Price: Rs. 2500/- Only

Invitation for
Expression of Interest (EoI)
for

Selection of Bidder/ OEM for
"SMART"
(Service Management with Artificial Intelligence and Real Time system)

[NIT No.: F4.13(14)/RISL/Tech/   Dated:]

Name of the Company/ Firm:	
Address for the Correspondence:	_____ _____ _____
Website/ Email	
Telephone No.:	Fax No.:

RajCOMP Info Services Ltd.

TABLE OF CONTENTS

*Raj*COMP Info Services Ltd.

INVITATION FOR EXPRESSION OF INTEREST (EoI)

Ref. No.: F4.13(14)/RISL/Tech/8891   Date: 13.03.2024

Unique Bid No.: RIS2324SLOB00111

Name & Address of the Procuring Entity	• Name: RajCOMP Info Services Limited (RISL) • Address: First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)
Name & Address of the Project Officer In-charge (POIC)	• Name: Sh. Dheeraj Gaur • Designation: System Analyst (Jt. Director) • Address: First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan) • Email: dheerajgaur.doit@rajasthan.gov.in
Subject Matter of Procurement	EOI for Selection of Bidder/ OEM for Implementation of 'SMART' (Service Management with Artificial Intelligence and Real Time System) project
Bid Procedure	Two-stage open competitive e-Bid procedure at http://eproc.rajasthan.gov.in Bidding process will take place in two stages as described below: 1. Stage 1: Shortlisting of Bidder/ OEMs through EOI 2. Stage 2: RFP shall be issued to shortlisted Bidder/ OEMs from stage 1
Websites for downloading EoI Document, Corrigendum's, Addendums etc.	Websites: http://sppp.raj.nic.in, http://eproc.rajasthan.gov.in, http://risl.rajasthan.gov.in
Period of Sale of EoI Document (Start/ End Date)	Start Date: 14/03/2024 at 10:00 AM End Date: 15/04/2024 till 04:00PM
Date/ Time/ Place of Pre-bid Meeting	• Date/ Time: 26-Mar-2024 at 12:30 PM • Place: First Floor, Yojana Bhawan, C-Scheme, Jaipur
Manner, Start/ End Date for the submission of Technical Proposal	• Manner: Online at eProc website (http://eproc.rajasthan.gov.in) • Start Date: 28/03/2024 at 5:00 PM • End Date: 15/04/2024 at 4:00 PM
Submission of Banker's Cheque/ Demand Draft for EoI Document Fee	Upto 04:00 PM on 15/04/2024
Date/ Time/ Place of Technical Proposal Opening	• Date: 15/04/2024 at 4:30 PM • Place: RISL, Board Room, First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)
Date/ Time/ Place of Technical Presentations	Would be notified later
Bid Validity	120 days from the bid submission deadline

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Note:
1) Bidder/ OEM (authorised signatory) shall submit their offer on-line in Electronic formats both for technical documents and proposal. However, DD/ Banker's Cheque for EoI Document fee should be submitted physically at the office of Tendering Authority as prescribed in EoI and scanned copy of same should also be uploaded along with the technical bid/ cover.

2) *In case, any of the Bidder/ OEMs fails to physically submit the Banker's Cheque/ Demand Draft for EoI Document fee upto the date & time mentioned in EoI, its Technical proposal shall not be accepted. The Banker's Cheque/ Demand Draft for EoI Document fee should be drawn in favour of "Managing Director, RajCOMP Info Services Ltd." payable at "Jaipur" from any Scheduled Commercial Bank.

3) To participate in online bidding process, Bidder/ OEMs must procure a Digital Signature Certificate (Type III) as per Information Technology Act-2000 using which they can digitally sign their electronic bids. Bidder/ OEMs can procure the same from any CCA approved certifying agency, i.e. TCS, Safecrypt, Ncode etc. Bidder/ OEMs who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC. Also, Bidder/ OEMs must register on http://eproc.rajasthan.gov.in (Bidder/ OEMs already registered on http://eproc.rajasthan.gov.in before 30-09-2011 must register again).

4) RISL will not be responsible for delay in online submission due to any reason. For this, Bidder/ OEMs are requested to upload the complete bid well in advance so as to avoid 11th hour issues like slow speed; choking of web site due to heavy load or any other unforeseen problems.

5) Bidder/ OEMs are also advised to refer "Bidder/ OEMs Manual Kit" available at e-Proc website for further details about the e-Tendering process.

6) Training for the Bidder/ OEMs on the usage of e-Tendering System (eProcurement) is also being arranged by DoIT&C, GoR on a regular basis. Bidder/ OEMs interested for 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 formal contract is signed and executed between the procuring entity and the successful Bidder/ OEM.

9) Procurement entity disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual Bidder/ OEMs to verify such information) and the information provided therein are intended only to help the Bidder/ OEMs to prepare a logical bid-proposal.

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

-sd-
(Dheeraj Gaur)
System Analyst (Jt. Director)

RajCOMP Info Services Ltd.

DEFINITIONS & ACRONYMS

Similar Nature of Project	Similar nature of project means creation of centralized repository (data lake/ data lakehouse) of large database preferably resident database along with integration with multiple heterogenous datasets and thereafter implementation of AI/ML components.
GoR	GoR would invariably mean Department of Information Technology and Communication (DoIT&C), Government of Rajasthan.
Tendering Authority	Managing Director, RajCOMP Info Services Ltd. with its office at 1st Floor, C-Block, Yojana Bhawan, C-Scheme, Tilak Marg, Jaipur is the tendering authority.
Bidder/ OEM/ System Integrator/	A firm submitting a proposal in response to this EOI.
EOI	The Expression of Interest document in its entirety, inclusive of any addenda that may be issued by the GoR.
RISL (RajComp)	RajComp Info Services Ltd.
SMART	Service Management with Artificial Intelligence and Real Time System

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CHAPTER-1: INVITATION FOR BIDS

1.1   Government of Rajasthan intends to identify Bidder/ OEM for 'SMART' (Service Management with Artificial Intelligence and Real Time System) project.

