

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

(NIB) Unique Bid No.: RIS252GGLOB00063

NIT No. F4.3(657)/RISL/Tech/2025 /SS32

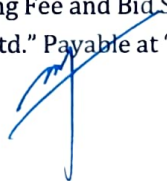
Date: 29-12-2025

Name & Address of the Procuring Entity	<ul style="list-style-type: none"> Name: Managing Director, RISL Address: Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur- 302005 (Rajasthan)
Name & Address of the Project Officer In-charge (POIC)	<ul style="list-style-type: none"> Name: Sh. Manish Bhati Designation: Additional Director, DoIT&C Address: Second Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan) Email: manishbhati.doit@rajasthan.gov.in
Subject Matter of Procurement	RFP for Procurement of APM Observability Software Solution with Services for 3 Years.
Bid Procedure	Single-stage: two part (envelop) open competitive e-Bid procedure at http://eproc.rajasthan.gov.in
Bid Evaluation Criteria (Selection Method)	Technically responsive bidder shall be selected on LCBS (L1)
Websites for downloading Bidding Document, Corrigendum, Addendums etc.	<ul style="list-style-type: none"> Websites: http://sppp.rajasthan.gov.in, http://eproc.rajasthan.gov.in, http://risl.rajasthan.gov.in and http://doitc.rajasthan.gov.in Bidding document fee: Rs. 2000/- (Rupees Two Thousand only) in Cash/ Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur". RISL Processing Fee: Rs. 2000/- (Rupees Two Thousand only) in Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur".
Estimated Procurement Cost	4.5 Crore (Incl. GST)
Bid Security and Mode of Payment	<ul style="list-style-type: none"> Amount (INR): 2% of the estimated procurement cost, 0.50% for S.S.I. unit of Rajasthan, 1.0% for Sick Industries, other than S.S.I., whose cases are pending with Board of Industrial & Financial Reconstruction OR As per government Prevailing rules and regulations. Mode of Payment: Banker's Cheque or Demand Draft or Bank Guarantee, in specified format, of a Scheduled Bank in favour of "Managing Director, RISL" payable at "Jaipur"

Period of Sale of Bidding Document(Start/End/Date)	<ul style="list-style-type: none"> ● From 29.12.2025 at 6:00 PM ● To 20.01.2026 at 3:00 PM
Date/ Time/ Place of Pre-bid Meeting	<ul style="list-style-type: none"> ● Date: 07.01.2026, at 3:00 PM ● Place: Board Room, First Floor, Yojana Bhawan, C-Block, Tilak Marg, C- Scheme, Jaipur-302005 (Rajasthan) ● Pre-requisite: Submission of tender fees as mentioned ● Pre-Bid query submission up to Date: 08.12.2025
Manner, Start/ End Date for the submission of Bids	<ul style="list-style-type: none"> ● Manner: Online at e-Procurement website (http://eproc.rajasthan.gov.in) ● Start Date: 15.01.2026, 06:00 PM ● End Date: 20.01.2026 04:00 PM
Submission of Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and Processing Fee*	<ul style="list-style-type: none"> ● Start Date: : 15.01.2026, 04:00 PM ● Till End Date: 20.01.2026, 04:00 PM
Date/ Time/ Place of Technical Bid Opening	<ul style="list-style-type: none"> ● Date: 20.01.2026 Time: 5:30 PM ● Place: Board Room, First Floor, Yojana Bhawan, C-Block, Tilak Marg, C- Scheme, Jaipur-302005 (Rajasthan)
Date/ Time/ Place of Financial Bid Opening	Will be intimated later to the Technically qualified bidders
Bid Validity	90 days from the bid submission deadline

Note:

1. The RISL processing fees may be deposited through a single challan on e-GRAS as per F.D. circular no. F.6(5)Finance/GF&AR/2018 dated 27-04-2020 or in the form of Demand Draft / Banker's Cheque in the name of Managing Director, RISL payable at Jaipur along with Bid Document Fee from the bidders
2. Bidder (authorised signatory) shall submit their offer on-line in Electronic formats both for technical and financial proposal. However, DD for Tender Fees, RISL Processing Fees and Bid Security should be submitted physically at the office of Tendering Authority as prescribed in NIB and scanned copy of the same should also be uploaded along with the technical Bid/ cover.
3. In case, any of the bidders fails to physically submit the Banker's Cheque/ Demand Draft for Tender Fee, RISL Processing Fee and Bid Security up to date/time mentioned in NIT, its Bid shall not be accepted. The instruments for Bidding document fee, RISL Processing Fee and Bid Security should be drawn in favour of "Managing Director, RajCOMP Info Services Ltd." Payable at "Jaipur" from any Scheduled Commercial Bank.



4. To participate in the online bidding process, Bidders must procure a Digital Signature Certificate (Type III) as per Information Technology Act-2000 using which they can digitally sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i. e. TCS, Safecrypt, Ncode etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC. Also, bidders must register on <http://eproc.rajasthan.gov.in> (bidders already registered on <http://eproc.rajasthan.gov.in> before 30-09-2011 must register again).
5. RISL will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid well advance in time so as to avoid 11th hour issues like slow speed, choking of web sites due to heavy load or any other unforeseen problems.
6. Bidders are also advised to refer to "Bidders Manual Kit" available at e-Procurement website for further details about the e-Tendering process.

Training for the bidders on the usage of e-Tendering System (e-Procurement) is also being arranged by DoIT&C on a regular basis. Bidders interested in training may contact e-Procurement Cell, DoIT&C for booking the training slot.

Contact No: 0141-4022688 (Help desk 10 am to 6 pm on all working days)

e-mail: eproc@rajasthan.gov.in

Address: e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur

7. The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bids.
8. No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a LoI has been issued or a formal contract is signed and executed between the procuring entity and the successful bidder.
9. Procurement entity disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual bidders to verify such information) and the information provided therein are intended only to help the bidders to prepare a logical bid-proposal.
10. The provisions of RTPP Act 2012 and Rules, 2013 thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTPP Act 2012 and Rules thereto, the later shall prevail.
11. The sale of bidding documents shall commence from the date of publication of Notice Inviting Bids (NIB) and shall be stopped one day prior to the date of opening of Bid. The complete bidding document shall also be placed on the State Public Procurement Portal and e-Procurement portal. The prospective bidders shall be permitted to download the bidding document from the websites and pay its price while submitting the Bid to the procuring entity.
12. Bidding documents purchased by the Principal of any concern may be used by its authorised sole selling agents/ marketing agents/ distributors/ sub-distributors and authorised dealers or vice versa.

