

2021

## Expression of Interest (EoI)

"Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks (urban and rural) under e-Mitra Project in the state of Rajasthan"

Effective from 01<sup>st</sup> February 2022

**RajCOMP Info Services Limited (RISL)**

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

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**EOI for Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

**1) Table of Contents**

1) ABBREVIATIONS & DEFINITIONS ..... 5

2) INVITATION FOR APPLICATIONS ..... 6

3) ELIGIBILITY CRITERIA ..... 7

4) PROJECT PROFILE ..... 8

    4.1) Major Sectors ..... 8

    4.2) Service Basket:..... 8

    4.3) Financial Model: ..... 9

    4.4) Fund Flow Mechanism:..... 9

    4.5) Kiosk Operation Timings:..... 9

5) SCOPE OF WORK ..... 10

    5.1) Service Integration: ..... 10

    5.2) Unit Testing of services: ..... 10

    5.3) Accounts Reconciliation: ..... 10

    5.4) Training:..... 10

    5.5) Creating awareness: ..... 10

    5.6) Back-end support: ..... 10

    5.7) Contract period:..... 10

6) PROJECT METHODOLOGIES ..... 11

    6.1) Approving the services to be delivered:..... 11

    6.2) Withdrawal of services: ..... 11

    6.3) Payment Settlement Model: ..... 11

    6.4) Finalization of Service charges and revenue sharing: ..... 11

7) STAKEHOLDER RESPONSIBILITIES..... 12

    7.1) DoIT&C..... 12

    7.2) RISL ..... 12

    7.3) District e-Governance Societies:..... 12

    7.4) Service Provider’s Responsibilities: ..... 12

8) OTHER TERMS & CONDITIONS..... 13

    8.1) Non-exclusivity of Rights: ..... 13

    8.2) Exclusivity of Rights with DoIT&C / RISL for any amendment in Eoi at any stage: ..... 13

9) SELECTION PROCESS ..... 14

    9.1) Acceptance of the successful Bids and award of contract ..... 14

    9.2) Termination ..... 14



**EOI for Onboarding of Private Partners to provide B2C Services  
through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

(i) Termination for Default.....	14
(ii) Termination for Insolvency .....	15
(iii) Termination for Convenience.....	15
ANNEXURE-1 .....	16
ANNEXURE-2 .....	17
ANNEXURE-3 .....	18
ANNEXURE-4 .....	19
ANNEXURE-5 .....	22
ANNEXURE-6 .....	25
ANNEXURE-7 .....	32
ANNEXURE-8 .....	33
ANNEXURE-9 .....	35



**EOI for Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

Reference No. F4.9 (894)/RISL/Tech/Misc./2021/21348018

Dated: 14-12-2021

**EXPRESSION OF INTEREST (Eoi)**

for

**Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks (urban and rural) under e-Mitra Project in the state of Rajasthan**

<b>Name &amp; Address of the Procuring Entity</b>	<ul style="list-style-type: none"><li>Name: RajCOMP Info Services Limited (RISL)</li><li>Address: First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)</li></ul>
<b>Name &amp; Address of the Project Officer In-charge (POIC)</b>	<ul style="list-style-type: none"><li>Name: Sh. R K Sharma</li><li>Designation: Additional Director, DoIT&amp;C</li><li>Address: Third Floor, New IT Building, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)</li><li>Email: <a href="mailto:rksharma@rajasthan.gov.in">rksharma@rajasthan.gov.in</a>, <a href="mailto:rksharmadoit@gmail.com">rksharmadoit@gmail.com</a></li></ul>
<b>Subject Matter of Procurement</b>	Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks (urban and rural) under e-Mitra Project in the state of Rajasthan
<b>Websites for downloading Eoi Document, Corrigendum's, Addendums etc.</b>	<ul style="list-style-type: none"><li>Websites: <a href="http://risl.rajasthan.gov.in">http://risl.rajasthan.gov.in</a>, <a href="http://doitc.rajasthan.gov.in">http://doitc.rajasthan.gov.in</a>, <a href="http://www.emitra.rajasthan.gov.in">www.emitra.rajasthan.gov.in</a></li><li>RISL Eoi Processing Fee (non-refundable) Rs. 1000 (Rupees One Thousand only) in Cash/ Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur".</li></ul>
<b>EMD and Mode of Payment</b>	<ul style="list-style-type: none"><li>Not required</li></ul>
<b>Period of Publishing of Eoi (Start Date)</b>	From: 01-02-2022 till further notice on RISL & DoIT&C Web Sites ( <a href="http://risl.rajasthan.gov.in">http://risl.rajasthan.gov.in</a> , <a href="http://doitc.rajasthan.gov.in">http://doitc.rajasthan.gov.in</a> and <a href="http://www.emitra.rajasthan.gov.in">www.emitra.rajasthan.gov.in</a> )
<b>Pre-bid meeting</b>	17-01-2022 at 3:00 PM
<b>End Date for the submission of Eoi</b>	Can apply anytime (during the period of this EOI). Received bids / proposals will be evaluated Quarterly (after every 3 months)
<b>Place for submitting Eoi</b>	OIC e-Mitra, Room no. 305, 3 <sup>rd</sup> Floor, New IT Building, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur – 302005 (Rajasthan)

**(R.K. Sharma)**  
**Additional Director**

**1) ABBREVIATIONS & DEFINITIONS**

<b>Act</b>	The Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012) and Rules thereto
<b>Authorized Signatory</b>	The bidder’s representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
<b>B2B</b>	Business to Business service
<b>B2C</b>	Business to Consumer service
<b>DeGS</b>	District e-Governance Society
<b>Kiosk Owner</b>	Owner of e-Mitra kiosk, whose KYC and other documents were checked when approving of new kiosk. Kiosk owner is fully responsible for anything done by Kiosk Admin or Kiosk Operator using its kiosk. Unique ID used to identify kiosk owner by E-mitra Portal is SSO ID.
<b>e-Mitra kiosk</b>	IT enabled, front-end service delivery centers in urban and rural areas of Rajasthan. A kiosk can be an individual or a corporate body/firm. Kiosk may have single or multiple counter-for service delivery. e-Mitra Kiosk is uniquely identified using Kiosk Code (starting from ‘K’ and having digits after that. )
<b>e-Mitra portal</b>	<a href="http://www.emitra.rajasthan.gov.in">http://www.emitra.rajasthan.gov.in</a> and <a href="https://emitraapp.rajasthan.gov.in">https://emitraapp.rajasthan.gov.in</a>
<b>G2C</b>	Government to Citizen
<b>GST</b>	Goods and Services Tax
<b>ICT</b>	Information and Communications Technology
<b>LSP</b>	Local Service Provider – set up and manages e-Mitra kiosks in Urban areas.
<b>Month</b>	Period from n <sup>th</sup> day (start date) of a calendar month to (n-1) <sup>th</sup> day (end date) of next calendar month is called a month (both, starting date and end date are included)
<b>PS</b>	Performance security
<b>Quarter</b>	Quarter of the Financial Year (April – June, July – September, October - December, January – March)
<b>Transactional security</b>	Security against transactions on e-Mitra portal
<b>Year</b>	Period from n <sup>th</sup> day (start date) of a calendar month of a calendar year to (n-1) <sup>th</sup> day (end date) of same month of next calendar year is called a year (both, starting date and end date are included)

## **2) INVITATION FOR APPLICATIONS**

- 2.1. DoIT&C, GoR intends to on-board service providers (private/ public sector) for delivering B2C/ B2B services in rural and urban areas of Rajasthan to increase service basket of the unified service delivery platform of GoR i.e. e-Mitra.
- 2.2. RajCOMP Info Services India Ltd (RISL) on behalf of Department of Information Technology & Communications (DoIT&C), Government of Rajasthan invites EOI from eligible service providers (corporates/start-ups etc.) from different sectors as per need and business viability in rural and urban areas in all 33 districts of Rajasthan.
- 2.3. This is a single stage selection procedure for empanelling the service providers under e-Mitra Project. The selection is based upon the state's requirement to deliver citizen centric services through e-Mitra kiosks.
- 2.4. Bidders may be asked to make presentation on their capabilities, value addition in the services to make services more viable, issues, risk involved and challenges envisaged, proposed ways to mitigate the risks/ problems and actual solution that the service provider wants to provide to the State before the short listing of the EOI responses. The Criteria for selection would include:
  - General Qualifications: Bidder's profile, Understanding of the GoR's requirement, references reflecting similar work and related experiences, availability of key resources and infrastructure.
  - Ability to deliver the stated scope of work, the process/ quality methodologies that the service provider adopts, recognition of issues, risks, challenges and problems, possible ways to mitigate the risks.
  - Formal terms and conditions for long term relationship under the scheme.
- 2.5. RISL reserves the right to make necessary changes in the terms of the Project, and to reject any or all bids without assigning any reasons thereof.

**3) ELIGIBILITY CRITERIA**

<b>S. No.</b>	<b>Basic Requirement</b>	<b>Specific Requirements</b>	<b>Documents Required</b>
<b>3.1</b>	Legal Entity	The Service provider should be a Proprietorship firm duly registered either under the Rajasthan Shops & Commercial Establishments Act, 1958 or any other Act of State/ Union, as applicable for dealing in the subject matter of procurement (Note: A self-certified declaration regarding the non-applicability of registration to any Act should be submitted by the bidder) OR A company registered under Indian Companies Act, 1956 OR A partnership firm registered under Indian Partnership Act, 1932. OR A Society registered under any of the States' Societies/ Cooperatives Registration Act or equivalent	1) Copy of valid Registration Certificates 2) Copy of Certificates of Incorporation
<b>3.2</b>	Financial: Net Worth	The net worth of the Service provider (except NGO/ societies), for previous financial year, should be Positive.	CA Certificate with CA's Registration Number/ Seal
<b>3.3</b>	Tax registration	The bidder should have a registered number of i.) GST Registration No. where its business is located ii.) Income Tax / PAN number	Copies of relevant certificates of registration
<b>3.4</b>	Mandatory Undertaking	Service provider should not have been blacklisted from any of the State/ UT/ Central Government.	A Self Certified letter as per Annexure-3 (Self-Declaration)

#### **4) PROJECT PROFILE**

- 4.1. e-Mitra is an ambitious project of the state government which utilizes an e-platform to provide all Government information and services to rural and urban masses under one roof through e-Mitra kiosks on a Public-Private Partnership (PPP) model. The scope of services that can be provided through e-Mitra kiosks is not limited to Government domain but it also include services of private sector organizations like LIC, Mobile phone service providers, TV recharges, Insurance, Ticket Booking, etc.
- 4.2. The objective of e-Mitra project is to provide wide range of citizen friendly Services of different departments and organizations under one roof so that the citizens do not have to run around various departments and organizations. Its aim is to deploy information & communications technology (ICT) for the benefit of the masses.
- 4.3. Currently, a total of about 33000 kiosks are operational in urban locations while more than 74000 kiosks are operational in rural areas, known as rural e-Mitra.
- 4.4. Implementation:
  - (i) To implement the project at district levels across the State, the State Government has established District e-Mitra Societies at each District under the chairmanship of respective District Collector.
  - (ii) Local Service Providers (LSPs) for ensuring delivery of services under one roof through kiosks established by them.
  - (iii) Currently a network of more than one lakh kiosks at both Urban & rural levels is working through various service providers. This platform may be leveraged by different corporates/organizations who are working in different sectors for providing B2C services.
  - (iv) GoR also has a robust logistic channel (e-Bazaar), which may be leveraged by Service providers for delivering products to citizens in urban and rural areas of the State.

