

2023

RajCOMP Info Services Limited (RISL)

RFP for Selection of Technology Partner for
Development and Maintenance of Jan Aadhaar
Application Software under Rajasthan Jan
Aadhaar Yojana, Govt. of Rajasthan





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RFP for Selection of Technology Partner for Development and maintenance of Jan Aadhaar Application Software under Rajasthan Jan Aadhaar Yojana

[Reference No. F4.3(556)/RISL/Tech/2023/1382

Dated 30.05.2023

UBN- RISL RIS2324SLOB00025

Mode of Bid Submission	Online through eProcurement/ e-Tendering system at http://eproc.rajasthan.gov.in
Procuring Authority	Managing Director, RISL, First Floor, C-Block, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)
Last Date & Time of Submission of Bid	
Date & Time of Opening of Technical Bid	

Bidding Document Fee: INR 5000.00 (Rupees Five Thousand only)

Name of the Bidding Company/ Firm:	
Contact Person(Authorised Bid Signatory):	
Correspondence Address:	
Mobile No.	Telephone & Fax Nos.:
Website & E-Mail:	

RajCOMP Info Services Limited (RISL)

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

Phone: 0141- 2222007

Fax: 0141-2228701

Web: <http://risl.rajasthan.gov.in>, Email: info.risl@rajasthan.gov.in



ABBREVIATIONS & DEFINITIONS

RTPP Act	The Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012) and Rules thereto.
Agreement	The Agreement to be signed between the successful bidder and RISL.
AMC	Annual Maintenance Contract
ASA	Authentication Service Agency, authentication facilitator for AUA.
AUA	Authentication User Agency (AUA), an entity engaged in providing Aadhaar Enabled Services to Aadhaar number Holder.
Sub AUA	Sub Authentication User Agency, agencies that use Aadhaar authentication to enable its services through an existing requesting entity.
Authorized Signatory	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.
Jan Aadhaar Yojana Act, 2020	The Rajasthan Jan Aadhaar Yojana (Direct Benefit Transfer of Public Welfare Benefits and Delivery of Services) Act, 2020. This act is aimed at Women Empowerment, Financial Inclusion, Transparent and Direct Benefit Transfer to Beneficiaries via Jan Aadhaar Platform.
BG	Bank Guarantee
Bid/eBid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format
Bidder	"Bidder" means any firm/ agency/ company/ contractor/ supplier/ vendor responding to Invitation for Bids/ Request for Proposal/ Notice Inviting Tender and which is participating in the Bid. Also called offer or quote.
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid
Bid Security	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding Documents.
BoM	Bill of Material
CMC	Contract Monitoring Committee
CMMI	Capability Maturity Model Integration
CMS	Content Management System
Competent Authority	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement. MD, RISL in this bidding document.
Contract	The "Contract" means a legally enforceable agreement entered into between RajCOMP Info Services Limited (RISL) and the Selected Bidder(s) with mutual obligations.
Contract/ Project Period	<ul style="list-style-type: none"> - The expected Contract/ Project Period for operation & maintenance of existing Jan Aadhaar application will be till Go-live of new Jan Aadhaar application. - The expected Contract/ Project Period for Development & implementation of new Jan Aadhaar Application will be of 330 Days. - The expected Contract/ Project Period for Migration of existing schemes/services which are integrated with SRDR will be of 90 Days.



	- The expected Contract/ Project Period for operation & maintenance will be of Five (5) years.
COTS	Commercial Off the Shelf
Day	A calendar day as per GoR/ Gol.
DBT	Direct Benefit Transfer
DeitY, Gol	Department of Electronics and Information Technology, Government of India
DoIT&C, GoR	Department of Information Technology and Communication, Government of Rajasthan
EMD	Earnest Money Deposit
EMS	Enterprise Management System
ETDC	Electronic Testing & Development Centre
eGRAS	Online Government Receipts Accounting System (e-GRAS) is an eGovernance Initiative of Government of Rajasthan under Mission Mode Project category and is part of Integrated Financial Management System (IFMS). eGRAS facilitates collection of tax/ non-tax revenue in both the modes: online as well as manual. All types of government revenue may be deposited online using this website: https://egras.raj.nic.in/
FMS	Facility Management Services
FOR/FOB	Free on Board or Freight on Board
FRS	Functional Requirement Specification
G2C	Government to Customer
G2G	Government to Government
GST	Goods and Services Tax
Gol	Government of India
Goods	All articles, material, commodities, electricity, livestock, furniture, fixtures, raw material, spares, instruments, software, machinery, equipment, industrial plant, vehicles, aircraft, ships, railway rolling stock and any other category of goods, whether in solid, liquid or gaseous form, purchased or otherwise acquired for the use of a procuring entity as well as services or works incidental to the supply of the goods if the value of services or works or both does not exceed that of the goods themselves.
GoR	Government of Rajasthan
HOF	Head of Family
IA	Implementing Agency
ICT	Information and Communication Technology
IFB	Invitation for Bids (A document published by the procuring entity inviting Bids relating to the subject matter of procurement and any amendment thereto and includes notice inviting Bid and request for proposal)
INR	Indian Rupee
ISI	Indian Standards Institution
ISO	International Organization for Standardization
IT	Information Technology
ITB	Instruction to Bidders
LCBS	Least Cost Based Selection Method (L1)
LD	Liquidated Damages
Lol	Letter of Intent



Month	Month refers to calendar month
NCB	A bidding process in which qualified bidders only from within India can participate
NeGP	National e-Governance Plan of Government of India, Department of Information Technology (DIT), Ministry of Communications and Information Technology (MCIT), New Delhi.
NIB	Notice Inviting Bid
NIT	Notice Inviting Tender
NMS	Network Management System
Notification	A notification published in the Official Gazette
OEM	Original Equipment Manufacturer
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PC	Procurement Committee
PQ	Pre-Qualification
Procurement/Public Procurement	The acquisition by purchase, lease, license or otherwise of works, goods or services, including award of Public Private Partnership projects, by a procuring entity whether directly or through an agency with which a contract for procurement services is entered into, but does not include any acquisition without consideration, and “procure” or “procured” shall be construed accordingly
Project Site	The “Project Site”, wherever applicable, means the designated place or places where the project implementation is to be carried out
Procurement Process	The process of procurement extending from the issue of invitation to Bid till the award of the procurement contract or cancellation of the procurement process, as the case may be
PSD/SD	Performance Security Deposit/ Security Deposit
Purchaser/ Tendering Authority/Procuring Entity	Person or entity that is a recipient of a good or service provided by the Selected Bidder under a purchase order or contract of sale. Also called buyer. RajCOMP Info Services Limited (RISL) in this RFP document.
RFP	Request for Proposal, an early stage in procurement process, issuing an invitation for bidders, through a bidding process, to submit a proposal on a specific commodity or service.
RISL	RajCOMP Info Services Ltd.
RSDC	Rajasthan State Data Centre
RajSWAN/RSWAN	Rajasthan State Wide Area Network
RTI	Right to Information
RVAT	Rajasthan Value Added Tax
SAN	Storage Area Network
Services	“Services” means the services to be delivered by the successful bidder and as required to run the project successfully as per the contract. A service is the intangible equivalent of an economic good. It involves all the services mentioned in “Scope of Work”.
Supplier/ SI/ Vendor/ Successful Bidder/ Service Provider/ Contractor/ Selected Bidder	System Integrator, the bidder who will be finally selected and who gets into an agreement with the RISL for completing the services/ work mentioned in this bidding document.



SLA	Service Level Agreement is a negotiated agreement between two parties herein one is the customer and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
SoW	Scope of Work
SSDG	State Service Delivery Gateway
State Government	Government of Rajasthan
State Public Procurement Portal	http://sppp.raj.nic.in
STQC	Standardization Testing and Quality Certification, Government of India
Subject Matter of Procurement	Any item of procurement whether in the form of goods, services or works
TC	Technical Committee
TIN	Tax Identification Number
TPA	Third Party Auditor
UAT	User Acceptance Testing
VAT/CenVAT	Value Added Tax/Central VAT
WO/ PO	Work Order/ Purchase Order



1. INVITATION FOR BIDS (IFB) AND NOTICE INVITING BID (NIB)

INVITATION FOR BID (IFB) & NOTICE INVITING BID (NIB)

NIB Reference No. F4.3(556)/RISL/Tech/2023/1382

Dated:30-05-2023

Unique Bid Ref. No:RISL

Name & Address of the Procuring Entity	<ul style="list-style-type: none"> Name: RajCOMP Info Services Limited (RISL) Address: First Floor, C-Block, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)
Name & Address of the Project Officer In-charge (POIC)	<ul style="list-style-type: none"> Name: Balbhadra Singh Designation: System Analyst Address: First Floor, C-Block, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan) Email: balbhadrasingh.doit@rajasthan.gov.in
Subject Matter of Procurement	<ul style="list-style-type: none"> RFP for Selection of Technology Partner for Development and maintenance of Jan Aadhaar Application Software under Rajasthan Jan Aadhaar Yojana
Bid Procedure	Single-stage Two part (envelop) open competitive e-Bid procedure at http://eproc.rajasthan.gov.in
Bid Evaluation Criteria (Selection Method)	Least Cost Based Selection (LCBS)
Websites for downloading Bidding Document, Corrigendum's, Addendums etc.	<ul style="list-style-type: none"> Websites: http://sppp.raj.nic.in, http://eproc.rajasthan.gov.in, http://www.rajasthan.gov.in, http://risl.rajasthan.gov.in Bidding document fee: INR 5,000/- (Rupees Five Thousand Only) in Cash/ Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur". RISL Processing Fee: INR 2,500/- (Rupees Two Thousand Five Hundred Only) in Cash/ Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur".
Estimated Procurement Cost	INR 25 Crores
Bid Security (EMD) 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% for Sick Industries, other than S.S.I., whose cases are pending with Board of Industrial & Financial Reconstruction 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"> Start Date: 31.05.2023 End Date: 04.07.2023
Date/ Time/ Place of Pre-bid Meeting	<ul style="list-style-type: none"> 09.06.2023 at 12:30 PM Board Room, First Floor, C-Block, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan) Last Date and Time for Submission of Pre-bid queries by the bidders: 09.06.2023
Manner, Start/ End Date for the submission of Bids	<ul style="list-style-type: none"> Manner: Online at e-Proc website (http://eproc.rajasthan.gov.in) Start Date:26.06.2023 End Date: 3:00 PM on 04.07.2023
Submission of Banker's Cheque/	Upto 03:00 PM on 04.07.2023



Demand Draft for Tender Fee, Bid Security, and Processing Fee*	
Date/ Time/ Place of Technical Bid Opening	<ul style="list-style-type: none">• Date:04.07.2023Time: 4:00 PM• Place: RISL, Board Room, First Floor, C-Block, Yojana Bhawan, 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
<p>Note:</p> <ol style="list-style-type: none">1) Bidder (authorized 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 same should also be uploaded along with the technical Bid/ cover.2) *In case, any of the bidders fails to physically submit the Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and RISL Processing Fee up to as mentioned in NIB, its Bid shall not be accepted. The Banker's Cheque/ Demand Draft 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.3) To participate in 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).4) 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 to avoid 11th hour issues like slow speed; choking of web site due to heavy load or any other unforeseen problems.5) Bidders are also advised to refer "Bidders Manual Kit" available at e-Procurement website for further details about the e-Tendering process.6) Training for the bidders on the usage of e-Tendering System (e-Procurement) is also being arranged by DoIT&C, GoR on a regular basis. Bidders interested in training may contact e-Procurement Cell, DoIT&C for booking the training slot.7) Contact No: 0141-4022688 (Help desk 10 am to 6 pm on all working days) e-mail: eproc@rajasthan.gov.in8) Address: e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur9) The procuring entity reserves the complete right to cancel the bid process and reject any or all the Bids.10) 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.11) 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.12) The provisions of RTPP 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.	

SA (Jt. Dir.)



2. PROJECT PROFILE & BACKGROUND INFORMATION

2.1 Project Background

A simple, strong and effective independent administrative unit is needed by various departments in the state to make the existing administrative and technical infrastructure more responsive, transparent and comprehensive for the delivery of benefits of various public welfare schemes to the citizens.

In fulfilment of the objective and in compliance of the budget speech of the modified budget 2019-20, "Rajasthan Jan Aadhaar Scheme, 2019" is being introduced. The Rajasthan Jan Aadhaar Yojana has been brought to actualize the concept of "One Number, One Card, One Identity" for providing benefits of various schemes to citizen with Simplicity, Ease and Transparency.

This scheme envisages transferring cash benefits directly to the bank account of the beneficiaries of the state using electronic benefit transfer mechanism and non-cash benefit in the hand of the beneficiary through bio-metric authentication. The cash benefit transfer would be done using Integrated Financial Management System/RPP and other departmental /organisational application software already operational in the State Government.

2.2 Project Objectives

To provide "one number, one card and one identity" to the family, a Jan Aadhaar Resident Data Repository will be established using the data compiled under the State Resident Data Hub and new enrolment of citizens under Rajasthan Jan Aadhaar Yojana. This will also be integrated with Pehchan portal. Therefore, each family will be provided a Jan Aadhaar card with a 10 digit unique family identification number. The card will also be a document of the identity and the address of the family and its members.

Key objectives of this project are listed as follows.

1. To create a unique family data base by providing "one number, one card and one identity" to the family.
2. Expansion and strengthening of existing technical and electronic infrastructure in the state.
3. Promoting women empowerment.
4. Implementation of Aadhaar data Vault for Jan Aadhaar resident data repository.
5. Cash direct benefit transfer directly in bank account of the beneficiaries
6. Non-cash direct benefit transfers directly in the hand of the beneficiaries
7. Integration of Jan Aadhaar Application with core components of DoIT&Clike Single-Sign-on, e-Vault, Raj SewaDwar, etc.
8. Consolidation of entitlements of families/resident of state at one place.
9. Integration with platforms such as RPP, IFMS, NPCI, etc. for direct benefit transfer.
10. On boarding of various Government schemes as notified by Rajasthan Jan Aadhaar Authority on Jan Aadhaar platform.
11. Implementing the Jan Aadhaar database security measures as per Rajasthan Jan-Aadhaar Authority Act-2020.



3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA

A bidder participating in the procurement process shall possess the following minimum prequalification/ eligibility criteria. The bidder must submit documentary evidence in support of their claim for fulfilling the criteria. The bids received without documentary evidence and the required Earnest Money will be rejected.

S. No.	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	<p>The bidder should be a Proprietorship firm duly registered either under the Rajasthan Shops & 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),</p> <p>OR</p> <p>A company registered under Indian Companies Act, 1956,</p> <p>OR</p> <p>A partnership firm registered under Indian Partnership Act, 1932.</p>	<p>Copy of valid Registration Certificates</p> <p>Copy of Certificates of incorporation</p> <p>Note: A self-certified declaration regarding the non-applicability of registration to any Act should be submitted by the bidder.</p>
2.	Turnover from IT/ ITeS	<p>Average annual turnover of the Bidder during from last Three financial years i.e. (FY's 2019-20, 2020-21, 2021-22) (as per the audited balance sheets) from IT/ ITeS should be at least INR 100 Crores.</p>	<p>Statutory Auditor/ CA Certificate with Registration Number/ Seal (Annexure – 14)</p>
3.	Financial: Net Worth	<p>Bidder should have a Positive Net Worth as on 31stMarch 2022.</p>	<p>Statutory Auditor/ CA Certificate with Registration Number/ Seal</p>
4.	1- Technical Capability & Experience	<p>The bidder must have executed or executing at least one project of similar nature of Software application development and maintenance of not less than the amount Rs. 10 crores in any of last 10 financial years (i.e.started on or after 01-04-2013 to 31-03-2023).</p> <p>Note:</p>	<p>Project Reference format as per Annexure – 11</p> <p>AND</p> <p>If project has been executed, then</p> <p>Work Order and Work Completion Certificates from the client indicating the value of payment received against the work order(s);</p> <p>OR</p>



		<p>- Similar nature means Development of Web and Mobile applications using Java and SQL/ Oracle database</p> <ol style="list-style-type: none"> 1. Having resident data of min. 2 crores 2. Integration with Aadhaar e-KYC 3. Integration with Payment gateway/ DBT <p>Note:</p> <ul style="list-style-type: none"> - Project must satisfy at least any 2 conditions out of 3 as mentioned above - The projects which have been received directly from Central/ State Government/ Semi Government/ PSU/ Bank/ Parastatal will only be considered for evaluation. Subcontracted projects will not be considered for evaluation. 	<p>Work Order + Self Certificate of Completion (Certified by the Statutory Auditor/ CA indicating the value of payment received against the work order(s))</p> <p>Else If project is under execution, then</p> <p>Work Order and phase Completion Certificates from the client indicating the value of payment received against the work done should be Rs 10 CR or above;</p> <p>OR</p> <p>Work Order + Self Certificate (Certified by the Statutory Auditor/ CA indicating the value of payment received against the work done should be Rs 10 CR or above)</p>
5.	2. Technical Capability & Experience	<p>The bidder must have executed or executing at least:</p> <p>One project of application development and maintenance of not less than the amount Rs. 20 crores in any of last 10 financial years (i.e. started on or after 01-04-2013 to 31-03-2023).</p> <p>OR</p> <p>Two projects of application development and maintenance of not less than the amount Rs. 12 crores each in any of last 10 financial years (i.e. started on or after 01-04-2013 to 31-03-2023).</p> <p>Note: The projects which have been received directly from Central/ State Government/ Semi Government/ PSU/ Banks/ Parastatal will only be considered for evaluation. Subcontracted projects will not be</p>	<p>Project Reference format as per Annexure – 11</p> <p>AND</p> <p>If project has been executed, then</p> <p>Work Order and Work Completion Certificates from the client indicating the value of payment received against the work order(s);</p> <p>OR</p> <p>Work Order + Self Certificate of Completion (Certified by the Statutory Auditor/ CA indicating the value of payment received against the work order(s))</p> <p>Else If project is under execution, then</p> <p>Work Order and phase Completion Certificates from the client indicating the value of payment received against the work done;</p> <p>OR</p>



		considered for evaluation.	Work Order + Self Certificate (Certified by the Statutory Auditor/ CA indicating the value of payment received against the work done)
6.	Tax registration and clearance	The bidder should have a registered number of: <ul style="list-style-type: none">• GST Number, where the business is located• Income Tax/ PAN Number	<ul style="list-style-type: none">• Copies of relevant certificates of registration
7.	Quality Certification	The bidder should have the following valid certifications: <ul style="list-style-type: none">• ISO 9001:2015 or above certifications• ISO/IEC 27001:2013• ISO/IEC 20000• CMMI Level 5 (from CMMI institute)	Copy of Valid certificates.
8.	Mandatory Undertaking	Bidder should: - <ul style="list-style-type: none">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 been (their directors and officers) 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 a conflict of interest in the procurement in question as specified in the bidding document.d) Comply with the code of integrity as specified in the bidding	A self-certificate letter as per Annexure-5



		document.	
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In addition to the provisions regarding the qualifications of the bidders as set out in (1) above:

- The procuring entity shall disqualify a bidder as per the provisions under “Clause: Exclusion/ Disqualification of bids in Chapter-8: ITB”
- The procuring entity may require a bidder, who was pre-qualified, to demonstrate its qualifications again in accordance with the same criteria used to pre-qualify such bidder. The procuring entity shall disqualify any bidder that fails to demonstrate its qualifications again, if requested to do so. The procuring entity shall promptly notify each bidder requested to demonstrate its qualifications again as to whether or not the bidder has done so to the satisfaction of the procuring entity.



4. SCOPE OF WORK

The Jan Aadhaar number aims to be the unique identifier of a family. This will be used for delivery of cash benefits in the bank account of beneficiary as well as non-cash benefits near the door-step of the residents making life of residents comfortable through one card and one identity.

Under the scheme, the family is identified by Jan Aadhaar ID and individual is identified by Unique Jan Aadhaar Member Id. It is one of its kind scheme where benefits—cash and non-cash, e.g. Public Distribution System (PDS), Scholarships, Social Security Pensions & benefits of other Schemes like Distribution of Scooties to Students, Janani Suraksha Yojana are being routed through Jan Aadhaar Yojana as per Rajasthan Jan-Aadhaar Authority act-2020.

Benefits of the Scheme are as follows:

- End-to-end service delivery platform for cash and non-cash benefits with complete transparency.
- Includes both family and individual beneficiary schemes.
- To create a unique family data base by providing "one number, one card and one identity" to the family.
- Financial Inclusion
 - Promoting women empowerment.
 - Leakage has been avoided
 - Unified platform for large no. of schemes
 - Cash direct benefit transfer directly in bank account of the beneficiaries
 - Non-cash direct benefit transfers directly in the hand of the beneficiaries
 - Consolidation of entitlements of families/resident of state at one place.

The bidder shall be responsible to undertake various project activities. The broad scope of work for the Technology Partner during the period of contract/ engagement would include:

- Phase – I: Operations and Maintenance of the existing Rajasthan Jan Aadhaar Application till go-live of new Rajasthan Jan Aadhaar Yojana Application
- Phase – II:
 - Part – 1:
 - Development of Rajasthan Jan Aadhaar Yojana Application software including User Management, Enrolment, Jan Aadhaar Resident Data Repository, analytical Reports, dashboards and Integration with external databases, other Departmental schemes/ services and applications/systems, etc.
 - Installation and Configuration of IBM MDM for De-Duplication including migration of legacy data
 - Part – 2: Migration of existing Jan Aadhaar Application data in new schema of new application software.
 - Training & Capacity Building of Manpower and preparation & distribution of training material.



- Phase – III:
 - Operation and Maintenance of new Jan Aadhaar Application after Go-live for 5 years.
 - Handholding support after Go-Live.

4.1 Maintenance of the existing Rajasthan Jan Aadhaar Application

It is envisaged that till the time new application development phase will be completed and is smoothly rolled out, the legacy application will be running in parallel and must be maintained by the Selected Technology Partner (STP). The broad activities for support and maintenance of the legacy Rajasthan Jan Aadhaar application will include the following activities:

1. Corrective Maintenance Support:

The STP should trouble shoot the reported technical glitches, issues and provide timely resolution for the same.

2. Support Services for the Legacy Application: The activities (but not limited to) to be undertaken by the STP under this scope includes:

- a. Overall administration, operations, monitoring, maintenance of the deployed Web based application, Mobile application and the Database to ensure the desired uptime.
- b. To ensure periodic backup and recovery of Database, application and web content as per RSDC policy.
- c. During this phase, RISL may request STP to make necessary changes in the application, layout, colour schema, MIS reports format, input forms layout etc. The STP shall make these changes at no extra cost to purchaser.
- d. Administration, support & maintenance of the legacy application and mobile app throughout the phase. The STP shall provide support on following activities
 - Changes in developed application
 - Bugs Fixing for reported/ identified bugs
 - Resolution of issues reported from the field
- e. Back-office support required to update Legacy software application, maintain version control and archives of source code, and web site content and database
- f. Provide customized reports as per the requirements of various stakeholders
- g. Download definitions/ patches/ updates/ service packs of the deployed third-party tools/middle ware Software. This includes infrastructure at RSDC and offices of RISL/ DoIT&C and to ensure the desired uptime.
- h. Data security and confidentiality is very important during project execution. No sensitive government data could be taken offsite for any project related work.

3. New Enhancement:

- a. Addition of new services as and when required
- b. Integration of new schemes as and when required
- c. Third-party Application integration
- d. Modification/ up-gradation/ enhancement in the Process or functionality to fix some complex problem requests or defect fixing to upgrade the application performance.
- e. Update Web-portal & Mobile Application w.r.t design & content, layout, colour schema, input forms, etc.
- f. MIS Reports based on separate instance of Database.
- g. Analytical Dashboards based on the materialised views and/ or databases to ensure fast retrieval without affecting transactive performance.
- h. Integration with any applications of GoI/ GoR/ Third party for compliance of any mandate of government or to increase the service delivery
- i. Any task related to application enhancement, development, maintenance, for the compliance of government orders or as directed by the purchaser



- j. The selected bidder shall maintain version control and archives of source code, and web site content and database.

4. Deployment of Technical Experts

For executing the above tasks as mentioned under section 4.2 of the Scope of Work, it is envisaged that team of technical experts need to be deployed onsite in the premises of RISL.

- a. Resources shall be deployed within one month from date of signing of agreement.
- b. The resources deployed by the selected bidder will perform their duties in accordance with the instructions given by the designated officers of RISL from time to time. RISL will examine the qualification, experience etc. of the personnel provided before they are deployed. The selected bidder must take approval from RISL for the proposed staff before their deployment.
- c. The Team would be deployed onsite from the start of O&M phase of existing application till the end of phase as per Annexure-1 of this RFP document.
- d. The minimum required technical qualifications and experience details for the onsite resources are provided in Annexure-1 of this RFP document.

4.2 The Rajasthan Jan Aadhaar Yojana Application Development and Implementation

Rajasthan Jan Aadhaar Yojana application is conceptualized as a centralized web based application as well as mobile application to be accessed by all the users (State level, District level, Block level officials, RISL, e-Mitra & other designated agencies by GoR, citizens) with their respective access rights and views. Jan Aadhaar application would primarily consist of multi core modules i.e. Rajasthan Jan Aadhaar Yojana Enrolment, Seeding, Direct Benefit Transfer, DBT Mapper, MIS Reports, Jan Aadhaar Resident Data Repository, DBT Bharat, etc. It will have an N-Tier architecture comprising of presentation layer delivery through web portal, SMS gateway, Email etc. Middleware will facilitate communication between user interfaces and application layer through pre-defined business rules of application modules. All applications will be secured through role-based user access. The chosen architecture should be able to meet the desired levels of security, scalability, performance, and availability.

4.2.1 Key Modules of Rajasthan Jan Aadhaar Yojana Application

For detailed functional requirement specification, bidder may refer “RFP for Selection of Technology Partner for Development and Maintenance of Jan Aadhaar Application Software under Rajasthan Jan Aadhaar Yojana, Govt. of Rajasthan - Volume – II:Functional Requirement Specification”.

Brief of key modules of Jan Aadhaar Application requirement is as below:

- **User Management Module** - This module will have the option to onboard any new user through SSO Id. The interface will be provided to departmental users to raise the request for user mapping/role mapping/location mapping. The interface for approval/rejection for the user mapping requests must be provided to State/District/Block admin users. Role based access mapping will be provided in the application. An interface for the creation of roles for different kind of users like department users/e-Mitra users/citizen users will be provided. All reports required with respect to this module would have to be developed by the selected technology partner.
- **Jan Aadhaar Enrolment Module** - The Technology partner shall develop software for enrolment that will capture the demographic and social economic details of residents of the state. These details are to be captured and provided as per GoR instructions. The interface of enrolment will be provided for eMitra/Citizens/Govt Employees. The Technology Partner shall provide services for web as well as mobile application for Jan Aadhaar. This module shall also facilitate the editing in the profile of the citizen. The application should have Jan Aadhaar e-card download facility for the



citizen. All reports required with respect to this module would have to be developed by the selected technology partner.

- **Card Management Module** - Jan Aadhaar PVC Cards are getting printed and provided to all families having Jan Aadhaar Id's. To print these cards Government has selected some card printing vendors to whom Jan Aadhaar data from the Jan Aadhaar Resident Data Repository shall be provided in the desired format. An interface shall be provided for the Jan Aadhaar Card Data Preparation for printing, tracking of number of Jan Aadhaar card sent for printing, printed & distributed. An option is to be provided to mark the card rejected and apply for replacement of the rejected card. This interface also provides option to citizens to request for Jan-Aadhaar card using SMS/ webpage link.
- **Direct Benefit Transfer Module (DBT Engine)** - Direct Benefit Transfer (DBT) envisages transfer of benefits directly to core bank enabled bank account and/ or digital wallet account of the beneficiaries for the identified schemes. Technology partner shall develop solution for direct benefit transfer and Linkage with RPP, IFMS, NPCI, etc. and tracking of deposits. The DBT engine shall provide facility of uploading and e-signing the beneficiary file, generation of bill/sanction, e-signing of bills/sanction, transfer to bank account etc. Delivery of non-cash benefits to intended beneficiaries using Jan Aadhaar database in a biometrically/other secured manner. Other departments may also have alternate DBT software with them for cash transfers to the bank account of beneficiary. For such cases, the selected technology partner would be required to develop interface to consolidate the details of benefits transferred by other departments to beneficiaries.
- **Dashboard/Analytics/Reporting/ Transaction Mapper Module**- The selected technology partner shall be responsible to develop the interactive dashboard and various analytics report as per the requirement of the departments. The dashboard and analytics report shall be developed in SAP/Crystal Report/Jasper/etc. based on the availability of tools. Users for the dashboard and analytics reports shall be eMitra/Department's official's/residents. Interface to be developed to fetch routine and customized reports as required. This interface shall be designed by Technology Partner in such a manner that all required MIS reports can be viewed through mobile devices so that designated officer can monitor various aspects of Jan Aadhaar scheme from remote location. For customized reports and Interface to fetch routine, technology partner may propose the reporting engine. Various kind of dashboards shall be developed into the application to give summarized view of DBT, schemes, services, schedulers (DB, application), data center resources allocated in the project and other activities in the system. The Jan Aadhaar application capture information/transaction of direct benefit transfer of schemes/services of various departments and will develop a DBT reporting tool where transactions both cash and non-cash, pertaining to a family will be consolidated at one place by way of 'Transaction Mapper'.
- **Budget/Utilization Finance Management Module** - This module is to be developed to maintain the budget allocated and expenditure made from the allocated budget under the project for the Rajasthan Jan Aadhaar Yojana. It will be the complete ledger for all allocation/expenditure of the project, since expenditure towards multiple activities are made under the Rajasthan Jan Aadhaar Yojana. This module will help the stakeholders to analyze the financial aspects of the project in a summarized manner. This module will be having capabilities to generate the various reports/sanctions based on which payment will be made to eMitra/enrolment agencies/card distribution etc.
- **Incident Management Module** - An Incident management module shall be developed and integrated with Rajasthan Jan-Aadhaar Yojana to track the incidents reported by users. This will allow the users of the application to log incidents/bugs in the system. Further it should allow



internal user to mark the incident closure. Reports will be made available in the system so that status of the incidents can be checked by the stakeholders.