1.2   On behalf of Department of IT & Communication (DoIT&C), Government of Rajasthan (GoR), RISL invites Expression of Interest from reputed organizations having experience in the field of AI/ML based solution who can implement (design, develop and deploy) and maintain (operation & maintenance) 'SMART' project.

1.3   This Expression of Interest ("**EOI**") is being issued for inviting offers from eligible Bidder's/ OEMs. However, this document would not be binding on the DoIT&C/RISL in any manner whatsoever.

1.4   This EoI is a two-stage selection process for "Selection of Bidder/ OEM for implementation of 'SMART' project.

1.5   In First stage, Expression of Interest (EoI) is invited from the organizations in the field of IT/ITeS with an experience in AI/ML. Objective of the EoI is to shortlist technically responsive Bidders/ OEMs who can participate in the second stage process of evaluation. Short-listing in the EoI does not guarantee any work from Raj COMP Info Services Limited (RISL).

1.6   In Second stage, RFP will be published wherein the RFP shall be issued to the technically responsive Bidder/ OEM only and one agency shall be selected for the work as per evaluation criteria of the tender. The technical proposal submission is to be made online on the e-Procurement portal of the state, i.e., http://eproc.rajasthan.gov.in

1.7   In response to this EOI, Bidders/ OEMs may be asked to make presentation on their proposed technology solution and their proposal, and how they intend to implement the solution. The criteria for shortlisting would include:

1) General Qualifications: Company profile, Understanding of the GoR's requirement, references reflecting similar work and related experiences, availability of key resources and infrastructure.

2) Ability to deliver the stated scope of work, the process/quality methodologies that Bidder/ OEM adopts, recognition of issues and problems.

3) Design of AI/ML solution based on the requirement and onsite support to operate the tool throughput the life cycle of proposed solution.

4) Expected outcome and scope of continuous improvement during the period of contract on successful deployment of the solution.

5) Capability to provide relevant skilled manpower for implementation and maintenance of proposed solution in Jaipur city.

1.8   RajCOMP 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.

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1.9   The offer of the Bidder/ OEM shall remain valid for 120 days after the date of Bid opening.

1.10   Bid documents must be uploaded on the e-proc website (https://eproc.rajasthan.gov.in). Please refer the Invitation for Expression of Interest (EoI) for details.

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Office of the Managing Director,
RajComp Info Services Ltd.,
1 st Floor, C-Block, Yojana Bhawan,
Tilak Marg, C-Scheme, Jaipur – 302005.
Tel.: 0141-2921374 Email: dheerajgaur.doit@rajasthan.gov.in

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CHAPTER-2: ELIGIBILITY CRITERIA

2.1. The criteria given in the succeeding paragraphs must strictly be fulfilled by the Bidder/ OEM. The Bidder/ OEM must submit documentary evidence in support of their claim for fulfilling the criteria and they should submit an undertaking on their letter heads to the fairness of these documents in support of their claim while submitting the Bids. The bids received without documentary evidence will be out rightly rejected.

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

Sl. No.	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	a) The Bidder/ OEM should be a company registered under Indian Companies Act, 1956 /2013, OR b) A partnership firm registered under Indian Partnership Act, 1932, OR c) An LLP firm registered under Limited Liability Partnership Act, 2008, OR d) The Bidder/ OEM should be a Proprietorship firm duly registered either under the Rajasthan Shops & Commercial Establishments Act, 1958	- Copy of valid Registration Certificate - Copy of Certificate of incorporation
2.	Technical Capability & Experience of OEM	The OEM should have completed at-least one project of similar nature (as mentioned in 'definitions & acronyms') from 01st April 2018 till the last date of bid submission.	Annexure-3 & Work Order and Work Completion Certificates from the client
3.	Financial: Turnover from IT/ ITeS	Average Annual Turnover from IT/ITeS of the Bidder/ OEM during the last three financial years, i.e., from 2020-21, 2021-22 and 2022-23 (as per the last published audited balance sheets), should be at least Rs. 200 Crores.	Annexure-4 & CA Certificate with CA's Registration Number/ Seal
4.	Financial: Net Worth	The net worth of the Bidder/ OEM, as on 31st March 2023, should be Positive.	Annexure-4 & CA Certificate with CA's Registration Number/ Seal
5.	Tax registration	The Bidder/ OEM should have a registered number of i. GSTN where his business is located. ii. Income Tax / PAN number.	Copies of relevant certificates of registration
6.	Certification	• CMMI Level 5 (from CMMI institute)	Copy of Valid certificates.

CHAPTER-3: PROJECT PROFILE

3.1.   Rajasthan is known as a pioneer in the country to establish good governance by using IT in policy making as well as service delivery. Taking this series of innovations and program further, using new technologies like Artificial Intelligence/Machine Learning (AI/ML)/Data cloud, DoIT&C/RISL has envisioned to automatically identify eligible beneficiaries and automate real-time service or benefit delivery through 'SMART' (Service Management with Artificial Intelligence and Real Time System) project in a quick and transparent online process.

3.2.   'SMART' will be used as Service Management platform using AI/ML for Real-time Auto Delivery of benefits and services to potentially eligible beneficiaries.

3.3.   Objective of the project:

   a) Auto Identification of potentially eligible beneficiaries for disbursement of schemes benefits and services through digital source i.e. centralized data repository of Jan Aadahar RDR, Line Department DB or Other External DB.
   b) Auto Intimation for beneficiary consent to avail benefits under eligible scheme's.
   c) Auto application of beneficiary in eligible schemes
   d) Auto approval by system
   e) Initiation of auto delivery of benefits / services by respective line department

3.4.   The broad category of work required for implementation of the SMART project includes:

   a) Creation of Centralized Repository (Data Lake)
   b) Development of Rule-Based Engine
   c) Implementation & Roll-out
   d) Augmentation with AI/ML
   e) Setting up of HOT DR for SMART

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CHAPTER–4: SCOPE OF THE WORK

4.1   Government of Rajasthan intends to take the series of use of innovation in IT further for good governance and service delivery and establish an AI/ML based real time auto service delivery through "SMART" (Service Management with Artificial Intelligence and Real Time System)" project.