#### **4.1) Major Sectors**

- (i) e-Commerce
- (ii) e-Education / Telemedicine
- (iii) Telecommunication
- (iv) Banking- AePs, DBT, e-KYC, payment methods
- (v) Tourism, Travelling (Ticket Booking Services)
- (vi) Farmers Related Services
- (vii) Day to Day usable Services

#### **4.2) Service Basket:**

- (i) Following broadly categorize the type of services currently being delivered through e-Mitra platform:
  - Utility Bill & other types of Payment Collection
  - Submission of Online Application Forms & Fee Deposits
  - Submission of Grievances/Information Retrieval
  - Various Certificates & copy of Land Records
  - Pre –paid services (mobile/TV recharge, Insurance, ticket booking, etc.)
- (ii) Currently, more than 500+ services of approximately 80 Government departments/ PSUs/ private service providers are being offered through e-Mitra portal. In addition to the services (G2C+B2C) available on e-Mitra portal, the kiosks shall also be delivering following services as per the rates approved by GOR:
  - Aadhaar enrolment
  - Business Correspondent (BC) services
  - Updation of data (Account mapping with Aadhaar)
  - Various digitization/scanning work
- (iii) Indicative list of services along with the commission charges is available on [www.emitra.rajasthan.gov.in](http://www.emitra.rajasthan.gov.in)





## **EOI for Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

### **4.3) Financial Model:**

The kiosks under e-Mitra project works on self-sustained financial model, where DoIT&C/ RISL offers an approved rate structure for per transaction-commission charges for delivery of various G2C & B2C services through these kiosks.

### **4.4) Fund Flow Mechanism:**

More than 60-70 lakh transactions are carried on e-Mitra portal every month, collecting revenue of about ₹300 - ₹400 Crores. e-Mitra, being a multi-stakeholder project, has established an online mechanism for fund flow between all stakeholders to ensure efficient, transparent and timely realization of money in respective accounts.

The entire system is online and working on prepaid / postpaid model where kiosk deposits advance to RISL that is to be consumed against delivery of service through e-Mitra platform. Postpaid transactions are also allowed for kiosk / LSP combination where LSP deposits transaction security and take overdraft limit. The commission charges are also automatically transferred to the e-wallets maintained on e-Mitra portal for concerned kiosk owner/ LSP, after a transaction is successfully executed by them.

### **4.5) Kiosk Operation Timings:**

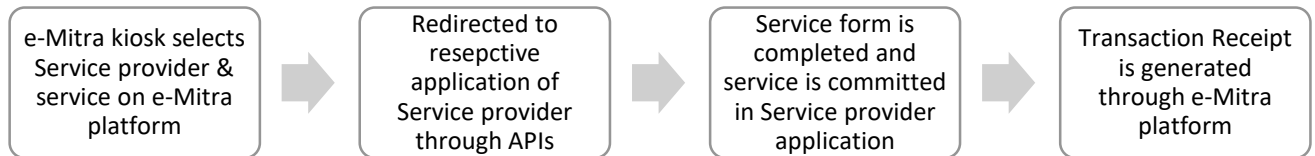
- (i) The e-Mitra kiosks functions for a minimum of 7-8 hours on all the days except Sunday. However, it is at the choice of kiosk to operate beyond these working hours or even on Sunday.

**5) SCOPE OF WORK**

*The following broadly constitutes the scope of work:*

**5.1) Service Integration:**

The Third party integration of services with e-Mitra platform shall be as follows:



The bidder may refer the Integration Kit as provided in **Annexure-5** for further understanding of the integration requirements with e-Mitra platform.

**5.2) Unit Testing of services:**

Proper unit testing of service in UAT environment will be the responsibility of firm. The Service provider shall ensure that the end-to-end service delivery process is thoroughly tested before Go-Live. For this once the services are onboarded on the e-Mitra platform, the service provider shall test and provide their sign-off for go-live.

**5.3) Accounts Reconciliation:**

The service providers shall ensure complete reconciliation of accounts (district/department/service wise) and submit the compliance report to DOIT&C/ RISL/ DeGS on monthly basis.

**5.4) Training:**

It will be the responsibility of the service providers to train the kiosk owners on the delivery of their respective services through e-Mitra portal.

**5.5) Creating awareness:**

The service providers will sensitize the citizens about e-Mitra project and will promote the same in the rural areas through the state/district-level and local promotion campaigns.

**5.6) Back-end support:**

The service providers will ensure adequate back-end and logistical support to the kiosk owners to ensure service delivery.

**5.7) Contract period:**

The duration of contract period would be five years. Contract can be terminated at any stage on account of unsatisfactory performance by respective service provider.

Based on the mutual consent / agreement between Parties, the contract period can further be extended for another five years on same terms and conditions.

**6) PROJECT METHODOLOGIES**

**6.1) Approving the services to be delivered:**

The service providers shall submit the service details as per below format along with all requisite documents and eligibility proofs:

S.no.	Require	Details
1.	Service/ Product Details	
2.	Certification/ accreditation for delivery such services	
3.	Revenue-Stream	
4.	Revenue sharing model	
5.	Coverage/ Presence in Rajasthan	
6.	Grievances addressing methodology	
7.	Already aligned similar channel partners for these services	

The service providers shall be onboarded on a “First come first serve” basis for similar nature of services to be delivered through e-Mitra platform.

**6.2) Withdrawal of services:**

If the service provider is willing to discontinue the project, he may submit the application for withdrawal of services with a notice period of 3 months. The process shall be initiated for withdrawal of the said service along with due clearance with completion of all exit formalities.

**6.3) Payment Settlement Model:**

The amount collected at kiosks/ online for services mentioned in the Agreement will be transferred by RISL, after retaining its service charges [Net amount transferred to <Service Provider> = Bill amount - (e-Mitra service charges + GST) + TDS], to <Service Provider's> bank account mentioned at clause <Clause no.> within every T + 4 RISL working days, where T is the actual transaction date. TDS amount of the commission / service charges at applicable rate as per statutory provisions of Income Tax 1961 and rules made thereunder, wherever applicable on payments will also be transferred by RISL to <Service Provider> as part of TDS wherein <Service Provider> shall deposit TDS to concerned Government Department and submit 16A certificates at end of each quarter to RISL as compliance proof.

**6.4) Finalization of Service charges and revenue sharing:**

The Service providers shall propose the Service charges, revenue model and e-Mitra commission in their response to this EoI. It may be noted that the proposed service charges should be comparable to those levied by the existing Service providers for providing similar services through e-Mitra platform. The bidder may refer the e-Mitra portal for the existing service charges. However, the revenue sharing/ e-Mitra commission shall be finalized mutually between service providers and RISL at a later stage.

Jan Aadhaar Authority of GoR is the competent authority to finalize the commission rates. The Jan Aadhaar Authority may revise the agreed rates, in future, based on the periodic reviews and service viability. The decision of Jan Aadhaar Authority shall be final in this regard.

## **7) STAKEHOLDER RESPONSIBILITIES**

### **7.1) DoIT&C**

- (i) Provide policy and regulatory support: DoIT&C would facilitate any policy of regulatory support that the service providers or any other stakeholder may need to successfully implement the Scheme in the State
- (ii) Service Basket Enhancement: DoIT&C would make all necessary efforts to continuously enhance the service basket.
- (iii) DoIT&C, GoR will have overriding rights on all the roles and responsibilities of RISL & DeGS.

### **7.2) RISL**

- (i) RISL would act as a nodal agency and overall co-coordinator on behalf of State Government for successful implementation of the e-Mitra scheme.
- (ii) Facilitate awareness campaigns: RISL would undertake the necessary steps to promote and publicize the e-Mitra amongst all stakeholders, customers, content /service providers, etc.
- (iii) Facilitate training and capacity building: RISL in association with DoIT&C/DeGS/Line Departments/ service providers would undertake appropriate training and capacity building programs to gear up the State Departments to facilitate e-Government services through e-Mitra kiosks.
- (iv) RISL shall be responsible for online transfer of funds between all stakeholders, maintaining the credit limit for the service providers and ensuring complete reconciliation of accounts.

### **7.3) District e-Governance Societies:**

- (i) The District e-Governance Society constituted by the Government under the chairmanship of District Collector in each district is responsible, on behalf of Government, to coordinate and monitor the implementation and operation of the e-Mitra Scheme in the respective districts.
- (ii) The District e-Governance Society shall regularly inspect all the kiosks in the district for proper functioning and ensure that all the available services are being delivered through the kiosks without any hindrance.
- (iii) The District e-Governance Society shall facilitate training programs for the kiosks in coordination with the service providers and try as far as possible to provide premises at Collectorate/ Panchayat level for trainings by the service providers.
- (iv) DeGS shall be responsible for recommendation and approval of new kiosks and withdrawal of old kiosks.
- (v) The District e-Governance Society will be responsible for providing details to RISL within SLA deadlines for imposition of penalty on the kiosks.
- (vi) Citizen difficulty In case of closure of kiosks, in his vicinity: In case of closure of kiosks, kiosk data of the closed kiosk to be transferred to the corresponding LSP and in case of no kiosk of LSP in that area, District Level Officials may transfer the same to another LSP.

### **7.4) Service Provider's Responsibilities:**

- (i) The service providers shall have to execute an agreement with RISL within 30 days of issuance of Lol. The service provider need to align their technical team to carry out the necessary integration.
- (ii) The service providers shall comply all applicable points mentioned in General Terms & Conditions (Annexure-A) of Service Agreement (Annexure-6).



## **EOI for Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

### **8) OTHER TERMS & CONDITIONS**

#### **8.1) Non-exclusivity of Rights:**

GoR reserves the right to deliver services through e-Mitra anywhere within the State. No exclusive rights are provided to any of the service providers for delivering their respective services.

#### **8.2) Exclusivity of Rights with DoIT&C / RISL for any amendment in Eoi at any stage:**

That for the smooth implementation & functioning and to widen the scope of e-Mitra project, Department of Information Technology & Communications (DoIT&C) & RajCOMP Info Services India Ltd (RISL) on behalf of DoIT&C, Government of Rajasthan issues directions from time to time and recommend changes / alter /amendment in the Eoi.

In context to the above, DOIT&C/RISL reserves the right to make amendments /changes / alterations in the terms and conditions of the EOI, without any prior information or notice to the Service Provider, and all such amendments /changes /alterations, done earlier and upcoming shall be dealt as the part of the original Eoi and are binding on the Service Providers during the entire term of this exclusivity clause of Eoi.

