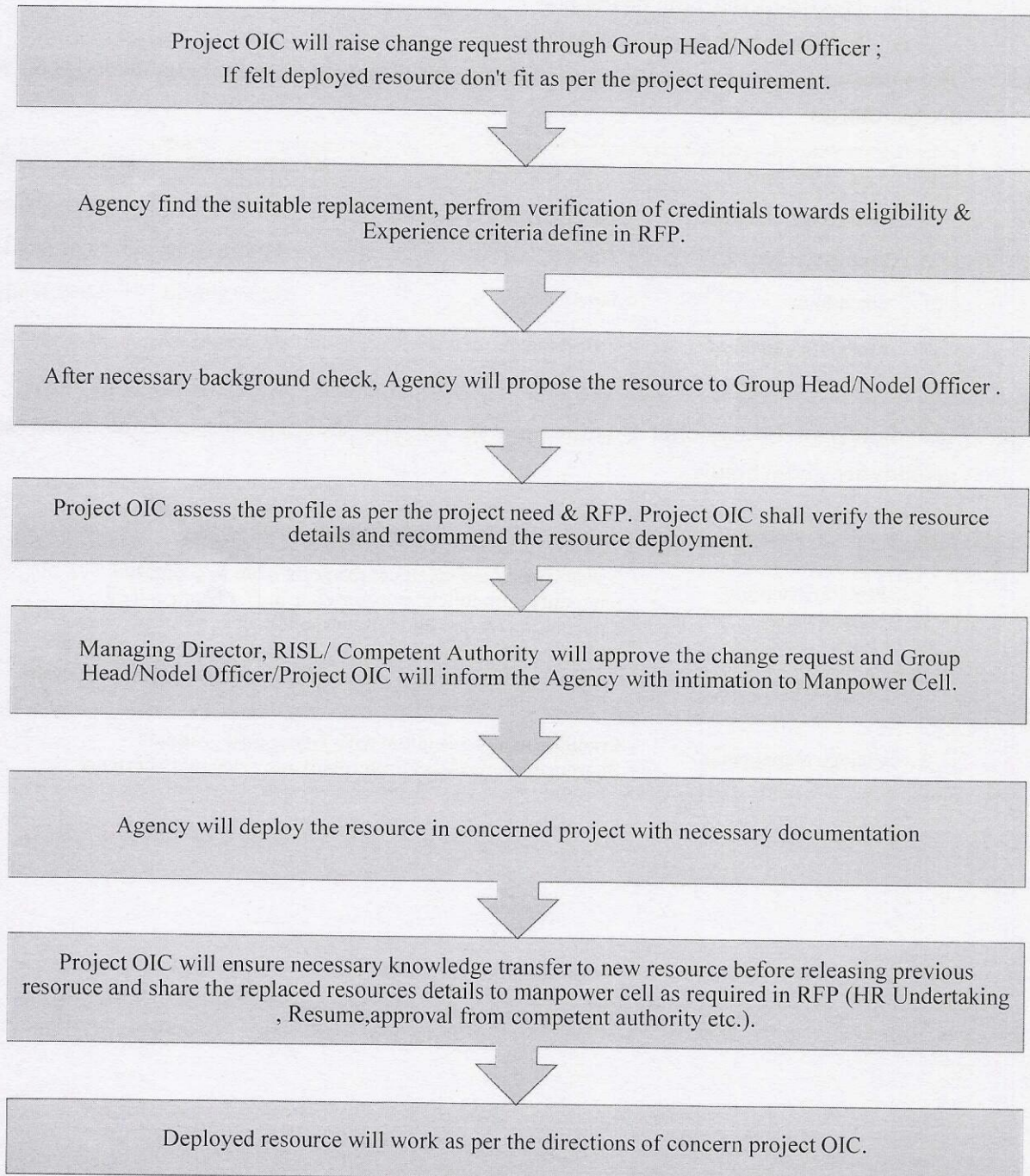
1. The list of empaneled agencies/firms for providing services of the resources from Consulting empanelment are as follows:
 - i. M/s Bahwan Cybertek Pvt. Ltd.
 - ii. M/s BDO India LLP
 - iii. M/s Grant Thornton Bharat LLP
 - iv. M/s Primus Partners Private Ltd.
2. The rates for the different categories of resources of the above empaneled firms/agencies are as follows:

#	Category	Experience	MMR Excl. GST	MMR Incl. GST
1	Managing Consultant	>8 to <=15 Year	₹3,02,288.00	₹3,56,699.84
2	Senior Consultant	>5 to <=8 Year	₹2,55,512.00	₹3,01,504.16
3	Consultant	>3 to <= 5 Year	₹2,19,890.00	₹2,59,470.20
4	Associate Consultant	>1 to <=3 year	₹1,38,823.00	₹1,63,811.14

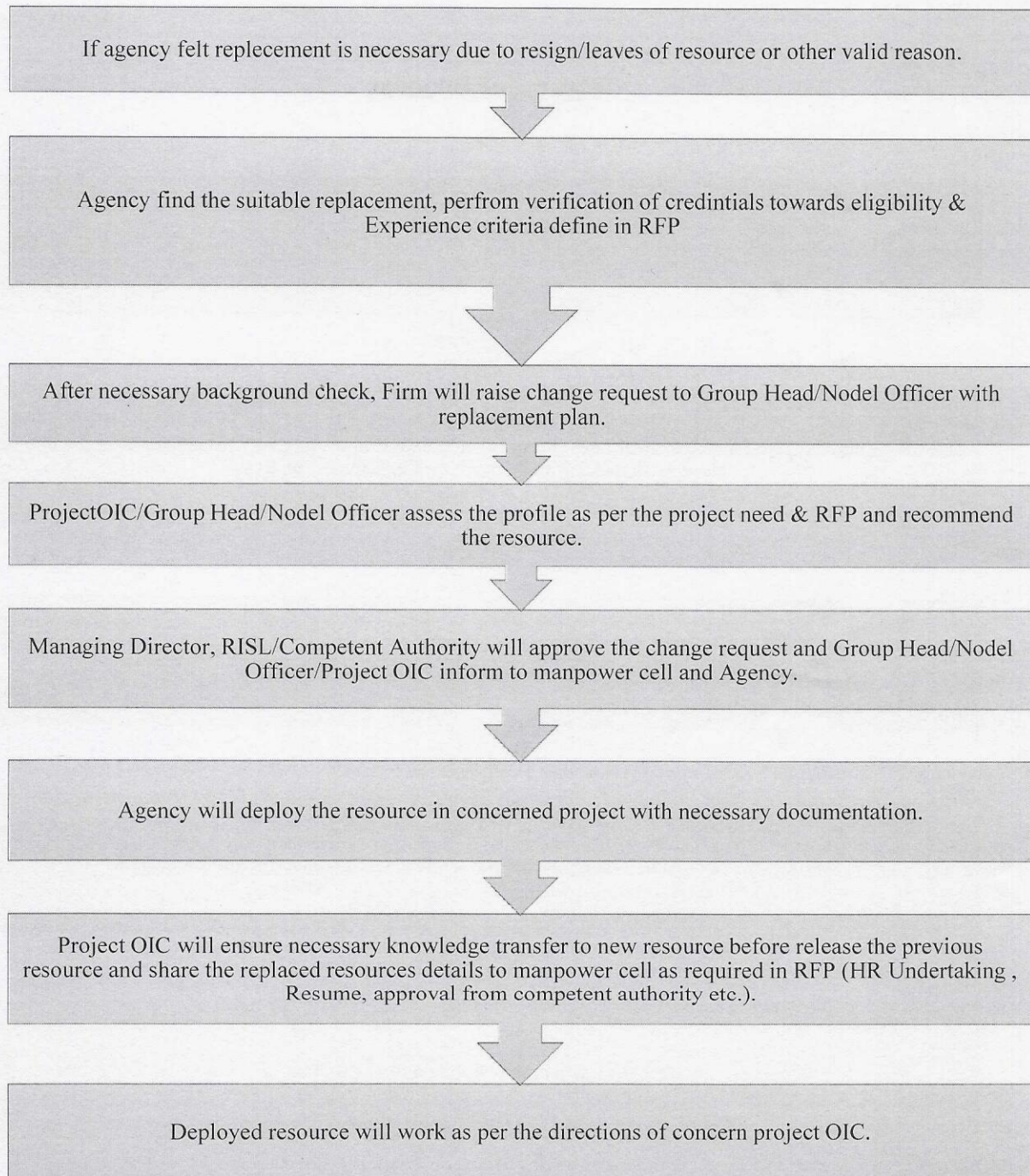
3. The details of Educational Qualification in respect of Categories of Consultants and profiles are given below:

#	Profile	Educational Qualification
1	Project/Program Management	2-years MBA/ management program from a recognized university with Relevant experience in IT / Electronics / Telecommunication and e-Governance.
2	Technology Profile	Minimum B.E./B.Tech./MCA/MTech./MSc(Computer Science, Information Technology, Electronics and Telecom.) with relevant professional experience
3	Change Management	Graduate in any discipline with 2-year post graduate Degree/diploma (MBA Preferable) and relevant experience.

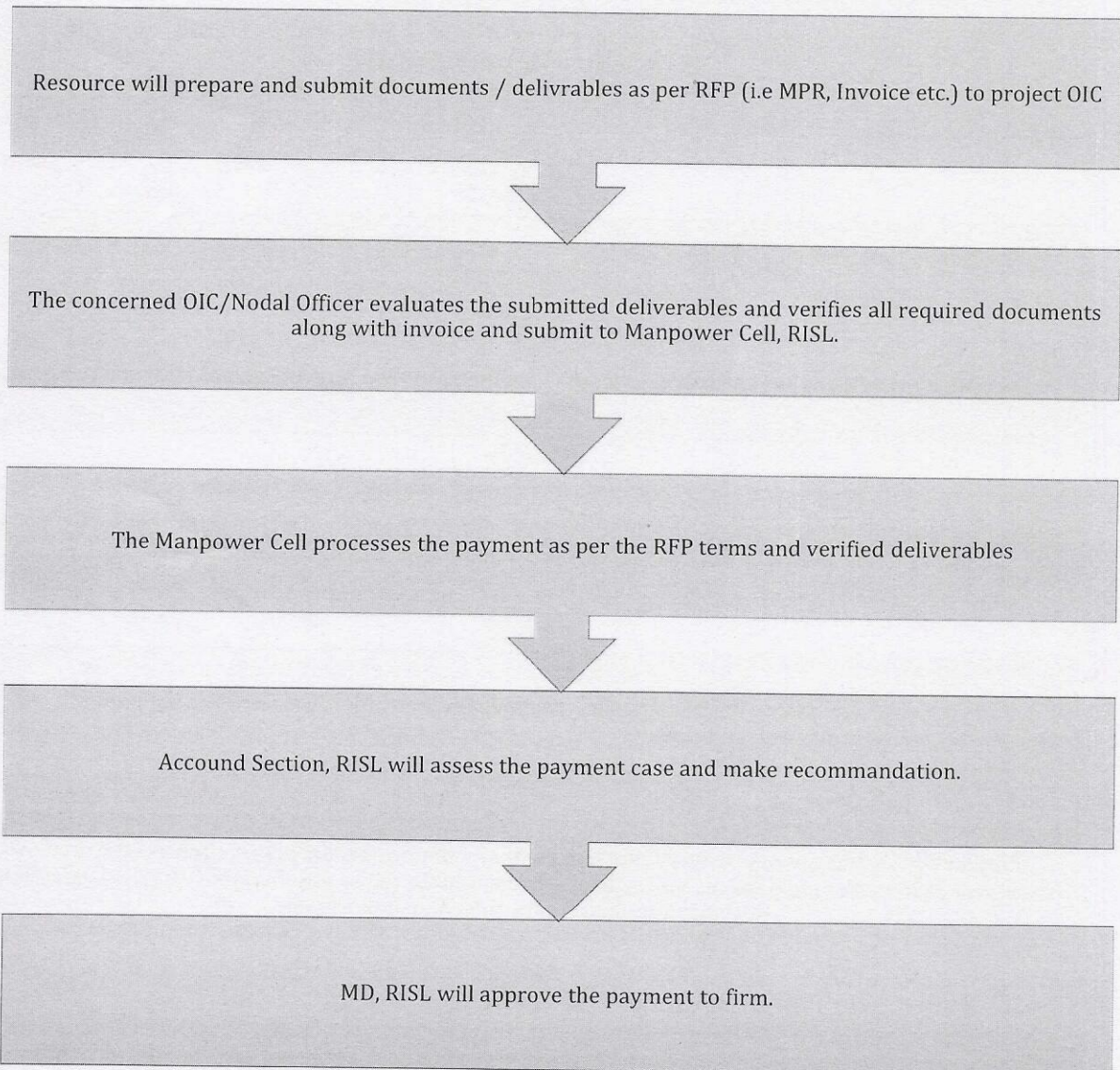
Replacement / Change Request from OIC



Replacement / Change at Request of Firm



Payment Process



Scope of Work

The following indicative activities will require the involvement of any or all of the personnel across the expertise areas:

1. Conduct AS-IS/ Gap Analysis and recommend BPR as per Best Practices.
2. Provide assistance to state government in preparing of Detailed Project Reports (DPR) for e-Governance related initiatives
3. Assist in detailing key activities of the project, finalizing the approach and methodology to be adopted and highlight the intended benefits and outcome of the project.
4. Assist in undertaking cost-benefit analysis amongst various technology and policy options etc.
5. Provide guidance on long term viability and sustainability of the e- governance initiative.
6. Assist in selecting / choosing the appropriate technology options/ sizing for the envisaged project.
7. Assist in budgeting and commercial estimation required for the DPR preparation.
8. Provide assistance to state government in Bid Process Management and selection of external Agencies
9. Assist state government in finalizing key areas of Scope of Work, Bid evaluation framework and criteria, service levels etc. during Tender preparation.
10. Assist state government in Bid evaluation and vendor selection.
11. Support state government in Contract preparation, negotiation and finalization in respect of e-Governance Project.
12. Assist state government in coordinating and reviewing progress of external Agencies.
13. Facilitate Program Management of various e-Governance projects
14. Assist the Department in identifying e-Governance projects.
15. Assist the Department for all type of testing of solutions/systems related to hardware and Software.
16. Assist in monitoring and tracking progress of various e-Governance initiatives in the state government, and will be required to prepare frameworks and templates and use standardized tools to assist in the implementation of the following key Program Management procedures like:
 - Issue Tracking and Resolution,
 - Conflict Management,
 - Knowledge Management,
 - Program Communication (internal and external),
 - Performance Evaluation and Review,
 - Information and Technology Risk Assessment,
 - Information Management,
 - Risk Management,
 - Financial Management (Viability, Costing and Monitoring),
 - Project Plan and Monitoring,
 - Change Control etc.
 - Provide assistance and expertise for e-Governance related Trainings
 - Participate in key Trainings, Seminars, Discussions, Events related to e-Governance in

the Department

- Handling of day-to-day advisory operations
- Preparation of guidelines, policy documents and TORs etc., pertaining to various activities of e-Governance in the state government.
- Collation of progress reports of various e-Governance initiatives in the Department and assist in generating dashboard view.
- Interaction & follow-up actions with various Departments and Agencies in the State, relevant Departments and Ministries at Central level (as and when required) and any external Agencies.
- Preparation of periodic progress reports and MIS in an agreed format to be submitted to the Purchaser.
- Preparing Agenda Notes, reports etc for Apex Committee and High Powered Committee meetings. Provide assistance/ comments in advisory related matters, responding to queries / input required, Preparation of internal Notes for getting approvals/sanctions. Monitoring fund flow and utilization of Scheme on a monthly basis.
- Handing over and knowledge transfer to any permanent staff being recruited for technical purposes.
- Internalizing the outputs/reports of the external Agencies. The exact nature of support provided as part of consultancy would vary over the period of time. The breadth of activities provided by the agency will expand based on the overall success and challenges faced in the implementation of the e-Governance initiatives.

17. Reporting and Status Updates

- The Selected Agency will be required to provide Monthly Status Reports to the department on the performance of work.
- The format for the Status updates will be decided based on mutual discussions with the state government.

18. The Selected Agency shall be responsible for economizing the cost of the project by encouraging use of common infrastructure, State Data Center (SDC), database & code sharing etc. as per the eGovernance Policy of Government of Rajasthan (GoR). The Agency also needs to ensure the deliverables follow eGov policy of GoR covering eGov standards, WCAG, Localization, standards and policies etc. issued from time to time by GoR.

19. The Selected Agency should come up with major milestones of the project and need to clearly devise the measurable outcomes from the project duly approved by the department/purchaser, based on which periodic review (Quarterly/Mid-term review depending upon the duration of the project) will happen with the department availing the consultancy service. The selected agency needs to submit a Fortnightly and regular status report to the RISL/ Nominated agencies.