4.2   Through 'SMART', it is envisaged to make benefits and services auto available to the eligible individuals/ families at home, without even applying to the concerned department.

4.3   With this system, various entitlements / services will be automatically available on time to the eligible beneficiaries of the Rajasthan state under various schemes.

4.4   The key activities to be taken up for the project are as following: -

4.4.1   Study of Citizen Benefit Schemes and creation of Eligibility Matrix:

a) Initiate a study and analysis of existing schemes across different departments.

b) Map eligibility parameters to relevant data points from line departments or other datasets.

c) Create an eligibility matrix based on scheme eligibility criteria.

d) Conduct a detailed study of eligibility criteria for citizens to access scheme benefits.

e) Evaluate the accessibility and inclusivity of the 35+ services and 75+ schemes integrated with the Jan Aadhaar Application.

f) Perform a gap analysis to identify areas for improvement.

g) Develop an action plan to enhance scheme delivery effectiveness.

4.4.2   Business Process Re-Engineering:

a) Based on the Eligibility Matrix, redesign critical business processes.

b) Identify common data points across various schemes and their sources.

c) Address data/document duplication and non-value adding activities in the scheme life cycle.

d) Aim for substantial improvements in productivity and quality.

e) Simplify and enhance scheme implementation.

4.4.3   Creation of Centralized Repository

a) A centralized system called the Data Lake will be established to store and manage rapidly growing data.

b) The Data Lake will handle various types of data, enabling not only storage but also different analytical purposes and AI/ML adoption in government practices.

c) It aims to improve governance through efficient data utilization.

d) Sub-activities include:

- Data Acquisition: Ingesting structured, semi-structured, unstructured, and real-time data in any standard format.

- Data Management: Connecting natively to disparate sources, performing data transformations, and managing components like ETL/ELT, Data Quality, Metadata, and Cataloguing.

- Data Governance & Lineage: Ensuring authorized access and maintaining auditability with metadata-driven governance.

- Data Security: Covering authentication, authorization, and encryption of sensitive and personal identification data.
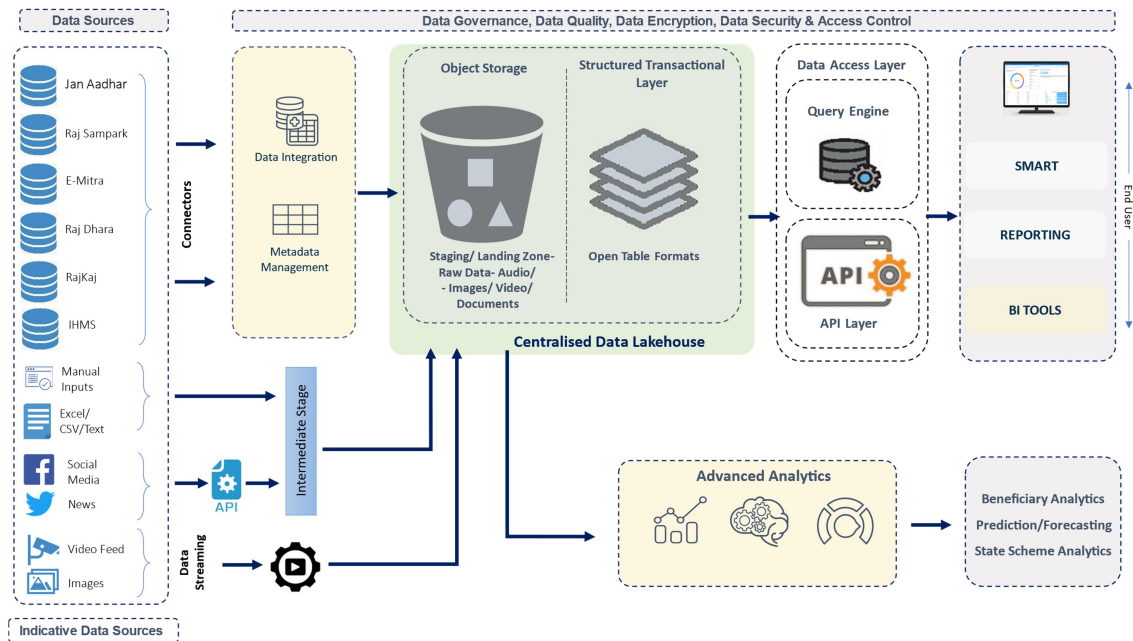
Figure1: Indicative Architecture of Centralized Data Repository (Data Lake)

4.4.4 Development of Rule based Engine:

a) A rule-based engine will be created to operate on initially selected schemes.

b) The system will generate a list of probable eligible beneficiaries for each scheme.

c) This list will be shared with respective line departments via APIs, integrated systems, or reports as needed.

4.4.5 Implementation & Roll-out:

After rolling out of first phase, various proxy/ peripheral datasets would be used to strengthen the validation of eligibilities, using AI/ML.