## **9) SELECTION PROCESS**

- 9.1. This is a single stage selection procedure for empanelling the service providers under e-Mitra Project for an initial period of five years and extendable for subsequent period of five years on mutually agreeable terms and conditions.
- 9.2. Service Provider's may apply anytime (during the period of this EOI) for selection of service providers under e-Mitra project through this EOI. Proposals received afterwards may also be considered for evaluation on quarterly basis.
- 9.3. Exclusion of Bids/ Disqualification
  - (i) The procuring entity shall exclude/ disqualify a Bid, if: -
    - a) the information submitted, concerning the qualifications of the bidder (Service Providers), was false, inaccurate or constituted a misrepresentation; or
    - b) the bidder (Service Providers) is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;
    - c) the bidder (Service Providers), 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;
    - d) a bidder (Service Providers), in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.
  - (ii) A Bid shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.

### **9.1) *Acceptance of the successful Bids and award of contract***

- (i) The procuring entity after considering the recommendations of the bid evaluation committee and the conditions of Bid, if any, financial implications, trials, etc., shall accept or reject the 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.
- (ii) A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid.
- (iii) The procuring entity shall award the contract to the bidders whose proposal has been determined to be advantageous in accordance with the selection 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 eligibility criteria fixed for the bidders in this bidding document.
- (iv) The service providers shall be onboarded on a "First come first serve" basis for similar nature of services to be delivered through e-Mitra platform.

### **9.2) Termination**

#### **(i) Termination for Default**

- a) *The bid sanctioning authority of RISL may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the selected bidder, terminate the contract in whole or in part: -*
  - If the 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
  - If the 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
  - If the selected bidder, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.



**EOI for Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

- If the supplier/ selected bidder commits breach of any condition of the contract.

**(ii) Termination for Insolvency**

RISL may at any time terminate the Contract by giving a written notice of at least 30 days to the selected bidder, if the selected bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to RISL.

**(iii) Termination for Convenience**

- a. RISL, by a written notice of at least 30 days sent to the selected service provider, 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 selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- b. Depending on merits of the case the selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.



**EOI for Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

**ANNEXURE-1**

**COVERING LETTER**

(To be submitted on the Letter head of the bidder)

To,  
Chairman & Managing Director,  
RISL, Jaipur

Dear Sir,

Eoi Reference:

1. I/We, the undersigned bidder, having read & examined in detail, the Bid Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, express our interest to offer services and work as mentioned in the bid document & in conformity with the said bidding document for the same.
2. I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.
3. I/ We hereby submit my/our token of acceptance to all the bid terms & conditions **without any deviations**. Hence, I/we am/are hereby submitting my/our Bid and offer to provide services to Purchaser for carrying out the project in accordance with your bid document.
4. I/We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988".
5. I / We understand that the Purchaser is not bound to accept any bid received in response to this bid document.
6. In case I/we am/are engaged by the Purchaser, I/we shall provide any assistance/cooperation required by *Purchaser*, appointed auditing agencies (if any), state government officials and *Other Stakeholders of the project* for performing their duties with respect to this project. I/We understand that my/our non-cooperation for the same shall be grounds for termination of service.
7. My/ Our correspondence details with regard to this bid document are:

No.	Particulars	Details
1.	Name of the Service Provider	
2.	Address of the Service Provider	
3.	Telephone number	
4.	Mobile number	
5.	Fax number	
6.	Email ID	
7.	Website URL	

I remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

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





**EOI for Onboarding of Private Partners to provide B2C Services  
through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

**ANNEXURE-2**

**Addressed to:**

<b>Name of the Procurement Entity</b>	Chairman and Managing Director
<b>Address</b>	RajCOMP Info Services Ltd., Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan)
<b>Telephone</b>	0141-2226055
<b>Tele Fax</b>	0141-2228701
<b>Email</b>	<a href="mailto:info.risl@rajasthan.gov.in">info.risl@rajasthan.gov.in</a> (clearly mention the ITB no. in the subject of the mail)

**Eoi reference:**

**Service Provider Details:**

<b>Name of Service Provider</b>		
<b>Registered Office Address</b>		
<b>Contact Person</b>		
<b>Telephone Number(s)</b>		
<b>Email Address/ Web Site</b>	Email: _____	Web-Site: _____
<b>Fax No.</b>		
<b>Mobile Number</b>	Mobile: _____	
<b>Certification/Accreditation/Affiliation, if Any</b>		

**Bid processing fees amounting to Rs 1,000/- (Rupees One Thousand only) has been deposited vide cash/DD receipt number: ....., dated: .....**

**Documents submitted for Eligibility Criteria**

<b>S.No</b>	<b>Eligibility Criteria</b>	<b>Details</b>	<b>Page No. of documentary proof Annexed at</b>
1	Bidder's Profile		
2	Financial: Net worth		
3	Mandatory Undertaking		

I agree to abide by all the terms and conditions mentioned in this bid document issued by the Procurement entity (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein along with stamp of the firm).

Date:

Name & Seal of the Service Provider: \_\_\_\_\_

Authorized Signatory : \_\_\_\_\_



**EOI for Onboarding of Private Partners to provide B2C Services  
through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

**ANNEXURE-3**

**SELF-DECLARATION {to be filled by the bidder}**

To,  
Managing Director,  
RajCOMP Info Services Limited.

In response to the <Eoi reference no.> dated: ..... for {Project Title}, as an Owner/ Partner/  
Director/ Auth. Sign. of \_\_\_\_\_, I/ We hereby declare that  
presently our Company/ firm \_\_\_\_\_, at the time of bidding: -

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

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

Thanking you,

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

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

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



**EOI for Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

**ANNEXURE-4**

**INTENT FORM (For onboarding services on e-Mitra)**

1. Company's Profile:

<b>Name of Firm</b>				
<b>Name of Contact Person with Designation</b>				
<b>Registered Office Address</b>				
<b>Postal / Correspondence Address</b>				
<b>Type of Firm</b> Put Tick( ✓ ) mark	Public Limited	Private Limited	Partnership	Proprietary
<b>Telephone Number(s)</b>				
<b>Email Address/ Web Site</b>	Email:		Web-Site:	
<b>Fax No.</b>				
<b>Mobile No.</b>				
<b>GST Registration No.</b>				
<b>Income Tax / Pan No.</b>				
<b>Proof of legal identity</b>				

2. Product / Services

<b>Service Name</b>		
<b>Service Description</b>		
<b>Target Group / Beneficiaries</b>		
<b>Service Fees (Including all taxes and e-Mitra service charges)</b>		
<b>Type of Service</b> Put Tick( ✓ ) mark	B2B	B2C
<b>Details of Service workflow existing portal of any other Govt./ PSU (such as CSC-SPV, mSeva, AP Online etc.)</b>		
<b>Are you engaged by any Govt. / PSU entity for delivery of similar type of services</b>	If Yes, mention name of Department Project and attach relevant documents	

3. Revenue Model – Services will only be delivered in postpaid mode.

<b>Proposed e-Mitra Charges per transaction</b>	Fixed	
	Percentage	
<b>GST</b>	Inclusive	
	Exclusive	
<b>To be paid by</b>	Applicant	
	Firm	



**EOI for Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

4. Agreement Template - <Standard Agreement as per Annexure-6>
5. Bank Guarantee – Bank Guarantee may be taken by RISL as per requirement for a particular service. <Standard PBG template as per Annexure-8>
6. License / Certificates

<b>Is there any need of License / Certificate for delivering these services?</b>	
<b>If Yes, attach the Licenses / Certificates issued by competent authority</b>	
<b>Safe-To-Host Certificate</b>	
<b>Have ensured data secrecy / confidentiality</b>	
<b>Have abide all security compliances</b>	
<b>Have ensured all statutory compliances under Law of Land ?</b>	

7. Integration Kit - < 3<sup>rd</sup> party redirection method >. The service provider need to work for integration seriously to ensure that proper working of their APIs in all scenarios. Integrations shall be completed in 1 month.

Proper unit testing of service in UAT environment will be the responsibility of firm.

8. Reconciliation & Invoices:

<b>Reconciliation Frequency</b>	Daily	Fortnightly	Monthly
<b>RISL commission to be paid</b>	To be retained upfront		
<b>Address for Invoicing</b>			
<b>GST Applicable</b>	SGST	CGST	Both
<b>SPOC for invoicing from Firm side</b>			

9. Details of Authorized Person (Nodal Officer):

<b>Name</b>	
<b>Designation</b>	
<b>Mobile No.</b>	
<b>Email ID</b>	
<b>Bidder’s Authorisation Certificate along with copy of PoA/ Board resolution stating that Auth. Signatory can sign the bid/ contract on behalf of the firm. (As per Annexure-7)</b>	

10. Verified Bank Account Details

<b>Bank Name</b>	
<b>Beneficiary Name</b>	
<b>Account No.</b>	
<b>Branch Name</b>	
<b>IFSC Code</b>	
<b>Account details on Firm’s Letter Head verified by Bank</b>	

11. Firms Dedicated Helpdesk Details



**EOI for Onboarding of Private Partners to provide B2C Services  
through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

<b>Customer support number</b>	
<b>Support email id</b>	

12. Copy of valid Registration Certificates and Copy of Certificates of Incorporation

13. Copy of Pan Card

14. Copy of GSTN

15. Declaration: On Firm's Letter Head signed by Competent Authority

(Check Box) Service Provider should: -

- a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons;
- b) not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- c) not have been blacklisted for any reason.

**ANNEXURE-5**

**INTEGRATION KIT (THIRD PARTY INTEGRATION METHOD)**

**Process flow for 3rd Party “Form Filling and Payment” Services**

- A. e-Mitra will provide a service of “Form Filling – X” where X stand for name of Form/ Department/ Service as per configuration
- B. With each such service following more parameters will be captured
  - a. URL of Form for redirection
  - b. Fixed/Static parameters to be passed (if any)
  - c. In addition to this, e-Mitra application will pass parameters related to Kiosk, SSO Id, SSO Login Token etc.

**Required from Other Agency:**

- a. URL of form where e- Mitra
- b. Fixed/Static parameters to be passed (if any)

- C. On availing service by Kiosk Operator
  - a. Kiosk Select “Form Filling –X” service
  - b. System will confirm from user “Do you want to redirect to 3<sup>rd</sup> Party URL?”
  - c. On clicking, system will pass parameters (in “POST” method only) to destination URL
  - d. Passing of parameters will be done –Encrypted only.
- D. On Target URL (Application)
  - a. User will land on form (application must make provision for auto-login)
  - b. Application will use WS of SSO Portal to validate Session using SSO-Token passed in original redirection
  - c. Application may use following Web service for further data fetching
    - i. WS of e-Mitra to fetch more details of Kiosk
  - d. System should provide User Interface to
    - i. Fill New Form
    - ii. Make payment for previously filled form
  - e. On clicking “Fill New Form”, kiosk operator will fill complete form and save the same. On saving system should generate an internal number against which payment will be done (known as Request Id).