- **Integrations with core components of DoIT&C**– The Jan Aadhaar application software would be required to be integrated with following common platform already developed by DoIT&C/RISL viz. Single Sign On, e-Sign, Raj Sewadwaar(ESB), Rajasthan Payment Platform, Integrated Financial Management System(IFMS), e-Sanchaar (SMS gateway), Email System, Raj-eVault, e-KYC using Aadhaar, NPCI (for aadhaar based payment) etc.
- **API/web service Development** - Various API's will be developed for the departmental integration. Currently 35+ Services and 70+ Schemes are integrated with the Jan Aadhaar Application. API's for these integrations shall be developed and departments will be integrated for the data fetching and sharing with Jan Aadhaar application. If any new integration is required or existing integration needs to be changed in future, technology partner will accordingly integrate or change the integration.
- **Integration with external databases** – Jan Aadhaar application will be integrated with external databases for validation of key fields like Bank Accounts, IFSC Codes, Aadhaar No, PAN, Passport No, PPO No. etc.
- **Mobile App**–Selected Technology Partner shall be responsible for the development of Mobile Application (both in Android as well as iOS) as well as web services required for mobile application in timely manner.
- **Web Portal** - STP shall be responsible for the development of the web portal which will have options on the public domain like About Department/Scheme/Project, Acts/Rules, Notifications/Circulars/Letters/Orders, Enrollment Centres, Real Time Transaction Counter, Download Section, Introduction and Objectives of the Scheme, Handbook, Integrated Schemes, Integrated Services, FAQs, Citizen Self Enrolment, know you Jan Aadhaar Id, Download e-Card, News and Events etc. Login for Admin User shall be provided to upload documents under various sections of the webportal.
- **Validation Checks on Enrolment detail** – SelectedTechnology partner would be required to implement necessary validations and verification check on the beneficiary data at the time of new registration and editing to ensure quality of data, after enrolment multi-level verification is required for the provided information along with the supported documents.
- **Text reading and blocking**–Selected Technology partner shall be responsible to filter and block the inappropriate words, Photo at the time of enrolment and the editing of the citizen profile. It should be able to analyse the meaning of the word while user is trying to save the information. Inappropriate words initial dictionary would be prepared by Technology partner by taking input from RISL and it would be continuously auto-updated based on the inappropriate/abusive words found in data entry at later stage.Technology partner can propose a solution for the same but the solution must be hosted under RSDC only.
- **Image Capturing and Validation**- Application should be capable to capture the citizen image through the web camera that supports the image format to meet the image quality. It should also capable to upload the digital photograph and apply validation checks on quality & accuracy of image (stop image upload for blank images, photo of photo, side face, blurred images, face is not detected etc). Technology partner would also develop a compression engine so that images wherever required in the system can be compressed.
- **Data Verification and De-duplication**- Selected Technology partner will also develop a method to verify the records after new enrolment and editing in Jan Aadhaar Yojana for duplicate records



with records already available in Jan Aadhaar Resident Data Repository (JRDR). The system should enable deduplication of new enrolment record and updated enrolment record of residents before inserting the same in data repository. The de-duplication of the resident shall be done based on Name, Father Name, Mother Name, Gender and DOB, etc. and proceed further accordingly.

- **Data De-duplication (IBM MDM)** - The de-duplication process should be designed in the way that it completes within 24-48 hours and it would be improved further. Technology partner will also validate the architecture of Configured IBM MDM from the OEM. Data entered into Jan Aadhaar Enrollment shall be deduplicated with Golden Records available in Jan Aadhaar Data Repository/other source system. Deduplication shall have capability to match data based on the textual parameters like Name, Father Name, Mother Name, Gender, Date of Birth, Address, Location demographics. Algorithms for the identification of direct/probable duplicate records based on the parameters available in the Jan Aadhaar profile shall be designed and developed. Technology Partner should have below responsibilities:
 - Design and development of algorithms for the deduplication of textual data through IBM MDM/SAS platform
 - Testing and analysis of the matching results
 - Data Preparation and Processing of the results in Jan Aadhaar Data Repository
 - Design and Development of tool to provide verification/validation facility for the duplicate records and confirming the records as unique/duplicate. Subsequently, processing of unique records in the Jan Aadhaar Data Repository
 - Performance monitoring and tuning of the deduplication batches
 - Maintenance and development support for the provided tool and the developed algorithms during entire project period
 - Development support for the matching of data with any data source provided by RISL
 - Data processing dashboard for monitoring and control
 - Migration of legacy data for deduplication from older version of IBM MDM to latest version of IBM MDM
 - The version of IBM MDM being used is 11.4.3 and the volume of MDM – 3.5 TB
- **Seeding** - Seeding is process of standardization, matching, cleaning the digitized departmental data based on Jan Aadhaar data repository. The matching process may be organic (Exact match on primary key) or inorganic (based on name, fathers name, mother name, gender, date of birth) in nature. After exact matching, the departmental data would seeded with Jan Aadhaar ID, Bank account, Bank Name, IFSC Code, Aadhaar Number, mobile, etc. details of resident. The Application Framework would provide seeding utilities that would allow user to seed data manually & in semi-automated mode (batch seeding). It is also possible that Departmental software applications can leverage the web services exposed by Jan Aadhaar Resident Data Repository to seed their databases. Departments may also provide data of schemes beneficiaries which may be compared with Jan Aadhaar enrolment data using IBM MDM/SAS dataflux/etc.
- **Sharing of DBT Information with GoI** -Integration with different applications of Govt. of India for sharing information of Beneficiaries/ DBT. Currently information is being shared with PM-KISAN, DBT Bharat Portal of Govt of India etc. In future as per the requirement of Govt of India, information may also be shared with other applications. Information will be exchanged as per Industry standard like xml, json, csv, text etc.
- **Jan Aadhaar Services integration with Other Departmental Portal and application** - Technology Partner will develop Jan Aadhaar services to integrate various Departmental applications and schemes. Govt. has notified various citizens' welfare schemes for direct benefit transfer.



Government may include other schemes subsequently for direct benefit transfer through Jan Aadhaar Yojana. Currently, More than 100+ Schemes/Services are integrated which may increase with time.

- **Jan Aadhaar Social Audit (Gram Sabha)** - Government has decided to present PrashasanikPrativedan Document twice in a financial year for each Gram Panchayat/Ward having family's data with the benefits disbursed by Government under different welfare schemes. These files will be generated and made available to the officers on Jan Aadhaar Application. This would also be integrated with Jan-Soochna portal.
- **Jan Aadhaar Authentication** - Services pertaining to OTP based Jan Aadhaar authentication will be developed by selected bidder and shared with respective departments which desire to avail to the authentication through Jan Aadhaar. Volume of Current System:

Average OTP SMS authentication as of now: 107574 per day

- **MIS Reports** - Interface to fetch routine and customize reports as required. This interface will be designed by Technology Partner in such a manner that all required MIS reports can be viewed through mobile devices so that designated officer can monitor various aspects of Jan Aadhaar scheme from remote location. For customize reports and Interface to fetch routine, technology partner may propose the reporting engine. Currently, more than 200+ reports are available in present application.
- **SLA Reporting Module** - This module is to be developed to maintain SLA applicable in the project. As there are multiple SLA's applicable in the project, this should be able to generate reports on all applicable SLA's in the project.
- **Jan Aadhaar e-Card** - Jan Aadhaar e-card will be generated for the families after the successful enrolment as per Rajasthan Jan Aadhaar Authority Act, 2020. Design of Jan Aadhaar e-Card will be provided by RISL. QR will be printed on each e-Card. QR Code will be generated for the families and residents of Rajasthan state & continuous update in family unit may lead to generate new QR Code every time. The Secure QR Codes generated should contain: Static & variable demographic Details of applicant (Name, Surname, Unique ID, Father/Mother's Name, Date of Birth, Address, Photo etc.). Technology partner will be responsible for mobile application for QR Code verification.

4.2.2 Rajasthan Jan Aadhaar Yojana Application Architecture

4.2.2.1 Web Based Architecture

Technology Partner will provide web-based applications based on following principles:

- **Interoperability:** The ability to have applications and computers from different sources and platforms work seamlessly together on and across networks can be a key to sharing resources and reduction in long-term development costs. Technology Partner will ensure interoperability of the solution proposed.
- **N-Tier model:** N-Tier model is the framework in which application user interface, logic, data, and their associated processing and repair are separated from each other in logical manner, and is more flexible in response to changes in internal logic, platforms, and structures. This isolates/minimizes the impact of change.
- **Microservices:** It is also known as the microservice architecture - is an architectural style that structures an application as a collection of services that are i) Highly maintainable and testable ii) Loosely coupled iii) Independently deployable iv) Organized around business capabilities v) Owned

by a small team. The microservice architecture enables the rapid, frequent and reliable delivery of large, complex applications. It also enables an organization to evolve its technology stack.

Considering requirements of ease of support, scalability and interoperability, one of the above models (N-Tier/Microservices) and Springboot/ Helidon architecture will be used.

Application shall be designed and developed using microservice architecture to enable application support for various departmental schemes/ services. Separate database shall be maintained for different set of beneficiaries.

4.2.2.2 Architectural Principles

The Technology Partner will adhere to the following architectural principles while designing the Jan Aadhaar application:

- **Service Oriented Architecture (SOA):** Service-oriented architecture is an approach to define integration architectures based on the concept of a service. It applies successful concepts proved by Object Oriented Development, Component Based Design, and Enterprise Application technology. The goal of SOA can be described as bringing the benefits of loose coupling and encapsulation to integration at an enterprise level. SOA becomes relevant especially when there are multiple applications in an enterprise and point-to-point integration between them involves complexity. Enterprise service bus (ESB) already available with RISL named RajSewaDwaar would be used by technology partner.
- **Ease of Use:** The underlying technology needs will be user friendly. By having ease of use principle, training can be kept to a minimum thereby aiding IT change management and the risk of using a system improperly can be minimized.

4.2.2.3 Proposed Security Architecture

Envisaged Security architecture for the Jan Aadhaar Application is provisioned as below:

4.2.2.3.1 User Level Security

Restricted areas of the application are only accessible through pre-defined user access rights. Users at different locations would have single factor authentication i.e. logging into Jan Aadhaar application using username and password and if required dual factor authentication is incorporated i.e. logging into system using biometric authentication/OTP along with username & password.

User authentication will be done through RajSSO (Single Sign On).

4.2.2.3.2 Application-Level Security

Application has Role based access,Application-level security controls is provisioned in the application for following:

- Prevent SQL Injection Vulnerabilities for attack on database
- Prevent XSS Vulnerabilities to extract username password
- Secure Authentication and Session Management control functionality is provided
- Prevent Security incorrect configuration vulnerabilities
- Prevent Failure to Restrict URL Access Vulnerabilities (By providing authorization for each sensitive page, use role-based authorization and make authorization policies configurable)
- Prevent Insufficient Transport Layer Protection Vulnerabilities
- Prevent invalidated Redirects and Forwards Vulnerabilities



4.2.2.3.3 Network Level Security

The application supports both HTTP & HTTPS (128 / 256-bit SSL certificates to be deployed by successful bidder for entire project duration). The Bidder will bear all expenses pertaining to SSL Certifications.

4.2.2.3.4 Audit Trail & Log Management

An audit trail (also called audit log) is a security-relevant chronological record, set of records, and/or destination and source of records that provide documentary evidence of the sequence of activities that have affected at any time a specific operation, procedure, or event.

The system should generate audit trails of all transactions/activities including logging and logout and IP address and device (web/mobile/etc.).

4.2.2.4 Role Based Redaction Implementation

Since Rajasthan Jan Aadhaar Database is having sensitive information of individuals like Bank Account details, Aadhaar Number, Jan Aadhaar Id, Mobile Number etc. To protect this information, security feature needs to be implemented through which application and database users will get the masked values at database layer. The STP will implement role based redaction for the Jan Aadhaar Application.

4.2.3 Jan Aadhaar Resident Data Repository

The overall context and scope of the Jan Aadhaar Resident Data Repository initiative is as below:

- The Jan Aadhaar Application Framework is expected to enable the state to build a clean de-duplicated Master database of state-specific residents. This would provide the platform to allow to:
 - (1) Build a master database of clean, authentic and up-to-date resident details using the Jan Aadhaar data as gathered during the Jan Aadhaar enrolment process,
 - (2) To regularly update the Jan Aadhaar Resident Data Repository.
- The Jan Aadhaar Resident Data Repository will be deployed in the State Data Centre and would be used to manage resident data. The various departments in the State are expected to access this data store via well-defined data API/s and then perform resident-data enrichment.
- It will also allow for security services for accessing the resident information via clearly defined role-based access control. The service will also enable search of resident records by exact / partial match.
- An audit trail would be maintained for applications accessing Jan Aadhaar Resident Data Repository through services and ensure data transfer should be legitimate and secure. Jan-Aadhaar data sharing API should be designed in such manner so that only the relevant or the required data is shared.

Jan Aadhaar Resident Data Repository is the outcome of all level verification as well as de-duplication.

4.2.4 Migration of existing Jan Aadhaar data

The Selected Technology partner will have to migrate the existing records in data repository into new schema of Jan Aadhaar Resident Data Repository as finalized by STP. Technology Partner will ensure that there should not be any dependency on previous application and database after migration.



Migration of existing schemes/services (along with transactional/audit/etc. data) which are integrated with present resident data repository would be required to be migrated to new Application.

Reverse Migration - During transition from existing application to new application, transactions generated from the modules of new application shall be required to be reverse migrated to existing data repository so all the modules which will be running in existing application shall work uninterrupted and services to the integrated departments shall be rendered without any interruption.

The existing application is developed in Java/J2EE and deployed in IBM Websphere application server. The database of the application is in Oracle 12c.

The brief of database in current system is as per following:

Approx. Total Tables in DB – 1000, Size – 70 TB.

No. of Records in State Resident Data Repository – 8 Cr, Size – 3.5 TB

4.2.5 Assessment of the Applications Integrated with Jan Aadhaar

Technology Partner shall deploy the requisite manpower to manage below mentioned scope but not limited to,

- Identification of the Departmental IT Applications/Frameworks which are using Jan Aadhaar for delivery of benefits/ services.
- Validation of the Jan Aadhaar Act/Rules implementation in the Departmental Applications
- Assessment of the present resident data repository data stored and used by the Departmental IT Applications under the various clauses of protection of information of the Jan Aadhaar Act/Rules.
- Certifying the Departmental IT Applications Pre Go Live in accordance with the compliances of the Jan Aadhaar Act/Rules.
- Periodic Assessment for the validation of the compliances.
- Technical handholding integration support.
- Meet regulatory compliance.
- Enhance data security for the information stored at Departmental Databases.
- Strengthen digital technology and processes.
- Improve cyber security preparedness and defence.

Approach

Approach has been covered in 4 phases as mentioned below:

Phase 1: Planning

Planning and preparation of the assessment scope and objectives.

Phase 2: Risk Assessment and Business Process Analysis



Assessment, measuring, managing, and controlling IT-related risks, thus enhancing the reliability of processes and the entire information system.

Phase 3: Performance (Compliance and System Review)

Assessment of controls over critical system platforms and applications in which Jan Aadhaar integration has been done.

Phase 4: Reporting

Report assessment findings, conclusions, and recommendations of the assessment in terms of conformance, non-conformance, and opportunities to improve.

4.2.6 New Initiatives by Govt. of Rajasthan

Govt. of Rajasthan is implementing various new initiative using Jan Aadhaar database. Jan Aadhaar Application should be designed and developed in such a way that it shall supports in implementation on below initiatives related to Jan Aadhaar Ecosystem as follows -

- a. **Jan Aadhaar e-Wallet** – Various Departments of Government of Rajasthan have been providing various benefits (Cash/Non-cash benefits) to eligible beneficiaries and distribution of Scooty, Laptop, Cycle, Agriculture equipment's etc. Rajasthan Government will be launching "Jan Aadhaar e-Wallet" for its residents to empower them by providing with an alternate option to obtain benefits as per their needs with the objective to bring transparency and quality in entire process. Jan Aadhaar e-Wallet would be a pre-paid instrument which will be delivered and managed as per RBI Guidelines.
- b. **Auto and Deemed Approval** – Government of Rajasthan is implementing Auto and Deemed approval by digitizing the process of direct benefit transfer under various schemes of different line departments. Auto and Deemed approval is being implementing by removal of physical document verification.
- c. **AI/ML based Real Time Auto Service Delivery System (SWATAH)** – Govt. of Rajasthan is implementing AI/ML based Real Time Auto Service Delivery System (SWATAH) using Jan Aadhaar Database to provide auto benefits to eligible beneficiaries on time without taking any online/ offline application from beneficiaries. A AI/ML based rule engine shall be developed for proactive identification and inclusion/ exclusion of beneficiaries

4.2.7 Implementation of Aadhaar Data Vault

Aadhaar data vault under Jan-Aadhaar project would be implemented as per the guidelines issued by UIDAI on Aadhaar data vault.

4.2.8 Training & Capacity Building of the various stakeholders

The objective of this Training & Capacity Building is to familiarize the users (eMitra/Department's Official's) with the new system. Technology Partner will provide documentation which would cover various aspects of the project. This documentation should be submitted as the project undergoes various stages of implementation. Indicative list of documents includes:

- **Training Material:** Training Material will include the presentations used for trainings and the required relevant documents for the topics being covered.



- **User Manuals:** User manual will include various details of the work done by the Technology partner like relevant regulations, major enhancements, key precautions & attention points etc.

4.2.9 Setup in DR Mode

Jan Aadhaar application would be n-tier Enterprise application that integrates with multiple departments' portals and critical applications. It would also have huge request load. Therefore, Technology Partner should consider the system High Availability while designing and developing the application.

DR Site is the line of defence to preventing service failure in the face of catastrophic events such as natural disasters that cause system outages. Technology partner should develop, implement, configure and deploy the application at the proposed DR site after go-live once requisite resources are made available to technology partner.

Since all the Infrastructure and Servers comes under the RSDC (Rajasthan State Data Centre), Technology Partner should coordinate with the RSDC to setup the Disaster recovery site according to their policy.

Currently, RSDC (Rajasthan State Data Centre)-DR site is located at Jodhpur, Rajasthan. Infrastructure required for DR Site will be provided by RISL.

4.2.10 Setup on Multiple Domain and Hosting of the Application, Web Portal and Mobile App

As per the requirement of RISL, the Technology partner will require to host part of the application on separate domains (URL). The Technology partner will be responsible for Safe to host certificate and SSL certificates for the entire contract period for all the domains. The technology partner will bear expenses of Safe to Host and SSL Certificates, if any.

4.2.11 Deployment of manpower for new application development

- a. The resources shall be deployed onsite/ offsite as per requirement by RISL/DoIT&C.
- b. Minimum resource requirement has been mentioned in Annexure-1 of this RFP
- c. Bidder can deploy additional resources (onsite/ offsite) as per requirements to cater scope of work mentioned in this RFP.

4.3 Operation and Maintenance - Facility Management Services ("FMS")

The selected bidder shall be responsible to provide Operations and Maintenance (O&M) services for the application. The selected bidder shall deploy the FMS manpower immediately after signing agreement for maintenance of existing Jan Aadhaar application and after Go-Live for maintenance of the new Jan Aadhaar Application.

The selected bidder shall provide Operations and Maintenance (O&M) services for all components installed / deployed as part of Jan Aadhaar Application and Jan Aadhaar Resident Data Repository, starting from the signing agreement.



4.3.1 Deployment of Manpower

- a. The selected Bidder shall deploy sufficient manpower as per need in O&M phase at RISL (onsite).
- b. The O&M Team would be deployed onsite/ offsite from the start of O&M period till the end of contract period as per Annexure-1 of this RFP document.
- c. The minimum required technical qualifications and experience details for the onsite resources are provided in Annexure-1 of this RFP document.
- d. The proposed services shall be normally manned for a period of 9 hours each working day as per the requirement throughout the year or as decided by the Office of the Tendering Authority. But in exception condition or in urgency of work, the support might be required on holidays and beyond 9 hours. The selected bidder shall maintain an attendance register for the resources deployed.
- e. Also, it would be the responsibility of the Selected Bidder to retain the deployed manpower for the entire Contract/ Project duration or in the event of a resource leaving the employment with the selected bidder, the same shall be immediately replaced with another resource of equivalent minimum qualifications and experience. All such events should be notified prior to RISL in writing and should be in accordance with the SLAs mentioned in this RFP.
- f. The staff provided by the Selected Bidder will perform their duties in accordance with the instructions given by the designated officers of RISL from time to time. The Selected Bidder has to take approval from RISL for the proposed staff before their deployment. RISL has every right to reject the personnel, if the same is not acceptable, before or after commencement of the awarded work/ project.
- g. The Selected Bidder shall appoint personnel having proficiency with Hindi language.
- h. It is responsibility of the selected bidder to scale up the Operations & Maintenance (O&M) team as and when required to confirm smooth project execution throughout the duration.
- i. Maintenance of Application servers, Database servers is responsibility of Data centre, however relevant changes in application are to be done by technology partner and configuration/patch/security/upgradation of IBM MDM would also be responsibility of technology partner. Annual Technical Support for IBM MDM shall be taken directly from IBM by RISL/ DoIT&C.

4.3.2 New Development and Enhancement:

The selected bidder shall be responsible for new development as per the requirement of RISL including but not limited to below:

- a. Addition of new services/schemes
- b. Third-party Application integration
- c. Modification/ up-gradation/ enhancement in the Process or functionality to fix some complex problem requests or defect fixing to upgrade the application performance.
- d. Update Web-portal & Application: design & content, layout, colour schema, input forms, etc.
- e. Development of new module/functionalities.
- f. MIS Reports (Jasper/Crystal Report etc.)
- g. Analytical Dashboards



The selected bidder shall setup & maintain version control to track all the project artifacts (means artifacts developed / maintained as part of Jan-Aadhaar project).

The enhancements, development of new modules, up-gradation & integrations, etc. in the software during O&M period shall have to be incorporated by the successful bidder in timely manner as desired by RISL with no extra cost to purchaser.

Maintenance of Application servers, Database servers is responsibility of Data centre, however relevant changes in application are to be done by technology partner and patch/security/upgradation of IBM MDM would also be responsibility of technology partner.

4.3.3 Managed Services during Operations and Maintenance Period:

The selected bidder shall be responsible for the overall administration, operations, monitoring & maintenance of the deployed Jan Aadhaar Application and the Database to ensure the desired uptime and performance.

a. Performance Monitoring & Enhancement: RISL shall carry out the performance testing activity (load/ stress/ volume testing) as per the requirements to ensure that the application meets the required speed, scalability and stability requirements under the expected workloads and provide its recommendations. The selected bidder, based on the recommendations of RISL, shall incorporate changes in the software solution at NO extra cost, to ensure smooth functioning of the application under varying load requirements & ensure proper management of:

- Concurrent users
- CPU utilization
- Memory utilization
- Network utilization

Technology partner may use tool’s subject to availability with RISL.

b. RISL may arrange for the audits of the application through a third party agency on timely basis. Based on the findings of audits, the selected bidder will have to bring in the necessary changes in the application to ensure the compliance in timely manner. These changes would have to be conducted by the selected bidder at no extra cost to RISL.

4.3.4 Training & Helpdesk Support (Incident/ Problem Management)

The successful bidder would be required to provide hands-on training to officers of the user department/ organisation/kiosks. Training could have multiple sessions as per the need and requirement of end user. Training to a batch of persons would be organized (including digital content, etc.) by successful bidder as per requirement on his cost. The selected bidder shall submit all the operational guidelines and user manual. The training plan and schedule shall be decided by RISL. Summary of tentative training sessions through Video Conferencing / Physical is as below:

Sr. No.	Training to	No of Training Sessions/ Per Annum
1	Government Officials	15
2	Local Service Providers	5
3	Emitra	15



The selected bidder shall be responsible for preparation of all training material (in English&Hindi) and provide training to the stakeholders on the developed solution. The training material would include hard copy and soft copies of the training material along with multi-media for audio-visual training. The selected bidder shall be responsible for day-today training, coordination between various stakeholders (departments/ kiosks) on various new features/ functionalities/enhancement added to the Jan Aadhaar Application, etc. during the entire O&M Period.

The successful bidder shall have to setup help desk support for users. Successful bidder shall provide two dedicated mobile telephone connections and connectivity at the Helpdesk for telephonic support during business hours i.e. from 9:00 AM to 7:00 PM. from Monday to Friday. The Helpdesk shall include but not limited to the following:

- Handle teething issues of the departmental users and citizens.
- Reply to the queries/ feedback/ suggestions/ complaints received from all the stakeholders.
- The Help desk manpower shall ensure continuous availability. In case problem is communicated by any user, the same shall be got rectified as per SLA terms.
- Coordination for resolution of reported issues within the stipulated timeframe as per the SLA.
- Help desk should provide handholding support through online/telephone line

4.3.5 Operations & Maintenance Reports

The Selected Bidder shall have to submit key deliverables during Operations and Maintenance Period which are mentioned hereunder. However, in addition to the reports/ deliverables as indicated below, the selected bidder shall prepare and submit all other required information in the desirable format as notified by the purchaser related to project.

The formats for all the reports shall be prepared by the selected bidder and submitted to the purchaser for approval. The reports submitted by the selected bidder should strictly be in the approved format only which, if required, may be revised from time to time.

Operation and Maintenance Report				
S.No.	Activity	Deliverable	Frequency	Time Frame
1	Deployment of Manpower	Attendance Report of onsite team deployed duly approved by designated authority.	Quarterly	Within 1 week of end of each quarter
2	New Development and enhancement	Summary of the activities taken up in the quarter	Quarterly	Within 1 week of end of each quarter
3	Managed Services during Operations and Maintenance Period	Consolidated Report on Calls Logged, Resolved.	Quarterly	Within 1 week of end of each quarter



4	Manpower replaced in the project	Report on the manpower replaced in the project stating the reason of replacement	Quarterly	Within 1 week of end of each quarter
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4.3.6 Backup of Data

Though backup of the data is responsibility of the data centre operator in state data centre. But the successful bidder would provide information of the data locations need to be back-up along with frequency.

4.3.7 Project and Change Management

The Project Management Methodology will be used to ensure project is delivered w.r.t. to budgeted cost, allocated time, expected Quality and projected Return on investments (ROI), Project Manager will provide regular updates on the progress of the project and manage the project changes with authorised Change advisory board (CAB).

4.3.8 Miscellaneous Works

The successful bidder will perform all such works which are required for successful working of the application.

Note: The scope of development/enhancement is not limited to above activities. RISL may introduce new processes/ modules as per their requirements and may change the existing processes as per their requirement. All these would be in scope of FMS services



5. Project Deliverables

Certain key deliverables are identified for each of the parts/ stages, which are mentioned below. The selected bidder, shall submit below mentioned deliverables timely to the user department to ensure the timely and smooth execution of project

S.No.	Particulars
Phase I: Operation & Maintenance of the existing Rajasthan Jan Aadhaar Application	
	Deployment certificate of Team duly signed by the OIC
	KT Summary and Reports on monthly basis
	SLA Compliance Reports
	Satisfactory Quarterly Performance Reports duly signed by the OIC
	Generation of MIS reports
	Troubleshooting of bugs in the application software & performance tuning of software's
	Help-desk facility for the end users of departments
	Maintenance/ Up gradation/ Enhancements/ development of new modules of the software as per requirement and submission of quarterly report of changes made in the software
Phase II - Part 1: Development and Implementation of New Rajasthan Jan Aadhaar Application	
	Detailed Project Plan
	SRS, User Manual, Technical design document and training material on the application software
	User Acceptance Test Reports
	Safe to Host Certificate for the application software's from empaneled agency GOR / GOI
	SSL certificates required for Web cum Application Servers for the entire contract period
	Training to users as per directions of RISL along with training material
	Any other third party software used by the firm in the application software
	Installation and Configuration report of IBM MDM. Detailed document on processes and algorithms scripts prepared for De-Duplication including migration of legacy data.
	Complete Source Code of Application Software's including DB objects (as per scope of tender)
Phase II - Part 2: Migration of existing schemes/services which are integrated with SRDR	
	SRS, Technical design document
	UAT Test cases and Test Results
	Complete Source Code of Application Software's including DB objects (as per scope of tender)
Phase III: Operation and Maintenance for New Rajasthan Jan Aadhaar Application	
	Support Manpower at RISL
	SLA Compliance Reports
	Satisfactory Quarterly Performance Reports duly signed by the OIC
	Safe to Host certification to be taken from empaneled agency of Deity, GOI / GOR as per the frequency communicated by RISL
	Training / Hand-holding support to users as per directions of RISL along with training material
	Generation of MIS reports
	Troubleshooting of bugs in the application software & performance tuning of software's



	Help-desk facility for the end users of departments
	Maintenance/ Up gradation/ Enhancements/ development of new modules of the software as per requirement and submission of quarterly report of changes made in the software

Note - Technical Design Document should be submitted on yearly basis.



6. Project Duration and Time Schedule

The entire process is divided into following three stages.

1. First stage would be operation and maintenance of existing application.
2. Second stage would have 2 phases, phase-1 would cover Development and Implementation of New Rajasthan Jan Aadhaar Application and phase-2 would cover Migration of existing schemes/services which are integrated with SRDR.
3. Third stage onwards successful bidder would be required to provide day to day operation and maintenance support in the form of helpdesk, training and enhancement / development of new modules etc. on the application software and submit MIS report required by RISL/user department.

Phase I: Operation & Maintenance of the existing Rajasthan Jan Aadhaar Application

S. No.	Activity	Time Schedule
a)	Knowledge Transfer and takeover of Existing Application Software from Existing Technology Partner	90 days from the date of signing of agreement
b)	Operation & Maintenance of the Existing Application Software till the complete Go Live of the new application software	From the date of signing of agreement till Go Live of the new application software

Phase II - Part 1: Development and Implementation of New Rajasthan Jan Aadhaar Application

S. No.	Activity	Time Schedule
a)	Understanding of the User Requirement	Within 15 days from the date of signing of agreement.
b)	Submission of System Requirement Specification Report	Within 30 days from the date of signing of agreement.
c)	Design, Develop & Testing of Jan Aadhaar Application System along with Migration of SRDR into Jan Aadhaar Resident Data Repository.	Within 240 days from the date of approval of the System Requirement Specification report.
d)	Installation and Configuration of IBM MDM for De-Duplication including migration of legacy data.	Within 240 days from the date of approval of the System Requirement Specification report.
e)	User Acceptance Testing	Within 30 days from the date of completion of point C and D above.
f)	Technical Design Document, Safe to host certification & Rollout of Jan Aadhaar Application – Go – Live	30 days from date of completion of UAT

Note - Technical Design Document should be submitted on yearly basis.



Phase II - Part 2: Migration of existing schemes/services which are integrated with SRDR

S. No.	Activity	Time Schedule
a)	On-boarding of user departments and Migration of existing schemes/services which are integrated with SRDR	Within 90 days from the Go-Live of Phase-2 - Part-1.

Phase III: Operation and Maintenance for New Rajasthan Jan Aadhaar Application

S. No.	Activity	Time Schedule
a)	Day to day operations and management of application software	For the entire FMS period of Five (5) years from go-live of Phase-2: Part-1.
b)	Upgradation / enhancement/development of new modules/ maintenance of application software as per requirement of RISL/user department/ organization	As and when required.
c)	Submission of monthly/quarterly reports as per scope	Monitoring dashboard and MIS reports on Jan Aadhaar Application is to be provided.
d)	Help Desk Support	Two mobile numbers should be provided for telephonic support. Technology Partner will arrange the mobile numbers and expenses of same.
e)	Troubleshooting/Bugs removal	Bugs in the application software to be resolved within 48 hours of intimation.
f)	Resolution of issues reported from the field	Resolution of issues should be provided within 48 hours of intimation.
g)	Training to officials of the concerned department, eMitra Kiosks, Local Service Provider	As and when required



7. Payment Schedule

Selected Bidder is expected to carry out all groundwork for implementation including documentation, coordination with RISL and other stakeholders of the project, site visit, etc. These reports or deliverables are to be submitted timely by Selected Bidder to RISL to ensure timely and smooth execution of the project. Certain key deliverables are identified for each of the parts/stages, which are mentioned hereunder. However, Selected Bidder has to prepare and submit any required information in form of Reports / excel sheet / document desired by RISL related to Jan Aadhaar Application other than defined hereunder in the table.