20. The Project Manager of the Selected Agency should regularly (Monthly) and timely brief RISL/ Line Department/ Department of IT&C about the progress and status of the project so that best use of existing infrastructure and inputs could be made in the interest of the project.

Service Level Agreement (SLA)

1. **Purpose & Duration of SLA:** The SLA purpose is to enforce a contract between the selected bidder and Purchaser. The SLA would come into effect from the date of agreement and until the successful completion of the onsite warranty/operations & maintenance period.
2. Selected Agency is expected to meet the following Service Levels in the normal course of carrying out the activities as per the detailed Scope of Work. In case of default on any or all such Service Levels, the Purchaser will reserve the rights to levy Penalties on the Selected Agency

#	Service	Expected Service level	Penalty level in case of default
1.	Deployment of personnel for project after signing the Contract with the Purchaser or any subsequent requirement/replacement from the Purchaser during the Contract period.	4 weeks	Penalty will be calculated on per day basis for entire duration where the service level breached. Penalty Per Resource = Delay in days* (MMR / days in Month)
2.	Replacement of individual resource at the request of the Selected Agency	No personnel shall be replaced or removed within three months of their joining date or the work order start date, whichever is applicable.	The penalty amount will be equivalent to the 100% of MMR for the respective profile.
		Immediate deployment	Penalty will be calculated on per day basis for entire duration where the service level breached. Penalty Per Resource = Delay in days* (MMR / days in Month)

#	Service	Expected Service level	Penalty level in case of default
		A compulsory notice period of 30 days must be served and at least 7 days overlap should be present between exit of outgoing resource and on boarding of new resource. The handover process needs to be documented as per RFP and duly certified by the department and the selected Agency.	50,000 per breach
3.	Submission of deliverables	Submission of deliverables as per Payment Terms and Schedule	A penalty of 0.1% (Zero Point One Percent) of the Work Order (WO) value will be charged for each day of delay Only applicable on clause C(i) and C(ii) of Payment Terms and Schedule.
4.	Willful absence	100% attendance except permitted leave of absence.	Over and above the deduction of man- month rate of the absentee resource for the absence period, a penalty of twice the amount payable per day for the absentee resource for the period of absence may be Levied.

Change Request Form for Firm

Project Name:	
Work Order Ref/Date:	
Resource to be Replace	Resource Name : Category / Profile :
Reason for replacement	
Relieving Date	
Proposed Resource	Resource Name Category / Profile
Qualification & Relevant Exp. of propose resource	
Proposed Resource expected Joining Date / Joining Date (if any)	
Replacement Requested From	Agency

Declaration:

We hereby confirm that the proposed resource meets the requisite eligibility criteria as defined in the RFP & AO issued by RISL.

Signature

Enclosure:

1. HR Certified Resume of Proposed Resource.

Change Request Form for OIC

Project Name:	
Work Order Ref/Date:	
Resource to be Replace	Resource Name : Category / Profile :
Reason for Replacement	
Relieving Date	
Change Requirements (if any)	

Remark:

Signature

PROJECT ASSIGNMENT REQUEST FORM (PARF)

Date: _____

I. DETAILS OF USER DEPARTMENT

Field	Details
Department Name	
Complete Postal Address	
GSTIN Number	_____ (Do not leave blank, mention 'Not Available' if applicable)
Type of Organization	☐ State Government ☐ State PSU ☐ Autonomous Body ☐ Institution ☐ Others (Specify): _____

II. PROJECT DETAILS

Field	Details
Project Name	
RISL Coordinator	Name: _____ Designation: _____ Email: _____ Phone/Mobile: _____
Department Contact Person	Name: _____ Designation: _____ Email: _____ Phone/Mobile: _____

III. WORK REQUIREMENTS

Field	Details
Nature of Work	☐ Consulting Services
Scope of Work (Brief Description) (For More details, kindly attach the Terms of Reference (TOR))	
Duration of Assignment	_____ months/days
Selection Method	☐ User Department/Concerned OIC specified Agency ☐ Selection through Presentation
OIC specified Agency Name (If Any)	