OR

- f. On clicking “Make payment for previously filled form” (All records created by Kiosk for which payment not received), system should display previously filled details in read only or overwrite mode as per policy of application. (Note: Application should allow selection of previously filled record/form data by current kiosk only, other kiosk should not be allowed to receive payment for form filled by any other Kiosk  
i.e. cross kiosk data access should not be allowed. Here Kiosk is an entity and kiosk operator is just an user working on that kiosk)
- g. After saving form data, kiosk operator proceed for Payment of the form. A “Make Payment” button is to be provided in the application for this.
  - h. On clicking “Make Payment” button, system should call Web Services provided by e-Mitra (with requisite parameters) to get money deducted from Kiosk Wallet
  - i. On calling Web Service for payment
    - i. On Success: Payment will be deducted from wallet of Kiosk and “Transaction Id” (along with other parameters) will be provided in response ii. On Failure: Information



## EOI for Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan

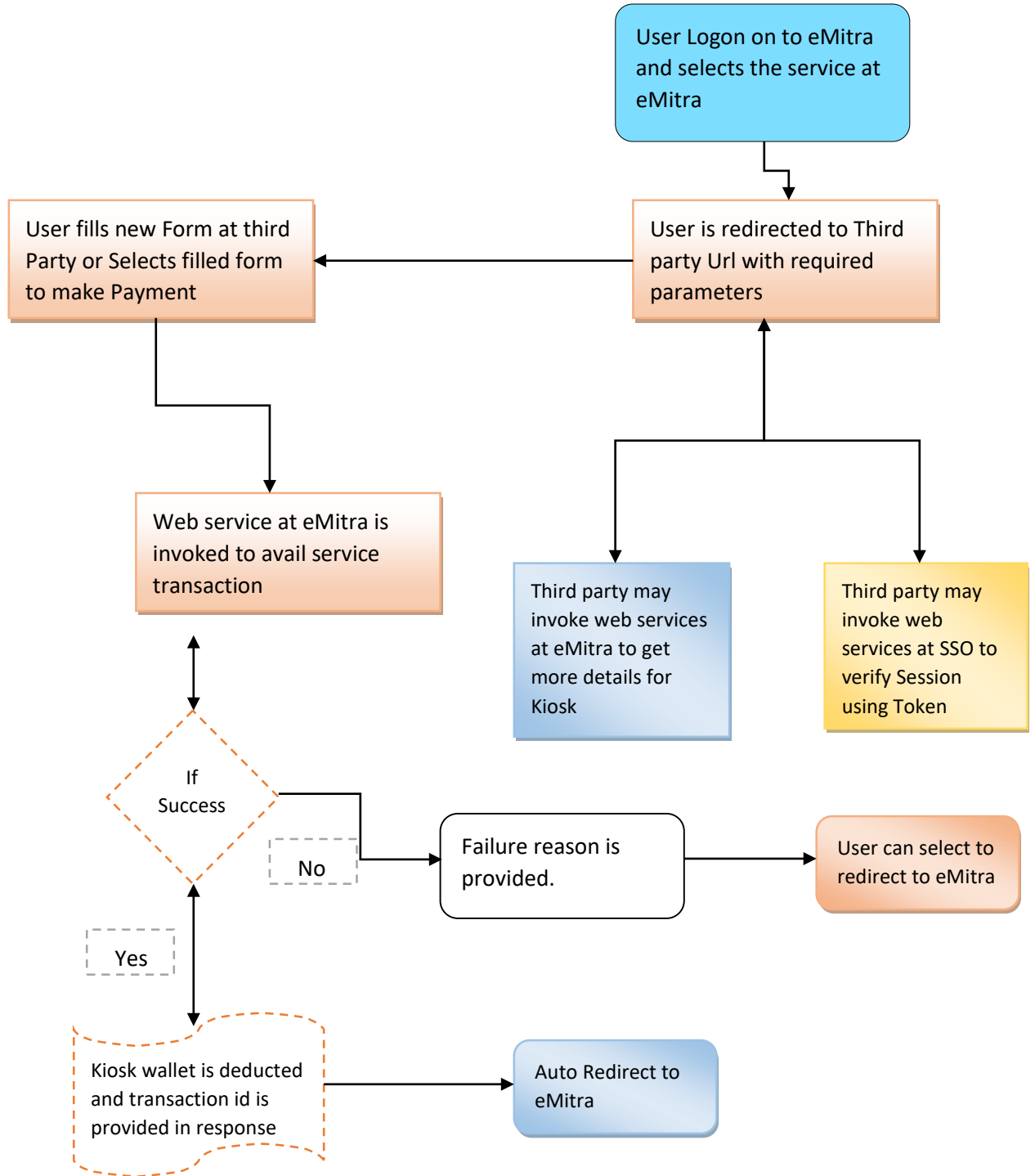
about reason of failure and other parameters will be provided. The same will be utilized for logging and displaying proper response to kiosk operator

- j. On successful payment, Application must generate “APPLICATION ID” or Posting Reference Number and in turn provide the same to e-Mitra using Web Service provide for this purpose.
  - k. Also, Application can provide copy of filled in form with payment details or receipt of payment with following details -- Application Id, Form Id, e-Mitra Transaction Id, Name of Candidate and other key information that can be given to citizen.
- E. Application will provide following actions
- a. Continue Fill New Form Or Make payment for previously filled form
  - b. Return back to e-Mitra – Target application will provide link to “Return back to eMitra”. On clicking the same kiosk operator will be redirected back to e-Mitra Website (with parameters as required by e-Mitra Application)
- F. On return to e-Mitra, single receipt (containing e-Mitra Receipt Number) for all transaction done by kiosk can be generated that will be given to citizen.
- G. On return to e-Mitra, Kiosk operator can continue with other services related task.

### NOTE:

1. Target Application will not provide any other link for kiosk operator to fill form as Kiosk User
2. Forms Filled by Citizens on Target Application can make payment via RISL e-Payment Gateway

**Process Flow Diagram**







**EOI for Onboarding of Private Partners to provide B2C Services  
through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

**ANNEXURE-6  
SERVICE AGREEMENT**

This SERVICE AGREEMENT (“**Agreement**”) for various services is made and executed at Jaipur on this \_\_\_ day of \_\_\_\_\_ 2022 by and between:

**RAJCOMP INFO SERVICES LTD. (‘RISL’)**, a wholly owned company of the Government of Rajasthan incorporated under the provisions of the Companies Act, 2013 / 1956 having its registered office at C Block, 1<sup>st</sup> Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan) (hereinafter referred to as “**RISL**”/ “**Service Recipient**”) which expression shall unless it be repugnant to the context or meaning thereof be deemed to include his heirs, legal representatives, executors, administrators and/ or any survivors or survivor of the **FIRST PART**;

**AND**

\_\_\_\_\_, a company incorporated under the provisions of Indian Companies Act, 1956, and having its registered office at \_\_\_\_\_ (hereinafter referred to as \_\_\_ which expression shall, unless repugnant to the context or meaning thereof, mean and include its successors, permitted assigns legal representatives, executors, administrators of the **SECOND PART**;

**WHEREAS**

- A. Department of IT & Communication (DoIT&C), through RajCOMP Info Services Ltd. (RISL), in collaboration with District e-Mitra Societies (DeGS), is running e-Mitra project. e-Mitra project is an integrated IT enabled platform for delivery of various services and information to rural and urban masses under single roof by setting up of kiosks at various locations in all districts across Rajasthan with the objective of ushering in e-Governance in the State. e-Mitra Project is being implemented on a 3-tier model. The first level is that of DoIT&C/RISL. At the second level, there are Local Service Providers (LSPs) selected through open tendering process by RISL & at the third level are the kiosk holders selected by LSP with whom they have signed Agreement / MoU. RajCOMP Info Services Limited (RISL) is the executive agency under the e-Mitra project on behalf of the Government of Rajasthan. District e-Governance Societies (DeGS) are Societies formed in all districts under the chairmanship of District Collector to facilitate and monitor implementation and operation of various e-governance initiatives including e-Mitra in the respective districts. The DeGS is responsible for the day-to-day monitoring and management of the project at district level. The mechanism of service delivery consists of a Back Office and a Front Office. The Back Office contains infrastructure and application required to enable the system while Front Office hooks on to the back office and provide interface between citizen and government. Front Office management is carried out through Local Service Providers.
- B. \_\_\_\_\_ has developed a set of services including electronically processing transactions related to \_\_\_\_\_ services using various devices such as Automatic Teller Machines (“**ATMs**”), Point-of-Sale devices (“**POS**”), mobile applications and internet (“**Devices**”) (hereinafter known as the “**Services**”). \_\_\_\_\_ has agreements with various service providers such as mobile service providers and other service providers/ aggregators in India under which \_\_\_\_\_ will be processing / distributing the Services for the use of Service Provider’s subscribers / customers (as hereinafter defined). \_\_\_\_\_ has the capability to switch and process electronic transactions to the Service Providers’ systems for authorization via its processing/switching centre in India (the “\_\_\_\_\_”).
- C. RISL & \_\_\_\_\_ are desirous of joining hand for \_\_\_\_\_ services for following \_\_\_\_\_ through e-Mitra website ([www.emitra.rajasthan.gov.in](http://www.emitra.rajasthan.gov.in)), hereinafter referred to as e-Mitra Portal). \_\_\_\_\_ is permitted by the Service Providers to regulate these services through e-Mitra platform.
- D. The distribution of \_\_\_\_\_ services through [www.emitra.rajasthan.gov.in](http://www.emitra.rajasthan.gov.in) shall be using the web services integration method of distribution. In this method, <Service provider> would provide APIs



## EOI for Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan

to e-Mitra portal for them to connect with \_\_\_\_\_ backend for accessing services on \_\_\_\_\_ platform and also to perform other available processes.

- E. Both Parties have confirmed to join hands for providing \_\_\_\_\_ bill payment services through e-Mitra portal on following terms and conditions.

The term “**Party**” shall refer to RISL and <Service provider> individually, while collectively they shall be referred to as the “**Parties**”.

Now, it is hereby agreed by and between the Parties hereto as follows:

In consideration of due observance & performance of all the terms and conditions mentioned in this Agreement, RISL and <Service provider> agree to sign this Agreement on non-exclusive basis to provide bill payment services i.e. electricity bill payment for above listed Billers as per conditions contained in various parts, annexures which are integral parts of the Agreement and are binding between the Parties.