4.5 Augmentation with AI/ML

Following the completion of the first phase, the project will transition into its second phase. This phase will involve the incorporation of Artificial Intelligence and Machine Learning (AI/ML) components into the rule engine. The integration of these advanced technologies will be guided by the insights and learnings gleaned from the first phase. This two-phased approach ensures a solid foundation is built before more complex elements are introduced, thereby maximizing the project's chances of success.
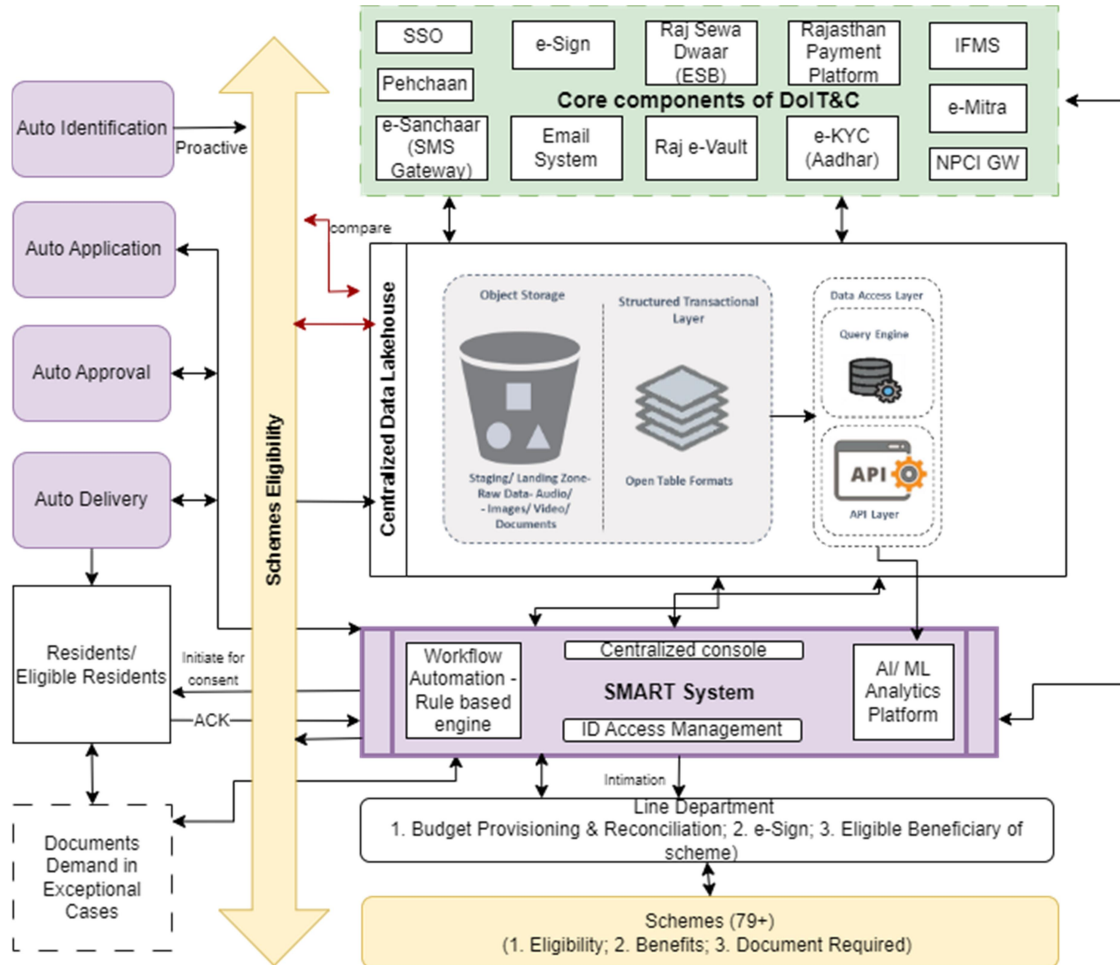
Figure2: Indicative 'SMART System' Architecture

By leveraging proxy datasets, accuracy, and efficiency in determining citizen eligibility can be enhanced. Some use cases of proxy datasets for eligibility criteria validation such as:

a. Income validation: validate income through sources like Transport Department Records, e-Mitra transactions, land records, electricity bills, e-PDS Crop Yield Images, Mandi transactions etc.,
b. Education and employment history,
c. HealthCare utilization,

    d. Social welfare programs participation etc.

    e. Proxy validation through GIS

4.6 Setting up of HOT DR for SMART
Since this SMART hosts critical data for running the smooth operation of multiple projects, it is important to provision the establishment of HOT DR for this environment. The HOT DR is required to be provisioned in around the capacity of 60-70% of the production environment.

The capability should be built in such a manner so that it has seamless switching between the production and HOT DR as and when required.

4.7 The Bidder/ OEM is required to propose AI/ML based solution along with hardware specification requirement for real time auto service delivery system adopting the above elements, scope of work and functional requirement as described in this EOI.

4.8 The Bidder/ OEM is required to propose use cases and solution for optimal delivery of benefits and services to eligible beneficiaries of residents of Rajasthan using AI/ML based research and its various techniques on central data repository (Data Lake). For e.g., Identification of wrong beneficiaries, left out cases of genuine beneficiary etc.

4.9 RISL/DoIT&C shall enter into contract with the selected Bidder/ OEM for Implementation (Design, Development, Integration & Deployment) and for a period of three years for Operation & maintenance (O&M) of 'SMART' (Service Management with Artificial Intelligence and Real Time System) project.

4.10 The selected Bidder/ OEM is expected to maintain quality of service (QOS) for all the deliverables. They are required to incorporate amendments and enhancements as per changes in technology and market requirement during the contract period.

4.11 The Bidder/ OEM shall deploy required staff at Jaipur to undertake project deployment and O&M.

4.12 The performance of the Bidder/ OEMs may be evaluated based on solution design and technology proposed, quality and experience of number of skilled manpower proposed. The Bidder/ OEMs may be required to enter into contract and Service Level Agreement with GoR before initiation of the work.

CHAPTER-5: DELIVERABLES

5.1. The participating Bidder/ OEMs would submit the following with respect to this EoI: The Bidder/ OEM should provide relevant documents with respect to eligibility criteria mentioned in chapter 2.

Sl. No.	Document Type	Document Format	Page No.
1.	**Fee Details**		
1.1.	EoI Document fee	Instrument/ Proof of submission (PDF)	
2.	**Eligibility Documents**		
2.1.	EOI Form	As per Annexure-1	
3.	Technical Bid Cover Letter	As per Annexure-2 (PDF) On Bidder/ OEM's letter head duly signed by authorized signatory	
4.	**All the documents mentioned in the "Eligibility Criteria", in support of the eligibility as mentioned at chapter 2 (pre-qualification criteria)**	**As per the format mentioned against the respective eligibility criteria clause of the EOI (PDF)**	
4.1.	Legal Entity	Copy of valid certificate as per EOI	
4.2.	Technical Capability & Experience of OEM	Annexure-3 (PDF) + Copy of valid CA certificate	
4.3.	Financial: Turnover from IT-ITeS	Annexure-4 (PDF) + Copy of valid CA certificate	
4.4.	Financial: Net Worth	Annexure-4 (PDF) + Copy of valid CA certificate	
4.5.	Tax Registration	Copy of valid certificate as per EOI	
4.6.	Certification	Copy of valid certificate	
5.	**Technical Document**		
5.1.	Technical/ Solution Document (include details as mentioned in 5.2 to 5.7)	Documents as per technical evaluation criteria 9.3 of this EoI document	

5.2. **Proposed Technical Solution Document**:
Bidder/ OEMs should provide a comprehensive document outlining their proposed solution for the 'SMART' project.