- a) The supplier's/ selected bidder's request for payment shall be made to the purchaser in writing, accompanied by invoices describing, as appropriate and related services performed, and by the required documents submitted pursuant to general conditions of the contract and upon fulfilment of all the obligations stipulated in the Contract.
- b) Due payments shall be made promptly by the purchaser, generally within sixty (60) days after submission of an invoice or request for payment by the supplier/ selected bidder, and the purchaser has accepted it.
- c) The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.
- d) All remittance charges will be borne by the supplier/ selected bidder.
- e) In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.
- f) Payment in case of those goods which need testing shall be made only when such tests have been carried out, test results received conforming to the prescribed specification.
- g) Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.
- h) Taxes, as applicable, will be deducted/ paid as per the prevalent rules and regulations.

Sr. No.	Cost Head	Activity / Milestone	Deliverables/ Deliverable (Reports/Documents)	Payment terms in %
1.	Phase-1 :Operation & Maintenance of Existing Jan Aadhaar Application Software	Facility Management Services	Attendance and work verification Report by the officer in-charge.	Quarterly payment for the O&M (BoQ Item 1) of existing application from the date of deployment of team. No Payment shall be made beyond 4 Quarters.
2.	Phase -2 : JAN AADHAAR Application	Acceptance of System Requirement Specification and Functional Requirement Specifications for Application software's and UAT and Go-Live of all the modules of Jan	<ul style="list-style-type: none"> • SRS and FRS • User manual, Technical and database design document • UAT Test cases and Test Results etc. • Go-live certificate 	40 % payment of Total cost of Jan Aadhaar Application Software(BoQ Item 2)



		Aadhaar Application	issued by the RISL	
		Migration of existing schemes/services which are integrated with SRDR	<ul style="list-style-type: none">• Service Integration document, Technical and database design document• UAT Test cases and Test Results and System Generated Transaction Report from Production etc.	40 % payment of Total cost of Jan Aadhaar Application(BoQ Item 2)
3.	Installation and Configuration of IBM MDM for De-Duplication	Installation and Configuration of IBM MDM for De-duplication including migration of legacy data.	<ul style="list-style-type: none">• Installation and Configuration report of IBM MDM.• Detailed document on processes and algorithms scripts prepared for De-Duplication including migration of legacy data.•	100 % payment of Total cost of BoQ Item 3
4.	Operation & Maintenance of New Jan Aadhaar Application Software	Facility Management Services	Attendance and work verification Report by the officer in-charge. And Operational availability of developed Jan Aadhaar Application	Quarterly payment equated in 20 installments for the new Jan Aadhaar Application Software after Go Live (BoQ Item 4) + 20% payment of Total cost of Jan Aadhaar Application Development on quarterly basis along with O&M charges equated in 20 installments (BoQ Item 4)



8. INSTRUCTION TO BIDDERS

8.1 Sale of Bidding/ Tender Documents:

- a. The sale of bidding documents shall be commenced 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.
- b. The bidding documents shall be made available to any prospective bidder who pays the price for it in cash or by bank demand draft, banker's cheque.
- c. Bidding documents purchased by Principal of any concern may be used by its authorised sole selling agents/ marketing agents/ distributors/ sub-distributors and authorised dealers or vice versa.

8.2 Pre-Bid Meeting/ Clarifications:

- a. Pre-requisite: Submission of tender fees as mentioned in NIT.
- b. Any prospective bidder may, in writing, seek clarifications from the procuring entity in respect of the bidding documents.
- c. A pre-bid conference is also scheduled by the procuring entity as per the details mentioned in the NIB and to clarify doubts of potential bidders in respect of the procurement, and the records of such conference shall be intimated to all bidders and where applicable, shall be published on the respective websites.
- d. The period within which the bidders may seek clarifications under (a) above and the period within which the procuring entity shall respond to such requests for clarifications shall be as under: -
 - i. Last date of submitting clarifications requests by the bidder: as per NIB
 - ii. Response to clarifications by procuring entity: as per NIB
- e. The minutes and response, if any, shall be provided promptly to all bidders to which the procuring entity provided the bidding documents, so as to enable those bidders to take minutes into account in preparing their bids, and shall be published on the respective websites.

8.3 Changes in the Bidding Document:

- a. At any time, prior to the deadline for submission of bids, the procuring entity may for any reason, whether on its own initiative or as a result of a request for clarification by a bidder, modify the bidding document by issuing an addendum in accordance with the provisions below.
- b. In case, any modification is made to the bidding document or any clarification is issued which materially affects the terms contained in the bidding document, the procuring entity shall publish such modification or clarification in the same manner as the publication of the initial bidding document.
- c. In case, a clarification or modification is issued to the bidding document, the procuring entity may, prior to the last date for submission of bids, extend such time limit in order to allow the bidders sufficient time to take into account the clarification or modification, as the case may be, while submitting their bids.
- d. Any bidder, who has submitted his bid in response to the original invitation, shall have the opportunity to modify or re-submit it, as the case may be, within the period of time originally allotted or such extended time as may be allowed for submission of bids, when changes are made to the bidding document by the procuring entity:



Provided that the bid last submitted, or the bid as modified by the bidder shall be considered for evaluation.

8.4 Period of Validity of Bids:

- a. Bids submitted by the bidders shall remain valid during the period specified in the NIB/ bidding document. A Bid valid for a shorter period shall be rejected by the procuring entity as non-responsive Bid.
- b. Prior to the expiry of the period of validity of Bids, the procuring entity, in exceptional circumstances, may request the bidders to extend the bid validity period for an additional specified period of time. A bidder may refuse the request and such refusal shall be treated as a withdrawal of Bid and in such circumstances bid security shall not be forfeited.
- c. Bidders that agree to an extension of the period of validity of their Bids shall extend or get extended the period of validity of bid securities submitted by them or submit new bid securities to cover the extended period of validity of their bids. A bidder whose bid security is not extended, or that has not submitted new bid security is considered to have refused the request to extend the period of validity of its Bid.

8.5 Format and Signing of bids:

- a. Bidders must submit their bids online at e-Procurement portal, i.e. <http://eproc.rajasthan.gov.in>.
- b. All the documents uploaded should be digitally signed with the DSC of authorized signatory.
- c. A Single stage- Two-part cover system shall be followed for the Bid: -
 - i. Technical Bid, including fee details, eligibility & technical documents
 - ii. Financial Bid
- d. The technical bid shall consist of the following documents: -

S. No.	Documents Type	Document Format
Fee Details		
1.	Bidding document Fee (Tender Fee)	Proof of submission (PDF)
2.	RISL Processing Fee (e-Procurement)	Instrument/ Proof of submission (PDF)
3.	Bid Security	Instrument/ Proof of submission (PDF)
Eligibility Documents		
1.	Bidder's Authorization Certificate along with a copy of PoA/ Board resolution stating that Auth. signatory can sign the bid/ contract on behalf of the firm.	As per Annexure-4 (PDF)
2.	All the documents mentioned in the "Eligibility Criteria," in support of the eligibility	As per the format mentioned against the respective eligibility criteria clause (PDF)
Technical Documents		
1.	Self-Declaration along with Tender Form	As per Annexure-5 (PDF)
2.	Certificate of Conformity/ No Deviation	As per Annexure-6 (PDF)
3.	Manpower Deployment Undertaking	As per Annexure-15 (PDF)

- e. A financial bid shall include the following documents: -

S. No.	Documents Type	Document Format
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1.	Financial Bid – Cover Letter	On bidder's letterhead duly signed by authorized signatory as per Annexure-8 (PDF)
2.	Financial Bid – Format	As per BoQ (.XLS) format available on e-Procurement portal

- f. The bidder should ensure that all the required documents, as mentioned in this bidding document, are submitted along with the Bid and in the prescribed format only. Non-submission of the required documents or submission of the documents in a different format/ contents may lead to the rejections of the Bid submitted by the bidder.

8.6 Cost & Language of Bidding:

- The bidder shall bear all costs associated with the preparation and submission of its Application, and the procuring entity shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the procuring entity, shall be written only in the English Language. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English/ Hindi language, in which case, for purposes of interpretation of the Bid, such translation shall govern.

8.7 Alternative/ Multiple Bids:

Alternative/ Multiple Bids shall not be considered at all. Also, the bidder shall not quote for multiple brands/ make/ models but only one in the technical Bid.

8.8 Bid Security

Every bidder, if not exempted, participating in the procurement process will be required to furnish the bid security as specified in the NIB.

- The security deposit is to be enforced to maintain the continuity in services by the agencies. Bid security shall be 1% of the estimated procurement cost, 0.25% of estimated procurement cost for Small Scale Unit (S.S.I.) of Rajasthan and 0.50%, estimated procurement cost for Sick Industries, for Sick Industries other than S.S.I., whose cases are pending with Board of Industrial & Financial Reconstruction.
- In lieu of bid security, a bid securing declaration shall be taken from Departments of the State Government, Undertakings, Corporations, Autonomous bodies, Registered Societies and Cooperative Societies which are owned or controlled or managed by the State Government and Government Undertakings of the Central Government.
- Bid security instrument or cash receipt of bid security or a bid securing declaration shall necessarily accompany the technical bid.
- Bid security of a bidder lying with the procuring entity in respect of other bids awaiting decision shall not be adjusted towards bid security for the fresh bids. The bid security originally deposited may, however, be taken into consideration in case bids are re-invited.
- The bid security may be given in the form of a banker's cheque or demand draft or bank guarantee, in the specified format, of a scheduled bank. The bid security must remain valid thirty days beyond the original or extended validity period of the bid.
- The issuer of the bid security and the confirmer, if any, of the bid security, as well as the form and terms of the bid security, must be acceptable to the procuring entity.
- Prior to presenting a submission, a bidder may request the procuring entity to confirm the acceptability of proposed issuer of bid security or of a proposed confirmer, if required. The procuring entity shall respond promptly to such a request.



- h. The bank guarantee presented as bid security shall be got confirmed from the concerned issuing bank. However, the confirmation of the acceptability of a proposed issuer or of any proposed confirmer does not preclude the procuring entity from rejecting the bid security on the ground that the issuer or the confirmer, as the case may be, has become insolvent or has otherwise ceased to be creditworthy.
- i. The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security.
- j. The Bid security taken from a bidder shall be forfeited, including the interest, if any, in the following cases, namely: -
 - i. when the bidder withdraws or modifies its bid after opening of bids;
 - ii. when the bidder does not execute the agreement, if any, after placement of supply/ work order within the specified period;
 - iii. when the bidder fails to commence the supply of the goods or service or execute work as per supply/ work order within the time specified;
 - iv. when the bidder does not deposit the performance security within a specified period after the supply/ work order is placed; and
 - v. If the bidder breaches any provision of a code of integrity, prescribed for bidders, specified in the bidding document.
- k. Notice will be given to the bidder with a reasonable time before bid security deposited is forfeited.
- l. No interest shall be payable on the bid security.
- m. In case of the successful bidder, the amount of bid security may be adjusted in arriving at the amount of the Performance Security, or refunded if the successful bidder furnishes the full amount of performance security.
- n. The procuring entity shall promptly return the bid security after the earliest of the following events, namely:-
 - i. the expiry of the validity of bid security;
 - ii. the execution of an agreement for procurement and performance security is furnished by the successful bidder;
 - iii. the cancellation of the procurement process; or
 - iv. The withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.

8.9 Deadline for the submission of Application form:

- a. Bids shall be received online at e-Procurement portal and up to the time and date specified in the NIB.
- b. Normally, the date of submission and opening of Bids would not be extended. In exceptional circumstances or when the bidding document is required to be substantially modified as a result of discussions in pre-bid meeting/ conference or otherwise and the time with the prospective bidders for preparation of Bids appears insufficient, the date may be extended by the procuring entity. In such case, the publicity of extended time and date shall be given in the manner, as was given at the time of issuing the original NIB and shall also be placed on the State Public Procurement Portal, if applicable. It would be ensured that after the issue of corrigendum, a reasonable time is available to the bidders for preparation and submission of their Bids. The procuring entity shall also publish such modifications in the bidding document in the same manner as the publication of the initial bidding document. If in the office of the Bids receiving and opening authority, the last date of submission or opening of Bids is a non-working day, the Bids shall be received or opened on the next working day.



8.10 Withdrawal, Substitution, and Modification of Bids:

- a. If permitted on e-Procurement portal, a Bidder may withdraw its Bid or re-submit its Bid (technical and/ or financial cover) as per the instructions/ procedure mentioned at e-Procurement website under the section "Bidder's Manual Kit."
- b. Bids withdrawn shall not be opened and processes further.
- c. No bid shall be withdrawn, substituted, or modified after the last time and date fixed for receipt of Bid.

8.11 Opening of Bids:

- a. The Bids shall be opened by the bid opening & evaluation committee on the date and time mentioned in the NIB in the presence of the bidders or their authorised representatives who choose to be present.
- b. The committee may co-opt experienced persons in the committee to conduct the process of Bid opening.
- c. The committee shall prepare a list of the bidders or their representatives attending the opening of Bids and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding bidders' names and addresses. The authority letters, if any, brought by the representatives shall be attached to the list. The list shall be signed by all the members of the Bid opening committee with date and time of opening of the Bids.
- d. All the documents comprising of technical Bid/ cover shall be opened & downloaded from the e-Procurement website (only for the bidders who have submitted the prescribed fee(s) to RISL).
- e. The committee shall conduct preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the:-
 - i. bid is accompanied by bidding document fee, bid security or bid securing declaration, and processing fee (if applicable);
 - ii. bid is valid for the period, specified in the bidding document;
 - iii. bid is unconditional, and the bidder has agreed to give the required performance security; and
 - iv. Other conditions, as specified in the bidding document, are fulfilled.
 - v. Any other information which the committee may consider appropriate.
- f. No Bid shall be rejected at the time of Bid opening except the Bids not accompanied with the proof of payment or instrument of the required price of bidding document, processing fee, and bid security.
- g. The Financial Bid cover shall be kept unopened and shall be opened later on the date and time intimated to the bidders who qualify in the evaluation of technical Bids.

8.12 Selection Method

The selection method is Least Cost Based Selection (LCBS or L1) based on NPV specified in RFP clause titled "Evaluation & Tabulation of Financial Bids".

8.13 Clarification of Bids

- a. To assist in the examination, evaluation, comparison, and qualification of the Bids, the bid evaluation committee may, at its discretion, ask any bidder for clarification regarding its Bid. The committee's request for clarification and the response of the bidder shall be through the e-Procurement portal.
- b. Any clarification submitted by a bidder with regard to its Bid that is not in response to a request by the committee shall not be considered.



- c. No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the committee in the evaluation of the financial Bids.
- d. No substantive change to qualification information or to a submission, including changes aimed at making an unqualified bidder, qualified or an unresponsive submission, responsive shall be sought, offered or permitted.

8.14 Evaluation & Tabulation of Technical Bids

- a) Determination of Responsiveness
 - a. The bid evaluation committee shall determine the responsiveness of a Bid on the basis of bidding document and the provisions of pre-qualification/ eligibility criteria of the bidding document.
 - b. A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where: -
 - i. “deviation” is a departure from the requirements specified in the bidding document;
 - ii. “reservation” is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
 - iii. “Omission” is the failure to submit part or all of the information or documentation required in the bidding document.
 - c. A material deviation, reservation, or omission is one that,
 - i. if accepted, shall:-
 - 1. affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
 - 2. limits in any substantial way, inconsistent with the bidding documents, the procuring entity’s rights or the bidder’s obligations under the proposed contract; or
 - ii. if rectified, shall unfairly affect the competitive position of other bidders presenting responsive Bids, if applicable.
 - d. The bid evaluation committee shall examine the technical aspects of the Bid in particular, to confirm that all requirements of bidding document have been met without any material deviation, reservation or omission.
 - e. The procuring entity shall regard a Bid as responsive if it conforms to all requirements set out in the bidding document, or it contains minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirements set out in the bidding document, or if it contains errors or oversights that can be corrected without touching on the substance of the Bid.
- b) Non-material Non-conformities in Bids
 - a. The bid evaluation committee may waive any non-conformities in the Bid that do not constitute a material deviation, reservation or omission, the Bid shall be deemed to be substantially responsive.
 - b. The bid evaluation committee may request the bidder to submit the necessary information or document like audited statement of accounts/ CA Certificate, Registration Certificate, VAT/ CST clearance certificate, ISO/ CMMi Certificates, etc. within a reasonable period of time. Failure of the bidder to comply with the request may result in the rejection of its Bid.
 - c. The bid evaluation committee may rectify non-material nonconformities or omissions on the basis of the information or documentation received from the bidder under (b) above.
- c) Technical Evaluation Criteria



- Bids shall be evaluation based on the documents submitted as a part of technical bid and the marking system given below. Technical bid shall contain all the documents as asked in the clause “**Format and Signing of Bids**”. Any critical noncompliance/ deviations may lead to disqualification of the Bidder.
- Only those bidders who qualify through the Technical Qualification stage will be short listed for opening of financial bids/ evaluation.
- The Bid Evaluation Committee will carry out a detailed evaluation of the bids in order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP documents.
- In order to facilitate the technical bid evaluation, the technical criteria laid down have been presented in the following table. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Bidders securing above 60% marks in the technical evaluation will only be considered for further Financial Bid evaluation. Bids, which do not secure the minimum, specified technical score will be considered technically non-responsive and will not be considered for evaluation.
- Bidders will be evaluated for technical capability to execute the project according to the following criteria:

Sl. No.	Technical Evaluation Criteria	Max Marks
1.	Past Experience, Quality certifications and manpower quality of the Bidder	70
2.	Proposed, work-plan, timeline and methodology and its Presentation	30
Total Marks		100

SN.	Technical Evaluation Criteria/Sub Criteria	Description for Marks	Max Marks
1	Financials, Past Experience, Quality certifications and manpower quality of the Bidder		
a	Average annual turnover of the Bidder during from last Three financial years i.e. (FY's 2019-20, 2020-21, 2021-22) (as per the audited balance sheets) from IT/ ITeS should be at least INR 100 Crores.	<ul style="list-style-type: none">o INR 100 - 250 Crores = 5 Markso INR 250 - 500 Crores = 8 Markso More than INR 500 Crores = 10 Marks	10
b.	At least one project of similar nature of Software application development and maintenance of not less than the amount Rs. 10 crores in last 10 years as on 31 st March 2022. Note: <ul style="list-style-type: none">- Similar nature means Development of Web and Mobile applications using Java and SQL/ Oracle database1. Having resident data of min. 2 crores2. Integration with Aadhaar e-KYC3. Integration with Payment gateway/	<ul style="list-style-type: none">o Project cost INR 10 - 15 Crores=10 Markso Project cost INR 15- 20 Crores=12 Markso Project cost More than INR 20 Crores=15 Marks	15



	<p>DBT</p> <ul style="list-style-type: none"> - Project must satisfy at least any 2 conditions out of 3 as mentioned above - The projects which have been received directly from Central/ State Government/ Semi Government/ PSU/ Bank/ Parastatal will only be considered for evaluation. Subcontracted projects will not be considered for evaluation. 		
c.	<p>One project of application development and maintenance of not less than the amount Rs. 20 crores.</p> <p>OR</p> <p>Two projects of application development and maintenance of not less than the amount Rs. 12 crores each.</p> <p>Note: The projects which have been received directly from Central/ State Government/ Semi Government/ PSU/ Banks/ Parastatal will only be considered for evaluation. Subcontracted projects will not be considered for evaluation.</p>	<ul style="list-style-type: none"> o 1 Project of 20 Crores or 2 Projects of 12 crores: 5 Marks o 2 Projects of 20 Crores or 4 Projects of 12 crores: 10 Marks o more than 2 Projects of 20 Crores or more than 5 Projects of 12 crores: 15 Marks 	15
d	<p>Experience of Managing Resident database in single project</p>	<p>Resident Database of records:</p> <ul style="list-style-type: none"> o 2 Crores to 4 Crores records – 5 Marks o 4 Crores to 7 Crores Records – 10 Marks o More than 7 Crores Records – 15 Marks 	15
e	<p>Total Experience of the bidder</p>	<ul style="list-style-type: none"> • Upto 5 years – 2 Marks • 5 to 10 years – 3 Marks • More than 10 years – 5 Marks 	5
g	<p>Bidder must have 50 technically qualified IT professionals on his payroll, duly signed and stamped HR certificate shall be submitted</p>	<ul style="list-style-type: none"> o Up to 50 IT professionals – 5 Marks o 51 to 100 IT Professional – 8 Marks More than 100 IT Professional – 10 Marks 	10
		Total Marks	70



Proposed Solution, Approach and Methodology, Project Management plan, Deployment of Resources:			
a	Proposed solution	Requirements addressed as mentioned in scope of work of the RFP and quality of the solution	Evaluation will be done based on - whether all the points/ requirements mentioned in the RFP are addressed well and award marks accordingly, the parameters: - <ul style="list-style-type: none"> • Understanding of all the modules/ scope of work of this RFP, • Auto scalability of the solution, • Continuous integration/continuous delivery with Deployment independency, • Data Availability in active-active mode
b	Proposed Approach and methodology	Evaluation Committee will evaluate whether the implementation methodology is in line with the requirement. The important parameters being:- <ul style="list-style-type: none"> - Plan for meeting the SLA norms. - Redundancy and failover options 	The bidder should: <ul style="list-style-type: none"> • Explain the understanding of the project requirements, highlight the expected support from RISL, approach to the services, SLA management methodology, methodology for carrying out the activities for expected output, • Highlight the associated risks / problems and plans for mitigation and explain the technical approach it would adopt to address them • Explain the methodologies the bidder proposes to adopt and highlight the compatibility of those methodologies with the proposed approach
c	Demonstration	Demonstration of the capabilities of the solution proposed in the solution section	<ul style="list-style-type: none"> • Software development for Government department or government PSU, • Show case of similar project development and maintenance • Show case of Resident database
d	Project Management	The overall approach to be looked into	The overall project management approach adopted by the bidder to implement the project to meet the timelines. <ul style="list-style-type: none"> • Program & project plans, • Monitoring and evaluation • Draft manuals of operations



e	Detailed Work Plan	The description and quality of the work plan to be looked into.	Evaluation will be based on the detailed Project Plan including day wise, week wise activities with Work Breakdown Structures, Project estimates, milestones etc. <ul style="list-style-type: none">• Understanding of the project,• Arrange project execution infrastructure,• Prepare project plan including schedule and deployment methodology,• Quality Assurance and defect prevention plan,• Build a team with properly skilled personnel
f	Marks on each CV shall be awarded as:	Maximum of 10 CVs who would be working full time on project	Qualification/relevant certification of the People Involved
			Total Marks: 30

Note - All the bidders who secure a TechnicalScore of 60% or more will be declared as technically qualified

Presentation must include following:

- a) Capability demonstration of Bidder in executing similar large multi-locations state-wide project (ongoing / completed project in any State Govt) related system uptime records and client certificate in this regard
 - b) Bidders approach and methodology to implement the project
 - c) Modular concept and tentative layout plan of interior refurbishment
 - d) Proposed Hardware Deployment plan strategy
 - e) Quality of Manpower, Manpower deployment plan and training strategy
 - f) Operations and Maintenance strategy of logistics, ambience, upkeep, and citizen services
 - g) Strategy for SLA monitoring
 - h) Strategy and plan for inventory management, redundancy and failover option
- d) Tabulation of Technical Bids
- a. If Technical Bids have been invited, they shall be tabulated by the bid evaluation committee in the form of a comparative statement to evaluate the qualification of the bidders against the criteria for qualification set out in the bidding document.
 - b. The members of bid evaluation committee shall give their recommendations below the table as to which of the bidders have been found to be qualified in evaluation of Technical Bids and sign it.
 - e) The number of firms qualified in technical evaluation, if less than three and it is considered necessary by the procuring entity to continue with the procurement process, reasons shall be recorded in writing and included in the record of the procurement proceedings.



- f) The bidders who qualified in the technical evaluation shall be informed in writing about the date, time and place of opening of their financial Bids.

8.15 Evaluation & Tabulation of Financial Bids

Subject to the provisions of “Acceptance of Successful Bid and Award of Contract” below, the procuring entity shall take following actions for evaluation of financial Bids:-

1. For single part/ cover Bid system, where Bid is received in single cover along with requisite bid security, processing fee or user charges and price of bidding documents within specified time, it shall be considered for financial evaluation by the Bids evaluation committee;
OR
For two part/ cover Bid system, the financial Bids of the bidders who qualified in technical evaluation shall be opened online at the notified time, date and place by the bid evaluation committee in the presence of the bidders or their representatives who choose to be present;
2. the process of opening of the financial Bids shall be similar to that of technical Bids.
3. the names of the bidders, the rates given by them and conditions put, if any, shall be read out and recorded;
4. conditional Bids are liable to be rejected;
5. In order to decide the L1 bidder, NPV (Net Present Value) of the payable amount shall be taken into account as given below:
 - A = Value of Component – 2 (Ref. S. No. 2 of Financial Bid BoQ) of Financial Bid
 - B = Value of Component – 1 (Ref. S. No. 1 of Financial Bid BoQ) of Financial Bid +Value of Component –3 (Ref. S. No. 3 of Financial Bid BoQ) of Financial Bid +Value of Component – 5 (Ref. S. No. 5 of Financial Bid BoQ) of Financial Bid
 - C = (80% of A)+B
 - D = (20% of A) +Value of Component – 4 (Ref. S. No. 4 of Financial Bid BoQ) of Financial Bid
 - Total quarters for which quarterly payment to be made during O&M period = 20 quarter
 - E = Quarterly Payable amount during O&M period = {D/20}
 - PV Factor = Considering 3% per quarter i.e. 12% annually
 $NPV = [C + \{E/ (1.03)\} + \{E/ (1.03)^2 \} + \{E/ (1.03)^3 \} + \dots\dots \{E/ (1.03)^{20}\}]$
- NOTE: quarterly payment for 20 quarters has been considered for evaluation purposes only. However, the payment shall be made as per payment terms and conditions of RFP.
6. the evaluation shall include all costs and all taxes and duties applicable to the bidder as per law of the Central/ State Government/ Local Authorities, and the evaluation criteria specified in the bidding documents shall only be applied;
7. the offers shall be evaluated and marked L1, L2, L3 etc. L1 being the lowest offer and then others in ascending order.
8. the bid evaluation committee shall prepare a comparative statement in tabular form in accordance with rules along with its report on evaluation of financial Bids and recommend the lowest offer for acceptance to the procuring entity, if price is the only criterion, or most advantageous Bid in other case;
9. The members of bids evaluation committee shall give their recommendations below the table regarding lowest Bid or most advantageous Bid and sign it.
10. It shall be ensured that the offer recommended for sanction is justifiable looking to the prevailing market rates of the goods, works or service required to be procured

8.16 Correction of Arithmetic Errors in Financial Bids

The bid evaluation committee shall correct arithmetical errors in substantially responsive Bids, on the following basis, namely: -

- a. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be



corrected, unless in the opinion of the bid evaluation committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;

- b. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and
- c. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to clause (a) and (b) above.

8.17 Price/ purchase preference in the evaluation

Price and/ or purchase preference notified by the State Government (GoR) and as mentioned in the bidding document shall be considered in the evaluation of Bids and award of contract.

8.18 Negotiations

- a. Except in case of procurement by the method of single source procurement or procurement by competitive negotiations, to the extent possible, no negotiations shall be conducted after the pre-bid stage. All clarifications needed to be sought shall be sought in the pre-bid stage itself.
- b. Negotiations may, however, be undertaken only with the lowest or most advantageous bidder when the rates are considered to be much higher than the prevailing market rates.
- c. The bid evaluation committee shall have full powers to undertake negotiations. Detailed reasons and results of negotiations shall be recorded in the proceedings.
- d. The lowest or most advantageous bidder shall be informed in writing either through messenger or by registered letter and e-mail (if available). A minimum time of seven days shall be given for calling negotiations. In case of urgency, the bid evaluation committee, after recording reasons, may reduce the time, provided the lowest or most advantageous bidder has received the intimation and consented to regard holding of negotiations.
- e. Negotiations shall not make the original offer made by the bidder inoperative. The bid evaluation committee shall have the option to consider the original offer in case the bidder decides to increase rates originally quoted or imposes any new terms or conditions.
- f. In case of non-satisfactory achievement of rates from lowest or most advantageous bidder, the bid evaluation committee may choose to make a written counteroffer to the lowest or most advantageous bidder and if this is not accepted by him, the committee may decide to reject and re-invite Bids or to make the same counter-offer first to the second lowest or most advantageous bidder, then to the third lowest or most advantageous bidder and so on in the order of their initial standing and work/ supply order be awarded to the bidder who accepts the counter-offer. This procedure would be used in exceptional cases only.
- g. In case the rates even after the negotiations are considered very high, fresh Bids shall be invited.

8.19 Exclusion of Bids/ Disqualification

- a. A procuring entity shall exclude/ disqualify a Bid, if: -
 - i. the information submitted, concerning the qualifications of the bidder, was false or constituted a misrepresentation; or
 - ii. the information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and



- iii. the bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;
 - iv. the Bid materially departs from the requirements specified in the bidding document, or it contains false information;
 - v. the bidder, submitting the Bid, his agent or anyone 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;
 - vi. a bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.
- b. A Bid shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.
- c. Every decision of a procuring entity to exclude a Bid shall be for reasons to be recorded in writing and shall be: -
- i. communicated to the concerned bidder in writing;
 - ii. published on the State Public Procurement Portal, if applicable.

8.20 Lack of Competition

- a. A situation may arise where, if after evaluation of Bids, the bid evaluation committee may end-up with one responsive Bid only. In such situation, the bid evaluation committee would check as to whether while floating the NIB all necessary requirements to encourage competition like standard bid conditions, industry-friendly specifications, wide publicity, sufficient time for formulation of Bids, etc. were fulfilled. If not, the NIB would be re-floated after rectifying deficiencies. The bid process shall be considered valid even if there is one responsive Bid, provided that: -
- i. the Bid is technically qualified;
 - ii. the price quoted by the bidder is assessed to be reasonable;
 - iii. the Bid is unconditional and complete in all respects;
 - iv. there are no obvious indicators of cartelization amongst bidders; and
 - v. the bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document
- b. The bid evaluation committee shall prepare a justification note for approval by the next higher authority of the procuring entity, with the concurrence of the accounts member.
- c. In case of dissent by any member of the bid evaluation committee, the next higher authority in the delegation of financial powers shall decide as to whether to sanction the single Bid or re-invite Bids after recording reasons.
- d. If a decision to re-invite the Bids is taken, the market assessment shall be carried out for estimation of market depth, eligibility criteria, and cost estimate.

8.21 Acceptance of the successful Bid and award of contract

- a. The procuring entity after considering the recommendations of the bid evaluation committee and the conditions of Bid, if any, financial implications, trials, sample testing, and test reports, etc., shall accept or reject the successful Bid. If any member of the bid evaluation committee, has disagreed or given its note of dissent, the matter shall be referred to the next higher authority, as per delegation of financial powers, for decision.