1. **Non-Exclusivity:** <Service provider> understand and agrees that Agreement is on “Non Exclusive Basis”.
2. **Scope of services:** RISL shall provide \_\_\_\_\_ service i.e. \_\_\_\_\_ services to customers. Transaction once successful on e-Mitra i.e. e-Mitra transaction id is generated will not be cancelled at any stage. Consumer will consider date of generation of e-Mitra transaction id as the date of \_\_\_\_\_. In case, Billers impose any penalty on consumers for delay in deposition of electricity bill wherein consumer has already deposited the \_\_\_\_\_ bill on e-Mitra through \_\_\_\_\_, the penalty amount or any losses to RISL will be payable / recoverable from \_\_\_\_\_.
3. **Specifications of work, conduct, requirement, standards and operating procedures:** \_\_\_\_\_ hereby agrees and unequivocally undertakes to fully comply with all the terms and conditions stipulated in Agreement without any deviation and reservation of any kind, unless mutually agrees between the parties at any given time.
4. **Commencement of the Agreement:**
  - 4.1 This Agreement shall become effective upon the date first hereinabove written (“Effective Date”). This Agreement shall be valid for a period of 5 (five) years from the signing of Agreement and may be extended on terms and conditions as mutually agreed by both Parties.
  - 4.2 In case, any future statutory provision warrants variation in the Agreement, in any material way, both Parties will in good faith use their best endeavour to agree to such terms and conditions as may be necessary. However, in case of no such Agreement can be reached, either Party shall have the right to withdraw from this Agreement.
  - 4.3 The effect of withdrawal from the Agreement under clause 4.2 would be that the Agreement shall stand terminated with immediate effect.
5. **Extension:** The Agreement may be extended for year-to-year basis for a period of 2 (two) years with mutual consent of both the Parties.
6. **Exit Clause:** Either party may, by giving 60 days’ notice in advance to the other party, exit from Agreement and the Agreement shall stand terminated on expiry of 60<sup>th</sup> day from receipt of such notice.



## **EOI for Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

6.1 Cancellation or termination or expiry of Agreement shall not relieve or release either party from making payments which may be owing to the other party under the terms of the Agreement

7. **General obligation of <Service provider>**: RISL reserves the right to suspend the operation of this Agreement, at any time, due to change in its policy or upon directions from the competent government authorities. In such a situation, RISL shall not be responsible for any damage or loss caused or arisen out of aforesaid action. Further, suspension of the Agreement will not be a cause or ground of extension of the period of Agreement and suspension period will be taken as period spent.

8. **e-Mitra Service Charges and Payment Procedures:**

**8.3 Settlement Model:**

**8.4 Invoice for commission charges:**

9. **Trademarks/Logos**

9.1 RISL acknowledges that any <Service provider> trademarks, including but not limited to, "<Service provider>" or any other trademarks used or adopted by <Service provider> in the conduct of its business are the sole property of <Service provider> or an affiliate of <Service provider>, and that, subject to the terms of this Agreement, only <Service provider> or its parent company or any affiliated company has the right to use such trademarks. <Service provider> acknowledges that any RISL trademarks are the sole property of RISL and that, subject to the terms of this Agreement, only RISL or its designated licensees have the right to use such trademarks.

9.2 Both Parties agree that all the trade marks, logos, trade names of Parties are the proprietary marks of respective Parties and neither Party shall have expressed or implied right on the Intellectual Property of the other Party.

9.3 Each Party shall have the right, during the term of this Agreement, to include the other Party's trademarks or logos in its advertising or promotional literature, without any royalty, provided that the other Party has given its prior approval, in writing, to such inclusion.

10. **Warranty:** <Service provider> hereby expressly warrants that the services as specified herein shall be efficiently provided by <Service provider> with high quality standards as specified by RISL from time to time. The standards and specifications as set by the RISL shall be strictly adhered to by the <Service provider> without any qualifications.

11. **Default and Termination:**

11.1 Either Party may terminate this Agreement for default in the event of a material breach of this Agreement by the other Party if such breach continues for a period of 60 (sixty) days after written notice of intention to terminate describing the default is given by the non-breaching Party.

11.2 Either Party may terminate this Agreement with immediate effect, if the other Party files for bankruptcy or enters into liquidation or becomes or is deemed to be insolvent or has a trustee or receiver appointed over all or some of its asset, or any similar event or proceeding occurs in any jurisdiction.

11.3 Either Party may terminate this Agreement upon 60 days written notice to the other Party with or without assigning any reason.

11.4 It is agreed that in the event, <Service provider> is unable to get necessary permission / license from Service Provider and statutory authorities and/or any of the Service Provider rescinded its contract with <Service provider>. <Service provider> shall have the right to rescind this Agreement by giving reasonable notice.

11.5 Upon termination of this Agreement for any reason, <Service provider> may immediately disconnect the Service Providers from the <Service provider> processing centre(s) and no further transactions may be affected on or through the <Service provider> system.



## **EOI for Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

- 11.6 In the event of termination of this Agreement, Sections and such clauses as by its very nature are meant to survive will survive termination indefinitely as necessary to effectuate their purpose.
- 11.7 On termination or surrender or expiry of this Agreement, any sums payable under this Agreement and which are unpaid on the date of termination shall forthwith become due and payable by Parties.

### **12. Indemnification:**

- 12.1 Both Parties hereby undertakes to keep each other indemnified and harmless in all cases where any Party faces any penalty due to any breach by other Party. However, <Service provider> will be party to the dispute raised by customer/ kiosk only with respect to the services delivered by <Service provider> under this Agreement.
- 12.2 RISL shall not be liable to <Service provider> or any other party consequent upon termination of the Agreement for any reason whatsoever for any claim for loss or profits or for any anticipated transactions from RISL or on account of any expenditure, investments, leases or any other commitments made by <Service provider> in connection with the Agreement made in reliance upon or by virtue of the <Service provider> services under this Agreement.
- 12.3 RISL's acceptance of any bills from <Service provider> after the termination / expiry of this Agreement shall not be construed as a renewal or extension of the Agreement nor as a waiver of termination.
- 12.4 <Service provider> shall make all endeavors to ensure that no fraud of any kind, contractual, criminal or otherwise is committed in the matter of providing electricity bill deposition services and matters connected therewith. <Service provider> shall be responsible for the costs and consequences thereof inter-alia outstanding dues, litigation, losses, damages or loss suffered / to be suffered by RISL etc.

### **13. Miscellaneous:**

- 13.1 <Service provider> shall perform their duty in strict compliance with all applicable laws in India along with rules and regulation of duly constituted government authorities in India and shall obtain all licenses, restriction or other approval, if any required by laws in India.
- 13.2 In connection with the services to be rendered hereby <Service provider> undertakes, affirms and agrees that <Service provider> is fully authorized to enter into this Agreement and subject to obtaining the necessary approval under applicable law, if any, required to perform this obligation here under according to the terms hereof.

### **14. General Provisions:**

- 14.1 **Severability:** If any terms or provisions of the Agreement are or shall be illegal, invalid or unenforceable in any jurisdiction, all other terms and provisions of the deed shall remain legal, valid and enforceable in such jurisdiction and the parties shall endeavor to substitute forthwith such other legal, valid and enforceable provisions as will most closely correspond to the legal and economic intent of such illegal, invalid or unenforceable term or provision.
- 14.2 **Waiver:** The failure of either Party to insist upon strict adherence to any material term or condition of this Agreement or to exercise any material right arising from this Agreement on any occasion shall not be considered a waiver of any right thereafter to insist upon strict adherence to

that term or condition or any other material term or condition of this Agreement or to exercise that material right or any other material right of this Agreement.

**14.3 No Joint Venture:** This Agreement is not intended by the Parties to constitute or create a joint venture, pooling arrangement, partnership, agency or formal business organization of any kind. <Service provider> and RISL shall be independent contractors with each other for all purposes at all times and neither Party shall act as or hold itself out as agent signed by the principal, nor shall either Party create or attempt to create liabilities for the other Party.

**14.4 Language:** This Agreement has been made and signed in the English language. All documents, specifications, handbooks and correspondence shall be made in the English or Hindi language.

**14.5 Notices:** Unless otherwise stated in this Agreement, any notice required or permitted to be given under this Agreement, shall be given in writing and shall be delivered by hand or sent by registered mail to the address of the other Party first set forth above or to such other address as a Party may designate to the other by written notice. Notice shall be deemed effected on the date when delivered, in the case of delivered by hand, or on the date of delivery as evidenced by the signed return receipt, in the case of delivery by mail.

**If to <Service provider>:**

**If to RISL:**

Officer-In-Charge (e-Mitra project)

New IT Building, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur – 302005

**14.6 Publicity:** No press release or any publicity of any nature regarding this Agreement shall be made without the other party's written approval. <Service provider> will not publish, nor cause to be published, any advertising, or make any representations oral or written, which might confuse, mislead or deceive the public or which are detrimental to the name, trademarks, goodwill or reputation of RISL / Government of Rajasthan. It is advisable that all advertising may be got approved by RISL prior to publication.

**14.7 Assignment:** Either Party may, on written notice to the other, assign any or all of its rights and obligations hereunder to: (i) its Affiliate, and (ii) a third- party entity in connection with the transfer of all or substantially all of the business and assets of that party to such entity. Except as provided above in this Section 3, either Party may assign any or all of its rights and obligations under this Agreement to a third party only upon receiving the prior written consent of the other Party, which consent may be reasonably conditioned but will not be unreasonably withheld or delayed. The Parties agree that no assignments will be made unless the assignee agrees to accept in full the responsibilities and obligations of the assigning Party.

**14.8 Entire Agreement:** This Agreement shall supersede any prior understanding, agreement, written or oral, between the parties hereto with respect to the subject matters hereof.

**14.9 Technology Risks:** The site/ app of <Service provider> may require maintenance and during such time it may not be possible to process the service request. <Service provider> will take reasonable care to inform RISL of such maintenance activity including non-availability of API service well in advance. <Service provider> shall stop e-Mitra services at this end during maintenance activity to ensure that no e-Mitra transaction shall be successful during maintenance activity.

**14.10 Interpretation:** All references to singular include plural and vice versa and the word "includes" should be construed as "without limitation". Further, reference to any statute, ordinance or other law includes all regulations and other instruments and all consolidations, amendments, re-



**EOI for Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

enactments or replacements for the time being in force. All headings, bold typing and italics (if any) have been inserted for convenience of reference only and do not define limit or affect the meaning or interpretation of this Agreement.

15. **Force Majeure:** Both Party shall not be liable for failure or delay in performing their obligations under these Agreement if such failure or delay is due to circumstances beyond their reasonable control, including, without limitation, acts of any governmental body, war, insurrection, sabotage, embargo, pandemic, lockdown, terrorist or other attack, fire, flood, strike or other labour disturbance, interruption of or delay in transportation, unavailability of or interruption or delay in telecommunications or third party services, failure of third party software or inability to obtain raw materials, supplies, or power used in or equipment needed for provision of the services.
16. **Dispute Resolution / Arbitration:** Any question, dispute or differences arising out of or in connection with this Agreement or breach, termination or validity hereof, shall be settled by Arbitration conducted in Rajasthan, Jaipur in accordance with the Arbitration & Conciliation Act 1996 any modifications or re-enactments thereto and relevant laws and regulations in force at that time in India. All such disputes and differences which may arise between the parties hereto as to the meaning, construction or effect of any of the terms and provisions of this Agreement or as to the right or claim of either party under this Agreement shall be referred to Commisisoner, IT&C, Government of Rajasthan. The language of arbitration shall be English or Hindi. Any Order / Directions / Awards of the Arbitration shall be final and binding on both the Parties. The Arbitrator shall pass a writing award.
17. **Governing Law and Jurisdiction:** This Agreement shall be construed, interpreted and governed by the laws of India and, in case of any dispute, the Jaipur Court alone shall have the territorial jurisdiction to adjudicate upon the matter.
18. **Set Off:** Any sum of money due and payable to the <Service provider> under this Agreement or otherwise shall be appropriated by RISL and the same shall be set off against any claim by RISL for payment of sum of money arising out of this Agreement or other agreements(s) made by <Service provider> or its affiliated with RISL.
19. **Pure Agent:** This Agreement is being executed on behalf of M/s (Concerned Department)....., to procure defined goods and services, RISL is merely acting as a Pure Agent who neither intends to hold or holds any title to the goods and services being procured or provided. So all the goods and services being procured or provided. So all the goods and services are required to be delivered in the name of M/s (Concerned Department)..... Along with invoices of supplied items, although payment will be made by RISL on behalf of said department/ company.