5.2.1. **Solution Details**:
a) **Technology Name**: Specify the proposed technology.
b) **Solution Design and Architecture**: Include High-Level Design (HLD) and Low-Level Design (LLD).
c) **Process Workflow**: Describe the workflow for the solution.
d) **Integration Workflow**: Explain how the solution integrates with existing architecture, applications, and APIs.

    e) **System Requirements & Functional Specifications**: Detail hardware/server requirements and functional specifications.

    f) **Functionality, Features, Advantages & Disadvantages**: Provide an overview of the proposed solution's capabilities.

    g) **AI Component Details**:

        a. **Dataset Used**: Specify the dataset used for development.

        b. **Model Type**: Indicate whether the model is based on supervised, unsupervised, or reinforcement learning, and address any known biases.

5.2.2. **Components Proposed**:

    a) Enumerate proposed modules along with their functionality.

    b) Detailed Bill of Material (BoM) (un-priced).

5.2.3. **Approach & Methodology**: Describe the approach and methodology to be used during project execution.

5.2.4. **Lifecycle of the Proposed Tool**: Mention the expected lifecycle of the proposed tool/product.

5.3. The Bidder/ OEM/ OEM should submit list of names of at least one or more existing organization where similar project (if not similar, quote the nearest match projects wherein AI/ML technologies have been used) have been implemented by the participating Bidder/ OEM. Following details to be provided:

- Name of Organization
- Address of organization
- Address of location where project implemented.
- Contact person and telephone number.
- Nature of Business
- Technology on which project implemented.
- Date of commencement/completion of project
- Number of personnel with qualification involved.

5.4. Infrastructure and Resources already available with the Bidder/ OEM:

1) Computing resources: Specify the available computing resources for AI research, including number of servers, number of GPUs and other relevant hardware.

2) Laboratories: Provide information about the number and details of research laboratories or facilities available for AI research within the institution.

3) Data storage: Provide information about the capacity and availability of data storage systems for AI activities.

4) Software licenses: Mention any specialized software licenses or tools available that support AI activities.

5) Access to datasets: Mention whether the institution has access to high-quality datasets that can be used for AI activities. Provide details of the same.

5.5. It shall include the following details with respect to implementation of the project:

1) Mention Compliances & Standards or Guidelines available / covered.

2) Dependencies for implementation & roll-out of the project

3) Expected Timelines

4) Proposed Manpower composition

5.6.   The Bidder/ OEM should necessarily state the issues and challenges that the Bidder/ OEM visualizes in the proposed solution. Recognition of issues & challenges and strategy proposed to address the issues should be part of the proposed solution.

5.7.   The Bidder/ OEM can provide any other detail which is relevant for implementation of the indicative requirement.

5.8.   A detailed presentation covering all of the above may be required to be conducted by the participating Bidder/ OEM on the date intimated by RISL.

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CHAPTER-6: BIDDING PROCESS

6.1.   This is a two-stage selection process for Selection of Bidder/ OEM/solution for implementation of 'SMART' (Service Management with Artificial Intelligence and Real Time System)' project for Resident data hub of Rajasthan and peripheral datasets.

6.2.   In First stage, Expression of Interest (EoI), as per eligibility defined in chapter-2, is invited from organizations in the field of IT/ITeS with an experience in artificial intelligence and machine learning. Objective of the EoI is to shortlist technically responsive Bidder/ OEMs who can participate in the second stage process of evaluation. Short-listing in the EoI does not guarantee any work from Raj COMP Info Services Limited (RISL).

6.3.   In Second stage, RFP will be published wherein the RFP shall be issued to the technically responsive Bidder/ OEMs only and one agency shall be selected for the work as per evaluation criteria of the tender. The technical proposal submission is to be made online on the e-Procurement portal of the state, i.e., http://eproc.rajasthan.gov.in

6.4.   The EOI bids will be opened as per the <u>INVITATION FOR EXPRESSION OF INTEREST (EoI)</u> in the office of Managing Director, RajComp Info Services Ltd., Ist Floor, B-Block, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur. Thereafter the EOI bids will be evaluated by RajCOMP. The Bidder/ OEMs will be asked to give a presentation before the committee on the dates assigned to them by DoIT&C/ RajCOMP.

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CHAPTER-7: VALIDITY OF BIDS

7.1.   Bids shall remain valid for 120 days after the date of Bid opening. A Bid valid for a shorter period shall be rejected as non-responsive.

7.2.   In exceptional circumstances, GoR may solicit Bidder/ OEM's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder/ OEM granting the request is not required nor permitted to modify the Bid.

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CHAPTER-8: DISQUALIFICATION

8.1.   DoIT&C/ RajCOMP, may in its sole discretion and at any time during the processing of EOI, disqualify any Bidder/ OEM from the EOI process if the Bidder/ OEM has –

❑ Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
❑ If found to have a record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
❑ Submitted an EOI which is not accompanied by required documentation, Tender fees or is non-responsive.
❑ Failed to provide clarifications related thereto, when sought.
❑ Submitted more than one EOI. This will cause disqualification of all or subsequent to first EOI submitted by such applicants.

8.2.   Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.

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CHAPTER 9: EOI BID EVALUATION PROCESS

9.1. **Opening of EOI Bids:** The Tendering Authority will open the EOI bids in the presence of Bidder/ OEMs' representatives who choose to attend the opening of EOI bids is as per NIB at the following location:

Office of the Managing Director,
RajComp Info Services Ltd.,
Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur 302005

The Bidder/ OEMs' representatives who are present shall sign a register evidencing their attendance.

9.2. **Preliminary Examination of EOI Bids:** The Tendering Authority will examine the EOI bids to determine whether they are complete, whether the documents have been properly signed, whether the required fees is enclosed, and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting the minimum levels of the performance or other criteria specified in the bidding documents will be rejected by the Tendering Authority and not included for further consideration.