Field	Details
Tentative Budget (INR)	
Expected Date of Commencement	

IV. MANPOWER REQUIREMENTS

Empanelment Reference	Manpower/ Item Description	Quantity (Qty.)	Duration	Renewal / Fresh	Effective Date
				☐ Renewal ☐ Fresh	
				☐ Renewal ☐ Fresh	
				☐ Renewal ☐ Fresh	
				☐ Renewal ☐ Fresh	

V. APPROVAL & SIGNATURES

Field	User Department Representative
Name	
Designation	
Signature & Stamp	
Date	

PROJECT EXECUTION FORM (PEF)

Field	Details
Department Name	
Project Name:	
Budget Head Name and Available Budget (In case of RISL Project)	
Details SOEE against which the Advance is being given (Ref No & Date)	
Details of Advance released to RISL	
DD/Cheque/RTGS/NEFT No.	
Gross Amount	
TDS Amount (Income Tax)	
TDS Amount (GST)	
Net Amount	

MANPOWER DETAILS:

Empanelment Reference	
Date of Presentation of Firms (If any)	
Previous Work Order Reference (In case of Extension)	
Firm Name	

Participation Status:

S. No.	Name of Firm	Participated Status (Participated/ Non Participated)
1	M/s Bahwan Cybertek Pvt. Ltd.	
2	M/s BDO India LLP	
3	M/s Grant Thornton Bharat LLP	
4	M/s Primus Partners Private Ltd.	

#	Selected Resource	SSO ID	Category / Position	Duration	Desired Qualification	Actual Qualification	Desired Exp.	Actual Exp.	Effective Date
1									
2									
3									
4									
5									

Declaration:

I hereby confirm that I have verified Resumes and other relevant documents and resource meets requisite eligibility criteria as defined in the RFP & AO.

Further, based on personal assessment, fitment of the deployed resource is as per the project need.

Field	User Department Representative
Name	
Designation	
Signature & Stamp	
Date	

HR Undertaking

Project Name:	
Work Order Ref/Date:	

#	Resource	SSO ID	Category / Position	Desired Qualification	Actual Qualification	Desired Exp.	Actual Exp.	Joining Date
1								
2								

Declaration:

We hereby confirm that detail background has been checked of the proposed resource and it meets the requisite eligibility criteria as defined in the RFP & AO issued by RISL. The deployed resources have valid company identity card (ID).

Credentials will be produce if asked by the department in future.

Signature

Enclosure:

1. HR Certified Resume of Proposed Resource.
2. Copy of Relevant documents regarding minimum eligibility criteria

Quarterly Deployment Certificate & Status Report

(For the Quarter of ____/____/____)

Work Order Details	Description	Deployment Information	Description
Work Order (WO) No.:		Place of Posting:	
MPR for Quarter:		Empanelled Agency:	
Amended WO (If Any):		Project Name:	
Date of Issuance:		Group Name:	

Resource Information for the Quarter

#	Name of Resource	SSO ID	Category	Profile	Date of Joining	Deployment Period of Quarter (From - To)	Month 1 Leave Days	Month 2 Leave Days	Month 3 Leave Days	Total Leave Days (Quarter)	Performance	Resource Signature
1											(Satisfactory/Unsatisfactory)	
2											(Satisfactory/Unsatisfactory)	

Status Report (1st Month Name)

#	Name of Resource	List key activities:
1		
2		

Status Report (2nd Month Name)

#	Name of Resource	List key activities:
1		
2		

Status Report (3rd Month Name)

#	Name of Resource	List key activities:
1		
2		

Resource Replacement SLA Monitoring

#	Resource Name	Notice Period Served	Overlap (7 days)	Handover Process Completed	Name of Replacement	Replacement By (Firm/OIC)
1	(Enter resource name)	(Yes/No)	(Yes/No)	(Yes/No)	(Successor name)	(Firm/OIC)
2	(Enter resource name)	(Yes/No)	(Yes/No)	(Yes/No)	(Successor name)	(Firm/OIC)

*Copy of Notice Period Served (if applicable)

Signature with Stamp
(Name of Project Manager/Supervisor)
[From Empanelled Agency]

Signature with Stamp
(Name and Designation of Reporting Officer)
[RISL/DoIT&C/Concerned Department]

Signature with Stamp
(Name and Designation of Group Head)
[DoIT&C/RISL Official]