**The Agreement including the Annexure, constitute the entire Agreement of the Parties with respect to the matters herein contained and all its terms and conditiona are binding between the Parties and superceded all prios agreements and understabnding between the Parties whether written or oral, The Agreement shallbe signed by the authorised representatives of both Parties. In witness whereof, the Parties have causes this Agreement to be executed and delivered by the duly authorised officers:**

Signed By:	Signed By:
( ) Additional Director (OIC e-Mitra) Department of IT&C, Govt. of Rajasthan	( ) Designation: <Service provider>
<i>In the presence of:</i>	<i>In the presence of:</i>
( )	( )



**EOI for Onboarding of Private Partners to provide B2C Services  
through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

SA (Jt. Dir.) Department of IT&C, Govt. of Rajasthan	Designation: <Service provider>
( ) ACP (Dy. Dir.) Department of IT&C, Govt. of Rajasthan	( ) Designation: <Service provider>

**Annexure A: General Terms & Conditions**

1. RISL reserves the right to change the terms of trade from time to time with notice period of 30 days.
2. RISL reserves the right to withhold or delay the amount to be transferred to <Service provider> in case of pending disputes in matters such as bill not deposited or cancellations wherein the amount withheld by RISL may not be more than disputed amount plus penalties (if any). For the sake of clarity, penalties in the above clause shall mean late fee that is charged to the customer on the disputed bill.
3. RISL's decision will be final on all matters relating to the business and will be binding on <Service provider>.
4. <Service provider> shall comply with all applicable laws, bye Laws rules, regulations, orders and directions notifications etc. of the Govt./Court/Tribunals and shall also comply with all directions issued by RISL and provide RISL with all information and cooperation that RISL may reasonably require from time to time.
5. <Service provider> has to fully cooperate with RISL to investigate any complaint from the public, e-Mitra kiosks or RISL's team.
6. <Service provider> shall fully indemnify, defend & hold RISL harmless from and against all claims, liability, losses or damages recoveries, proceedings, actions, judgements costs, charges & expenses which may be made or brought or commences against RISL or which RISL may or may have to bear, pay or suffer directly or indirectly in connection with any breach <Service provider> agreement by <Service provider>.
7. RISL shall not be liable for any act of commission or omission of any third party.
8. <Service provider> shall pay all dues & outstanding to RISL during the currency of assessment or on termination of the Agreement as the case may, even if any dispute is pending between the <Service provider> & RISL.
9. Agreement has to be made on non-judicial stamp paper of Rs 500/- of Rajasthan state and copy of the agreement will be kept with either of the party will serve as good as original agreement in case of any dispute.
10. <Service provider> will have to abide by the policy rules, regulations & instructions of RISL and other government bodies as revised / modified from time to time.
11. If any dispute received from customer regarding these services, it may be dealt by <Service provider>.



EOI for Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan

ANNEXURE-7

**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: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

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

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

**<< The bidder shall submit this Bidder's Authorization Certificate along with copy of PoA/ Board resolution stating that Auth. Signatory can sign the bid/ contract on behalf of the firm. >>**





**EOI for Onboarding of Private Partners to provide B2C Services  
through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

**ANNEXURE-8**

**Bank Guarantee Format {to be submitted by the service provider's bank}**

**Performance Security (PBG)**

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

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

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



**EOI for Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

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

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

Signature

(Name & Designation)

Bank's Seal

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

Signature

(Name & Designation)



**EOI for Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

**ANNEXURE-9**

**List of Services delivered through e-Mitra**

**1) B2C services**

S. No.	Service name	S. No.	Service name
1	Vodafone Idea Mobile Postpaid Bill	30	Jio Sim Purchase Order
2	Modish - Yoga Volunteer Certificate	31	MedCords - Followup from specialist Doctor
3	E-GYAN	32	RISL - Certificate Home Delivery
4	Airtel Mobile Postpaid Bill	33	Haqdarshak - Check Eligibility for various schemes
5	The Insurance premium Collection	34	MedCords - Remote Consultation from specialist Doctor
6	Thinkwalnut Electricity bill payment	35	AKSH digital TV service
7	Airtel Telemedia Landline Bill	36	Airpay AEPS Cash Withdrawal
8	LED 9Watt Sale Prepaid	37	Reliance Jio Prepaid Recharge
9	Tubelight 20Watt Sale Prepaid	38	Airtel Recharge Service
10	Fan 50Watt Sale Prepaid	39	Airpay - Kiosk Registration for AEPS Cash Withdrawal
11	RISL EBAZAAR BULK PURCHASING	40	Bookonspot Ticket cancel
12	LED 9Watt Sale Postpaid	41	Airpay DMT Service
13	EESL Product Replacement	42	OXIGEN - Mobile and DTH Recharge
14	ASK A DOC Phone Consultation	43	ZVESTA – Homes (Real estate service)
15	ASK A DOC Email Consultation	44	RSRTC Ticket Booking
16	ASK A DOC Follow Up	45	Spice digital flight and hotel booking cancel
17	TAX2WIN - Income tax return form filling	46	Revenue - Print Digital Signed Jamabandi
18	BKESL Bikaner K Number	47	Revenue - FORM-C Fee For Change in Purpose of Conversion in Agricultural Land under Rajasthan Land Revenue Rules 2007
19	BESL Bharatpur K Number	48	Airpay - Beneficiary Account verification
20	CM Jan Awas Navkar Prime Kishangarh Ajmer	49	Mart Connect Services
21	MMTC- Silver Coin Sell	50	Domestic Money Transfer - Zapurse - Atishay limited
22	MMTC- Gold Coin Sell	51	Bookonspot Ticket Booking
23	Solar Rakshak Plus Led Torch Sale	52	RED Bus Ticket Cancellation
24	Rakshak Plus Led Torch with Adapter Sale	53	Fino Account Verification
25	Rakshak Led Torch with Adapter Sale	54	RSRTC - RFID Card Registration
26	Solar Rakshak Led Torch Sale	55	Revenue - Girdawari Ki Nakal
27	GSA 9 WATT LED Bulb sale Postpaid	56	Revenue - Print Jamabandi Naksha Copy
28	Jio Sim Purchase	57	Plus One Recharges
29	AU Insurance	58	Utkarsh App Online Courses
		59	Zapurse - Recharge - Atishay Limited

**2) G2C services**

S. No.	Service name	S. No.	Service name
1	DISCOM K No Electricity Bill	198	Print Death and Birth Certificate On PVC
2	JDA Name Transfer and Name Substitution	199	MERITORIOUS GIRLS STUDENT FREE SCOOTY DISTRIBUTION SCHEME
3	Municipal Water Bill	200	Micro Finance NGO Loan (For Minority)
4	Employment-Employer Registration	201	Subsidy on Mechanization
5	RTI Application Form Submission	202	Subsidy on Low cost onion cold storage
6	RTI Fee Deposition for Dissemination of Information	203	Subsidy on Anti BirdNet / Walk In Tuneel
7	Employment - Job Seeker Registration	204	Subsidy on Plastic mulching
8	Employment - Mukhyamantri Yuva Sambal Yojana Unemployment Allowance	205	RSSB - Direct Recruitment of Assistant Public Relations Officer - 2021
9	Ration Card Transfer to other Village - BDO - District (Form - 7)	206	ECONOMIC HELP TO STUDENTS OF TRIBAL OF SCHEDULED AREA FOR PMT IIT COACHING
10	DES Birth Registration	207	ECONOMIC HELP TO STUDENTS OF TRIBAL OF SCHEDULED AREA RESEARCH FELLOWSHIP
11	Police - Tenant Verification Form Filling	208	PWD - Application Form Fill for Road Cutting Permission for Govt Department
12	Labour Registration Form Filling - Beneficiary	209	ANUPRATI SCHEME (ADMISSION IN TOP EDUCATION INSTITUTE LIKE IITS IIMS AIIMS NITS CLAT IIS
13	Labour Registration Form Filling - Building And Other Construction Workers RE and CS Act 1996	210	ANUPRATI SCHEME (PASSING THE COMPETITIVE EXAMINATION IN UPSC RPSC
14	Labour Registration Form Filling - Beedi And Cigar Workers Condition of Employment Act 1966	211	WIDOW DIVORCEE CHIEF MINISTER B ED SAMBAL SCHEME
15	Labour Renewal Form Filling - Beedi And Cigar Workers Condition of Employment Act 1966	212	MERITORIOUS STUDENT SCOOTY DISTRIBUTION SCHEME
16	Artisan Registration	213	SCHEME OF POST METRIC SCHOLARSHIP FOR THE SCHEDULE CASTE
17	DES Still Birth Registration	214	CM HIGHER EDUCATION SCHOLARSHIP SCHEME
18	Ration Card Print	215	EBC- DR AMBEDKAR POST-METRIC SCHOLARSHIP FOR THE ECONOMICALLY BACKWARD CLASS STUDENTS
19	Labour Registration Form Filling - Contract Labour Regulation And Abolition Act 1970 Principal Employer	216	DEVNARAYAN STUDENT SCOOTY DISTRIBUTION SCHEME
20	Labour Registration Form Filling - Contract Labour Regulation And Abolition Act 1970 Contractor	217	DEVNARAYAN SCHOLAR INCENTIVE SCHEME GRADUATE AND POST-GRADUATE LEVEL
21	Labour Registration Form Filling - Inter-State Migrant Workmen RE and CS Act 1979 Contractor	218	SCHEME OF POST METRIC SCHOLARSHIP FOR THE SCHEDULED TRIBES
22	Labour Renewal Form Filling - Motor Transport Workers Act 1961	219	MUKHYA MANTRI SARVJAN UCHHA SHIKSHA CHHATRAVRITI YOJANA
23	Police - Servant Verification Form Filling	220	JDA Issue of One Time Lease Certificate (OTLC)
24	Labour Renewal Form Filling - Rajasthan Shops And Commercial Establishments Acts 1958	221	PWD - Application Payment Fee for Road Cutting Permission for Govt Department
25	Labour Amendment Form Filling - Rajasthan Shops And Commercial Establishments Acts 1958	222	SCHEME OF POST MATRIC SCHOLARSHIP TO THE OTHER BACKWARD CLASS
26	Labour Amendment Form Filling -Beedi And Cigar Workers Condition of Employment Act 1966	223	JDA Issue of Lease Deed (Patta)
27	DES Death Registration	224	KOTA - KEDL K NUMBER