- b. The decision on Bids shall be taken within the original validity period of Bids and time period allowed to procuring entity for taking a decision. If the decision is not taken within the original validity period or time limit allowed for taking a decision, the matter shall be referred to the next higher authority in the delegation of financial powers for decision.
- c. Before the award of the contract, the procuring entity shall ensure that the price of a successful Bid is reasonable and consistent with the required quality.
- d. A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid.
- e. The procuring entity shall award the contract to the bidder whose offer has been determined to be the lowest or most advantageous in accordance with the evaluation criteria set out in the bidding document and if the bidder has been determined to be qualified to perform the contract satisfactorily on the basis of qualification criteria fixed for the bidders in the bidding document for the subject matter of procurement.
- f. Prior to the expiration of the period of bid validity, the procuring entity shall inform the successful bidder, in writing, that its Bid has been accepted.
- g. As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value and deposit the amount of performance security or a performance security declaration, if applicable, within a period specified in the bidding documents or where the period is not specified in the bidding documents then within fifteen days from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.
- h. If the issuance of a formal letter of acceptance is likely to take time, in the meanwhile a Letter of Intent (LOI) may be sent to the bidder. The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/ or sent by email (if available) to the address of the bidder given in the bidding document and accepted by the bidder. Until a formal contract is executed, the letter of acceptance or LOI shall constitute a binding contract.
- i. The bid security of the bidders who's Bids could not be accepted shall be refunded soon after the contract with the successful bidder is signed, and its performance security is obtained.

8.22 Information and publication of the award

Information of award of contract shall be communicated to all participating bidders and published on the respective website(s) as specified in NIB.

8.23 Procuring entity's right to accept or reject any or all Bids

The Procuring entity reserves the right to accept or reject any Bid and to annul (cancel) the bidding process and reject all Bids at any time prior to award of contract, without thereby incurring any liability to the bidders.

8.24 Right to vary the quantity

- a. If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled to any claim or compensation.
- b. Repeat orders for extra items or additional quantities may be placed on the rates and conditions given in the contract (if the original order was given after inviting open competitive Bids).



Delivery or completion period may also be proportionately increased. The limits of repeat order shall be as under: -

- i. 50% of the quantity of the individual items and 50% of the value of original contract in case of works; and
- ii. 50% of the value of goods or services of the original contract

8.25 Performance Security

- a. Prior to the execution of the agreement, Performance security shall be solicited from all successful bidders except the departments of the State Government and undertakings, corporations, autonomous bodies, registered societies, co-operative societies which are owned or controlled or managed by the State Government and undertakings of the Central Government. However, a performance security declaration shall be taken from them. The State Government may relax the provision of performance security in particular procurement or any class of procurement.
- b. The amount of performance security shall be 2.5% of the amount of work order in case of procurement of services. In the case of Small Scale Industries (SSI) of Rajasthan, it shall be 0.50% of the amount of work order and in case of sick industries, other than SSI, whose cases are pending before the Board of Industrial and Financial Reconstruction (BIFR), it shall be 1% of the amount of supply order.
- c. The performance security shall be furnished in any one of the following forms: -
 - a) Bank Draft of Banker's Cheque of a scheduled bank.
 - b) National Savings Certificates and any other script/ instrument under National Savings Schemes for promotion of small savings issued by a Post Office in Rajasthan, if the same can be pledged under the relevant rules. They shall be accepted at their surrender value at the time of bid and formally transferred in the name of procuring entity with the approval of Head Post Master;
 - c) Bank guarantee/s of a scheduled bank. It shall be got verified from the issuing bank. Other conditions regarding bank guarantee shall be the same as mentioned in the bidding document for bid security;
 - d) Fixed Deposit Receipt (FDR) of a scheduled bank. It shall be in the name of procuring entity on account of the bidder and discharged by the bidder in advance. The procuring entity shall ensure before accepting the FDR that the bidder furnishes an undertaking from the bank to make payment/ premature payment of the FDR on demand to the procuring entity without the requirement of consent of the bidder concerned. In the event of forfeiture of the performance security, the Fixed Deposit shall be forfeited along with interest earned on such Fixed Deposit.
- d. Performance security furnished in the form specified in clause [b)] to [d)] of (c) above shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder, including warranty obligations and maintenance and defect liability period.
- e. Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases:-
 - i. When any terms and condition of the contract is breached.
 - ii. When the bidder fails to make complete supply as per the scope of tender document.
 - iii. if the bidder breaches any provision of a code of integrity, prescribed for bidders, specified in the bidding document.
- f. Notice will be given to the bidder with a reasonable time before PSD deposited is forfeited.
- g. No interest shall be payable on the PSD.
- h. The PSD shall be returned/refunded after completion of the Contract period.



8.26 Execution of agreement for Rate Contract

- a. A procurement contract shall come into force from the date on which agreement is signed with the bidder.
- b. The successful bidder shall sign the procurement agreement within 15 days from the date on which the letter of acceptance or letter of intent is dispatched to the successful bidder.
- c. If the bidder, who's Bid has been accepted, fails to sign a written procurement agreement or fails to furnish the required security deposit within the specified period, the procuring entity shall take action against the successful bidder as per the provisions of the bidding document and Act. The procuring entity may, in such case, cancel the procurement process with the bidder and may debar the bidder from participating in any future bid.
- d. The bidder will be required to execute the agreement on a non-judicial stamp of specified value at its cost and to be purchased from anywhere in Rajasthan only.
- e. Bidder has also to sign Non-Disclosure agreement with the tendering authority as per indicative format attached in Annexure-13

8.27 Confidentiality

- a) Notwithstanding anything contained in this bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information, a procuring entity shall not disclose any information if such disclosure, in its opinion, is likely to:
 - a. impede enforcement of any law;
 - b. affect the security or strategic interests of India;
 - c. affect the intellectual property rights or legitimate commercial interests of bidders;
 - d. affect the legitimate commercial interests of the procuring entity in situations that may include when the procurement relates to a project in which the procuring entity is to make a competitive bid or the intellectual property rights of the procuring entity.
- b) The procuring entity shall treat all communications with bidders related to the procurement process in such manner as to avoid their disclosure to competing bidders or to any other person not authorised to have access to such information.
- c) The procuring entity may impose on bidders and sub-contractors if there are any for fulfilling the terms of the procurement contract, conditions aimed at protecting the information, the disclosure of which violates (a) above.
- d) In addition to the restrictions specified above, the procuring entity, while procuring a subject matter of such nature which requires the procuring entity to maintain confidentiality, may impose condition for protecting the confidentiality of such information.

8.28 Cancellation of the procurement process

- a) If any procurement process has been cancelled, it shall not be reopened, but it shall not prevent the procuring entity from initiating a new procurement process for the same subject matter of procurement if required.
- b) A procuring entity may, for reasons to be recorded in writing, cancel the process of procurement initiated by it -
 - a. at any time prior to the acceptance of the successful Bid; or
 - b. after the successful Bid is accepted in accordance with (d) and (e) below.
- c) The procuring entity shall not open any bids or proposals after taking a decision to cancel the procurement and shall return such unopened bids or proposals.
- d) The decision of the procuring entity to cancel the procurement and reasons for such a decision shall be immediately communicated to all bidders that participated in the procurement process.
- e) If the bidder who's Bid has been accepted as successful fails to sign any written procurement contract as required or fails to provide any required security for the performance of the contract, the procuring entity may cancel the procurement process.



- f) If a bidder is convicted of any offence under the Act, the procuring entity may: -
 - a. cancel the relevant procurement process if the Bid of the convicted bidder has been declared as successful, but no procurement contract has been entered into;
 - b. rescind (cancel) the relevant contract or forfeit the payment of all or a part of the contract value if the procurement contract has been entered into between the procuring entity and the convicted bidder.

8.29 Code of Integrity for Bidders

- a) No person participating in a procurement process shall act in contravention of the code of integrity prescribed by the State Government.
- b) The code of integrity include provisions for: -
 - a. Prohibiting
 - i. any offer, solicitation or acceptance of any bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;
 - ii. any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
 - iii. any collusion, bid rigging or anti-competitive behaviour to impair the transparency, fairness, and progress of the procurement process;
 - iv. improper use of information shared between the procuring entity and the bidders with an intent to gain unfair advantage in the procurement process or for personal gain;
 - v. any financial or business transactions between the bidder and any officer or employee of the procuring entity;
 - vi. any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
 - vii. any obstruction of any investigation or audit of a procurement process;
 - b. disclosure of conflict of interest;
 - c. disclosure by the bidder of any previous transgressions with any entity in India or any other country during the last three years or of any debarment by any other procuring entity.
- c) Without prejudice to the provisions below, in case of any breach of the code of integrity by a bidder or prospective bidder, as the case may be, the procuring entity may take appropriate measures including: -
 - a. exclusion of the bidder from the procurement process.
 - b. calling-off of pre-contract negotiations and forfeiture or encashment of bid security.
 - c. forfeiture or encashment of any other security or bond relating to the procurement.
 - d. recovery of payments made by the procuring entity along with interest thereon at bank rate.
 - e. cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity.
 - f. debarment of the bidder from participation in future procurements of the procuring entity for a period not exceeding three years.

8.30 Conflict of Interest

A bidder may be considered to be in conflict of interest with one or more parties in a bidding process if, including but not limited to:-

- a) they have controlling partners in common;
- b) they receive or have received any direct or indirect subsidy from any of them;
- c) they have the same legal representative for purposes of the bid;
- d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another;



- e) A bidder participates in more than one bid in the same bidding process. However, this does not limit the inclusion of the same sub-contractor, not otherwise participating as bidder/authorised partner, in more than one bid; or
- f) A bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the subject matter of procurement of the bidding process. All bidder shall provide in Eligibility Criteria documents, a statement that the bidder is neither associated nor has been associated directly or indirectly, with the consultant or any other entity that has prepared the design, specifications and other documents for the subject matter of procurement or being proposed as Project Manager for the contract.

8.31 Interference with the Procurement Process

A bidder, who: -

- a) withdraws from the procurement process after the opening of financial bids;
 - b) withdraws from the procurement process after being declared the successful bidder;
 - c) fails to enter into procurement contract after being declared the successful bidder;
 - d) fails to provide performance security or any other document or security required in terms of the bidding documents after being declared the successful bidder, without valid grounds,
- shall, in addition to the recourse available in the bidding document or the contract, be punished with fine which may extend to fifty lakh rupees or ten per cent of the assessed value of procurement, whichever is less.

8.32 Appeals

- a) Subject to "Appeal not to lie in certain cases" below, if any bidder or prospective bidder is aggrieved that any decision, action or omission of the procuring entity is in contravention to the provisions of the Act or the rules or guidelines issued thereunder, he may file an appeal to such officer of the procuring entity, as may be designated by it for the purpose, within a period of 10 days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:
 - a. Provided that after the declaration of a bidder as successful in terms of "Award of Contract," the appeal may be filed only by a bidder who has participated in procurement proceedings:
 - b. Provided further that in case a procuring entity evaluates the technical Bid before the opening of the financial Bid, an appeal related to the matter of financial Bid may be filed only by a bidder whose technical Bid is found to be acceptable.
- b) The officer to whom an appeal is filed under (a) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal.
- c) If the officer designated under (a) above fails to dispose of the appeal filed under that sub-section within the period specified in (c) above, or if the bidder or prospective bidder or the procuring entity is aggrieved by the order passed, the bidder or prospective bidder or the procuring entity, as the case may be, may file a second appeal to an officer or authority designated by the State Government in this behalf within 15 days from the expiry of the period specified in (b) above or of the date of receipt of the order passed under (b) above, as the case may be.
- d) The officer or authority to which an appeal is filed under (c) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal:
- e) The officer or authority to which an appeal may be filed under (a) or (d) above shall be :
 - First Appellate Authority: Principal Secretary, IT&C, GoR
 - Second Appellate Authority: Principal Secretary, Finance Department, GoR
- f) Form of Appeal:
 - a. Every appeal under (a) and (c) above shall be as per Annexure-12 along with as many copies as there are respondents in the appeal.



- b. Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of the fee.
- c. Every appeal may be presented to the First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.
- g) Fee for Appeal: Fee for filing appeal:
 - a. Fee for the first appeal shall be rupees two thousand five hundred and for the second appeal shall be rupees ten thousand, which shall be non-refundable.
 - b. The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank payable in the name of Appellate Authority concerned.
- h) Procedure for disposal of appeal:
 - a. The First Appellate Authority or Second Appellate Authority, as the case may be, upon the filing of the appeal, shall issue notice accompanied by a copy of appeal, affidavit, and documents, if any, to the respondents and fix the date of hearing.
 - b. On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,
 - i. hear all the parties to appeal present before him; and
 - ii. peruse or inspect documents, relevant records or copies thereof relating to the matter.
 - c. After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of the order to the parties to appeal free of cost.
 - d. The order passed under (c) shall also be placed on the State Public Procurement Portal.
- i) No information which would impair the protection of essential security interests of India, or impede the enforcement of the law or fair competition, or prejudice the legitimate commercial interests of the bidder or the procuring entity, shall be disclosed in a proceeding under an appeal.

8.33 Stay of procurement proceedings

While hearing of an appeal, the officer or authority hearing the appeal may, on an application made in this behalf and after affording a reasonable opportunity of hearing to the parties concerned, stay the procurement proceedings pending disposal of the appeal, if he, or it, is satisfied that failure to do so is likely to lead to miscarriage of justice.

8.34 Vexatious Appeals & Complaints

Whoever intentionally files any vexatious, frivolous or malicious appeal or complaint under the "The Rajasthan Transparency Public Procurement Act 2012", with the intention of delaying or defeating any procurement or causing loss to any procuring entity or any other bidder, shall be punished with fine which may extend to twenty lakh rupees or five per cent of the value of procurement, whichever is less.

8.35 Offenses by Firms/ Companies

- a) Where an offence under "The Rajasthan Transparency Public Procurement Act 2012" has been committed by a company, every person who at the time the offence was committed was in charge of and was responsible to the company for the conduct of the business of the company, as well as the company, shall be deemed to be guilty of having committed the offence and shall be liable to be proceeded against and punished accordingly:
Provided that nothing contained in this sub-section shall render any such person liable for any punishment if he proves that the offence was committed without his knowledge or that he had exercised all due diligence to prevent the commission of such offence.
- b) Notwithstanding anything contained in (a) above, where an offence under this Act has been committed by a company and it is proved that the offence has been committed with the



consent or connivance of or is attributable to any neglect on the part of any director, manager, secretary or another officer of the company, such director, manager, secretary or another officer shall also be deemed to be guilty of having committed such offence and shall be liable to be proceeded against and punished accordingly.

- c) For the purpose of this section-
 - a. "company" means a body corporate and includes a limited liability partnership, firm, registered society or co-operative society, trust or other association of individuals; and
 - b. "director" in relation to a limited liability partnership or firm, means a partner in the firm.
- d) Abetment of certain offenses: Whoever abets an offence punishable under this Act, whether or not that offence is committed in consequence of that abetment, shall be punished with the punishment provided for the offence.

8.36 Debarment from Bidding

- a) A bidder shall be debarred by the State Government if he has been convicted of an offence
 - a. under the Prevention of Corruption Act, 1988 (Central Act No. 49 of 1988); or
 - b. under the Indian Penal Code, 1860 (Central Act No. 45 of 1860) or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of the execution of a public procurement contract.
- b) A bidder debarred under (a) above shall not be eligible to participate in a procurement process of any procuring entity for a period not exceeding three years commencing from the date on which he was debarred.
- c) If a procuring entity finds that a bidder has breached the code of integrity prescribed in terms of "Code of Integrity for bidders" above, it may debar the bidder for a period not exceeding three years.
- d) Where the entire bid security or the entire performance security or any substitute thereof, as the case may be, of a bidder has been forfeited by a procuring entity in respect of any procurement process or procurement contract, the bidder may be debarred from participating in any procurement process undertaken by the procuring entity for a period not exceeding three years.
- e) The State Government or a procuring entity, as the case may be, shall not debar a bidder under this section unless such bidder has been given a reasonable opportunity of being heard.

8.37 Monitoring of Contract

- a. An officer or a committee of officers named Contract Monitoring Committee (CMC) may be nominated by procuring entity to monitor the progress of the contract during its deployment period.
- b. During the deployment period, the CMC shall keep a watch on the progress of the contract and shall ensure that quantity of resource deployment is in proportion to the total deployment period given if it is a severable contract, in which the deployment of resources and service is to be obtained continuously or is batched. If the entire quantity of goods and service is to be delivered in the form of completed work or entire contract like fabrication work, the process of completion of work may be watched, and inspections of the selected bidder's premises where the work is being completed may be inspected.
- c. If delay in deployment of resources and service is observed, a performance notice would be given to the selected bidder to speed up the deployment.
- d. Any change in the constitution of the firm, etc. shall be notified forthwith by the contractor in writing to the procuring entity and such change shall not relieve any former member of the firm, etc., from any liability under the contract.
- e. No new partner/ partners shall be accepted in the firm by the selected bidder in respect of the contract unless he/ they agree to abide by all its terms, conditions and deposits with the procuring entity through a written agreement to this effect. The bidder's receipt for



- acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.
- f. The selected bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of the procuring entity.

8.38 Verification of Eligibility Documents by RISL

RISL reserves the right to verify all statements, information, and documents submitted by the bidder in response to tender document. The bidder shall, when so required by RISL, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of verification by RISL shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of RISL thereunder. If any statement, information, and document submitted by the bidder is found to be false, manipulated, or forged during the verification process, strict action shall be taken as per the RTPP Act 2012.

8.39 General Instructions

Anything that is not mentioned/ covered explicitly in the RFP shall be governed by RTPP Act, 2012 and Rules thereto.



9. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT

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

9.1 Definitions

For the purpose of clarity, the following words and expressions shall have the meanings hereby assigned to them: -

- a) "Contract" means the Agreement entered into between the Purchaser and the successful/ selected bidder, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference herein.
- b) "Contract Documents" means the documents listed in the Agreement, including any amendments thereto.
- c) "Contract Price" means the price payable to the successful/ selected bidder as specified in the Agreement, subject to such additions and adjustments thereto or deductions therefrom, as may be made pursuant to the Contract.
- d) "Day" means a calendar day.
- e) "Deployment" means the on boarding of resources from the successful/ selected bidder to the Purchaser in accordance with the terms and conditions set forth in the Contract.
- f) "Delivery" means the transfer of the Goods from the successful/ selected bidder to the Purchaser in accordance with the terms and conditions set forth in the Contract.
- g) "Completion" means the fulfilment of the related services by the successful/ selected bidder in accordance with the terms and conditions set forth in the Contract.
- h) "Services" means all of the specialized manpower services that the successful/ selected bidder is required to provide to the Purchaser under the Contract.
- i) "Goods" means all of the commodities, raw material, machinery and equipment, and/or other materials that the successful/ selected bidder is required to supply to the Purchaser under the Contract.
- j) "Purchaser" means the entity purchasing/procuring the manpower services, as specified in the bidding document.
- k) "Related Services" means the services incidental to the supply of the manpower services, such as insurance, training, and other similar obligations of the successful/ selected bidder under the Contract.
- l) "Subcontractor" means any natural person, private or government entity, or a combination of the above, including its legal successors or permitted assigns, to whom any part of the services to be supplied or execution of any part of the related services is subcontracted by the successful/ selected bidder.
- m) "Supplier/ Successful or Selected bidder" means the person, private or government entity, or a combination of the above, whose Bid to perform the Contract has been accepted by the Purchaser and is named as such in the Agreement, and includes the legal successors or permitted assigns of the successful/ selected bidder.
- n) "The Site," where applicable, means the designated project place(s) named in the bidding document.

Note: The bidder shall be deemed to have carefully examined the eligibility conditions, specifications, (educational qualifications, experience and certifications, etc.) of the proposed manpower and related services to be rendered. If the bidder has any doubts as to the meaning of any portion of these conditions, he shall, before submitting the Bid and signing the contract refer the same to the procuring entity and get clarifications.



9.2 Verification of Eligibility Documents by purchaser

“Purchaser reserves the right to verify all statements, information and documents submitted by the bidder in response to tender document. The bidder shall, when so required by purchaser, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of verification by purchaser shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of purchaser thereunder. If any statement, information and document submitted by the bidder is found to be false, manipulated or forged during verification process, strict action shall be taken as per RTTP Act.

9.3 Contract Documents

Subject to the order of precedence set forth in the Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory.

9.4 Interpretation

- a) If the context so requires it, singular means plural and vice versa.
- b) Entire Agreement: The Contract constitutes the entire agreement between the Purchaser and the Supplier/ Selected bidder and supersedes all communications, negotiations, and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.
- c) Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.
- d) Non-waiver: Subject to the condition (f) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.
- e) Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.
- f) Severability: If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

9.5 Language

- a) The Contract, as well as all correspondence and documents relating to the Contract exchanged by the successful/ selected bidder and the Purchaser shall be written in the English language only. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the special conditions of the contract, in which case, for purposes of interpretation of the Contract, this translation shall govern.
- b) The successful/ selected bidder shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.

9.6 Joint Venture, Consortium or Association

Joint venture, consortium is not allowed to bid.



9.7 Eligible Goods and Related Services

- a) For purposes of this Clause, the term “goods” includes commodities, raw material, machinery, equipment, and industrial plants; and “related services” includes services such as insurance, transportation, supply, installation, integration, testing, commissioning, training, and initial maintenance.
- b) All articles/ goods being bid, other than those marked in the Bill of Material (BoM) should be the ones which are produced in volume and are used by a large number of users in India/ abroad. All products quoted by the successful/ selected bidder must be associated with specific make and model number, item code and names and with printed literature describing configuration and functionality. Any deviation from the printed specifications should be clearly mentioned in the offer document by the bidder/ supplier. Also, the bidder is to quote/ propose only one make/ model against the respective item.
- c) Bidder must quote products in accordance with above clause “Eligible goods and related services”.

9.8 Service of Notice, Documents & Orders

- a) A notice, document or order shall be deemed to be served on any individual by –
 - a. delivering it to the person personally; or
 - b. leaving it at, or sending it by post to, the address of the place of residence or business of the person last known;
 - c. on a body corporate by leaving it at, or sending it by post to, the registered office of the body corporate.
- b) When the procedure laid down in (a) above is followed, service shall be deemed to be effected by properly addressing, preparing and posting the document, notice or order, as the case may be.

9.9 Scope of Supply

- a) Subject to the provisions in the bidding document and contract, the deployment of resources and related services to be supplied shall be as specified in the bidding document.
- b) Unless otherwise stipulated in the Contract, the scope of supply shall include all such services mentioned in the Contract, but that can be reasonably inferred from the Contract as being required for attaining deployment and completion of the deployment of resources and related services as if such items were expressly mentioned in the Contract.
- c) The bidder shall not quote and supply hardware/ software that is likely to be declared as End of Sale on the date of bidding and End of Service/ Support for a period of Five (5) years from the last date of bid submission. If any of the hardware/ software is found to be declared as End of Sale/ Service/ Support, then the bidder shall replace all such hardware/ software with the latest ones having equivalent or higher specifications without any financial obligation to the purchaser.

9.10 Delivery & Installation

- a) Subject to the conditions of the contract, the delivery of the goods and completion of the related services shall be in accordance with the delivery and completion schedule specified in the bidding document. The details of supply/ shipping and other documents to be furnished by the successful/ selected bidder are specified in the bidding document and/ or contract.
- b) The contract for the supply can be repudiated at any time by the purchase officer, if the supplies are not made to his satisfaction after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.



- c) The Supplier/ Selected Bidder shall arrange to supply, install and commission the ordered materials/ system as per specifications within the specified delivery/ completion period at various departments and/ or their offices/ locations mentioned in the PO/ WO.
- d) Shifting the place of Installation: The user will be free to shift the place of installation within the same city /town/ district/ division. The successful/ selected bidder shall provide all assistance, except transportation, in shifting of the equipment. However, if the city/town is changed, additional charges of assistance in shifting and providing maintenance services for remaining period would be decided mutually.
- e) All title of the assets is to be transferred to RISL or its nominated agencies on the day of the successful delivery / installation/ commissioning, whichever is earlier of the supplied items. All expenses occurred during transfer of titleship of assets shall be borne by the selected bidder/authorized partner.

9.11 Supplier's/ Selected Bidder's Responsibilities

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

9.12 Purchaser's Responsibilities

- a) Whenever the deployment of resources and related services requires that the Supplier/ Selected Bidder obtain permits, approvals, and import and other licenses from local public authorities, the Purchaser shall, if so required by the Supplier/ Selected Bidder, make its best effort to assist the Supplier/ Selected Bidder in complying with such requirements in a timely and expeditious manner.
- b) The Purchaser shall pay all costs involved in the performance of its responsibilities, in accordance with the general and special conditions of the contract.

9.13 Contract Price

- a) The Contract Price shall be paid as specified in the contract subject to any additions and adjustments thereto, or deductions therefrom, as may be made pursuant to the Contract.
- b) Prices charged by the Supplier/ Selected Bidder for the Related Services performed under the Contract shall not vary from the prices quoted by the Supplier/ Selected Bidder in its bid, with the exception of any price adjustments authorized in the special conditions of the contract.

9.14 Recoveries from Supplier/ Selected Bidder

- a) Recovery of liquidated damages, short supply, breakage, rejected services shall be made ordinarily from bills.
- b) The Purchase Officer shall withhold an amount to the extent of short supply, or for rejected services unless these are replaced satisfactorily. In case of failure to withhold the amount, it shall be recovered from his dues and performance security deposit available under this contract with RISL.
- c) The balance, if any, shall be demanded from the Supplier/ Selected Bidder and when recovery is not possible, the Purchase Officer shall take recourse to law in force.

9.15 Taxes & Duties

- a) The TDS, GST, etc., if applicable, shall be deducted at source/ paid by RISL as per prevailing rates.
- b) For services supplied, the selected bidder shall be entirely responsible for all taxes, duties, license fees, etc., incurred until the deployment of the contracted services to the Purchaser.



- c) For services supplied from within India, the successful/ selected bidder shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted services to the Purchaser.
- d) If any tax exemptions, deductions, allowances or privileges may be available to the selected bidder, the Purchaser shall use its best efforts to enable the selected bidder to benefit from any such tax savings to the maximum allowable extent.

9.16 Copyright/Intellectual Property Rights

The copyright/ IPR in all drawings, source code, design documents, and other materials containing data and information furnished to the Purchaser that has been developed/ customized by the Selected Bidder for the project herein shall remain vested in the Purchaser.

9.17 Confidential Information

- a) The Purchaser and the Supplier/ Selected Bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any drawings, documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.
- b) The Supplier/ Selected Bidder may furnish to its Subcontractor, if permitted, such documents, data, and other information it receives from the Purchaser to the extent required for the Subcontractor to perform its work under the Contract, in which event the Supplier/ Selected Bidder shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Supplier/ Selected Bidder.
- c) The Purchaser shall not use such documents, data, and other information received from the Supplier/ Selected Bidder for any purposes unrelated to the Contract. Similarly, the Supplier/ Selected Bidder shall not use such documents, data, and other information received from the Purchaser for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.
- d) The obligation of a party under sub-clauses above, however, shall not apply to information that:
 - i. the Purchaser or Supplier/ Selected Bidder need to share with RISL or other institutions participating in the Contract;
 - ii. now or hereafter enters the public domain through no fault of that party;
 - iii. can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or
 - iv. otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.
- e) The above provisions shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the supply or any part thereof.
- f) The provisions of this clause shall survive during the course of agreement and after two years of completion or termination, for whatever reason, of the Contract.

9.18 Sub-contracting

- a) The bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of Purchaser/ Tendering Authority.
- b) If permitted, the selected bidder shall notify the Purchaser, in writing, of all subcontracts awarded under the Contract, if not already specified in the Bid. Subcontracting shall in no event relieve the Supplier/ Selected Bidder from any of its obligations, duties, responsibilities, or liability under the Contract.



- c) Subcontractors, if permitted, shall comply with the provisions of bidding document and/ or contract.

9.19 Specifications & Standards

- a) All articles supplied shall strictly conform to the specifications, trademark laid down in the bidding document and wherever articles have been required according to ISI/ ISO/ other applicable specifications/ certifications/ standards, those articles should conform strictly to those specifications/ certifications/ standards. The supply shall be of best quality and description. The decision of the competent authority/ purchase committee whether the articles supplied conforms to the specifications shall be final and binding on the supplier/ selected bidder.
- b) Technical Specifications and Drawings
 - i. The Supplier/ Selected Bidder shall ensure that the goods and related services comply with the technical specifications and other provisions of the Contract.
 - ii. The Supplier/ Selected Bidder shall be entitled to disclaim responsibility for any design, data, drawing, specification or other document, or any modification thereof provided or designed by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Purchaser.
 - iii. The goods and related services supplied under this Contract shall conform to the standards mentioned in bidding document and, when no applicable standard is mentioned, the standard shall be equivalent or superior to the official standards whose application is appropriate to the country of origin of the Goods.
- c) Wherever references are made in the Contract to codes and standards in accordance with which it shall be executed, the edition or the revised version of such codes and standards shall be those specified in the bidding document. During Contract execution, any changes in any such codes and standards shall be applied only after approval by the Purchaser and shall be treated in accordance with the general conditions of the contract.
- d) The supplier/ selected bidder must certify that all the goods are new, unused, and of the agreed make and models, and that they incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.
- e) The supplier/ selected bidder should further warrant that the Goods shall be free from defects arising from any act or omission of the supplier/ selected bidder or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the place of final destination.

9.20 Packing and Documents

- a) The Supplier/ Selected Bidder shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract. During transit, the packing shall be sufficient to withstand, without limitation, rough handling and exposure to extreme temperatures, salt and precipitation, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the final destination of the Goods and the absence of heavy handling facilities at all points in transit.
- b) The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Contract, including additional requirements, if any, specified in the contract, and in any other instructions ordered by the Purchaser.



9.21 Insurance

- a) The goods will be delivered at the destination godown in perfect condition. The Goods supplied under the Contract shall be fully insured against loss by theft, destruction or damage incidental to manufacture or acquisition, transportation, storage, fire, flood, under exposure to weather and delivery at the designated project locations, in accordance with the applicable terms. The insurance charges will be borne by the supplier and Purchaser will not be required to pay such charges if incurred.
- b) The goods will be delivered at the FOR destination in perfect condition.

9.22 Transportation

- a) The supplier/ selected bidder shall be responsible for transport by sea, rail and road or air and delivery of the material in the good condition to the consignee at destination. In the event of any loss, damage, breakage or leakage or any shortage the bidder shall be liable to make good such loss and shortage found at the checking/ inspection of the material by the consignee. No extra cost on such account shall be admissible.
- b) All goods must be sent freight paid through Railways or goods transport. If goods are sent freight to pay, the freight together with departmental charge @5% of the freight will be recovered from the supplier's/ selected bidder's bill.

9.23 Inspection

- a) The Purchase Officer or his duly authorized representative shall at all reasonable time have access to the supplier's/ selected bidder's premises and shall have the power at all reasonable time to inspect and examine the materials and workmanship of the goods/ equipment/ machineries during manufacturing process or afterwards as may be decided.
- b) The supplier/ selected bidder shall furnish complete address of the premises of his factory, office, go-down and workshop where inspection can be made together with name and address of the person who is to be contacted for the purpose.
- c) After successful inspection, it will be supplier's/ selected bidder's responsibility to dispatch and install the equipment at respective locations without any financial liability to the Purchaser. However, supplies when received at respective locations shall be subject to inspection to ensure whether they conform to the specification.