9.3. **Evaluation of EOI Bids:** The Tendering Authority will carry out a detailed evaluation of the bids in order to determine whether the Bidder/ OEMs are qualified and whether the technical aspects are substantially responsive to the requirements set forth in the bidding documents. In order to reach such a determination, the Tendering Authority will examine the information supplied by the Bidder/ OEMs and other requirements in the bidding documents, taking into account the deliverables mentioned in Chapter 5.

Sl. No.	Criteria	Supporting Document	Maximum Marks
1	**Proposal Document**	Technical Document (including details required in 5.2 to 5.7)	**25**
1.1.	Understanding of scope of work and solution proposed		10
1.2.	Approach & Methodology for project execution		10
1.3.	Best Practices and suggestions on additional use cases of AI/ML Techniques		05
2	**Turnover of the firm:** Average Annual Turnover from IT/ITeS of the Bidder during the last three financial years, i.e., from 2020-21, 2021-22 and 2022-23 (as per the last published audited balance sheets)], a. 150 crore > = Turnover =< 300 crore: MM – 5 marks b. 300 crore > Turnover =< 500 crore: MM – 10 marks c. > 500 crore: MM – 15 marks	Annexure 4	**15**
3	**Number of similar projects** executed/ being executed: Solution implemented against the experience cited for point no. 2 of Sl. 2.2 of chapter-2 pre-qualification criteria. a. >=2 No. of Projects =<3: MM – 10 marks b. >3 No. of Projects =<5: MM – 20 marks	Annexure 3	**30**

Sl. No.	Criteria	Supporting Document	Maximum Marks
	c. >5 No. of Projects: MM – 30 marks		
4	**Demo of any of the submitted project**	Annexure 3	**10**
5	**Existing practices of the organization in AI/ML. This shall mean:** a. Availability of R&D section in AI/ML. b. Presence of Centre of Excellence in AI/ML c. Any other setup which establishes maturity of the firm in AI/ML	An undertaking from the authorized signatory	**10**
6	**Number of on roll employees in the organization, working on AI/ML technology**: a. >20 No. of manpower =<50: MM – 5 marks b. >50 No. of manpower: MM – 10 marks	Annexure-5	**10**
	Total Maximum Marks		**100**
	Minimum Qualifying Marks		**75**

9.4. **Clarification of EOI Bids and Contacting the Tendering Authority:** The Tendering Authority may conduct clarification meetings with each or any Bidder/ OEM to discuss any matters, technical or otherwise. The Bidder/ OEM may be required to make presentations on his methodology for carrying out the tasks. If considered necessary, the Tendering Authority may like to visit /contact organizations where projects (submitted) are executed/ being executed.

9.5. **Shortlisting Criteria:**
- Firms securing atleast minimum qualifying marks as mentioned in 9.3 shall be considered technically responsive.

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CHAPTER-10: GENERAL TERMS AND CONDITIONS

10.1. The Bidder/ OEM shall bear all costs associated with the preparation and submission of the EoI, RISL will not be responsible for those costs regardless of the conduct or outcome of the bidding process.

10.2. The Bidder/ OEM shall sign the tender form at each page and at the end, in token of acceptance of all the terms and conditions of the tender.

10.3. Bidder/ OEM is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required in the bidding documents or submits a Bid not substantially responsive to the bidding documents in any respect may result in the rejection of the Bid.

10.4. Any Change in the constitution of the company, etc. shall be notified forth with by the contractor in writing to the purchase officer and such change shall not relieve any former member of the company, etc., from any liability under the contract.

10.5. The above procurement shall be governed by the rules and regulations of Rajasthan Transparency in Public Procurement (RTPP) Act 2012.

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ANNEXURE-1: FORM FOR EXPRESSION OF INTERREST (EoI)

{To be submitted by the Bidder/ OEM only on Letter Head duly signed and sealed by Auth. Sign.}

I. Addressed to:

a.	Name of the tendering authority	**Managing Director, RajComp Info Services Ltd.**
b.	Address	**RajComp Info Services Ltd C-Block, Ist Floor, Yojna Bhawan, Tilak Marg, Jaipur (Rajasthan) – 302005**
c.	Telephone	**2228701, 5103902**
	TeleFax	**141-2228701**
d.	Email Id	dheerajgaur.doit@rajasthan.gov.in (Please mention the NIB no. in the subject)
e.	EoI Document fee	Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur"

II. **EoI Reference:**

1.	**Name of Bidder/ OEM**			
2.	**Name of MD of the firm with email id and contact number**	Name: Email ID: Contact No.:		
3.	**Name of Authorized Contact Person with Designation**	Name: Designation: Email ID: Contact No.:		
4.	**Registered Office Address**			
5.	**Year of Establishment**			
6.	**Type of Firm (Put Tick(√) mark)**	**Public Limited**		**Private Limited**	
		Partnership		**LLP**	
7.	**Telephone Number(s)**			
8.	**GST Number**			
9.	**PAN No.**			
10.	**Email Address**	Email:		
11.	**Website**			
12.	**Fax No.**			
13.	**Mobile Number**	Mobile:		
14.	**Certification/Accreditation/Affiliation, if Any**			
15.	**Area of Specialization in the Field of IT/IteS**			

III. The requisite EoI document fee amounting to Rs. _____/- (Rupees <in words>) has been deposited vide Online/DD/BC/cash receipt no. _____ Dated _____.

Raj<u>COMP</u> Info Services Ltd.

IV. We agree to abide by all the conditions mentioned in this EoI Notice issued by the Tendering Authority and also the further conditions of the said EoI Notice given in the attached sheets (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).