S. No.	Service name	S. No.	Service name
28	Labour Issue Identity Cards	225	Print Disability Certificate
29	Labour Renewal Form Filling - Beneficiary	226	ANUPRATI SCHEME ADMISSION IN STATE GOVT ENGG AND MEDICAL COLLEGE WITH 60 IN 10 PLUS 2
30	Labour Amendment Form Filling -Contract Labour Regulation And Abolition Act 1970 Contractor	227	PWD - Application Payment Fee for Road Cutting Permission - Citizen
31	Labour Amendment Form Filling -Trade Unions Act 1926	228	RajSSP - Appeal to the competent authority in case of pension application being rejected
32	Labour Amendment Form Filling -Motor Transport Workers Act 1961	229	PM Awas Yojna
33	Ration Surrender Certificate print	230	Making payment of Enrolment-Non-Engineering fee
34	Labour Registration Form Filling - Trade Unions Act 1926	231	UDH - Lease Collection Yearly
35	Labour Amendment Form Filling -Contract Labour Regulation And Abolition Act 1970 Principal Employer Temporary	232	Application for Sub Mission on Agro Forestry
36	Labour Amendment Form Filling -Inter-State Migrant Workmen RE and CS Act 1979 Principal Employer	233	SJE - Mukhyamantri Vishesh Yogyajan Swarojgar Yojana
37	Labour Amendment Form Filling -Inter-State Migrant Workmen RE and CS Act 1979 Contractor	234	BTER-Engineering Enrolment Form Fees
38	Labour Renewal Form Filling - Inter-State Migrant Workmen RE and CS Act 1979 Contractor	235	Water Quality Testing
39	MukyaMantri Chiranjivi Yojana Certificate Print on Govt Stationery	236	PVC Aadhar Card printing
40	Labour Registration Form Filling - Contract Labour Regulation And Abolition Act 1970 Principal Employer Temporary	237	SJE - Renewal of NGO Registration
41	Labour Registration Form Filling - Inter-State Migrant Workmen RE and CS Act 1979 Principal Employer	238	IPR Submission Govt Employees in Raj Kaj
42	Labour Renewal Form Filling - Contract Labour Regulation And Abolition Act 1970 Contractor	239	SARATHI- Apply for new Driving License
43	Labour Amendment Form Filling -Building And Other Construction Workers RE and CS Act 1996	240	Forest - Nahargarh biological park ticket booking
44	DES Marriage Registration	241	Mines and Geology - Application for Sili-cosis Disease Assistance
45	Labour Registration Form Filling Rajasthan Shops And Commercial Establishments Acts 1958	242	Forest - Department Operation Division Auction
46	Labour Registration Form Filling - Motor Transport Workers Act 1961	243	Forest - Hathigaon Entry Ticket
47	Police Report of Article/Document Lost in Rajasthan	244	DTE - ITI Examination form fee
48	Police Telecommunication Subordinate Recruitment	245	Aadhar E- Card Printing
49	Police Digital Verification	246	Medical Diary Print Service
50	Police Clearance Certificate Foreign	247	Civil pensioner medical dairy service
51	Police Clearance Certificate	248	Jaipur Discom K Number
52	Police - Digital Character Certificate	249	Attendance
53	Print police character certificate	250	Pension - Online application submission of Pre-2016 Revision for Rajasthan Civil Pensioners
54	Labour Payment for Registration Rajasthan Shops And Commercial Establishments Acts 1958	251	Labour - Application form for registration as an Un-organized worker

**EOI for Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

S. No.	Service name	S. No.	Service name
55	Labour Payment for Registration Building And Other Construction Workers RE AND CS Act, 1996	252	SJE - Vishesh Yogyajan Anuprati Scheme
56	Labour Payment for Registration Motor Transport Workers Act, 1961	253	CESC - New Connection
57	Application for MukyaMantri Chiranjivi Yojana	254	TAD - Toolkit Distribution Scheme Registration
58	Police - Deposit challan for Speed violation	255	Raj-Kaushal - Employer-Trainer or Contractor Registration
59	Police - Recruitment of Home Guard - 2021	256	Development Fee for Government PG Girls college shri Sant Sundardas Dausa
60	Labour Apply for Scheme - Form Filling	257	KARALI COLLEGE FEE
61	Labour Payment for Registration Inter-State Migrant Workmen RE and CS Act, 1979 Contractor	258	Forest - Sajjangarh wildlife sanctuary Ticket Booking
62	Police fees deposition for Red Light Violation and Speed Violation for Kota	259	UDH - Fee payment for Lease Deed - Patta
63	Police - Recruitment of Constable - 2021	260	PHED Water BILL RajNeer for Jaipur Urban
64	Police fees deposition for Red Light Violation and Speed Violation for Jaipur	261	LSG - Form 1 Application for permission for installation of above ground telegraph infrastructure
65	Labour Payment for Contract Labour Regulation And Abolition Act 1970 Principal Employer Temporary	262	Horticulture - Subsidy on Walk-in Tunnel
66	Labour Payment for Amendment Beedi And Cigar Workers Condition of Employment Act, 1966	263	IRCTC Ticket Booking
67	Labour Payment for Registration Contract Labour Regulation And Abolition Act 1970 Contractor	264	Pradhan Mantri Shram Yogi Maandhan Yojana(PM-SYM)
68	Labour Payment for Registration Inter-State Migrant Workmen RE and CS Act, 1979 Principal Employer	265	Deposition of Registration and other Fees
69	Labour Payment for Amendment Motor Transport Workers Act, 1961	266	Forest - Sajjangarh biological park Booking
70	Labour Payment for Amendment Inter-State Migrant Workmen (RE and CS) Act, 1979 (Contractor)	267	UDH - Apply for Lease Deed Patta
71	Labour Payment for Registration Beneficiary Registration	268	DLC Digitization
72	Labour Payment for Registration Contract Labour Regulation And Abolition Act 1970 Principal Employer	269	SJE - NGO Registration Form filling with Payment
73	Labour Payment for Amendment Rajasthan Shops And Commercial Establishments Acts, 1958	270	LSG - Fee payment for Lease Deed - Patta
74	Labour Payment for Amendment Building And Other Construction Workers RE and CS Act 1996	271	SJE - Online Application Filling For SJE Scholarship
75	Labour Payment for Amendment Contract Labour Regulation And Abolition Act, 1970 Principal Employer Temporary	272	PHED - Fee Payment for New Water Connection
76	Labour Payment for Registration Beedi And Cigar Workers Condition of Employment Act, 1966	273	Rajeev Gandhi Krshak Sathi Sahaayata Yojana
77	Labour Payment for Registration Trade Unions Act, 1926	274	JIO Sim Sell
78	Labour Payment for Amendment Contract Labour Regulation And Abolition Act 1970 Contractor	275	Jaipur Discom Grievance Registration
79	Labour Payment for Amendment Contract Labour Regulation And Abolition Act 1970 Principal Employer	276	CSC SPV - Update in PM Kisan, PM shram yogi and NPS TSEP

S. No.	Service name	S. No.	Service name
80	Labour Payment for Amendment Trade Unions Act, 1926	277	Horticulture Subsidy on Solar
81	Labour Payment for Renewal Beneficiary	278	Application form for Bonafide Certificate
82	RPSC Answer Booklet	279	Jan Aadhaar Editing
83	Labour Payment for Renewal Inter-State Migrant Workmen RE AND CS Act 1979 Contractor	280	Agricultural inputs license for seeds, fertilizers, insecticides
84	RPSC Computer Fee	281	Agriculture Subsidy on Water Storage Tank
85	Palanhaar Registration	282	Horticulture Subsidy on Micro Sprinkler
86	Labour Payment for Renewal Rajasthan Shops And Commercial Establishments Acts 1958	283	Horticulture Subsidy on Sprinkler
87	Labour Payment for Renewal Beedi And Cigar Workers Condition of Employment Act 1966	284	Jan Aadhaar E- Card Printing
88	MukyaMantri Chiranjivi Yojana Certificate Print	285	Commercial Permission for Tree Cutting Under Sub-Section (2) of Section 84 of Rajasthan Tenancy ACT,1955
89	Labour Payment for Renewal Motor Transport Workers Act, 1961	286	Application For Chartered Accountant - Auditor and Audit Firm Registration
90	Labour Payment for Renewal Contract Labour Regulation And Abolition Act 1970 Contractor	287	Print Digital Signed Certificates
91	DES Legacy Birth, Death, Still Birth Verification	288	Forest Right Act
92	Rajasthan Sampark Grievance Registration	289	Cooperative - PLDB Membership Registration
93	Application for MukyaMantri Chiranjivi Yojana for Exempted person	290	Revenue - Permission for Tree Cutting Under Sub-Section 2 of Section 84 of Rajasthan Tenancy ACT,1955 For Demand Note
94	Labour Payment for Amendment Inter-State Migrant Workmen (RE and CS) Act, 1979 (Principal Employer)	291	Application form for Bonafied Certificate-TSP
95	Bsnl Prepaid Recharge	292	COVID 19 Migrant registration
96	Govt Arts College Dausa - Regular Student Development Fees Payment	293	Application form for Caste Certificate-OBC- Central
97	Govt Arts College Dausa - Non-Collegiate Student Development Fees Payment	294	Subsidy on Incentive to Girls
98	UDH - Commercial Change of Land use (Residential to Commercial) Under Rajasthan Urban Area Rule 2010	295	Horticulture - Subsidy on Green House
99	UDH - Commercial Conversion of Land use (Agriculture to Non-Agriculture in Urban Area) under Raj Land Revenue Rules, 2012	296	UDH - Community Center Bookings
100	UDH - Change of Land use Residential to Commercial Under Rajasthan Urban Area Rule 2010 Demand Note	297	Raj-Kaushal - Labour or Man-Power Registration
101	Conversion of Land use (Agriculture to Non-Agriculture in Urban Area) under Raj Land Revenue Rules, 2012	298	Pradhan Mantri Kisaan Maandhan Yojana (PM KISAN)
102	Commercial Change of Land use (Residential to Commercial) Under Rajasthan Urban Area Rule 2010	299	Ration Jan Aadhaar Survey
103	RPSC Exam Objection	300	Labour Amendment Form Filling -Contract Labour Regulation And Abolition Act 1970 Principal Employer
104	UDH - Conversion of Land use Agriculture to Non-Agriculture in Urban Area under Raj Land Revenue Rules 2012 Demand Note	301	Development Fee for Government College Sikrai, Dausa
105	RUHS Physiotherapy	302	Sarathi Apply for DL Edit