9.24 Samples

- a) When notified by the Purchaser to the supplier/ bidder/ selected bidder, Bids for articles/ goods marked in the BoM shall be accompanied by four sets of samples of the articles quoted properly packed. Such samples if submitted personally will be received in the office. A receipt will be given for each sample by the officer receiving the samples. Samples if sent by train, etc., should be dispatched freight paid and the R/R or G.R. should be sent under a separate registered cover. Samples for catering/ food items should be given in a plastic box or in polythene bags at the cost of the bidder.
- b) Each sample shall be marked suitably either by written on the sample or on a slip of durable paper securely fastened to the sample, the name of the bidder and serial number of the item, of which it is a sample in the schedule.
- c) Approved samples would be retained free of cost up to the period of six months after the expiry of the contract. RISL shall not be responsible for any damage, wear and tear or loss during testing, examination, etc., during the period these samples are retained. The Samples shall be collected by the supplier/ bidder/ selected bidder on the expiry of stipulated period. RISL shall in no way make arrangements to return the samples. The samples uncollected within



- 9 months after expiry of contract shall be forfeited by RISL and no claim for their cost, etc., shall be entertained.
- d) Samples not approved shall be collected by the unsuccessful bidder. RISL will not be responsible for any damage, wear and tear, or loss during testing, examination, etc., during the period these samples are retained. The uncollected samples shall be forfeited and no claim for their cost, etc., shall be entertained.
 - e) Supplies when received may be subject to inspection to ensure whether they conform to the specifications or with the approved samples. Where necessary or prescribed or practical, tests shall be carried out in Government laboratories, reputed testing house like STQC (ETDC) and the like and the supplies will be accepted only when the articles conform to the standard of prescribed specifications as a result of such tests.
 - f) The supplier/ selected bidder shall at its own expense and at no cost to the Purchaser carry out all such tests and/ or inspections of the Goods and Related Services as are specified in the bidding document.

9.25 Drawl of Samples

In case of tests, wherever feasible, samples shall be drawn in four sets in the presence of supplier/ bidder/ selected bidder or his authorized representative and properly sealed in their presence. Once such set shall be given to them, one or two will be sent to the laboratories and/ or testing house and the third or fourth will be retained in the office for reference and record.

9.26 Testing charges

Testing charges shall be borne by the Government. In case, test results showing that supplies are not up to the prescribed standards or specifications, the testing charges shall be payable by the selected bidder.

9.27 Rejection

- a) Articles not approved during inspection or testing shall be rejected and will have to be replaced by the selected bidder at his own cost within the time fixed by the Purchase Officer.
- b) If, however, due to exigencies of RISL work, such replacement either in whole or in part, is not considered feasible, the Purchase Officer after giving an opportunity to the selected bidder of being heard shall for reasons to be recorded, deduct a suitable amount from the approved rates. The deduction so made shall be final.
- c) The rejected articles shall be removed by the supplier/ bidder/ selected bidder within 15 days of intimation of rejection, after which Purchase Officer shall not be responsible for any loss, shortage or damage and shall have the right to dispose of such articles as he thinks fit, at the selected bidder's risk and on his account.

9.28 Procuring entity's right to accept or reject any or all Bids

The Procuring entity reserves the right to accept or reject any Bid and to annul (cancel) the bidding process and reject all Bids at any time prior to award of contract, without thereby incurring any liability to the bidders.

9.29 Extension in Delivery Period and Liquidated Damages (LD)

- a) Except as provided under clause "Force Majeure", if the supplier/ selected bidder fails to deploy any or all of the resources or perform the Related Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract,



- deduct from the rate Contract Price, as liquidated damages, a sum equivalent to the percentage specified in (d) below for each week or part thereof of delay until actual deployment or performance, up to a maximum deduction of the percentage specified in the bidding document and/ or contract. Once the maximum is reached, the Purchaser may terminate the Contract pursuant to clause "Termination."
- b) The time specified for deployment in the bidding document shall be deemed to be the essence of the contract, and the supplier/ selected bidder shall arrange related services within the specified period.
- c) Deployment / completion period may be extended with or without liquidated damages if the delay in the supply of service(s) is on account of hindrances beyond the control of the supplier/ selected bidder.
- i. The supplier/ selected bidder shall request in writing to the Purchaser giving reasons for extending the deployment period of service, if he finds himself unable to complete the supply of service(s) within the stipulated deployment period or is unable to maintain prorated progress in the supply of resources or service delivery. This request shall be submitted as soon as a hindrance in deployment of resources and service occurs or within 15 days from such occurrence but before expiry of stipulated period of completion of deployment of resources and service after which such request shall not be entertained.
 - ii. The Purchaser shall examine the justification of causes of hindrance in the deployment of resources and service and the period of delay occurred due to that and recommend the competent authority on the period of extension which should be granted with or without liquidated damages.
 - iii. Normally, extension in delivery period of goods and service in following circumstances may be considered without liquidated damages:
 - a. When delay has occurred due to delay in supply of drawings, designs, plans etc. if the user department or RISL was required to supply them to the supplier of goods or service provider as per terms of the contract.
 - b. When delay has occurred in supply of materials etc. if these were required to be supplied to the supplier or service provider by the RISL as per terms of the contract.
 - iv. If the competent authority agrees to extend the delivery period/ schedule, an amendment to the contract with suitable denial clauses and with or without liquidated damages, as the case may be, shall be issued. The amendment letter shall mention that no extra price or additional cost for any reason, what so ever beyond the contracted cost shall be paid for the delayed supply of goods and service.
 - v. It shall be at the discretion of the concerned authority to accept or not to accept the supply of goods and/ or services rendered by the contractor after the expiry of the stipulated delivery period, if no formal extension in delivery period has been applied and granted. The competent authority shall have right to cancel the contract with respect to undelivered goods and/ or service.
 - vi. If user department or RISL is in need of the good and/ or service rendered after expiry of the stipulated delivery period, it may accept the services and issue a letter of extension in delivery period with usual liquidated damages and denial clauses to regularize the transaction.
- d) In case of extension in the deployment/ completion/ commissioning, the period is granted with full liquidated damages; the recovery shall be made on the basis of following percentages of the value of service which the supplier/ selected bidder has failed to supply/ install/ complete :

No.	Condition	LD %*
a.	Delay up to one-fourth period of the prescribed period of deployment	2.5 %
b.	Delay exceeding one fourth but not exceeding half of the prescribed	5.0 %



	period of deployment	
c.	Delay exceeding half but not exceeding three fourth of the prescribed period of deployment	7.5 %
d.	Delay exceeding three fourth of the prescribed period of deployment	10.0 %

- i. The fraction of a day in reckoning period of delay in resource deployment and completion of work shall be eliminated, if it is less than half a day.
- ii. The maximum amount of liquidated damages shall be 10% of the total value of the items/services to be supplied in the particular phase.
- iii. If supplier requires an extension of time in completion of contractual supply on account of occurrence of any hindrances, he shall apply in writing to the authority which had placed the work order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of supply.
- iv. Delivery period may be extended with or without penalties if the delay in the supply of goods in on account of hindrances beyond the control of supplier.

9.30 Authenticity of Equipment

- a) The selected bidder shall certify (as per Annexure-6) that the supplied goods are brand new, genuine/ authentic, not refurbished, conform to the description and quality as specified in this bidding document and are free from defects in material, workmanship and service.
- b) If during the contract period, the said goods be discovered counterfeit/ unauthentic or not to conform to the description and quality aforesaid or have determined (and the decision of the Purchase Officer in that behalf will be final and conclusive), notwithstanding the fact that the purchaser may have inspected and/ or approved the said goods, the purchaser will be entitled to reject the said goods or such portion thereof as may be discovered not to conform to the said description and quality, on such rejection the goods will be at the selected bidder's risk and all the provisions relating to rejection of goods etc., shall apply. The selected bidder shall, if so called upon to do, replace the goods etc., or such portion thereof as is rejected by Purchase Officer, otherwise the selected bidder shall pay such damage as may arise by the reason of the breach of the condition herein contained. Nothing herein contained shall prejudice any other right of the Purchase Officer in that behalf under this contract or otherwise.
- c) Goods accepted by the purchaser in terms of the contract shall in no way dilute purchaser's right to reject the same later, if found deficient in terms of the this clause of the contract.

9.31 Warranty

- a) The bidder must supply all items with comprehensive on-site OEM warranty after the goods, or any portion thereof as the case may be, have been delivered to, installed and accepted at the final destination(s) indicated in the bidding document. However, if delay of installation is more than a month's time due to the reasons ascribed to the bidder, the warranty shall start from the date of last successful installation of the items covered under the PO.
- b) At the time of goods delivery, the selected bidder shall submit a certificate/ undertaking from all the respective OEMs mentioning the fact that the goods supplied are covered under comprehensive warranty & support for the prescribed period.
- c) The purchaser shall give a written notice to the selected bidder stating the nature of any defect together with all available evidence thereof, promptly following the discovery thereof. The purchaser shall afford all reasonable opportunity for the selected bidder to inspect such defects. Upon receipt of such notice, the selected bidder shall expeditiously cause to repair the defective goods or parts thereof or replace the defective goods or parts thereof with brand new genuine/ authentic ones having similar or higher specifications from the respective OEM, at no cost to the Purchaser. Any goods repaired or replaced by the selected bidder shall be delivered at the respective location without any additional costs to the purchaser.



- d) If having been notified, the selected bidder fails to remedy the defect within the period specified, the purchaser may proceed to take within a reasonable period such remedial action as may be necessary, in addition to other recourses available in terms and conditions of the contract and bidding document.
- e) During the warranty period, the bidder shall also be responsible to ensure adequate and timely availability of spare parts needed for repairing the supplied goods.
- f) The warranty on supplied software media, if any, should be at least 90 days.

9.32 Patent Indemnity

- a) The supplier/ selected bidder shall, subject to the Purchaser's compliance with sub-clause (b) below, indemnify and hold harmless the Purchaser and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of: -
 - i. the installation of the Goods by the supplier/ selected bidder or the use of the Goods in the country where the Site is located; and
 - ii. the sale in any country of the products produced by the Goods.Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the supplier/ selected bidder, pursuant to the Contract.
- b) If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to above, the Purchaser shall promptly give the supplier/ selected bidder a notice thereof, and the supplier/ selected bidder may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.
- c) If the supplier/ selected bidder fails to notify the Purchaser within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf.
- d) The Purchaser shall, at the supplier's/ selected bidder's request, afford all available assistance to the supplier/ selected bidder in conducting such proceedings or claim, and shall be reimbursed by the supplier/ selected bidder for all reasonable expenses incurred in so doing.
- e) The Purchaser shall indemnify and hold harmless the supplier/ selected bidder and its employees, officers, and Subcontractors (if any) from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the supplier/ selected bidder may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Purchaser.

9.33 Limitation of Liability

Except in cases of gross negligence or wilful misconduct: -

- a) neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not



apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and

- b) the aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement.

9.34 Force Majeure

- a) The supplier/ selected bidder shall not be liable for forfeiture of its PSD, LD, or termination for default if and to the extent that its delay in performance or another failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) For purposes of this Clause, “Force Majeure” means an event or situation beyond the control of the supplier/ selected bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the supplier/ selected bidder. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- c) If a Force Majeure situation arises, the supplier/ selected bidder shall promptly notify the RISL in writing of such conditions and cause thereof within 15 days of the occurrence of such event. Unless otherwise directed by RISL, the supplier/ selected bidder shall continue to perform its obligations under the contract as far as reasonably practical.
- d) If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side.
- e) In case a Force Majeure situation occurs with the RISL, the RISL may take the case with the supplier/ selected bidder on similar lines.

9.35 Change Orders and Contract Amendments

- a) The Purchaser may at any time order the supplier/ selected bidder through Notice in accordance with clause “Notices” above, to make changes within the general scope of the in any one or more of the followings:
 - i. drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;
 - ii. the method of shipment or packing;
 - iii. the place of delivery; and
 - iv. the related services to be provided by the supplier/ selected bidder.
- b) If any such change causes an increase or decrease in the cost of, or the time required for, the supplier’s/ selected bidder’s performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the deployment of resource and Completion Schedule, or both, and the Contract shall accordingly should be amended. Any claims by the supplier/ selected bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the supplier’s/ selected bidder’s receipt of the Purchaser’s change order.
- c) Prices to be charged by the supplier/ selected bidder for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier/ selected bidder for similar services.



9.36 Termination

A. Termination for Default

- i. The tender 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 supplier/ selected bidder, terminate the contract in whole or in part: -
 - a. If the supplier/ selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by RISL; or
 - b. If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of deployment of resource or any extension granted thereof; or
 - c. If the supplier/ selected bidder, in the judgment of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
 - d. If the supplier/ selected bidder commits a breach of any condition of the contract.
- ii. If RISL terminates the contract in whole or in part, the amount of PSD may be forfeited.
- iii. Before cancelling a contract and taking further action, advice of senior-most finance person available in the office and of a legal adviser or legal assistant posted in the office, if there is one, may be obtained.
- iv. A 30 days cure period may be provided to the bidder.

B. Termination for Insolvency

RISL may at any time terminate the Contract by giving written notice of at least 30 days to the supplier/ selected bidder if the supplier/ selected bidder becomes bankrupt or otherwise insolvent. In such event, the termination will be without compensation to the supplier/ 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.

C. Termination for Convenience

- i. RISL, by a written notice of at least 30 days sent to the supplier/ selected bidder may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- ii. Depending on merits of the case the supplier/ selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.
- iii. The services that are complete and ready for deployment/ delivery within twenty-eight (28) days after the supplier's/ selected bidder's receipt of the Notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining services, the Purchaser may elect:
 - a. To have any portion completed and delivered at the Contract terms and prices; and/or
 - b. To cancel the remainder and pay to the supplier/ selected bidder an agreed amount for partially completed Services Or and for materials and parts previously procured by the supplier/ selected bidder.
- iv. A 30 days cure period may be provided to the bidder.
- v. As on effective date of termination, Tendering Authority shall pay:
 - a. The unpaid value of all the assets/ services supplied by the bidders and accepted by the purchaser in accordance with the RFP specifications.
 - b. All the services delivered by the bidder and accepted by the purchaser, the consideration payable shall be based on services rate as per agreement.



9.37 Exit Management

- a) Preamble
 - i. The word 'parties' include the procuring entity and the selected bidder.
 - ii. This Schedule sets out the provisions, which will apply on expiry or termination of the Project Implementation and Operations and Management of SLA.
 - iii. In the case of termination of the Project Implementation and/ or Operation and Management SLA due to illegality, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.
 - iv. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.
- b) Transfer of Assets
 - i. The selected bidder may continue work on the assets for the duration of the exit management period which may be a six (6) months period from the date of expiry or termination of the agreement if required by RISL to do so. During this period, the selected bidder will transfer all the assets in good working condition and as per the specifications of the bidding document, including the ones being upgraded to the department/ designated agency. The security deposit/ performance security submitted by the selected bidder, will only be returned after the successful transfer of the entire project, including its infrastructure (if any).
 - ii. The selected bidder, if not already done, will transfer all the Software Licenses under the name of the RISL as desired by the procuring entity during the exit management period.
 - iii. RISL during the project implementation phase and the operation and management phase shall be entitled to serve notice in writing to the selected bidder at any time during the exit management period requiring the selected bidder to provide DoIT&C or its nominated agencies with a complete and up-to-date list of the assets within 30 days of such notice.
 - iv. Upon service of a notice, as mentioned above, the following provisions shall apply:
 - a. In the event, if the assets which to be transferred to RISL mortgaged to any financial institutions by the selected bidder, the selected bidder shall ensure that all such liens and liabilities have been cleared beyond any doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to RISL or its nominated agencies.
 - b. All title of the assets to be transferred to RISL or its nominated agencies pursuant to clause(s) above shall be transferred on the last day of the exit management period. All expenses occurred during the transfer of assets shall be borne by the selected bidder.
 - c. That on the expiry of this clause, the selected bidder and any individual assigned for the performance of the services under this clause shall handover or cause to be handed over all confidential information and all other related material in its possession, including the entire established infrastructure supplied by selected bidder to RISL.
 - d. That the products and technology delivered to RISL during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by selected bidder to other locations apart from the locations mentioned in this bidding document without prior written notice and approval of RISL, supplied hardware, software & documents, etc., used by a selected bidder for RISL shall be the legal properties of RISL.
- c) Cooperation and Provision of Information during the exit management period
 - i. The selected bidder will allow RISL or its nominated agencies access to the information reasonably required to define the current mode of operation associated with the provision of the services to enable RISL or its nominated agencies to assess the existing services being delivered.
 - ii. The selected bidder shall provide access to copies of all information held or controlled by them which they have prepared or maintained in accordance with the Project Implementation, the Operation and Management SLA and SOWs relating to any material



- aspect of the services provided by the selected bidder. RISL or its nominated agencies shall be entitled to copy all such information comprising of details pertaining to the services rendered and other performance data. The selected bidder shall permit RISL or its nominated agencies and/ or any replacement operator to have reasonable access to its employees and facilities as reasonably required by RISL or its nominated agencies to understand the methods of delivery of the services employed by the selected bidder and to assist appropriate knowledge transfer.
- d) Confidential Information, Security and Data
The selected bidder will promptly on the commencement of the exit management period supply to RISL or its nominated agencies the following:
- i. Documentation relating to Intellectual Property Rights;
 - ii. Project related data and confidential information;
 - iii. All current and updated data as is reasonably required for purposes of RISL or its nominated agencies transitioning the services to its replacement selected bidder in a readily available format nominated by RISL or its nominated agencies; and
 - iv. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable RISL or its nominated agencies, or its replacement operator to carry out due diligence in order to transition the provision of the services to RISL or its nominated agencies, or its replacement operator (as the case may be).
 - v. Before the expiry of the exit management period, the selected bidder shall deliver to RISL or its nominated agencies all new or updated materials from the categories set out above and shall not retain any copies thereof, except that the selected bidder shall be permitted to retain one copy of such materials for archival purposes only.
- e) Transfer of certain agreements
- i. On request by Procuring entity or its nominated agencies, the selected bidder shall effect such assignments, transfers, innovations, licenses and sub-licenses as Procuring entity or its nominated agencies may require in favour of procuring entity or its nominated agencies, or its replacement operator in relation to any equipment lease, maintenance or service provision agreement between selected bidder and third-party leasers, operators, or operator, and which are related to the services and reasonably necessary for carrying out of the replacement services by RISL or its nominated agencies, or its replacement operator.
 - ii. Right of Access to Premises: At any time during the exit management period and for such period of time following termination or expiry of the SLA, where assets are located at the selected bidder's premises, the selected bidder will be obliged to give reasonable rights of access to (or, in the case of assets located on a third party's premises, procure reasonable rights of access to RISL or its nominated agencies, and/ or any replacement operator in order to inventory the assets.
- f) General Obligations of the selected bidder
- i. The selected bidder shall provide all such information as may reasonably be necessary to effect as seamless during handover as practicable in the circumstances to RISL or its nominated agencies or its replacement operator and which the operator has in its possession or control at any time during the exit management period.
 - ii. The selected bidder shall commit adequate resources to comply with its obligations under this Exit Management Clause.
- g) Exit Management Plan
- i. The selected bidder shall provide RISL or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs.
 - ii. A detailed program of the transfer process that could be used in conjunction with a replacement operator including details of the means to be used to ensure the continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and



- iii. Plans for the communication with such of the selected bidder's, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on RISL operations as a result of undertaking the transfer; and
- iv. If applicable, proposed arrangements and Plans for the provision of contingent support in terms of business continuance and hand-holding during the transition period, to RISL or its nominated agencies, and Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.
- v. The Bidder shall re-draft the Exit Management Plan annually after signing of the contract to ensure that it is kept relevant and up to date.
- vi. Each Exit Management Plan shall be presented by the selected bidder to and approved by RISL or its nominated agencies.
- vii. In the event of termination or expiry of SLA, Project Implementation, Operation and Management SLA or SOWs, each party shall comply with the Exit Management Plan.
- viii. During the exit management period, the selected bidder shall use its best efforts to deliver the services.
- ix. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.
- x. It would be the responsibility of the selected bidder to support the new operator during the transition period.

9.38 Settlement of Disputes

Any dispute existing out of contract shall be settled according to the provision of arbitration and conciliation act, 1996.



10. SOFTWARE TERMS AND CONDITIONS OF TENDER & CONTRACT

- 1) **Platform:** The server-end software should be able to run on Linux operating system environment. The selected modules of developed system should be capable of being deployed in off-line, hybrid as well as online mode. server-end software should be able to run on Windows operating system environment, if required.

At the user-end, various users of the application software system should be able to use their PCs under MS Windows 10 and/or Linux with commonly used office automation tools such as MS Office S-MIME compliant email systems and Internet browsers. The bidder in this regard may specify any minimum software - version requirement. Any proprietary component of the software which is not compliant to international standards should be clearly mentioned. Proprietary components, if any, in the application software should be downloadable from the portal-server by each user free of cost.

- 2) **Software Ownership Rights:** The bidder shall transfer the complete source code along with adequate detailed documents (from the testing phase onwards) ownership right of the application software package to RISL. RISL shall have the right to use the software till perpetuity for any number of users. The source code should be submitted in external HDD and pen drive both to RISL.
- 3) In case the bidder is using any third party software, the bidder must have proper legal arrangement with the developer/owner of the software to ensure complete back to back support to RISL. This should also include support on upgrades at no additional cost. Both the parties shall be jointly and severally liable for the effect of performance of software on implementation of the project. For this purpose, the bidder would indemnify RISL against any third party claim by the developer/owner of third party software to the effect.
- 4) The firm shall provide descriptive schema of database. The firm shall submit all technical documentation of all database objects including names, description and other details of all the technical entities such as tables, fields, queries, forms, reports etc.
- 5) The software should be developed using latest technologies/architecture and best practices prevalent in industry. Source code should be well documented and follow industry standard code writing practices. RISL shall have the right to check and approve the coding practices and may ask the firm, at any time, to change full or some part of the code according to the pattern suggested.
- 6) Successful Bidder must follow the below mention Industries best Practices and conventions of coding, but are not limited to following while developing the Jan Aadhaar Application.
 - Coding Standard and conventions must be applied strictly.
 - The application code should have proper comments which are self-explanatory.
 - Logging feature must be implemented which will help to analyse the bugs at Production. Provision may be made in the system for generating user-wise log file.
 - Audit log of every transaction in the application has to be preserved.
 - Developed system must have proper exception handling that can trap any production error with proper messages.
 - All PL/SQL functions and procedures will be implemented as part of a package.
 - The database must be Normalized as required, to optimize the performance.
 - All the SQL and PL/SQL must be fine-tuned. Use integrity constraints (foreign key, check, not null etc) for data integrity.
 - Every effort should be made to preserve the root cause of Exceptions to the client code.



- PL/SQL components will not raise exceptions directly. Exceptions will be used to indicate errors, not as a normal method for branching control.

7) **Features of the Software:** The Technology Partner will provide the application software, which should have the following features:

1. Technology

- Application software should be web enabled based on client server technology. The central server will be placed at Rajasthan State Data Centre, Jaipur. The following stacks are available in RSDC.
- Front End: Platform of application should be Java/J2EE(Spring boot, hibernate)
- Application server: Websphere / Weblogic
- RDBMS Compatibility: Should be capable of being deployed with Oracle 12c or higher version
- IBM MDM: STP will be responsible for the installation, upgradation, administration, development, deployment to the latest version available with RISL.

The bidder can use existing software license of IBM MDM in his proposed solution.

Any new software product proposed in the solution has to be arranged by the bidder himself. The software license for same need to be perpetual in nature and in the name of RISL.

Version upgradation is continuous process and Technology partner would work with the respective product version made available by RISL.

Note: Infrastructure managed services (Servers, Network, Storage, Backup, VM) would be provided by the RSDC during development and O&M phase.

2. Database

Database shall comprise of

- A comprehensive electronic record of approx. 8 crores residents of the state
- Scanned documents related with enrolment of residents
- Direct benefit transfer (Cash/ Non-cash) to beneficiaries
- The database shall be capable to handle high volume transactions.

3. Third Party Integration

The application will be integrated with following third party applications but not limited to:

- IFMS (Integrated Finance Management System)
- RPP/NPCI/etc.
- SMS gateway
- Email Solution
- Enterprise service bus
- E-Sign
- E-Vault (Document Management System)
- Jan Aadhaar e-Wallet
- Raj SewaDwar (ESB)
- Raj Masters

4. Features

The following aspects should be taken into account for implementing the proposed System:

- To adopt a J2EE based standard approach.
- To develop a scalable, extensible architecture and maintainable with acceptable response time.
- To ensure security and privacy of data for multiple users.



- Encryption and decryption facility to be provided in application as per requirement of RISL.
- To develop generic interfaces for common infrastructure services such as security, authorization and access control such that they can be reused in other applications.
- Based on the data requirements from and to the IT System, generic interfacing modules would be provided. The interface with external application should be facilitated using web service to provide data in a XML/JSON format and accept data provided in a XML/JSON format.
- Facility to interact with gateways wherever required like SMS gateway, Email Solution etc.
- The application software should provide flexibility of being customizable to meet specific requirement of different departments /organization.

5. Testing

Since Testing is an integral part of software development that needs to be planned. Successful Bidder should also follow the industries best Practices for Testing and Deployment Phase.

It is also important that testing is done proactively by Successful Bidder; meaning that test cases should be planned before coding starts and test cases should be developed while the application is being designed and coded. Manual and automated testing are to be followed for the testing of the application.

There would be different level of testing i.e. Unit testing, performance testing, user acceptance testing. Selected Bidder requires to follow above testing practices at all levels of testing, planning, and execution.

Automating build tools and automated running of regression test suites for each included functionality is also recommended to ensure that existing functionality is not broken.

6. Release and Deployment Management

Successful bidder should follow the industry best practices for the release and application deployment in Test and Production environment. It must follow the certain guideline at the time of deployment. Following aspects are to be ensured while release and deployment.

- Appropriately authorized tested changes/upgrades to the application are rolled out
 - all deployments to be planned in detail, tested, and monitored
 - Keep the installation structure simple: Files and directories should be kept to a minimum.
 - Don't install anything that's never going to be used.
 - Have a roll back strategy: There must be a way to roll-back to a previous (working) version.
 - Do not change deployment procedures and scripts on-the-fly
 - Rely on automation for repeatable processes: There's far too much room for human error, deployments should not be manual. Cruise Control/Hudson/Jenkins and Maven would be used for build.
- 8) **Patent Rights:** In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the software, database etc. or any part thereof, the bidder shall expeditiously extinguish such claim. If the bidder fails to comply and RISL is required to pay compensation to a third party resulting from such infringement, the bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. RISL will give notice to the bidder of such claim, if it is made.
- 9) **Standards of Performance:** The successful bidder shall carry out the tasks/ services assigned and carry out its obligations under the contract with due diligence, efficiency and economy in accordance with generally accepted norms techniques and practices used in the industry.



The successful bidder shall also adhere to professional engineering and consulting standards recognized by international professional bodies and shall observe sound management, technical and engineering practices.

It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. The successful bidder shall always act in respect of any matter relating to this contract, as faithful advisors to the Purchaser and shall, at all times, support and safeguard the Purchasers legitimate interests in any dealings with the third party.

- 10) **Software Development Personnel:** The bidder shall employ and provide such qualified and experienced personnel as are required to perform the services under the contract.
- 11) **Application source code & Documents Prepared by the Bidder to be Property of Purchaser:** All plans, drawings, specifications, designs, source code and other documents prepared by the successful bidder in the execution of the contract shall become and remain the property of the Purchaser, and before termination or expiration of this contract, the successful bidder shall deliver all such documents to the Purchaser under the contract along with the detailed inventory thereof. The bound two set of copies of Project Plan, Documentation of System Study, System Requirement Specifications (SRS), Functional Requirement Specification, System Design Documentation (SDD), Test Plans, Test Cases Document (Unit, User Acceptance), Test Reports, User Manuals etc. are to be handed over to the Purchaser after its completion at respective stages along with its softcopies on the latest media available at that time.
- 12) **Assistance to Third Party Auditor (TPA) appointed by RISL:** The integrity of the system and processes must be ensured and validated through an independent system auditor of national/international repute appointed by RISL. Robustness of the internal control system must be checked to have assurance on the integrity, reliability and authenticity of data. It must also be checked whether an automated environment exists to ensure that the accounting transactions generated are in accordance with applicable laws, standards, rules and regulations. Selected Bidder shall provide access of the systems as required by TPA for conducting the audits etc. Gaps/ issues identified by the TPA will be decided by RISL and shall further be taken up for resolution in timely manner by Selected Bidder without any extra cost to RISL.
- 13) **Passing of Property :** Ownership shall not pass to the Purchaser unless and until the products and documentation thereof have been deployed, tested and accepted, in accordance with the conditions of the contract to the entire satisfaction of the Purchaser.
- 14) **Acceptance:** The acceptance tests, which shall involve testing of each product, shall be conducted by the successful bidder in the presence of core group of experts nominated by the Purchaser. The acceptance test of each product shall be conducted when the bidder will give in writing that each product has been completely delivered/ installed.
- 15) **Other Facilities:**
 - The Rajasthan Jan Aadhaar Authority Act, 2020 is to be strictly followed.
 - Facility for strong Vigilance/Audit/Security/Management system with related Reports
 - System should be configurable to create various types of users on the portal viz. system administrator, departmental user etc.
 - Comprehensive Matrix of Authorisation for each user in the system;
 - Audit trail of the entire system operations should be maintained in secured environment.
- 16) **The general features of the application software are as below :**
 1. The Technology Partner will use industry standard methodology for Software Engineering, covering the entire SDLC (Software Development Life Cycle).



2. **Web Based:** The Jan Aadhaar Application will a web based application which would be connected through central servers through primary network connectivity.
3. **Browser Independent:** The application software should be web enabled so that the same can be accessed by users from anywhere, anytime. It is imperative that the user interface of the application software should be browser based so that the users can access the software using internet (HTTP protocol). The software should be compatible with all popularly used browsers.
4. **Audit Trail:** The application software should provide for proper audit trail for any change made in the data. The software should be capable to store IP addresses, date and timestamp and other identities of the applicant entering online data and IP address and user code, date & time stamp of user creating application rules, editing any rules, editing masters etc. The system should maintain proper logs of any changes made in the data. System should not physically delete any record. The record should only be marked as deleted. All updated and edited records should be traceable and copy of all editions/ deletions should be available with MIS reporting of the same.
5. **Validation Checks:** The application software should incorporate proper validation checks so that garbage data is not stored in the database. The validation checks should be able to minimize data entry mistakes.
6. **Security:** The application should be designed and developed by incorporating security features as per the best industry practices. To maintain information security at transaction level, application should support both HTTP and HTTPS protocol. The specific elements of the application should be provided access to authorized personnel. Wherever required the data should be encrypted. The bidder shall, to the extent relevant and possible, be guided by the standard information systems security policies and guidelines or suitable Industry standards. Appropriate access and authorization controls should be incorporated into the software. The bidder should also provide configurable User and Role-based security for the Menu Options of the application. Individual user will be protected with access rights. Individual users should not be able to access data of other users

The Application must have integrated security/ monitoring features with the following:

- Definition of Roles and Users
 - Define role-wise add/edit/view/delete rights for each entry form/ report in all modules
 - Digital time and user stamping of each transaction
7. **Transaction Accuracy & Consistency:** The application software should ensure accuracy and consistency of data in database and reports. The transaction accuracy would be measured from the number of reported errors vis-à-vis number of transactions. The transaction data should meet ACID property. The software should maintain 100% data accuracy and consistency.
 8. **Bilingual User Interface:** The application software should have a user friendly interface. Jan Aadhaar Application should support Unicode standard based Bi-lingual versions for user interface. The users should see the labels and captions on selected language, the System Integrator must translate, at its own, the equivalent State specific local language Captions for the English version (without altering the meaning) of the Web Portal and the same must be submitted to RISL for approval before implementation/ uploading or vice-versa.
 9. **Safe to Host Certificate:** The Selected Bidder shall get the Safe to Host Certification done for Jan Aadhaar Application as a pre-requisite for Go-Live. Selected Bidder shall remove the vulnerabilities identified during the Safe to Host certification and then deploy Jan Aadhaar Application on production environment in RSDC.
 10. **Digital Signature:** The software should facilitate digital signing and eSign of documents before submitting or uploading them in the System for verification and other reason.