V. Documents to be attached:

Sl. no.	Eligibility Criteria	Details	Page no. of documentary proof Annexed at
I.	Fee Details: a. EoI Document Fee		
II.	EoI Form as per EoI		
III.	Bidder/ OEM's Authorization Certificate as per EoI		
IV.	Technical Bid Cover Letter		
V.	Legal Entity		
VI.	Tax Registration: 1. GSTN 2. Income Tax/ PAN		
VII.	CA certificate for Financial Turnover: Average Annual turnover (Operating Revenue + Other Revenue) in each of the last 3 years (Annual Reports/Audited Balance Sheets and Profit & Loss Accounts to be attached)		
VIII.	Financial year 2020-21		
IX.	Financial year 2021-22		
X.	Financial year 2022-23		
XI.	CA certificate for Proof for positive net worth as on 31-03-2023		
XII.	Project References for technical capability & Experience: Detail of successful completion of AI/ML based technology project implemented in India in selected domain. **The Bidder/ OEM is required to submit copy of work order and work completion certificates from client of such projects.**		
XIII.	Address of Registered office and local office in Rajasthan, if any		
XIV.	Mandatory Undertaking: Have you ever been blacklisted by any State or Central Government in India?		

Dated:

Name of the Tenderer: _____

Name & Seal of the firm: _____

Authorized Signatory: _____

*Raj**COMP** Info Services Ltd.*

ANNEXURE-2: TECHNICAL BID - COVERING LETTER

{To be submitted by the Bidder/ OEM only on Letter Head duly signed by Auth. Sign.}

To,
The Managing Director (MD),
RajCOMP Info Services Limited (DOIT&C/RISL),
First Floor, Yojana Bhawan, Tilak Marg
C-Scheme, Jaipur-302005 (Rajasthan)

Ref: Expression of Interest (EOI) Notification dated............... No..........

Dear Sir,

1. I/We, the undersigned Bidder/ OEM, having read & examined in detail, the Bid Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, technical specifications, Service Level Standards & 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 our token of acceptance to all the tender terms & conditions without any deviations. Hence, we are hereby submitting our Bid and offer to provide services to Purchaser for carrying out the project in accordance with your EOI.

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

5. I/We agree to abide by this EOI for a period of 120 days from the closing date fixed for submission of bid as stipulated in the EOI document.

6. 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".

7. We have an existing office at Jaipur at the following address:
   ....

8. I/We understand that the Purchaser is not bound to accept any bid received in response to this EOI.

9. In case we are engaged by the Purchaser, 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. We understand that our non-cooperation for the same shall be grounds for termination of service.

Thanking you,
Name of the Bidder/ OEM: -
Authorized Signatory: - Seal of the Organization: - Date:

Raj<u>COMP</u> Info Services Ltd.

ANNEXURE-3: FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR PRE-QUALIFICATION EXPERIENCE

S. No.	Description
1	Project Name:
2	Value of Contract/Work Order (In INR):
3	Country:
4	Location within country:
5	Project Duration:
6	Name of Customer:
7	Total No. of staff-months of the assignment:
8	Customer's Contact person with address, phone, fax and e-mail:
9.	Approx. value of the services provided by your company under the contract (in INR):
10.	Start date (month/year): Completion date (month/year):
11.	Nature of project (Y/N):
11.	Description of project and services provided by Bidder/ OEM
12.	Signature and Seal of the Bidder/ OEM: - Name: Designation: Address:

Please attach a copy of the work order/ completion certificate/ purchase order/ letter from the customer for each project reference as per PQ criteria mentioned in the EOI.

(Note: The Work Order/ Completion certificate/ Phase Completion Certificate should clearly depict the date, scope of work and the value of project.)

*Raj**COMP** Info Services Ltd.*

ANNEXURE-4: FORMAT OF FINANCIAL TURNOVER OF THE BIDDER/ OEM

{To be submitted by the Bidder/ OEM on Bidder/ OEM's letter head by authorized signatory}

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

CERTIFICATE

Ref: Expression of Interest (EOI)/ NIB Ref. No. ………………. dated...............
Sub: Financial Turnover from IT/ ITeS and Net worth

We have examined the books of accounts and other relevant records of <<Bidder/ OEM Name >> along with << registered address>>. On the basis of such examination and according to the information and explanation given to us, and to the best of our knowledge & belief, we hereby certify that the Average Annual Audited Turnover from IT/ ITeS for the last three financial years i.e., FY's 2020-21, 2021-22 & 2022-23 (as per the last published audited balance sheets) is Rs. _____ (in INR figure & words) as per the details given below:

Financial Information (in INR crores)	2020-21	2021-22	2022-23
Financial Turnover			
Financial Turnover from IT/ITeS Services in India			
Financial Net Worth			

(Signature of the Chartered Accountant)
Name:
Designation:
UDIN:
Membership Number:
Date:
Company Seal:
Business Address:

ANNEXURE-5: HR CERTIFICATE FOR MANPOWER STRENGTH

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

*Raj**COMP*** Info Services Ltd.

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

In response to the NIB Ref. No. _____ dated _____

Subject: Self-Declaration on Technically Qualified Professionals by HR

We, <Bidder/ OEM Name> hereby declare that we have on our payroll<No. of technical professionals> technically professional with respect to technology AI/ML/ Software Development/ Others etc./ as on date of bid submission.

The details of staff as required is detailed here:

Sl. No.	Domain	Level	No. of Resource Count

Thanking you,
Name of the Bidder/ OEM: -
Authorised Signatory: -
Seal of the Organization: -
Date:
Place:

*Raj**COMP*** Info Services Ltd.

ANNEXURE-5a: PROPOSED MANPOWER PROFESSIONALS

{to be enclosed in technical proposal as per Bidder/ OEM's requirement/ proposition}

Sl. No.	Role	Development and Implementation (Min. Manpower Onsite)	O&M after Go Live of New Application Software	Qualification	Experience	Certification
1.	Project Manager					
2.	Tech Lead					
3.	Database Developer (PL/SQL Developer)					
4.	Software Engineer (Java/J2EE)					
5.	QA lead and Test Engineer					
6.	Application Helpdesk/ Support Executive					
7.	AI/ML Developer					
8.	AI/ML Technology Consultant					
9.	Data Scientist					
10.	Solution Architect					
11.	Data Engineer					
12.	Other (as per Bidder/ OEM's requirement)					

Note: Above preposition is indicative in nature. Bidder/OEM may change/ vary as per their requirement.