S. No.	Service name	S. No.	Service name
106	UDH - Allotment of Institutional Land except the allotment of Land through Lottery Auction	303	Application form for Caste Certificate - General
107	UDH - Application for Building Plan Approval System	304	Revenue- FORM-A Fee for Conversion of land use AGR to Non-AGR in Rural areas under Rajasthan land Revenue Rules 2007
108	Forest - Visit Service in Wildlife	305	Application for Simagyan
109	RSLDC Form Filling V2	306	Brij University- Main Exam Form Filling and Fee Deposition
110	Duplicate Ration Card (Form - 6)	307	UDH - Form 1 Application Fee for permission for installation of above ground telegraph infrastructure
111	Ration Card Add Name - Deletion Of Name - Correction (Form - 4)	308	Development Fee for Government college Degana, Nagaur
112	Forest - NOC for Electricity Lines	309	Agriculture Subsidy on Irrigation Pipeline
113	UDH - Lease Exemption Certificate - Freehold	310	Horticulture Subsidy on Raingun
114	Forest - Research in any Forest	311	Jan Aadhaar Money Withdrawal
115	Sarathi Apply for LL Edit	312	Ration Card Cancellation (Form - 5)
116	Forest - NOC for Cable Lines	313	Application Form Fee For Manufacturers (Plastic lining,Pipeline)
117	Forest - NOC for Power Plant	314	Application for subsidy under Fertigation, Folier Fertilization, Automation etc by the Head of Farmers family
118	FSAT Presentation of Appeal	315	Forest - Keoladeo National Park Ticket Booking
119	Forest - NOC for Other Permission	316	United India IC - Crop Insurance form Editing
120	Forest - NOC for Hospital	317	Application form for Caste Certificate - OBC for State
121	WildLife Safari Ticket Booking	318	LSG - Form 2 Application Fee for permission for laying establishing underground telegraph infrastructure OFC or taking fiber to home
122	Forest - Visit Service in any Forest in Rajasthan	319	MukyaMantri Kisan-Mitra Urja Yojana
123	New Ration Card Form Filling (Form 1)	320	UDH - Application for Subdivision and Reconstitution
124	Sarathi - Apply for New Learner License	321	Application form for Caste Certificate - Minority
125	Forest - NOC for Industry Set-up	322	Jan Aadhaar Individual PVC Card Print
126	Forest - NOC for School Permission	323	Jan Aadhaar Enrollment, Seeding, Money Withdrawal
127	RUHS M.Sc. Radiotherapy Technology Registration	324	RAJFED Farmer Registration For Support Price Purchase
128	RajSSP -Pensioner Yearly Verification	325	Agriculture Subsidy on Farm Implements
129	Ration Card Other State Transfer (Form-9)	326	LSG - Form 1 Application Fee for permission for installation of above ground telegraph infrastructure
130	RUHS MSc Nursing Registration	327	Application form for Caste Certificate- SC-ST-migrated (Central)
131	RPSC- Editing Fee	328	UDH - Name Transfer - Substitution - Mutation
132	Forest - NOC for Road - Highway	329	Application for Consent Land Division
133	Forest - NOC for Sawmill Permission	330	Application form for Caste Certificate - SC/ST (Resident of Rajasthan)
134	Forest - NOC for Telephone Lines	331	UDH - Form 2 Application Fee for permission for laying establishing underground telegraph infrastructure OFC or taking fibre to home
135	RUHS Paramedical UG Course Registration	332	BTER - Duplicate Marksheet Certificate and Migration fees
136	Subsidy under PMKSY MIS etc by the Head of Farmers family	333	SJE - Vishesh Yogyajan Sukhad Dampatya Jeevan Yojana



**EOI for Onboarding of Private Partners to provide B2C Services through e-Mitra kiosks under e-Mitra Project in the state of Rajasthan**

S. No.	Service name	S. No.	Service name
137	Subsidy on Creation of Water Resources or Water Harvesting Structures under NHM or RKVY	334	Discom Apply for New Electricity Connection for JVVNL
138	RUHS Post Basic BSc Nursing Registration	335	Re-Print Digital Signed Certificates
139	RUHS PG Diploma in Perfusion Technology Registration	336	LSG - Demand Note Form - 2 Permission for laying establishing underground telegraph infrastructure OFC or taking fibre to home
140	RUHS B.Pharm Course (Third Semester) through Lateral Entry Registration	337	Updating of Account Number in Jan Aadhaar Card
141	Medicinal Plant Cultivation under National Mission for Medical Plant	338	Shekhawati - Revaluation
142	Application For subsidy Solar Pump Set	339	Legal Metrology - E - Tulamaan Application form fill and Fee Payment
143	RUHS BSc Nursing Registration	340	Solvency
144	RUHS B Pharma D Pharma Registration	341	Revenue Decision Copy of Revenue Court Cases
145	Online Application Filling For Scholarship	342	Revenue - Addition Payment for Simagayan
146	Application for Sale Permission	343	Agriculture - Application For Farm Ponds Subsidy
147	Anuprati Scheme	344	GPF Withdrawal
148	Phed Water Bill With Emitra Key New	345	PTET-2021 (4 Year) B Sc B Ed Counseling Fees
149	RPSC- Form Filling and Exam Fee deposition	346	Development Fee for DR Bhimrao Ambedkar Government College Mahwa, Dausa
150	UDH - Payment Gateway for E-Tendering - EMD	347	Gair Khatedari se Khatedari
151	Nursery or Cold Storage or Pack House or Seed Infrastructure or Vegetable Seed Production and other project based activities under NHM or RKVY	348	Agriculture Subsidy on Diggi
152	Application for subsidy for Organic Farming / Vermi Compost Unit Certification NHMRKVY	349	Agriculture - Seed Production Program
153	LSG - Conversion of Land use Agriculture to Non-Agriculture in Urban Area under Raj Land Revenue Rules 2012 Demand Note	350	Application for Lease Free Certificate
154	Application for the Grant of License to manufacture Insecticides	351	Updation of Mobile Number in Jan Aadhaar Card
155	Establishment of New Fruit Orchards under NHM RKVY	352	Mukhyamantri Sahayata kosh - COVID19
156	Amendment in Seed License	353	SI Loan
157	LSG - Change of Land use Residential to Commercial Under Rajasthan Urban Area Rule 2010 Demand Note	354	National Pension Scheme For Traders and Self Employed Persons
158	RPSC Detailed Form Filling	355	PTET - 2021 (2 Year) B Ed Counselling Fees
159	Amendment in fertilizer licence	356	Labour Payment for BOCW Cess
160	Dr Savita Ambedkar Inter Caste Marriage Scheme	357	Application for caste identification certificate for Denotified, Nomadic and Semi Nomadic Tribes in State
161	Application for the Renewal of License to Stock and Use restricted Insecticide(s) for Commercial Pest Control Operation(s)	358	Cooperative - Grievance registration for credit cooperative society
162	APPLICATION FOR RENEWAL OF DEALERS LICENSE FOR SEED	359	Development Fee for Government College Bassi,Jaipur
163	Application for Input License for Selling Fertilizers Retailer Renewal	360	DES - Apply for Young Interns Program (YIP) 2021
164	Application for grant of License to sell stock or exhibit for sale or distribute Insecticide	361	Horticulture - Application Form Fee For Manufacturers Drip Irrigation-Sprinkler-Mini Sprinkler-Micro Sprinkler

S. No.	Service name	S. No.	Service name
165	Application for Input License for Selling Fertilizers Retailer	362	Labour - Application Form Filling for BOCW Cess
166	Application to obtain dealers license for seed new	363	LSG ONLINE PAYMENT SERVICES
167	RSSB - Direct Recruitment of Motor Vehicle Sub Inspector - 2021	364	SIPF - Quick Apply for GPF Claim and SI Claim
168	Application to obtain a Certificate of Manufacture of Physical or Granulated Mixture of Fertiliser or Organic Fertiliser or Biofertiliser	365	Jan Aadhaar Card Distribution
169	Resident Schools RREIS	366	Horticulture - Subsidy on Shed Net
170	Government and Aided Hostels Scheme	367	Application for NOC For Loan From Bank
171	Sahyog Scheme	368	LSG - Apply for Lease Deed - Patta
172	Forest - Nursery product online purchases	369	Application of Income and Asset certificate for Economically weaker sections (EWS) for Center
173	Application for Input License for Selling Fertilizers wholeseller	370	GPA Proposal
174	SJE Apply For Pension registration	371	SHEKHAWATI - MAIN EXAM
175	SJE - Disability Registration	372	RSGSM Registration form filling by sugar farmer in Sri Ganganagar
176	Application for Commercial Grant of License to Sell Stock and Use restricted Insecticides for Pest Control Operations	373	Ration Card Aadhar Seeding
177	Application for Renewal a Certificate of Manufacture of Physical or Granulated Mixture of Fertiliser or Organic Fertiliser or Biofertiliser	374	Deposit Amount for Lease Free Certificate
178	Application for Input License for Selling Fertilizers Wholeseller Renewal	375	Jan Aadhaar Enrollment
179	Forest - Jaipur Zoo Counter Booking	376	Application of Income and Assest certificate for Economically weaker sections (EWS) for state
180	JDA Reconstitution - Sub Division	377	PTET-2021 (4 Year) B A B Ed Counseling Fees
181	Application for Silicosis Disease Assistance	378	Application for Sell Permission Certificate
182	DNTS- DR AMBEDKAR POST-METRIC SCHOLARSHIP FOR THE STUDENTS FOR DENOTIFIED, NOMADIC AND SEMI-NOMADIC TRIBES	379	Revenue - Print Digital Signed Mutation
183	SCHEME OF POST MATRIC SCHOLARSHIP TO THE SPECIAL BACKWARD CLASS	380	Revenue - Digital Signed Girdawari Ki Nakal
184	Education loan(For Minority)	381	DISCOM Fee Payment for New Connection for JVVNL
185	Forest - Jhalana Counter Booking	382	Horticulture Subsidy on Drip Irrigation
186	Bsnl Mobile and Landline Postpaid Bill	383	VMOU - Fresh-New-First Year Admissions
187	Subsidy for Barded Wire Fencing	384	Indira Gandhi Shehri Credit Card Yojana (IGSCCY)
188	Subsidy on High Value Vegetable in Polyhouse/Subsidy on High Value Vegetables/Flowers in Green House/Shadenet House	385	Revenue - Application for Online Mutation
189	Subsidy on Bee Keeping	386	Forest - Naka Sunset Point , Mount Abu Ticket booking
190	RENT REIMBURSEMENT FOR COLLEGE TRIBAL STUDENTS	387	RRECL - Establishment of solar power plant under KUSUM YOJANA
191	TALENTED BOYS SCHOLARSHIP TO FIRST CLASS STUDENTS BOARD UNIVERSITY	388	DES - Add Name in Birth Certificate
192	ECONOMIC HELP TO TRIBAL GIRLS FOR EDUCATION COLLEGE LEVEL	389	Bhilwara and Banswara K No Electricity Bill



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<b>S. No.</b>	<b>Service name</b>	<b>S. No.</b>	<b>Service name</b>
193	ECONOMIC HELP TO TRIBAL GIRLS FOR HIGHER EDUCATION CLASS 11 12	390	VMOU - Promotee-Second -Third Year Admissions
194	PWD - Application Form Fill for Road Cutting Permission - Citizen	391	Forest - Machiya Biological Park ticket booking - Jodhpur
195	UDH - Property ID Creation	392	VMOU - RS-CIT PROVISIONAL E-CERTIFICATE
196	Micro Finance SHG loan (For Minority)	393	VMOU - Revaluation
197	Forest - Citizen Transit Permit	394	Horticulture Subsidy on Mini Sprinkler