11. **Online Help:** The software should provide content sensitive Online Help facility for the end-users to operate the software with ease and speed. The help may be in any of the forms viz. PDF file, PPT, Video etc.
12. **Adherence to Guidelines:** The web enabled application software should comply with the guidelines issued by DoIT&C, Govt. of Rajasthan for development of websites and available at <http://doitc.rajasthan.gov.in> and Guidelines for Indian Government Websites (GIGW) issued by Department of Information Technology (DIT), Government of India (GoI) and available at <http://doitc.rajasthan.gov.in> and <http://web.guidelines.gov.in>. The Technology Partner will be responsible for the development of dynamic content and feature rich Web application for the department. All the sections of the Web application should be of dynamic nature.
13. **Version Control & Archiving:** The Technology Partner needs to maintain version control software which would provide version control and archiving facility for application source code, documents, etc. as strict version control is necessary for legal accountability, backup. A simple but powerful interface must be provided for these features viz. date-based snapshots, version comparing etc. Check in and checkout ability is therefore an essential component of content management. Versioning should also allow contributors to know whether they are working with the latest version and allow them to merge changes made in separate versions when needed.
14. **N-Tier model:** N-Tier model is the framework in which application user interface, logic, data, and their associated processing and repair are separated from each other in logical manner is more flexible in response to changes in internal logic, platforms, and structures; this isolates/minimizes the impact of change.
15. **Microservices:** It also known as the microservice architecture - is an architectural style that structures an application as a collection of services that are i) Highly maintainable and testable ii) Loosely coupled iii) Independently deployable iv) Organized around business capabilities v) Owned by a small team. The microservice architecture enables the rapid, frequent and reliable delivery of large, complex applications. It also enables an organization to evolve its technology stack.

Considering requirements of ease of support, scalability and interoperability, one of the above models (N-Tier/Microservices) and Springboot/ Helidon architecture will be used.

17) Exit Plan after completion of project period:

On the termination of project period, the successful bidder shall:

- i. Hand over and peaceful possession of the complete source code of the application software including any third party software, free from all encumbrances, to RISL free of cost. The condition of application software to be transferred in all cases other than Force Majeure shall be such that the RISL is able to use the software for any number of years at the same level of service. In case RISL is forced to incur expenditure towards the end due to successful bidders Event of Default, it will be entitled to recover the same from the Performance Security or any other money due or by direct demand.
- ii. Transfer all its rights, titles and interest in or over the software comprised in the Project which are required to be transferred to RISL in accordance with this RFP and execute such deeds and documents as may be necessary for the purpose and complete all legal or other formalities required in this regard.
- iii. The application software shall have been renewed and cured of all defects and deficiencies as necessary so that the Project is in accordance with the specifications & standards mutually decided upon.



- iv. Hand over to RISL complete source code of the software, documentation, manuals, third party software, perpetual licence to use, up to date know-how relating to operation and maintenance of the application software and a certificate from his statutory auditors stating zero financial encumbrance on the Project;
- v. During six months prior to anticipated transfer of such facilities, the successful bidder shall provide such training to representatives and employees of RISL or person nominated by RISL as may be reasonably necessary for the RISL to operate and maintain the software efficiently and safely following such transfer.
- vi. Until transfer in accordance with this clause is finalised, the application software and services shall remain at the sole risk of successful bidder except for any loss or damage caused to or suffered by the successful bidder due to any act or omission or negligence on the part of the RISL under this RFP.



11. SERVICE LEVEL STANDARDS/ REQUIREMENTS/ AGREEMENT

- 1) Service level plays an important role in defining the Quality of Services (QoS). The prime objective of service levels is to ensure high quality of services from successful bidder, in an efficient manner to the identified users under this tender. This section provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The successful bidder shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels.
- 2) The service level shall be tracked on a periodic basis and have penalty clauses on non-adherence to any of them. The bidder shall submit reports on all the service levels to the Purchaser in accordance with the specified formats and reporting periods and provide clarification, if required. The service levels defined below provide for target level of services required, measurements thereof and associated penalties.
- 3) The services provided by successful bidder shall be reviewed by RISL that shall
 - Regularly check performance of the successful bidder against this SLR.
 - Discuss escalated problems, new issues and matters still outstanding for resolution.
 - Review of statistics related to rectification of outstanding faults and agreed changes.
 - Obtain suggestions for changes to improve the service levels.

Service Level Requirement:

Below SLAs will be applicable for both phases –

- **Phase 1** –Operation and Maintenance of the existing Rajasthan Jan Aadhaar Application
- **Phase 3** –Operation and Maintenance for New Rajasthan Jan Aadhaar Application

S.No.	Particulars	Details	Penalty
1.	Application software bug fixing, etc.(after Go-live of application software)	Within 48 hours More than 48 hours	No Penalty INR 1000/- per day per bug
2.	Manpower Absence	No absence Absence of manpower without substitute	No penalty INR 2000/- per day per manpower
3.	Replacement in Manpower other than manpower leaving the company	Within one year After one year till remaining period of O&M	INR 20,000/- per manpower replaced INR 10,000/- per manpower replaced
4.	Training (In case of poor feedback received from participants, letter of warning shall be given to Tech. Partner.)	As per schedule Delayed faculty deployment	No Penalty Rs. 5000/- per day per training
5.	Service Request related to SRDR and Jan Aadhaar Application	Within 48 hours More than 48 hours	No Penalty INR 1000/- per day per Service Request

Note:



1. *Manpower replacement should follow proper exit management. The manpower leaving the work place should hand over of work being executed to the replaced manpower. Both the manpower should work simultaneously for knowledge transfer for a period of at least one month or as decided by RISL.*
2. *New manpower induced should be same or of higher qualification.*
3. *The replacement of resources by the bidder after deployment will be allowed (without penalty) only in case, the resource leaves the bidders' organization by submitting resignation with the present employer / Death / due to poor health condition of self / parents / wife / children (supported by certificate issued by a Doctor) etc. In case of failure to meet the standards of the purchaser, (which includes efficiency, cooperation, discipline and performance) bidder may be asked to replace the resource without any penalty for replacement/exit.*
4. *An absence of more than half an hour from the work place, without having permission from OIC shall be considered as absence from duty.*

Penalty Clause

The following Penalty conditions shall be incorporated in the SLA:

1. The Penalty shall be calculated on a quarterly basis.
2. The total deduction on account of penalties shall not exceed 10% of the total quarterly payment to be made to Technology Partner.
3. Two consecutive quarterly deductions of penalty more than 10% on account of any reasons will be deemed to be an event of default and RISL shall have the rights to terminate the contract and forfeit the remaining payable amount along with the Performance security deposit.
4. The penalties shall not be charged to Technologypartner where the default is not attributable to him



12. ANNEXURES

12.1 ANNEXURE 1:MANPOWER DEPLOYMENT

Phase wise minimum resources required to be deployed in the Project at RISL:

S. No.	Role	O&M of Existing Application Software (All Onsite)	Development and Implementation (Min. Manpower Onsite)	O&M after Go Live of New Application Software
1.	Project Manager	1	1	1(Onsite)
2.	Tech Lead	0	0	1(Onsite)
3	Technical Assessment Expert	1	0	1(Onsite)
3.	Sr. Database Developer (PL/SQL Developer)	1	1	2(Onsite)
4.	Database Developer (PL/SQL Developer)	2	0	2(Onsite)
5.	Sr. Software Engineer (Java/J2EE)	1	1	2(Onsite)
6.	Software Engineer (Java/J2EE)	2	0	4(2 Onsite& 2 Offsite)
7.	QA lead and Test Engineer	1	1	2(Onsite)
8.	Application Helpdesk/Support Executive	2	0	2(Onsite)
		11	4	17

Note –

- Resources under O&M of Existing Application Software shall be deployed within one month from date of signing of agreement.
- Resources shall work onsite/offsite as per requirement of RISL/DoIT&C.

Minimum Qualification of Resources to be deployed in Jan Aadhaar Application at RISL Jaipur:

Role	Experience	Resource on bidder's permanent payroll
Project Manager	<ul style="list-style-type: none"> B.E/ B.Tech/ MCA or higher degree in IT/CS/EC Prince2/PMP/ITIL certified Having at least 15 years of post-qualification relevant work experience in design and development of customized IT applications 10+ years of project management experience working through the design, development, release (SDLC) cycle delivering application software projects & should have managed the projects in following technologies: <ul style="list-style-type: none"> RDBMS: Oracle (Exadata/ Database Version 11G or later versions) 	Mandatory



	<ul style="list-style-type: none"> ○ Web Technology: J2EE /Advanced Java/ etc. ● Should have experience of working of atleast 4 government projects. ● Must have good understanding of Government Processes and IT automation initiatives in e-Governance Domain 	
Tech Lead	<ul style="list-style-type: none"> ● B.E/ B.Tech/ MCA or higher degree in IT/CS/EC ● Having at least 8 years of post-qualification relevant work experience in design and development of customized IT applications ● 5+ years of experience in leading a project through the design, development, release (SDLC) cycle delivering application software projects & should have experience in following technologies: <ul style="list-style-type: none"> ○ Web Technology: J2EE /Advanced Java/Hibernate/Spring etc. ○ Should have experience in Application Deployment/Administration ○ Application Architecture ● Should have experience of working of atleast 1 government projects. 	Mandatory
Technical Assessment Experts	<ul style="list-style-type: none"> ● B.E/ B.Tech/ MCA/Msc or higher degree in IT/CS/EC ● Having at least 6 years of post-qualification relevant work experience in design and development of customized IT applications ● 3+ years of experience in design, development, release (SDLC) cycle delivering application software projects. ● Having good knowledge of assessing API integrations ● Having good knowledge of documentation, and should be able to ensure implementation of guidelines / compliances in application software 	Mandatory
Sr. Database Developer (PL/SQL Developer)	<ul style="list-style-type: none"> ● BE/B.Tech in IT/CS/EC or MCA with minimum 8 Years of experience in Oracle Database development ● Oracle Certified Database Developer 	Mandatory
Database Developer (PL/SQL Developer)	<ul style="list-style-type: none"> ● BE/B.Tech in IT/CS/EC or MSc in IT/CS or MCA with minimum 5 Years of experience in Oracle Database development 	Mandatory
Sr. Software Engineer (Java/J2EE)	<ul style="list-style-type: none"> ● BE/B.Tech in IT/CS/EC or MSc in IT/CS or MCA with minimum 6 Years of development experience in J2EE /Advanced Java 	Mandatory
Software Engineer (Java/J2EE)	<ul style="list-style-type: none"> ● BE/B.Tech in IT/CS/EC or MSc in IT/CS or MCA with minimum 3 Years of development experience in J2EE /Advanced Java/Mobile Application Development 	Mandatory
QA lead and Test Engineer	<ul style="list-style-type: none"> ● BE/B.Tech in IT/CS/EC or MSc in IT/CS or MCA with minimum 5+ Years of testing experience ● Must have experience on manual & automated testing tools, load testing, regression testing & other prominent black & white box testing techniques 	Mandatory
Application Support Executive	<ul style="list-style-type: none"> ● Graduate ● Diploma/ certificate course confirming computer/IT literacy (eg. RSCIT) 	Optional



	<ul style="list-style-type: none">• At least 3year's experience in IT services• Proficiency in Hindi and English Computer Typing	
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Note: Each resource deployed on the project shall be entitled for leave subject to upper limit of 15 in a year.



12.2 ANNEXURE-2: BILL OF MATERIAL (BoM)

S.No.	Description
1.	Development and implementation of Jan Aadhaar Application: <ul style="list-style-type: none">• User Management• Enrolment System• Card Management• DBT Engine• Transaction Mapper• Dashboard/Analytics/Reporting• Incident Management• Budget/Utilization Finance Management• API Development for Departmental Integrations• Mobile APP• Migration of existing system• Third Party Integrations• Jan Aadhaar Resident Data Repository etc.
2.	Operation and Maintenance (FMS) of Existing Jan Aadhaar Application Software till the complete Go Live of the New Application Software
3.	Operation and Management (FMS) of New Jan Aadhaar Application Software
4.	Training and Capacity Building
5.	Project and Change Management



12.3 ANNEXURE-3: PRE-BID QUERIES FORMAT{to be filled by the bidder}

Name of the Company/Firm: _____

Bidding Document Fee Receipt No. _____ Dated _____ for INR _____/-

Name of Person(s) Representing the Company/ Firm:

Name of Person	Designation	Email-ID(s)	Tel. Nos. & Fax Nos.

Company/Firm Contacts:

Contact Person(s)	Address for correspondence	Email-ID(s)	Tel. Nos. & Fax Nos.

Query / Clarification Sought:

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion/ Clarification

Note: - Queries must be strictly submitted only in the prescribed format (.XLS/ .XLSX/ .ODF). Queries not submitted in the prescribed format will not be considered/ responded at all by the procuring entity. Also, kindly attach the coloured scanned copy of the receipt towards the submission of the bidding/ tender document fee.



12.4 ANNEXURE-4: 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:

Authorized Signatory: -

Seal of the Organization: -

Date: _____

Place: _____



12.5 ANNEXURE-5: SELF-DECLARATION{to be filled by the bidder}

Declaration by the bidder In relation to my/our Bid submitted to _____ for procurement of _____ in response to their notice inviting bids no. _____ dated _____, I/ we hereby declare under Section 7 of the Rajasthan Transparency in Public Procurement Act, 2012, that:

- a) I/we possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b) I/we 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) I/we are not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have my/our business activities suspended and not the subject of legal proceedings for any of the foregoing reasons;
- d) I/we do not have, and our directors and officers not have been convicted of any criminal offence related to my/our professional conduct or the making of false statements or misrepresentations as to my/our 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;
- e) I/we do not have a conflict of interest as mentioned in the Act, Rules and the bidding document, which materially affects the fair competition.

Date: _____

Place: _____

Signature of the Bidder: -

Name:

Designation:

Address:



TENDER FORM

i. Addressed to :

a.	Name of tendering authority	Managing Director, RajCOMP Info Services Ltd.
b.	Address	RajCOMP Info Services Ltd.-Block, 1stFloor, Yojna Bhawan, Tilak Marg, Jaipur, (Rajasthan) – 302005
c.	Telephone	2221482, 5103902
	Telefax	141-2228701

ii. NIB Reference: F4.3(556)/RISL/Tech/2023/1382

Dated:30.05.2023

iii.

1.	Name of Bidder			
2.	Name of Contact Person			
3.	Registered Office Address			
4.	Year of Establishment			
5.	Type of Firm	Public Ltd.	Partnership Firm	Private Ltd.
	Put Tick(☑) mark			
6.	Telephone Number(s)			
7.	Email Address/ Website	Email Address	Website	
8.	Fax No.			
9.	Mobile/ Pager Number	Mobile	Pager Number	
10.	Savings Bank account number with IFSC code	Account No.		
		IFSC Code :		
11.	Name of Bank			
12.	Name of Bank Branch			

- iv. The Tender fees amounting to INR 5000/- (Rupees Five Thousand Only) has been deposited vide cash receipt no. _____ Dated _____.
- v. The RISL Processing fees amounting to INR 1000/- (Rupees One Thousand Only) has been deposited vide cash receipt no. _____ Dated _____.
- vi. The rates quoted are valid up to _____. (Subject to a minimum of 90 days from the date of opening of the bid). The validity can be extended with mutual agreement.
- vii. Following documents are attached towards the proof of Bid Security deposited.

S.No.	Bid Security Deposited through	Number	Dated
1.	Cash		
2.	Demand Draft		
3.	Banker's Cheque (Local only)		
4.	Bank Guarantee		

viii. We agree to abide by all the conditions mentioned in this Tender Notice issued by the Tendering Authority and also the further conditions of the said Tender 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).



ix. We are enclosing following document along with the bid

S.No.	Eligibility Criteria	Details	Page no. of documentary proof Annexed at
1.	Legal Status of Bidder – Certificate of Incorporation		
2.	i. Income Tax / Pan number ii. GSTN		
3.	CA certificate for Financial Turnover		
4.	CA certificate for positive Net worth		
5.	Project references for technical capability		
6.	ISO 9000 & CMMi-DevMaturity level 5 certificate		
7.	Certificate of non-conformity		
8.	Certificate for not been blacklisted		
9.	Self-Declaration & Tender Form		
10.	Manpower Deployment Undertaking		
11.	Any other		

Dated:

Name of the Tenderer: _____



12.6 ANNEXURE-6: CERTIFICATE OF CONFORMITY/ NO DEVIATION {to be filled by the bidder}

To,

{Procuring Entity},

CERTIFICATE

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

Also, I/ we have thoroughly read the bidding document and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the bidding Document.

Thanking you,

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:



12.7 ANNEXURE-7: DECLARATION BY BIDDER{to signed by selected bidder}

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

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

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:



12.8 ANNEXURE-8: FINANCIAL BID COVER LETTER & FORMAT

COVER LETTER{to be submitted by the bidder on his Letter head}

To,

{Procuring Entity},

Reference: NIB No.: _____ Dated: _____

Dear Sir,

We, the undersigned bidder, Having read & examined in detail, the Bidding 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, Bill of Material, Technical specifications, Service Level Standards & in conformity with the said bidding document for the same.

I / We undertake that the prices are in conformity with the specifications prescribed. The quote/ price are inclusive of all cost likely to be incurred for executing this work. The prices are inclusive of all type of govt. taxes/duties as mentioned in the financial bid (BoQ).

I / We undertake, if our bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the schedule of Requirements.

I/ We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee as prescribed in the bidding document.

I / We agree to abide by this bid for a period of _____ days after the last date fixed for bid submission and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

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.

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.

We understand that you are not bound to accept the lowest or any bid you may receive.

We agree to all the terms & conditions as mentioned in the bidding document and submit that we have not submitted any deviations in this regard.

Date:

Authorized Signatory

Name:

Designation:



Financial Bid Format

Note: This is an indicative BoQ. The BoQ available at e-procurement portal shall be considered as final.

Bidder has to quote compulsorily in all items otherwise complete bid will be rejected.

Price Schedule

(This BOQ template must not be modified / replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

Name of Work: Selection of Technology Partner under Rajasthan Jan AadhaarYojana

Bidder Name:

S. No	Item Description	Quantity	Unit	Unit Rate excluding GST (In INR) but inclusive of all other taxes/charges/fees/duty etc.	C-GST on Unit Rate, If applicable	S-GST on Unit Rate, If applicable	I-GST on Unit Rate, If applicable	Unit Rate inclusive of all Taxes and levies (GST)	Total Amount inclusive of all taxes
	2	3	4	5	6	7	8	9=5+6+7+8	10=3*9
1.	Operations & Maintenance Support on Existing Application software	4*	Per Quarter						
2.	Development and implementation of Jan Aadhaar Application: <ul style="list-style-type: none"> • User Management • Enrolment System • Card Management • DBT Engine • Transaction Mapper • Dashboard/Analytics/Reporting • Incident Management • Budget/Utilization Finance 	1	Nos.						



	Management <ul style="list-style-type: none">• API Development for Departmental Integrations• Migration of database in new schema• Migration of existing Schemes/ services• Third Party Integrations• Mobile APP• Maintenance of Jan Aadhaar Resident Data Repository etc.								
3.	Installation and Configuration of IBM MDM for De-Duplication including migration of legacy data.	1	Nos.						
4.	Operations & Maintenance Support on application software for Five (5) years from date of go-live of Jan Aadhaar Application	5	Per Year						
5.	Change Management	50	Per Man Month						
Grand Total (In Figures) in INR									
Grand Total (In Words) in INR									

Note

*4 Quarters are mentioned for the purpose of bid evaluation only.



12.9 ANNEXURE-9: BANK GUARANTEE FORMAT {to be submitted by the bidder's bank}

BANK GUARANTEE FORMAT – BID SECURITY

(To be stamped in accordance with Stamp Act and to be issued by a Nationalized/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan)

To,

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

Sir,

1. In accordance with your Notice Inviting Bid for <please specify the project title> vide NIB reference no. <please specify> M/s. (Name & full address of the firm) (Hereinafter called the "Bidder") hereby submits the Bank Guarantee to participate in the said procurement/ bidding process as mentioned in the bidding document. It is a condition in the bidding documents that the Bidder has to deposit Bid Security amounting to <INR _____ (Rupees <in words>)> in respect to the NIB Ref. No. _____ dated _____ issued by RISL, First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur, Rajasthan (hereinafter referred to as "RISL") by a Bank Guarantee from a Nationalised Bank/ Scheduled Commercial Bank having its branch at Jaipur irrevocable and operative till the bid validity date (i.e. <please specify> days from the date of submission of bid). It may be extended if required in concurrence with the bid validity. And whereas the Bidder desires to furnish a Bank Guarantee for a sum of <INR _____ (Rupees <in words>)> to the RISL as earnest money deposit.
2. Now, therefore, we the (Bank), a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act. 1969 (delete, if not applicable) and branch Office at..... (Hereinafter referred to as the Guarantor) do hereby undertake and agree to pay forthwith on demand in writing by the RISL of the said guaranteed amount without any demur, reservation or recourse.
3. We, the aforesaid bank, further agree that the RISL shall be the sole judge of and as to whether the Bidder has committed any breach or breaches of any of the terms costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL on account thereof to the extent of the Earnest Money required to be deposited by the Bidder in respect of the said bidding document and the decision of the RISL that the Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL shall be final and binding on us.
4. We, the said Bank further agree that the Guarantee herein contained shall remain in full force and effect until it is released by the RISL and it is further declared that it shall not be necessary for the RISL to proceed against the Bidder before proceeding against the Bank and the Guarantee herein contained shall be invoked against the Bank, notwithstanding any



security which the RISL may have obtained or shall be obtained from the Bidder at any time when proceedings are taken against the Bank for whatever amount that may be outstanding or unrealized under the Guarantee.

5. Any notice by way of demand or otherwise hereunder may be sent by special courier, fax, registered post or other electronic media to our address/mail id as aforesaid.
6. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.
7. The right of the RISL to recover the said amount of <INR _____ (Rupees <in words>> from us in manner aforesaid will not be precluded/ affected, even if, disputes have been raised by the said M/s.(Bidder) and/ or dispute or disputes are pending before any court, authority, officer, tribunal, arbitrator(s) etc.
8. Notwithstanding anything stated above, our liability under this guarantee shall be restricted to <INR _____ (Rupees <in words>> and our guarantee shall remain in force till bid validity period i.e. <please specify> days from the last date of bid submission and unless a demand or claim under the guarantee is made on us in writing within three months after the Bid validity date, all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liability thereunder.
9. This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.
10. We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

Date (Signature)

Place (Printed Name)

(Designation)

(Bank's common seal)

In presence of:

WTTNESS (with full name, designation, address & official seal, if any)

1.

2.

Bank Details

Name & address of Bank:

Name of contact person of Bank:

Contact telephone number:



GUIDELINES FOR SUBMISSION OF BANK GUARANTEE

The Bank Guarantee shall fulfil the following conditions in the absence of which they cannot be considered valid: -

1. Bank Guarantee shall be executed on non- judicial stamp paper of applicable value purchased in the name of the bank.
2. Two persons should sign as witnesses mentioning their full name, designation, address and office seal (if any).
3. The Executor (Bank Authorities) may mention the power of attorney No. and date of execution in his/ her favour authorizing him/ her to sign the document. The Power of Attorney to be witnessed by two persons mentioning their full name and address.
4. The Bank Guarantee should be executed by a Nationalised Bank/ Scheduled Commercial Bank only.
5. Non – Judicial stamp paper shall be used within 6 months from the date of Purchase of the same. Bank Guarantee executed on the non-judicial stamp paper after 6 (six) months of the purchase of such stamp paper shall be treated as non-valid.
6. The contents of Bank Guarantee shall be strictly as per format prescribed by RISL
7. Each page of Bank Guarantee shall bear signature and seal of the Bank and B.G. number.
8. All corrections, deletions etc. in the Bank Guarantee should be authenticated by signature of Bank Officials signing the Bank Guarantee.
9. Bank should separately send through registered post/courier a certified copy of Bank Guarantee, mentioning Bid reference, Bid title and bidder name, directly to the Purchaser at the following address:



BANK GUARANTEE FORMAT – 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 Nationalized/ 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.....datedmade 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 INR.....(rupeesonly), we.....(indicate the name of the Bank), (hereinafter referred to as "the Bank") at the request of.....Contractor(s) do here by undertake to pay to the RISL an amount not exceeding INR.....(Rupees.....only) on demand.
2. We.....(Indicate the name of Bank), do hereby undertake to pay INR.....(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 INR.....(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 anytime 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.
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 INR..... (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 favour under the memorandum and articles of Association/constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power(s) and has/have full power(s) to execute this guarantee for the power of attorney issued by the bank.

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

Signature

(Name & Designation)

Bank's Seal

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

Signature

(Name & Designation)



12.10 ANNEXURE-10: DRAFT AGREEMENT FORMAT {to be mutually signed by selected bidder and procuring entity}

This Contract is made and entered into on this _____ day of _____, 2023 by and between RajCOMP Info Services Limited (RISL), having its head office at First Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005, Rajasthan (herein after referred to as Purchaser/ RISL) which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on ONE PART

And

M/s _____, a company registered under the Indian Companies Act, 1956 with its registered office at _____ (herein after referred as the "Successful Bidder/ Supplier") which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on the OTHER PART.

Whereas,

Purchaser is desirous of appointing an agency for <project title> as per the Scope of Work and Terms and Conditions as set forth in the RFP document dated _____ of <NIB No _____>.

And whereas

M/s _____ represents that it has the necessary experience for carrying out the overall work as referred to herein and has submitted a bid and subsequent clarifications for providing the required services against said NIB and RFP document issued in this regard, in accordance with the terms and conditions set forth herein and any other reasonable requirements of the Purchaser from time to time.

And whereas

Purchaser has accepted the bid of supplier and has placed the Work Order vide Letter No. _____ dated _____, on which supplier has given their acceptance vide their Letter No. _____ dated _____.

And whereas

The supplier has deposited a sum of INR _____/- (Rupees _____) in the form of _____ ref no. _____ dated _____ of _____ Bank and valid up to _____ as security deposit for the due performance of the contract.

Now it is hereby agreed to by and between both the parties as under: -

1. The NIB Ref. No. _____ dated _____ and RFP document dated _____ issued by RISL along with its enclosures/ annexures, wherever applicable, are deemed to be taken as part of this contract and are binding on both the parties executing this contract
2. In consideration of the payment to be made by RISL to supplier at the rates set forth in the work order no. _____ dated _____ will duly supply the said articles set forth in "Annexure-2: Bill of Material" thereof and provide related services in the



manner set forth in the RFP, along with its enclosures/ annexures and Technical Bid along with subsequent clarifications submitted by supplier.

3. The RISL do hereby agree that if supplier shall duly supply the said articles and provide related services in the manner aforesaid observe and keep the said terms and conditions of the RFP and Contract, the RISL will pay or cause to be paid to supplier, at the time and the manner set forth in the said conditions of the RFP, the amount payable for each and every project milestone & deliverable. The mode of Payment will be as specified in the RFP document.
4. The timelines for the prescribed Scope of Work, requirement of services and deployment of technical resources shall be affected from the date of work order i.e. _____ and completed by supplier within the period as specified in the RFP document.
5. In case of extension in the delivery and/ or installation period/ completion period with liquidated damages, the recovery shall be made on the basis of following percentages of value of stores/ works which supplier has failed to supply/ install/ complete: -

a) Delay up to one fourth period of the prescribed delivery period, successful installation & completion of work	2.5%
b) Delay exceeding one fourth but not exceeding half of the prescribed Delivery period, successful installation & completion of work.	5.0%
c) Delay exceeding half but not exceeding three fourth of the prescribed delivery period, successful installation & completion of work.	7.5%
d) Delay exceeding three fourth of the prescribed delivery period, successful Installation & completion of work.	10.0%

Notes:

- i. Fraction of a day in reckoning period of delay in supplies/ maintenance services shall be eliminated if it is less than half a day.
 - ii. The maximum amount of liquidated damages shall be 10% of the total value of the items to be supplied in the particular phase.
 - iii. If supplier requires an extension of time in completion of contractual supply on account of occurrence of any hindrances, he shall apply in writing to the authority which had placed the work order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of supply.
 - iv. Delivery period may be extended with or without liquidated damages if the delay in the supply of goods in on account of hindrances beyond the control of supplier.
6. The Penalties shall be implemented and deducted as per the SLAs defined in the RFP
 7. All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided as per the procedure mentioned in the RFP document.
 8. This agreement is being executed on behalf of M/s Rajasthan Jan Aadhaar Authority, to procure defined goods and services, RISL is acting merely 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 are required to be delivered in the name of M/s Rajasthan Jan Aadhaar Authority along with invoices of supplied items, although payment will be made by RISL on behalf of said department/company.

In witness whereof, the parties have caused this contract to be executed by their Authorized Signatories on this ____ day of _____, 2023.



Signed By:	Signed By:
() Designation: Company:	Managing Director, RISL
<i>In the presence of:</i>	<i>In the presence of:</i>
() Designation: Company:	() Designation: RajCOMP Info Services Ltd.
() Designation: Company:	() Designation: RajCOMP Info Services Ltd.



12.11 ANNEXURE-11: FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR PRE-QUALIFICATION EXPERIENCE

Project Name:	Value of Contract/Work Order (In INR):
Country: Location within country:	Project Duration:
Name of Customer:	Total No. of staff-months of the assignment:
Contact person with address, phone, fax and e-mail:	Approx. value of the services provided by your company under the contract (in INR):
Start date (month/year): Completion date (month/year):	
Nature of project (Y/N): 1. Development of Web and Mobile applications(Y/N): 2. Using Java and SQL/ Oracle database (Y/N): 3. Managing resident data of min. 2 crores (No. of Records): 4. Integration with Aadhaar e-KYC(Y/N): 5. Integration with Payment gateway/ DBT(Y/N):	
Name of associated Bidders, if any:	
Narrative description of Project:	
List of Services provided by your firm/company	
Signature and Seal of the Bidder: - Name: Designation: Address:	

Please attach a copy of the work order/ completion certificate/ purchase order/ letter from the customer for each project reference.