ANNEXURE-6: LIST OF DEPARTMENT AND SCHEMES PRESENTLY INTEGRATED WITH JAN AADHAAR APPLICATION

S. No.	Department Name	Scheme name

Name & Signatures of the Bidder/ OEM along with Seal

*Raj*COMP Info Services Ltd.

S. No.	Department Name	Scheme name
1	Agriculture	Diggi Subsidy
		Incentive To Girls Studying Agriculture
		Subsidy For Agriculture Devices
		Subsidy for Barbed wire fencing
		Subsidy On Farm Pond
		Subsidy On Irrigation Pipeline
2	Department of food and civil supplies	Ration Distribution under National Food Security Act
3	Directorate For Specially Abled Persons	Grant Disbursement Of Silicosis Patient
		Mukhyamantri Vishesh Yogyajan Swarojgar Yojana
		Vishesh Yogyajan Sukhad Dampatya Jeevan Yojana
4	Disaster Management, Relief	Agriculture Input Subsidy
5	Elementary Education	Pre Matric Scholarship For OBC Students
		Pre Matric Scholarship For SBC/MBC (Special Group) Students
		Pre-Matric Scholarships To The Children Of Those Engaged In Occupations Involving Cleaning And Prone To Health Hazards
		ST Pre-Matric Scholarship
		SC Pre-Matric Scholarship
6	Employment	Mukhyamantri Yuva Sambal Yojana
7	Higher Education	Mukhyamantri Higher Education Scholarship Scheme
		Mukhyamantri Sambal Vidhwa/Parityakta B.Ed Yojana
8	Horticulture Department	Green House
		Low tunnel
		Onion Storage
		Orchard
		Plastic Mulch
		Pradhan Mantri Krishi Sinchai Yojana- Mini Sprinkler
		Pradhan Mantri Krishi Sinchai Yojana- Drip Irrigation
		Pradhan Mantri Krishi Sinchai Yojana- Sprinkler
		Shade Net House
9	Integrated Child Development Services	Indira Gandhi Matritva Poshan Yojana
10	LABOUR	HITADHIKARI KI SAMANYA ATHAVA DURGHATANA MEIN MRITYU YA GHAYAL HONE KE DASHA MEIN SAHAYATA YOJANA 2014
		NIRMAAN SHRAMIK AUJAAR/TOOLKIT SAHAYATA YOJANA
		NIRMAAN SHRAMIK JEEVAN BHAVISHYA SURAKSHA YOJANA
		NIRMAAN SHRAMIK SHIKSHA KAUSHAL VIKASH

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S. No.	Department Name	Scheme name
		YOJANA
		Nirman Shramik Evm Unke Ashrit Baccho Dwara Bhartiya/Rajasthan Prashasanik Sewa Hetu Aayojit Prarambhik Pratiyogi Pariksha Uttirn Karne Par Protsahan Yojana
		Nirman Shramiko Ko Videsh Mein Rojgaar Hetu Visa Par Hine Wale Vyay Ka Punarbharan Yojana
		PRASOOTI SAHAYATA YOJANA
11	MEDICAL HEALTH AND FAMILY WELFARE	Aasha Sahyogini Incentive
		JSY (Janani Suraksha Yojana)
		Mukhya Mantri Chiranjeevi Swasthya Bima Yojana
		RSY(Rajshree Yojana)
12	RSCDC Corporation	National Handicapped Finance And Development Corporation
		National Backward Classes Finance And Development Corporation
		National Safai Karamcharis Finance And Development Corporation
		National Scheduled Castes Finance And Development Corporation
		National Scheduled Tribes Finance And Development Corporation
13	SOCIAL JUSTICE AND EMPOWERMENT	Social Security Pension
		Sahyog Avam Uphar Yojana
		Palanhar Yojana
14	Sanskrit Education	Pre Matric Scholarship For ST Students (Class 6 To 8)
		Pre Matric Scholarship For ST Students (Class 9 To 10)
		Pre-Matric Scholarships To The Children Of Those Engaged In Occupations Involving Cleaning And Prone To Health Hazards
		Pre Matric Scholarship For SC Students (Class 6 To 8)
		Pre Matric Scholarship For SBC/MBC (Special Group) Students
		Post Matric Scholarship For SC Students (Class 11 To 12)
		Post Matric Scholarship For ST Students (Class 11 To 12)
		Post Matric Scholarship For OBC Students
		Post Matric Scholarship For SBC/MBC (Special Group) Students
15	Secondary Education	Pre Matric Scholarship For SC Students (6 To 8)
		Post Matric Scholarship For SC Students (Class 11 To 12)
		Pre Matric Scholarship For ST Students (6 To 8)
		Pre Matric Scholarship For ST Students (9 To 10)
		Pre-Matric Scholarships To The Children Of Those Engaged In Occupations Involving Cleaning And Prone To Health Hazards
		RSY(Rajshree Yojana)

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S. No.	Department Name	Scheme name
		Scholarship For Talented Daughters Of Ex-Servicemen
		Pre Matric Scholarship For SC Students (9 To 10)
		Pre Matric Scholarship For OBC Students (6 To 10)
		Pre Matric Scholarship For SBC Students (6 To 10)
		Post Matric Scholarship For OBC Students
		Post Matric Scholarship For SBC/MBC (Special Group) Students
16	TRIBAL AREA DEVELOPMENT	RENT REIMBURSEMENT FOR COLLEGE TRIBAL STUDENTS
		SAHARIYA EDUCATIONAL MOTIVATION SCHEME FOR REGULAR STUDIES
		Scholarship For Girls Of Tribal Area To Study In Colleges
		Scholarship To Students Of Tribal Area Who Passed Board/University Exam With First Class
		INCENTIVE TO SAHARIA STUDENTS FOR BSTC
		Nishulk Daal, Tel, Deshi Ghee (Sahariya Family/ Kathodi Tribal In Baran)
		Incentive To Tribal Girls Studying In 11 And 12 Class
		INCENTIVE TO SAHARIYA NURSING STUDENTS
		INCENTIVE TO SAHARIA STUDENTS FOR B.ED
17	Women Empowerment	Indira Mahila Shakti Udhyam Protshahn Yojana