12.12 ANNEXURE-12: MEMORANDUM OF APPEAL UNDER THE RTPP ACT, 2012

Appeal Noof

Before the (First/ Second Appellate Authority)

1. Particulars of appellant:
 - I. Name of the appellant: <please specify>
 - II. Official address, if any: <please specify>
 - III. Residential address: <please specify>
2. Name and address of the respondent(s):
 - I. <please specify>
 - II. <please specify>
 - III. <please specify>
3. Number and date of the order appealed against and name and designation of the officer/ authority who passed the order (enclose copy), or a statement of a decision, action or omission of the procuring entity in contravention to the provisions of the Act by which the appellant is aggrieved: <please specify>
4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative: <please specify>
5. Number of affidavits and documents enclosed with the appeal: <please specify>
6. Grounds of appeal (supported by an affidavit): <please specify>
7. Prayer: <please specify>

Place

Date

Appellant's Signature



12.13 ANNEXURE-13 – CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT

CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT

This confidentiality and non-disclosure agreement (“Agreement”) is made on this _____ day of _____, 2023

BETWEEN

Managing Director, RajCOMP Info Services Ltd., B-Block, 1st Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005 (hereinafter referred to as “RISL”, which expression shall, unless repugnant to the context hereof or excluded specifically, mean and include its successors, assigns and administrators) of the FIRST PART,

AND

M/s. <Technology Partner>, <Address of Technology Partner> (hereinafter referred to as ‘Successful Bidder/ Supplier’, which expression shall, unless repugnant to the context hereof or excluded specifically, mean and include its successors, assigns and administrators) of the SECOND PART.

WHEREAS

- a. The RISL wishes to appoint an agency for Technology Support and subsequent Operations & Maintenance (FMS) of Jan Aadhaar Application at RISL, Yojana Bhawan, Jaipur for a period of Five (5) years (i.e. from _____, 2023 till _____). For the purpose there will be a requirement to exchange certain information related to or hosted in Jan Aadhaar Application which is proprietary and confidential information.
- b. The RISL is willing to disclose such information to Technology Partner only on the terms and conditions contained in this Agreement. The Technology Partner agrees to hold the Covered Data and Information in strict confidence. Technology Partner shall not use or disclose Covered Data and Information received from or on behalf of Government of Rajasthan/RISL except as permitted or required by the Agreement, or as otherwise authorized in writing by RISL.

NOW, THEREFORE, THE PARTIES HERETO AGREE AS FOLLOWS:

1. Definition: In this agreement unless the context otherwise requires:

- 1.1 "Confidential Information" shall mean
 - a) any and all information concerning Jan Aadhaar Application or any other successor,
 - b) any and all trade secrets or other confidential or proprietary information related with Jan Aadhaar Application and hosted in Rajasthan State Data Centre (RSDC)
 - c) Passwords of application software, user identifications, or other information that may be used to access information systems, technical specifications of Resident data, access policies of database and application software and information hosted in RSDC.
- 1.2 Proprietary Information shall mean as technical data and other information (including but not limited to digital data, products, substances, organisms, technology, research results or plans, system processes, workflows, know-how, reports, descriptions, drawings, design, compositions, strategies, trade secrets, business and financial information, and computer software) in whatever form, which is related with Jan Aadhaar Application and/or hosted in Rajasthan State Data Centre (RSDC) and is



disclosed or delivered by the First Party to the Second Party, whether by means of written or oral disclosure or otherwise.

2. Limitations on Use and Disclosure of Confidential and Proprietary Information

- 2.1 Confidential and Proprietary Information disclosed by the RISL and/or other departments/PSU whose data may or may not be hosted in RSDC shall be used by the Technology Partner solely for the purpose of fulfilment of the obligation and work assigned to it as per order no. _____ dated _____ 2023 and shall not otherwise be used for his benefit or otherwise. All information encountered in the performance of duties shall be treated as confidential unless and until advised otherwise by RISL or its representative. Technology Partner shall not share, record, transmit, alter, or delete information residing/hosted in the information systems except as required in performance of the job duties.
- 2.2 Confidential and Proprietary Information shall not be copied or reproduced by the Technology Partner without the express written permission of the RISL, except for such copies as may be reasonably required for accomplishment of the purpose stated in the tender no. _____ dated _____ -2023.
- 2.3 Confidential and Proprietary Information shall be disclosed only to the Director or employees of the Technology Partner who have a 'need to know' in connection with the purpose stated above, and who additionally agree to the nondisclosure requirements of this Agreement. Any further disclosure of confidential and Proprietary Information by the Technology Partner shall be treated as a breach of this Agreement by the Technology Partner.
- 2.4 Confidential and Proprietary Information shall not be disclosed by the Technology Partner to any third party without the prior written consent of the First Party.
- 2.5 This Agreement shall not restrict disclosure or use of Confidential and Proprietary Information which:
 - a. was in the public domain at the time of disclosure or thereafter enters the public domain through no breach of this Agreement by the Technology Partner; or
 - b. was, at the time of receipt, otherwise known to the Technology Partner without restriction as to use or disclosure; or
 - c. becomes known to the Technology Partner from a source other than the RISL and/or other departments/PSU without a breach of this Agreement by the Technology Partner; or
 - d. is developed independently by the Technology Partner without the use of Proprietary Information disclosed to it hereunder; or
 - e. is otherwise required to be disclosed by law.
- 2.6 The provisions of “Rajasthan Jan Aadhaar Authority Act-2020” and Rules thereto shall be complied by Technology Partner for entire contract period. Furthermore, in case of any inconsistency in any of the provisions of this agreement with the “Rajasthan Jan Aadhaar Authority Act-2020” and Rules thereto, the later shall prevail.
- 2.7 The technology partner would be responsible for Non-Disclosure agreement to be signed by deployed man power in the project as per the requirement in the provisions of “Rajasthan Jan Aadhaar Authority Act-2020”.

3. Business Obligation:

- 3.1 During the complete contract period of the agreement, the Technology Partner shall not
 - a. Disclose Confidential Information in any manner or form to any person other than its own employees for the limited purpose stated herein, or



- b. Use Confidential Information for its own benefit or for the benefit of any person or entity other than the RISL, without the prior written consent of the RISL.
- 3.2 Whereas, the RISL as a matter of policy and with a view to develop and operate & maintain Jan Aadhaar Application has given order to the Technology Partner (_____dated ____-2023) for Development, Operation& Maintenance (FMS) for Jan Aadhaar Application hosted in RSDC, Yojana Bhawan, Jaipur for a period of Five (5) years as specified in the service level agreement (SLA).
- 3.3 Whereas, the RISL under the circumstances referred, herein before, wants to protect itself from any misuse of the confidential and proprietary information by the third party i.e. person or persons (employees of Technology Partner), had entered into an agreement with the Technology Partner that the second party shall not divulge such information either during the course of the life of this agreement.
- 3.4 Whereas, the Technology Partner has agreed to fully abide by the terms of this non-disclosure agreement and it has also been agreed by the parties that if there will be any breach or violation of the terms of agreement vis-à-vis non-disclosure clause, the Technology Partner shall not only be liable for consequential costs and damages but in addition to that will also be liable for criminal prosecution in accordance with the prevailing laws.
- 3.5 Whereas, the Technology Partner having in his possession or control any secret official code or password or digital data or any sketch, plan, model, article, note, document or information which falls within the purview of confidential or proprietary information, the Technology Partner shall not part with any part of such information to anyone under any circumstances, whatsoever, without the prior approval of the RISL and if this is violated, the RISL shall have the legal right to initiate civil and criminal proceeding against it under the provisions of the relevant law.
- 3.6 Whereas, the RISL shall have the entire control over the functioning of the Technology Partner and the Technology Partner shall work according to the instruction of the RISL and in case if this is violated by the Technology Partner in any mode or manner, the RISL shall have the legal right to initiate civil and criminal proceeding against it under the provisions of the relevant law.
- 3.7 Whereas, if the Technology Partner permits any person or persons without permission of the RISL to have –
- Access or secures access to such computer, computer system or computer network which has the connectivity with the confidential and proprietary information or;
 - Downloads, copies or extracts any data, computer data base or information from such Database Server, Web Server, Computer System, networking equipment's or Computer Network including information or data held or stored in any removable storage medium which has the connectivity with the confidential and proprietary information or;
 - Damages any Database Server or causes to damage any Database Server, Web Server, computer system, computer network, data, data base or any other programmes residing in such Server, computer system or computer network;
 - Denies or causes the denial of access to any authorized person of the RISL to have access to any computer system or computer network by any means;

Shall be liable to pay damages by way of compensation and would also be liable for criminal prosecution in accordance with the prevailing laws.



3.8 Technology Partner shall report to RISL any use or disclosure of confidential and/or proprietary Information/data not authorized by this Agreement in writing by RISL. Technology Partner shall make the report to RISL within three (3) business day after Technology Partner learns of such use or disclosure. Technology Partner’s report shall identify:

- a. The nature of the unauthorized use or disclosure,
- b. The confidential and/or proprietary information/data used or disclosed,
- c. Who made the unauthorized use or received the unauthorized disclosure,
- d. What Technology Partner has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure, and
- e. What corrective action Technology Partner has taken or shall take to prevent future similar unauthorized use or disclosure.
- f. Technology Partner shall provide such other information, including a written report, as reasonably requested by RISL.

3.9 The Technology Partner hereby agrees and consents that temporary or permanent injunctive relief and/or an order of specific performance may be granted in lieu of, or in addition to other available relief in any proceeding brought by RISL to enforce this Agreement, without the necessity of proof of actual damages and without posting bond for such relief.

4. Dispute Resolution:

4.1 Whereas, both the parties have agreed that in the event of any dispute or differences arising in between the parties, the courts at Jaipur shall only have jurisdiction to adjudicate the disputes/differences.

IN WITNESS WHERE OF the Parties here to have hereunto set their hands and seal the day and year first above written.

Signed By:	Signed By:
() Designation: Company:	() Managing Director, RISL
<i>In the presence of:</i>	<i>In the presence of:</i>
() Designation: Company:	() Designation: RISL
() Designation: Company:	() Designation: RajCOMP Info Services Ltd.



**12.14 ANNEXURE-14 – C.A. CERTIFICATE TOWARDS TURNOVER FROM IT/ITES
(On C.A.'s letterhead)**

To,
The Managing Director,
RajCOMP Info Services Limited (RISL),
Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur, Rajasthan

In response to the Tender/ NIB Ref. No. _____ dated _____, as an Authorized Signatory of _____ (Name of C.A./C.A.firm), I/ We hereby confirm that average annual turnover of my/our client _____ (Name of Bidder) from IT/ ITeS in last 3 financial years on average FY: 2019-2020, 2020-2021 and 2021-2022 (as per the audited balance sheets), is Rs.100 Crores or more.

I/We hereby confirm that the annual turnover from IT/ITeS business in last three financial years is as follows:

Year Turnover in figure Turnover in words

- 1.
- 2.
- 3.

The information submitted above is true and fair to the best of my/our knowledge.

Thanking you,

Name of the C.A./C.A. Firm: -

Registration Number:-

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:



12.15 ANNEXURE–15 – MANPOWER DEPLOYMENT UNDERTAKING

To,
The Managing Director,
RajCOMP Info Services Limited (RISL),
Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur, Rajasthan

Sub: Undertaking for manpower deployment in the project on company pay-roll.

Dear Sir,

In response to the Tender/ NIB Ref. No. _____ dated _____, I hereby certify that the manpower resources deployed under this project will be on pay roll and full time employee of our company/firm.

The information submitted above is true and fair to the best of my/our knowledge.

Thanking you,

Date:

Authorized Signatory

Name:

Designation:

2023

RajCOMP Info Services Limited (RISL)

RFP for Selection of Technology Partner for
Development and Maintenance of Jan Aadhaar
Application Software under Rajasthan Jan
Aadhaar Yojana, Govt. of Rajasthan

Volume – II :
Functional Requirement Specifications





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RAJASTHAN JAN AADHAAR YOJANA APPLICATION MODULES AND FUNCTIONALITIES (TENTATIVE)

1.1 User Management Module

Module	User Management
Brief Description	<p>This module will have the option to onboard any new user through SSO Id. The interface will be provided to departmental users to raise the request for user mapping/role mapping/location mapping. The interface for approval/rejection for the user mapping requests must be provided to State/District/Block admin users. Role based access mapping will be provided in the application. An interface for the creation of roles for different kind of users like department users/e-Mitra users/citizen users will be provided. All reports required with respect to this module would have to be developed by the selected technology partner.</p>
Functional Requirement	<p><u>Role/Menu Creation</u></p> <ul style="list-style-type: none">• Option shall be provided to create new Role and Menu• Mapping of Menu with the Roles• Activation/Deactivation of the Role/Menu <p><u>User Mapping Request Creation</u></p> <ul style="list-style-type: none">• District/Block Admin shall raise the request for new user mapping based on the SSO Id of the User• Request shall be displayed to the concerned District/Block Admin <p><u>User Mapping Request Verification</u></p> <ul style="list-style-type: none">• District/Block Admin shall verify the raised request.• Request shall be verified by concerned District/Block Admin <p><u>User Updation</u></p> <ul style="list-style-type: none">• District/Block Admin shall raise the request for user updation for the change in role, location or designation• District/Block Admin shall verify the request for updation <p><u>User Activity Log</u></p> <ul style="list-style-type: none">• Login/Logout Date and Time• Transactions execution Log• Failed Login Attempts• Transaction Authorization Details• Password Change Log
Integrations	<ul style="list-style-type: none">• Raj Single Sign On (SSO) – For user authentication and role to access G2G and G2C services• e-Mitra – For the Enrollment and Editing Services by e-Mitra kiosks• RGHS Portal – For Government Employees/Pensioners for Jan Aadhaar Enrollment
No. of Screens in Existing System	<ol style="list-style-type: none">1. Role Creation2. Role Updation



Module	User Management
	<ol style="list-style-type: none"> 3. Role Enable/Disable 4. Menu Creation 5. Menu Updation 6. Menu Enable/Disable 7. Role Menu Mapping 8. SSO Role Mapping 9. SSO Menu Mapping 10. SSO Mapping 11. SSO Updation 12. SSO Unmap 13. SSO Verify 14. SSO Request Status 15. SSO Location Mapping 16. Zone User Mapping 17. SSO Login Location Wise 18. SSO User Details Report (EO/Commissioner/VDO) 19. DBT User Onboarding Request 20. DBT User Scheme Mapping 21. DBT User Enable/Disable 22. DBT User e-Sign/DSC Mapping
Database Objects in Existing System	Tables – 50+ Approx.
No. of Active Users	<p><u>Transactional Users</u></p> <ul style="list-style-type: none"> • First Level Verifiers – 12000 • Second Level Verifiers – 600 • DBT Nodal Officers – 50 • DBT Payment Makers – 1800 • DBT Payment Checkers – 4000 • DBT Accounts User – 2800 • e-Mitra – 80000 Kiosk Users • Citizens – 2 Crore Jan Aadhaar Family Users <p><u>Monitoring Users</u></p> <ul style="list-style-type: none"> • State Level - 20 • District Level - 150 • Block/City Level - 1800 • Departmental Users – 90



1.2 Jan Aadhaar Enrolment Module

Module	Enrolment
Brief Description	<p>The Technology partner shall develop software for enrolment that will capture the demographic and social economic details of residents of the state. These details are to be captured and provided as per GoR instructions. The interface of enrolment will be provided for eMitra/Citizens/Govt Employees. The Technology Partner shall provide services for web as well as mobile application for Jan Aadhaar. This module shall also facilitate the editing in the profile of the citizen. The application should have Jan Aadhaar e-card download facility for the citizen. All reports required with respect to this module would have to be developed by the selected technology partner.</p>
Functional Requirement	<p><u>Application Receiving Mode</u></p> <p>Below will be the modes but not limited for the submission of the applications</p> <ul style="list-style-type: none">• Kiosk Users through e-Mitra Portal• Citizen through SSO Portal• Govt. Users through RGHS Portal <p><u>Application Data Entry</u></p> <p>Data entry of the Jan Aadhaar Enrollment form shall be done in bilingual (English and Hindi) for the below mentioned major criteria of Head of the Family and members.</p> <ul style="list-style-type: none">• Personal Details• Financial Profile• Income Level• Education Level• Cast/Category Details• Occupation• Entitlements under various welfare schemes• Address/Demographic details• House Category• Supporting Documents <p><u>Seeding</u></p> <p>Seeding is process of standardization, matching, cleaning the digitized departmental data based on Jan Aadhaar data repository. The matching process may be organic (Exact match on primary key) or inorganic (based on name, fathers name, mother name, gender, date of birth) in nature. After exact matching, the departmental data would be seeded with Jan Aadhaar ID, Bank account, Bank Name, IFSC Code, Aadhaar Number, mobile, etc. details of resident. The Application Framework would provide seeding utilities that would allow user to seed data manually & in semi-automated mode (batch seeding). It is also possible that Departmental software applications can leverage the web services exposed by Jan Aadhaar Resident Data Repository to seed their databases. Departments may also provide data of schemes</p>



Module	Enrolment
	<p>beneficiaries which may be compared with Jan Aadhaar enrolment data using IBM MDM/SAS dataflux/etc.</p> <p><u>Seeding Departmental Id's</u></p> <ul style="list-style-type: none">• Enter department wise unique Id to seed with Jan Aadhaar/Enrollment Id.• Seeding process shall be done by e-Mitra/Citizen/Department User.• Reset/Confirm the Seeded Information <p><u>Collector Appeal</u></p> <p>As per Jan Aadhaar Act, editing in some of the parameters are allowed only once. In case of change in those parameters after one time edit, below mentioned option shall be provided:</p> <ul style="list-style-type: none">• Citizen/e-Mitra user to raise the appeal request to District Collector• Collector will give the appeal hearing date and time• Collector will hear the appeal on the scheduled date and time• Collector will dispose the application by approval/rejection <p><u>Editing in Jan Aadhaar Enrollment</u></p> <ul style="list-style-type: none">• Add Member – Option shall be provided to add new member in the Jan Aadhaar family.• Profile Edit - Option shall be provided for the edit of the information captured during Enrollment• Split Family - Option shall be provided to Split Jan Aadhaar family into two families with selected members considering the validations mentioned in the Jan Aadhaar Act/Rules/Circulars/Notifications/Orders/Letters• Transfer Member - Option shall be provided to Transfer the member from one Jan Aadhaar family to other Jan Aadhaar family with selected one or more members considering the validations mentioned in the Jan Aadhaar Act/Rules/Circulars/Notifications/Orders/Letters• Merge Family - Option shall be provided to Transfer all members including HoF to other Jan Aadhaar family considering the validations mentioned in the Jan Aadhaar Act/Rules/Circulars/Notifications/Orders/Letters• Delete Member - Option shall be provided to delete the member from Jan Aadhaar family in case of Death• Delete HoF - Option shall be provided to delete the HoF from Jan Aadhaar family in case of Death• Change HoF - Option shall be provided to change the HoF in Jan Aadhaar family with the member who comply all conditions of HoF in the family <p><u>Generate Acknowledgement</u></p> <p>Option shall be provided to generate the acknowledgement receipt after completion of the Enrollment/Editing in Jan Aadhaar.</p>



Module	Enrolment
	<p data-bbox="475 244 619 275"><u>Verification</u></p> <p data-bbox="475 284 1417 394">Option shall be provided for the verification of the Enrollment and Editing applications by department users. Two level verification shall be completed by the department users.</p> <ul data-bbox="523 409 1401 768" style="list-style-type: none"><li data-bbox="523 409 1401 562">• First Level Verification For Rural Area:VDO (Village Development Officer) For Urban/Zone Area: Commissioner/EO(Executive Officer) of the Urban Local Bodies<li data-bbox="523 573 1401 683">• Second Level Verification For Rural Area: BDO (Block Development Officer) For Urban Area: SDO (Sub Division Officer)<li data-bbox="523 694 1401 768">• Deemed verification option shall be provided in accordance with the Jan Aadhaar Act/Rules/Circulars/Notifications/Orders/Letters <p data-bbox="475 824 887 855"><u>Deduplication through IBM MDM</u></p> <p data-bbox="475 864 1406 1301">The de-duplication process should be designed in the way that it completes within 24-48 hours and it would be improved further. Technology partner will also validate the architecture of Configured IBM MDM from the OEM. Data entered into Jan Aadhaar Enrollment shall be deduplicated with Golden Records available in Jan Aadhaar Data Repository/other source system. Deduplication shall have capability to match data based on the textual parameters like Name, Father Name, Mother Name, Gender, Date of Birth, Address, Location demographics. Algorithms for the identification of direct/probable duplicate records based on the parameters available in the Jan Aadhaar profile shall be designed and developed. Technology Partner should have below responsibilities:</p> <ul data-bbox="523 1317 1406 2011" style="list-style-type: none"><li data-bbox="523 1317 1406 1391">• Design and development of algorithms for the deduplication of textual data through IBM MDM/SAS platform<li data-bbox="523 1402 1406 1431">• Testing and analysis of the matching results<li data-bbox="523 1442 1406 1516">• Data Preparation and Processing of the results in Jan Aadhaar Data Repository<li data-bbox="523 1527 1406 1682">• Design and Development of tool to provide verification/validation facility for the duplicate records and confirming the records as unique/duplicate. Subsequently, processing of unique records in the Jan Aadhaar Data Repository<li data-bbox="523 1693 1406 1722">• Performance monitoring and tuning of the deduplication batches<li data-bbox="523 1733 1406 1807">• Maintenance and development support for the provided tool and the developed algorithms during entire project period<li data-bbox="523 1818 1406 1892">• Development support for the matching of data with any data source provided by RISL<li data-bbox="523 1904 1406 1933">• Data processing dashboard for monitoring and control<li data-bbox="523 1944 1406 2011">• Migration of legacy data for deduplication from older version of IBM MDM to latest version of IBM MDM



Module	Enrolment
	<ul style="list-style-type: none">• The version of IBM MDM being used is 11.4.3 and the volume of MDM – 3.5 TB <p><u>Also,</u></p> <ul style="list-style-type: none">• Option shall be provided for the deduplication of the data based on the textual information entered in the enrolment using IBM MDM analytical tool to identify the Unique/Duplicate/Probable Duplicate Records.• Data shall be processed in the batches which will be created in the defined periodicity.• Jan Aadhaar Id from the defined algorithm shall be generated for the unique records and those records shall be inserted in the Jan Aadhaar Resident Data Repository. Duplicate records shall be made available in the login of Second Level verifier under Inspect Tool for the marking of Unique/Duplicate records. <p>This process should be automated and does not rely on manual intervention. After successful verification the enrolment data will be moved in JRDR. The de-duplication batches are to be maintained in the system and each new record moved into JRDR should be linked to de-duplication batch number. Technology partner would also be responsible for Installation, Administration and configuration along with development of required processes on IBM MDM for de-duplication in Jan-Aadhaar scheme. A dashboard would also be published for MDM processed showing detail of batches completed, in-process, etc. and time-taken by batch (steps under a batch and time taken at each step), number of families/members processed etc. A provision would also to be provided in application for showing rejected, successful, duplicate suspected to the field users so that action may be performed by field users.</p> <p><u>Jan Aadhaar e-Card</u></p> <p>Jan Aadhaar e-card will be generated for the families after the successful enrolment as per Rajasthan Jan Aadhaar Authority Act, 2020 in PDF format. Design of Jan Aadhaar e-Card will be provided by RISL. QR will be printed on each e-Card. QR Code will be generated for the families and residents of Rajasthan state & continuous update in family unit may lead to generate new QR Code every time. The Secure QR Codes generated should contain: Static & variable demographic Details of applicant (Name, Surname, Unique ID, Father/Mother’s Name, Date of Birth, Address, Photo etc.). Technology partner will be responsible for mobile application for QR Code verification. Data in QR Code shall be encrypted and secured. Encrypted data shall be displayed through the QR Code Scanner app which shall be provided under Jan Aadhaar Mobile App in proper format. Bidder has to provide the Secure QR Code solution.</p>



Module	Enrolment
	<p><u>Audit Trail</u></p> <p>Jan Aadhaar Family Status option shall be provided under which audit log of below information shall be provided since onboarding of the Family in Jan Aadhaar through Enrollment,</p> <ul style="list-style-type: none">• Enrollment Id• Jan Aadhaar Id• Uploaded Documents• List of Enrolled Family Members with Enrollment Date• Log Date/Time with the Transaction User<ul style="list-style-type: none">○ Enrollment/Editing○ List of Parameters Edited○ Deleted HoF/Members○ Splitted Family Members○ Transferred Members○ Change HoF○ First Level Verification○ Second Level Verification○ Deduplication○ Jan Aadhaar Id Generation○ Jan Aadhaar Card Status <p><u>Document Verification Engine</u></p> <p>Meta data of below mentioned services shall be captured in the Jan Aadhaar. Departmental applications need not to capture meta data or document. Desired details can be fetched from the Jan Aadhaar Database through API's. This is tentative list but not limited to,</p> <ul style="list-style-type: none">• Silicosis Certificate• Caste Certificate• Bonafied Certificate• Specially Abled Certificate (UDID)• Birth Certificate• Death Certificate• Marriage Certificate• Social Security Pension Sanction Order <p><u>Validation Checks on Enrolment detail</u></p> <p>Selected Technology partner would be required to implement necessary validations and verification check on the beneficiary data at the time of new registration and editing to ensure quality of data, after enrolment multi-level verification is required for the provided information along with the supported documents.</p> <p><u>Integration with external databases</u></p> <p>While new enrolment or editing of Jan Aadhaar, data entered in key fields like Bank Accounts, IFSC Codes, Aadhaar No, PAN, Passport No, PPO No. etc shall be verified through API Integrations with external databases.</p>



Module	Enrolment
	<p><u>Text reading and blocking</u></p> <p>Selected Technology partner shall be responsible to filter and block the inappropriate words, Photo at the time of enrolment and the editing of the citizen profile. It should be able to analyse the meaning of the word while user is trying to save the information. Inappropriate words initial dictionary would be prepared by Technology partner by taking input from RISL and it would be continuously auto-updated based on the inappropriate/abusive words found in data entry at later stage. Technology partner can propose a solution for the same but the solution must be hosted under RSDC only.</p> <p><u>Image Capturing and Validation</u></p> <p>Application should be capable to capture the citizen image through the web camera that supports the image format to meet the image quality. It should also capable to upload the digital photograph and apply validation checks on quality & accuracy of image (stop image upload for blank images, photo of photo, side face, blurred images, face is not detected etc). Technology partner would also develop a compression engine so that images wherever required in the system can be compressed.</p> <p><u>Legal Compliances</u></p> <p>Jan Aadhaar Application shall comply but not limited with the provisions mentioned in below Act/Rules/Circulars/Notifications/Letter issued from time to time,</p> <ul style="list-style-type: none">• The Rajasthan Jan Aadhaar Authority Ordinance, 2019• The Rajasthan Jan Aadhaar Authority Act, 2020• Rajasthan Jan Aadhaar Authority Rules, 2021• Rajasthan Jan-Aadhaar Authority (Amendments), Rules 2022• Circular-1: Rajasthan Jan Aadhaar Yojna• POI (Proof of Identity)/POA(Proof of Address)/POR(Proof of Relationship)• Regarding rationalization and unification of E-mitra service charges• Circular-2: Regarding First verification and second verification of Jan Aadhaar enrollment/Editing• Circular-3: Regarding MukyamantriChiranjiviSwasthyaBima Yojana• Circular-4: Regarding Rajasthan Government Health Scheme (RGHS)• Circular-5: Regarding First verification of Jan Aadhaar enrollment/Editing• Circular-6: Regarding enrollment and verification of Jan Aadhaar for RGHS• Circular-7: Regarding procedure manual of Social audit• Circular-8: Regarding correction of member's Name, DOB, Gender, Caste/Category in Jan Aadhaar
Integrations	<p>Below mentioned departments are Integrated with the Jan Aadhaar Enrollment for the validation of the entered data but not limited to:</p> <ul style="list-style-type: none">• Aadhar



Module	Enrolment
	<ul style="list-style-type: none"> • Labour Card No. • Social Security Pension No. • Ration Card No. • UDID(Disability) No. • BPL Card No. • PAN Card No. • SIPF for Employee Id/Pension No. • MGNREGA No. • e-Dharti for Land/Small Marginal Farmer Details • Caste Certificate No. • Bonafied Certificate No. • Pehchan Portal for Death/Birth/Marriage Registration Certificate • Raj Master for location/demographic details <p>Below mentioned departments are registering beneficiaries under various schemes and storing beneficiaries profile data fetched from Jan Aadhaar. Changes/Edit in the Jan Aadhaar profile shall be shared with the departments for the update of profile details in respective departmental databases, but not limited to,</p> <ul style="list-style-type: none"> • Chiranjeevi Yojana • Raj Kisan Sathi • e-Mitra • Rajasthan Govt. Health Scheme (RGHS) • Social Security Pension • Raj Poshan • ePDS • ReAMS • e-Gyan (Shala Darpan) • Silicosis • Pehchan • Specially Abled Portal (UDID) • IGMPY • e-Dharti
<p>No. of Screens in Existing System</p>	<ol style="list-style-type: none"> 1. District Master 2. Block Master 3. Gram Panchayat Master 4. Village Master 5. Gram Panchayat/Village Mapper 6. City Master 7. Ward Master 8. Bank Master 9. Bank Branch Master 10. e-Card 11. Family Status



Module	Enrolment
	<ul style="list-style-type: none">12. Upload Documents13. Generic Search14. Acknowledgement Receipt15. Reject Enrollment16. Enrollment Editing17. New Family Enrolment18. Add Member19. Pending Family Enrolment20. Delete HOF21. Delete Member22. e-Mitra Reports23. Transfer Family24. SRDR Status25. Inspect Tool26. HOF Change27. Split Family28. First Level Verification<ul style="list-style-type: none">28.1. Enrollment28.2. Editing28.3. Add Member28.4. Delete Member28.5. Change HOF28.6. Delete HOF28.7. Enrollment Reject28.8. Aadhar Correction29. Second Level Verification<ul style="list-style-type: none">29.1. Enrollment29.2. Editing29.3. Add Member29.4. Delete Member29.5. Change HOF29.6. Delete HOF29.7. Enrollment Reject29.8. Aadhar Correction30. Jan Aadhaar Card Rejection<ul style="list-style-type: none">30.1. Request for Rejection by SDO/BDO30.2. Request Approval/Rejection by Collector31. Jan Aadhaar Data Repository Process<ul style="list-style-type: none">31.1. MDM Data Prepare31.2. MDM Data Process31.3. Genrate Family Id31.4. Card Data Process32. Collector Appeal<ul style="list-style-type: none">32.1. Apply for Appeal



Module	Enrolment
	32.2. Schedule Hearing 32.3. Disposal of Appeal 33. Seeding 33.1. PDS Survey Data Seeding 33.2. PDS Seeding Survey Data Edit 33.3. PDS Seeding Survey Data Document Upload 33.4. Kathodi/Sahariyaic/Khairwa Seeding 33.5. SECC Seeding
Database Objects in Existing System	Tables – 500+ Approx.
No. of Records in Database	<u>Major Transactional Tables</u> <ul style="list-style-type: none">• Head of Families in Enrollment – 2 Crore• Members in Enrollment – 5.6 Crore• Photos – 7.6 Crore• Head of Families in JRDR – 1.94 Crore• Members in JRDR – 5.4 Crore• Location/Address – 2 Crore• Log Tables – 43 Crore• Land Data – 15 Crore• PDS – 8 Crore• Pension – 95 Lac• NREGA – 77 Lac• SECC – 3 Crore• BPL – 35 Lac• Uploaded Documents – 16.21 Crore <u>Major Master Tables</u> <ul style="list-style-type: none">• Tehsil Master – 350• District Master – 33• Block/City Master – 600• Gram Panchayat Master – 11000• Village Master – 50000• Ward Master – 8500• Caste Master – 500• Caste Category Master – 10• Occupation Master – 15• Marital Status Master – 10• Relations Master – 16• Bank Master – 300• Bank-Branch Master – 1.6 Lac



1.3 Card Management Module

Module	Card Management
Brief Description	<p>Jan Aadhaar PVC Cards are getting printed and provided to all families having Jan Aadhaar Id's. To print these cards Government has selected some card printing vendors to whom Jan Aadhaar data from the Jan Aadhaar Resident Data Repository shall be provided in the desired format. An interface shall be provided for the Jan Aadhaar Card Data Preparation for printing, tracking of number of Jan Aadhaar card sent for printing, printed & distributed. An option is to be provided to mark the card rejected and apply for replacement of the rejected card. This interface also provides option to citizens to request for Jan-Aadhaar card using SMS/ webpage link.</p>
Functional Requirement	<p><u>Card Printing Data Preparation and Download</u></p> <ul style="list-style-type: none"> • Validate and prepare data in format decided with Card Printing Vendor • Option shall be provided to the Card Vendors to download the photos and data for card printing • Marking of downloaded data for card printing against the Card Vendor details and download date/time <p><u>Card Print and Dispatch Details Update</u></p> <ul style="list-style-type: none"> • Option shall be provided to the card vendors to upload the printing and dispatch details of the of Printed Cards in Jan Aadhaar application • Excel upload option shall be provided • Data shall be validated during upload <p><u>Card Receiving in the System</u></p> <ul style="list-style-type: none"> • Functionality shall be provided to the Block/City level officials to receive the Cards through Bar Code/QR Code scanning in the Jan Aadhaar Application. • The cards mapped with the Bar Code/QR Code shall be marked as received in the system. <p><u>Card Assigning to e-Mitra/Post Office user</u></p> <p>Officials of the concerned Block/City offices shall be provided with the functionality to assign the Jan Aadhaar Cards to the e-Mitra Kiosk/Post Office user for further distribution to Citizen.</p> <p><u>Card Distribution to Citizen</u></p> <ul style="list-style-type: none"> • Functionality shall be provided in Jan Aadhaar Application to upload the excel of the distributed cards to citizens by Post Office Users. • Also, an option shall be developed for the distribution of Jan Aadhaar cards to citizen by e-Mitra kiosk users through e-KYC of the citizen <p><u>Card Reversal by e-Mitra/Post Office user</u></p>



Module	Card Management
	Functionality shall be provided to the Block/City Officials for the reversal of the cards which are not distributed to the citizens by marking the reason in Jan Aadhaar Application
Integrations	<ul style="list-style-type: none">• Aadhaar APIs– For Citizen e-KYC during card distribution• Biometric Devices - For Aadhaar KYC• Post Office API – to get the Card Delivery status
No. of Screens in Existing System	23. Card Receiving By Barcode 24. Card Assign To Post Office 25. Reversal of Assigned Card 26. Card Rejection by search 27. Consignment Receiving 28. Offline Card Distribution 29. Aadhaar Consent 30. Aadhaar KYC 31. Card Distribution by e-Mitra 32. Excel Download for Card Distribution 33. Excel Upload for Distributed Cards
Database Objects in Existing System	Tables – 18+ Approx.
No. of Records in Database	Major Transactional Tables <ul style="list-style-type: none">• Head of Families – 1.94 Crore• Members – 5.4 Crore• Photos – 7.34 Crore• Card Management Tables – 2.10 Crore



1.4 Direct Benefit Transfer (DBT) Engine Module

Module	DBT Engine
Brief Description	Direct Benefit Transfer (DBT) envisages transfer of benefits directly to core bank enabled bank account and/ or digital wallet account of the beneficiaries for the identified schemes. Technology partner shall develop solution for direct benefit transfer and Linkage with RPP, IFMS, NPCI, etc. and tracking of deposits. The DBT engine shall provide facility of uploading and e-signing the beneficiary file, generation of bill/sanction, e-signing of bills/sanction, transfer to bank account etc. Delivery of non-cash benefits to intended beneficiaries using Jan Aadhaar database in a biometrically/other secured manner. Other departments may also have alternate DBT software with them for cash transfers to the bank account of beneficiary. For such cases, the selected technology partner would be required to develop interface to consolidate the details of benefits transferred by other departments to beneficiaries.
Functional Requirement	<p><u>DBT through Jan Aadhaar DBT Engine</u></p> <p>Functionality shall be provided in the Jan Aadhaar Application for the Direct Benefit Transfer. This functionality shall have below functions but not limited to,</p> <ul style="list-style-type: none">• Scheme Creation• User Onboarding• Office Creation• Office Assignment• Bill Creation• Single/Bulk Marking of Beneficiaries• Delete/Edit Beneficiaries• Financial Sanction Generation• Verification of Sanction• Payment Process through various modes like RPP, NPCI, IFMS etc.• Payment Status update in Jan Aadhaar from the respective application <p><u>DBT through API Integration</u></p> <p>APIs shall be developed and provided to the departments which are having their own application platform for the identification of the beneficiaries but not having facility for the DBT and want to leverage Jan Aadhaar DBT Engine for financial transactions. These API shall provide the option for the sharing of beneficiaries from departmental application to Jan Aadhaar and leverage DBT Engine as below but not limited to,</p> <ul style="list-style-type: none">• Scheme Creation



Module	DBT Engine
	<ul style="list-style-type: none">• User Onboarding• Office Creation• Office Assignment• Bill Creation – Through API• Single/Bulk Marking of Beneficiaries – Through API• Delete/Edit Beneficiaries – Through API• Financial Sanction Generation• Verification of Sanction• Payment Process through various modes like RPP, NPCI, IFMS etc.• Payment Status update in Jan Aadhaar and subsequently update in the respective application – Through API <p><u>DBT through Departmental Applications</u></p> <p>Departments having their own application platform for Direct Benefit Transfer shall do the DBT and share the DBT Transactions details with Jan Aadhaar through below mentioned APIs</p> <ul style="list-style-type: none">• Fetch Jan Aadhaar Members List• Generate and Send OTP to the selected member• Validate OTP• Fetch Member Details• Push Beneficiary Id with Jan Aadhaar Id• Push Benefit Due Details• Push Benefit Transfer Transaction Details <p><u>Proactive Entitlement of Eligible Beneficiaries</u></p> <p>Process shall be implemented to identify the beneficiaries proactively based on the eligibility parameters and the list of such beneficiaries shall be shared with the respective departments for the registration of beneficiaries under the targeted scheme for the disbursement of the benefit. Frontend configuration screen shall be provided under Jan Aadhaar Application to create scheme and configure its parameters to identify the beneficiaries and the frequency, based on which Jan Aadhaar application shall check the JRDR and provide the beneficiaries list proactively to the respective department through API. Based on the defined process at department level, the benefit can be started without taking any application from the beneficiary.</p> <p><u>Sharing of DBT Information with GoI</u></p> <p>Integration with different applications of Govt. of India for sharing information of Beneficiaries/ DBT. Currently information is being shared with PM-KISAN, DBT Bharat Portal of Govt of India, etc. In future as per the requirement of Govt of India information may also be shared with other applications. Information will be exchanged as per Industry standard like xml, json, csv, text etc.</p>



Module	DBT Engine
	<p><u>Jan Aadhaar as Ration Card for Ration Distribution (Non Cash DBT) as per One Nation One Ration Card of Govt. of India</u></p> <p>Jan Aadhaar shall be used as Ration Card so below mentioned activities has to be developed in the Jan Aadhaar application but not limited to,</p> <ul style="list-style-type: none"> • Seeding option for Old Ration Cards with Jan Aadhaar families • Creating and Maintaining Ration database as per the Govt. of India guidelines of One Nation One Ration Card • Providing API's to ePDS team for the distribution of the ration to the beneficiaries through POS machines • Maintaining Ration distribution transactions in Jan Aadhaar • Sharing New Ration Cards/Deleted Ration Cards/Edited Ration card details with Govt. of India through API's • Ration Panjika Generation/Download • New NFSA Applications for the entitled beneficiaries • Generation of Ration Cards for the newly approved applications of NFSA
<p>Integrations</p>	<p><u>Integration with Financial Platforms for Banking Transactions</u></p> <ul style="list-style-type: none"> • Rajasthan Payment Platform (RPP) – RPP is Banking Integrator which will be integrated with Jan Aadhaar for Banking Transactions through Bank Account of the Department • Integrated Financial Management System (IFMS) – For the payments to beneficiaries through Budget Head using Treasury Mode • National Payments Corporation of India (NPCI) – For the Bank Account or Aadhaar Based payments • E-Sign/Digital Signature Certificate - for signing of the Payment Files <p>API's shall be provided to the concerned departments for the sharing of Jan Aadhaar Profile details for DBT and getting DBT details from Department Applications but not limited to,</p> <ol style="list-style-type: none"> 1. State Portal/Jan Aadhaar Portal/Data Lake for the Cash/Non-Cash DBT Transactions Dashboard 2. Subsidy on Water Storage Tank 3. Subsidy on irrigation Pipeline 4. Subsidy for Agriculture Devices 5. Incentive to Girls studying Agriculture 6. Subsidy on Farm Pond 7. Forest Management and Decision Support System 8. VaristhNagrik Tirth Yatra 9. Sindhu Darshan Tirth Yatra 10. Kailash Mansarovar Tirth Yatra 11. Pehchan – Birth/Death/Marriage Registration 12. eMitra 13. Registration for RCAT



Module	DBT Engine
	<ol style="list-style-type: none">14. VisheshYogyajanSukhadDampatya Jeevan Yojana15. MukhyamantriVisheshYogyajanSwarojgar Yojana16. Grant Disbursement of Silicosis Patient17. Agriculture Input Subsidy18. Pre Matric Scholarship for SBC/MBC (Special Group) Students19. Pre-Matric Scholarships to the Children of those Engaged in occupations involving cleaning and prone to health hazards20. SC Pre-Matric Scholarship21. ST Pre-Matric Scholarship22. MukhyamantriYuva Sambal Yojana23. Ration Distribution under National Food Security Act24. Higher Education Admission25. Pradhan Mantri Krishi Sinchai Yojana- Micro Sprinkler26. Green House27. Walk-In Tunnel28. Pradhan Mantri Krishi Sinchai Yojana- Rain Gun29. Solar Subsidy30. Orchard31. Onion Storage32. Shade Net House33. Mukhyamantri Higher Education Scholarship Scheme34. Mukhyamantri Sambal Vidhwa/ParityaktaB.ed Yojana35. Pradhan Mantri Krishi Sinchai Yojana- Sprinkler36. Pradhan Mantri Krishi Sinchai Yojana- Mini Sprinkler37. Pradhan Mantri Krishi Sinchai Yojana- Drip Irrigation38. Indira Gandhi MatritvaPoshan Yojana39. Hitadhikari Ki SamanyaAthvaDurghatna Mein MrityuYaGhayal Hone Ke Dasha Mein Sahayata Yojana 201440. NirmaanShramikAujaar/Toolkit Sahayata Yojana41. NirmaanShramik Jeevan Bhavishya Suraksha Yojana42. NirmaanShramik Shiksha Kaushal Vikash Yojana43. NirmanShramikevmunkeAshritBacchodwara Bhartiya/Rajasthan PrashasanikSewahetuAayojitPrarambhikPratiyogiParikshaUttirnarne par Protsahan Yojana44. NirmanShramiko ko VideshmeinRojgaarhetu Visa par hine wale vyay ka punarbharan Yojana45. PrasootiSahayata Yojana46. Labour Department Management System47. LSG48. AashaSahyogini Incentive49. JSY (Janani Suraksha Yojana)50. Mukhyamantri Balika Sambal Yojana51. RSY(Rajshree Yojana)52. Integrated Health Management System



Module	DBT Engine
	<ol style="list-style-type: none">53. Mukhya Mantri Chiranjeevi SwasthyaBima Yojana54. End to End Exam solution55. Rooftop solar power generation56. disaster management information system57. National Backward Classes Finance and Development Corporation58. National SafaiKaramcharis Finance and Development Corporation59. National Scheduled Castes Finance and Development Corporation60. National Scheduled Tribes Finance and Development Corporation61. National Handicapped Finance and Development Corporation62. NREGA63. Mukhyamantri Chiranjeevi DurghatnaBima Yojana64. RGHS65. Social Security Pension66. Palanhar Yojana67. SahyogavamUphar yojana68. Social Justice Management System69. Post Matric Scholarship for ST Students (Class 11 to 12)70. Pre Matric Scholarship for SBC/MBC (Special Group) Students71. Pre Matric Scholarship for SC Students (Class 6 to 8)72. Post Matric Scholarship for SBC/MBC (Special Group) Students73. Pre Matric Scholarship for ST Students (Class 9 to 10)74. Pre-Matric Scholarships to the Children of those Engaged in occupations involving cleaning and prone to health hazards75. Post Matric Scholarship for OBC Students76. Post Matric Scholarship for SC Students (Class 11 to 12)77. Pre Matric Scholarship for ST Students (Class 6 to 8)78. Post Matric Scholarship for OBC Students79. Post Matric Scholarship for SBC/MBC (Special Group) Students80. Post Matric Scholarship for SC Students (Class 11 to 12)81. Pre Matric Scholarship for OBC Students (6 to 10)82. Pre Matric Scholarship for SBC Students (6 to 10)83. Pre Matric Scholarship for SC Students (6 to 8)84. Pre Matric Scholarship for SC Students (9 to 10)85. Pre Matric Scholarship for ST Students (6 to 8)86. Pre Matric Scholarship for ST Students (9 to 10)87. Pre-Matric Scholarships to the Children of those Engaged in occupations involving cleaning and prone to health hazards88. RSY(Rajshree Yojana)89. Scholarship for talented daughters of Ex-servicemen90. Hostel And Scheme Monitoring System91. Incentive To Saharia Students For B.Ed.92. Incentive To Saharia Students For BSTC93. Incentive To Saharia Nursing Students94. Incentive to Tribal girls studying in 11 and 12 class



Module	DBT Engine
	95. NishulkDaal, Tel, Deshi Ghee (Sahariya family/ Kathodi Tribal in Baran) 96. Rent Reimbursement For College Tribal Students 97. Forest Right Act 98. Saharia Educational Motivation Scheme For Regular Studies 99. Scholarship For Girls of Tribal Area to Study In Colleges 100. Scholarship To Students of Tribal Area who Passed Board/University Exam with First Class 101. Hostel and Scheme monitoring System 102. Fees Reimbursement to girls for RS-CIT 103. Indira Mahila shakti UdhyamProtshahn Yojana
No. of Screens in Existing System	<ol style="list-style-type: none"> 1. Nodal Officer/Sanction Authority 2. Scheme Creation 3. Account Onboarding 4. User Authentication DSC/e-Sign Registration 5. User Scheme Mapping 6. Bill Creation 7. Beneficiary Management 8. Sample Excel File Download 9. Add Beneficiary 10. Bulk Upload Enrollment 11. Generate Advice 12. Payment Status 13. Download Generated Advice 14. Fund Transfer Advice 15. Pay File e-Sign 16. Pay File Digital Sign 17. Pay File Pending for e-Sign 18. Bank Response 19. Payment Process 20. Scheme Creation 21. Monthly Progress 22. Edit Scheme 23. User Mapping 24. Edit Monthly Progress
Database Objects in Existing System	Tables – 200+ Approx.
No. of Records in Database	Major Transactional Tables <ul style="list-style-type: none"> • Scheme Table – 200 • Beneficiary Table – 2.5 Crore • Bills Table – 35000 • Sanctions Table – 32000 • Office Bank Mapping – 500 • Bank Merchant Code – 85



Module	DBT Engine
	<ul style="list-style-type: none"> • Payment Status – 1.28 Crore

1.5 Dashboard/Analytics/Reporting/ Transaction Mapper Module

Module	Dashboard/Analytics/Reporting / Transaction Mapper
Brief Description	<p>The selected technology partner shall be responsible to develop the interactive dashboard and various analytics report as per the requirement of the departments. The dashboard and analytics report shall be developed in SAP/Crystal Report/Jasper/etc. based on the availability of tools. Users for the dashboard and analytics reports shall be eMitra/Department's official's/residents. Interface to be developed to fetch routine and customized reports as required. This interface shall be designed by Technology Partner in such a manner that all required MIS reports can be viewed through mobile devices so that designated officer can monitor various aspects of Jan Aadhaar scheme from remote location. For customized reports and Interface to fetch routine, technology partner may propose the reporting engine. Various kind of dashboards shall be developed into the application to give summarized view of DBT, schemes, services, schedulers (DB, application), data center resources allocated in the project and other activities in the system. The Jan Aadhaar application capture information/transaction of direct benefit transfer of schemes/services of various departments and will develop a DBT reporting tool where transactions both cash and non-cash, pertaining to a family will be consolidated at one place by way of 'Transaction Mapper'.</p>
Functional Requirement	<p>Dashboards</p> <ul style="list-style-type: none"> • Enrollment <ul style="list-style-type: none"> ○ Citizen ○ E-Mitra ○ Govt. Employees/Pensioners • Verification <ul style="list-style-type: none"> ○ Level 1 and Level 2 verification by Users ○ Level 1 and Level 2 Deemed Verification • Editing <ul style="list-style-type: none"> ○ Location Wise ○ Parameter Wise ○ Period Wise • Direct Benefit Transfer <ul style="list-style-type: none"> ○ Transactions ○ Amount Transferred ○ Scheme Wise ○ Financial Year Wise ○ Location Wise ○ Caste/Category Wise ○ Age Group Wise



Module	Dashboard/Analytics/Reporting / Transaction Mapper
	<ul style="list-style-type: none">• Card Management<ul style="list-style-type: none">○ Printed Cards○ Cards Received at Block/City Office○ Cards Assigned to Post Office Users○ Cards Distributed to Citizens○ Undistributed Cards Reversed to Block/City Office• Payment Reports<ul style="list-style-type: none">○ E-Mitra Enrollment Payment○ Seeding Payment Reports• Integrations<ul style="list-style-type: none">○ Department Wise○ Scheme Wise○ Location Wise○ Last Transaction Received○ Total Transactions Received○ Transactional Frequency Wise• Admin Dashboard<ul style="list-style-type: none">○ DB Jobs Status○ Application/Jar's Schedule Status○ Data Sharing Status through various integrations○ User activity status○ Active/Inactive Users Status○ Exceptional Reports for unexpected transactions related to Enrollment/Editing/DBT/User Mapping etc.• Incident Management<ul style="list-style-type: none">○ Date Wise/Month Wise/Year Wise Incidents Logged○ Category Wise Incidents○ Open/Closed Incidents○ Pending Incidents <p><u>Rule Engine</u></p> <p>Based on the data available in State Resident Data Repository, departmental users shall have the option of dynamic query to select various parameters mentioned below to get the beneficiary count State wise, Division wise, District wise etc. This will help Government Authorities to design social welfare schemes and budget provisions for the execution.</p> <ul style="list-style-type: none">• Area Specific Schemes<ul style="list-style-type: none">○ For Urban Area○ For Rural Area○ For Tribal Area• Age group/Occupation Specific Schemes<ul style="list-style-type: none">○ For Students○ For Job Seeker○ For Government Employees



Module	Dashboard/Analytics/Reporting / Transaction Mapper
	<ul style="list-style-type: none"> ○ For Private Sector Employees ○ For Pensioners ● Caste/Category Specific Schemes <ul style="list-style-type: none"> ○ For SC/ST ○ For OBC/EBC ○ For General ● Income Group Specific Schemes <ul style="list-style-type: none"> ○ Unemployed ○ Lower Income Group ○ Medium Income Group <p><u>DBT Mapper</u></p> <p>Functionality shall be provided to view the ledger of the Family for DBT (Cash/Non Cash) Transaction details. This shall also have below functionalities to view the details of benefit transferred to the families.</p> <ul style="list-style-type: none"> ● Location wise ● Scheme wise ● Financial Year wise <p><u>Social Audit (Gram Sabha/Ward Sabha)</u></p> <ul style="list-style-type: none"> ● Option shall be provided to generate the PDF Files for the benefit transferred to the Beneficiaries in every six months compliant with the Jan Aadhaar Act/Rules/Circulars/Notifications/Orders/Letters. ● These PDF files shall be compressed and uploaded on eVault and made available on public domain through Jan Soochna portal. ● Files shall be generated for the Gram Panchayats for rural areas and wards for the urban areas.
Integrations	<ul style="list-style-type: none"> ● Dashboard/Reporting Framework ● Raj eVault for document upload ● Jan Soochna Portal
No. of Screens in Existing System	<ol style="list-style-type: none"> 1. First Level Verification Report 2. Second Level Verification Report 3. District wise enrollment 4. Deemed Verification Pending 5. Deemed Verification Done 6. SRDR Report 7. Summary Report Parliament wise 8. Task Pendency Report 9. Report Nfsa Data District Wise 10. Total Task Pendency Report 11. First and Second level task Pendency Report 12. Deemed Verification Report 13. Comprehensive Enrollment MIS Report 14. Collector Appeal Report 15. Chiranjeevi Remaining Beneficiary Data



Module	Dashboard/Analytics/Reporting / Transaction Mapper
	<ol style="list-style-type: none">16. District Wise Deemed Verification report17. Multi Condition Report18. District Wise Block Verification Report19. Block Verification Report20. Family Report21. Gram Sabha Report22. SRDR Count Report23. E-Mitra Verification Report24. E-Mitra Updation Report25. E-Mitra Document Uploaded Report26. Emitra Date wise enrollment27. Date Wise Emitra Editing Report28. Documents Report29. E-mitra Editing Enrollment Report30. Emitra Card Status Report31. Emitra Payment Report32. E-Mitra Card Distribution Payment Report33. E-mitra Enrollment Payment Report34. Emitra Enrollment Month Wise Summary Report35. e-Mitra Enrollment Payment With Amount Report36. PDS Summary Count37. Pension Summary Count38. NREGA Summary Count39. BPL Summary Count40. KCC Summary Count41. Palanhar Summary Count42. Scholarship Summary Count43. Verification Summary Count44. Secondary Entry Transactions45. Secondary Entry Summary46. E-mitra Payment Report47. Pension Pilot Summary Count48. PDS Pilot Summary Count49. NREGA Pilot Summary Count50. Pension Data Transfer to Department51. Data Sync with PDS DB52. Scheduled Jobs Execution Status Report53. E-mitra wise Seeding count54. Sahariya Summary Count55. Kathodi Summary Count56. SRDR Mobile Coverage57. KathodiSahriya Detailed Report58. SMS Log Report59. Pehchan Data Integration



Module	Dashboard/Analytics/Reporting / Transaction Mapper
	<ul style="list-style-type: none">60. NFSA Status History61. Kherwa Seeding Report62. Kherwa Detailed Report63. SC/ST Ration Details64. FPS Village Count Report65. SRDR Family Details Report66. Ration Pilot Survey Data Report67. District Wise Age Enrollment Data68. e-Mitra Ration Seeding Survey Report69. Fully Unmapped PDS Survey Data70. PDS Survey Data Seeding Status71. Month Wise Pehchan Death Data72. PDS Survey Marked Deleted Status73. PDS Survey Pending Enrollment Status74. Gram Sabha Data Review Report75. NFSA PDS Survey Report76. Jan Aadhaar families for Chiranjeevi SwasthyaBima Yojana77. Card Distribution Report78. Cards Status Report79. Current Date Cards Status Report80. Kiosk Wise Card Status Report81. Card Pendency Report82. Jan Aadhaar Card Progress Report83. Download kiosk wise card status84. Consignment Wise Report85. Jan Aadhaar Card Status Report86. Card Distribution Detailed Report87. Date Wise Block/City Card Distribution88. Card Distribution ByEmitra89. Jan Aadhaar Card Progress Report New90. E-Card Issue Count Report
Database Objects in Existing System	Tables – 200+ Approx.



1.6 Budget/Utilization and Finance Module

Module	Budget/Utilization and Finance Module
Brief Description	<p>This module is to be developed to maintain the budget allocated and expenditure made from the allocated budget under the project for the Rajasthan Jan Aadhaar Yojana. It will be the complete ledger for all allocation/expenditure of the project, since expenditure towards multiple activities are made under the Rajasthan Jan Aadhaar Yojana. This module will help the stakeholders to analyze the financial aspects of the project in a summarized manner.</p> <p>This module will be having capabilities to generate the various reports/sanctions based on which payment will be made to eMitra/enrolment agencies/card distribution etc.</p>
Functional Requirement	<p>Functionality shall be provided as mentioned below but not limited to,</p> <ul style="list-style-type: none"> • Budget Head Creation • Budget Data Entry • Fund Receiving details Entry • Expenses Details Entry • Vendor Payment Entry • E-Mitra Payment Entry <ul style="list-style-type: none"> ○ This option will allow authorised user to view information related to enrollment / seeding done by the e-Mitra / firm user. Based on the information payment will be done by RISL. The authorised user can search the details by using filter option like date range, district, block, kiosk id etc. • Card Payment <ul style="list-style-type: none"> ○ This report will allow authorised user to view information like Card distribution status by e-Mitra. The authorised user can view the details of the report by using filer option like date range, district, block, kiosk id etc. • Financial Sanction Upload Option • Head wise/Financial Year wise utilization report generation
No. of Screens in Existing System	<ol style="list-style-type: none"> 1. E-Mitra Enrollment Status Month-Year Wise 2. E-Mitra Enrollment Kiosk Wise 3. E-Mitra Enrollment Payment Details 4. E-Mitra Enrollment Payment Marking 5. E-Mitra Card Distribution Status Month-Year Wise 6. E-Mitra Card Distribution Kiosk Wise 7. E-Mitra Card Distribution Payment Details 8. E-Mitra Card Distribution Payment Marking
Database Objects in Existing System	Tables – 35+ Approx.



1.7 Incident Management Module

Module	Incident Management
Brief Description	An Incident management module shall be developed and integrated with Rajasthan Jan-Aadhaar Yojana to track the incidents reported by users. This will allow the users of the application to log incidents/bugs in the system. Further it should allow internal user to mark the incident closure. Reports will be made available in the system so that status of the incidents can be checked by the stakeholders.
Functional Requirement	<p><u>Create Incident</u></p> <ul style="list-style-type: none">• Incident Category• Incident Sub Category• Request Date/Time• Incident Priority• Incident Description• Incident Related Documents• User Details• Ticket Id <p><u>Incident View</u></p> <p>This will display the list of Pending Tickets. Tickets list can be filtered based on the below parameters.</p> <ul style="list-style-type: none">• From Date• To Date• Status• Category <p><u>Forward Incident</u></p> <ul style="list-style-type: none">• Helpdesk User will check the issue mentioned in the ticket and close with the reasonable reason.• If resolution of the issue need support from technical team then those tickets can be forwarded to the Application/Database Development Team. <p><u>Close Incident</u></p> <ul style="list-style-type: none">• This options will be used to close the incident with appropriate description mentioned by the Help Desk Team/Technical Team.• Disposed tickets status will be shown in the login of ticket creator.• SMS/eMail Alert will be sent to the ticket creator with the change in status of ticket. <p><u>Reopen Ticket</u></p> <ul style="list-style-type: none">• In case if Ticket Creator is not satisfied with the response mentioned in ticket, then he/she can reopen the ticket with his/her remarks.• Helpdesk team will reverify the ticket and provide the desired solution.
No. of Screens in	1. Request Logger



Module	Incident Management
Existing System	<ol style="list-style-type: none">2. Request Status3. Request Resolution4. Ticket Details for clarification5. Ticket Reopen6. Tickets Disposed7. Tickets Forwarded8. Tickets Pending9. Call Log Data Report
Database Objects in Existing System	Tables – 7+ Approx.
No. of Active Users	Total Tickets Logged – 35000



1.8 Integration with Core Components of DoIT&C

Module	Integration with Core Components of DoIT&C
Brief Description	<p>Various API's will be developed for the departmental integrations. Currently 36 Services and 73 Schemes are integrated with the Jan Aadhaar Application. API's for these integrations shall be developed and departments will be integrated for the data fetching and sharing with Jan Aadhaar application. Integration of the following core components of DoIT&C with the Jan Aadhaar application is required to run the Jan Aadhaar application seamlessly. If any new integration requires or existing integration needs to be change in future technology partner will accordingly integrate or change the integration.</p>
Functional Requirement	<p>Standard IT Platforms developed and implemented by DoIT&C, GoR</p> <ul style="list-style-type: none">● Jan Aadhaar e-Wallet Different department of Government of Rajasthan have been providing various benefits (Cash/Non-cash benefits) to eligible beneficiaries and distribution of Scooty, Laptop, Cycle, Agriculture equipment's etc. Rajasthan Government will be launching "Jan Aadhaar e-Wallet" for all its citizens to empower them by providing option to obtain benefits as per their needs with the objective to bring transparency and quality in entire process. Jan Aadhaar e-Wallet would be a pre-paid instrument which will be delivered and managed as per RBI Guidelines● SMS Gateway (e-Sanchar) To inform the citizen with enrolment status and transaction events, SMS will be sent to citizen in real-time/ batch mode. Citizen would get the information through SMS on DBT, Enrolment, etc. The Jan Aadhaar framework should also support an SMS Gateway, which may be configured to send periodic alert to designated users. Technology partner would be responsible for integration with e-Sanchar.● Integration with Email Solution Technology Partner integrate the application with email solution of DoIT&C to send email regarding systems events, auto generated reports to various stakeholders, etc.● Raj eVault All types of documents of the citizens require for the enrolment i.e. Aadhaar, ration card etc. can be uploaded in DMS. Moreover, users/ citizens can access their documents anytime anywhere.● Single Sign On Rajasthan SSO (or commonly known as Single Sign On) is a platform created by the Government of Rajasthan to provide Government-to-Government & Government-to-Public services to its citizens. RajSSO (Rajasthan Single Sign On) provides the facility of one person, one identity. It would be used to log in to the Jan Aadhaar. Thus, Technology partner needs to integrate this with the Jan Aadhaar



Module	Integration with Core Components of DoIT&C
	<p>application for the user authentication for the Jan Aadhaar application and the mobile application and provide facility of authentication using Aadhaar.</p> <ul style="list-style-type: none">• Raj Master Government of Rajasthan has created a platform to standardize demographic and other master data is being used by all applications. This step enables government to increase integration possibilities of different applications. For this, Jan Aadhaar Applications location master needs to be mapped with the State Master locations that include District, Block, City, Gram Panchayat, Ward, Village, Bank, Branch, Caste, etc.• e-Mitra Government of Rajasthan has created a platform to access all Government services through e-Mitra. Jan Aadhaar application will be integrated with e-Mitra application and only authorized user can access the Jan Aadhaar application through e-Mitra application.• Raj e-Sign Raj eSign is a service for electronic signatures without using physical cryptographic token. Technology partner will integrate this service in Jan Aadhaar application to offer Aadhaar holders a way to sign electronic forms and documents. Based on the requirement signing using digital signature facility may also be developed. Raj e-Sign services will be provided by RISL. Solution for Digital Signature will be developed by Technology partner.• Raj SewaDwar (RSD) Raj SewaDwar acts as the centralized Middleware Enterprise Service Bus (ESB) for inter application connectivity. This is to expose API's to outside world and consuming out world API's in Jan Aadhaar.• Jan Aadhaar Authentication Platform Services pertaining to OTP based Jan Aadhaar authentication will be developed by selected bidder and shared with respective departments which desire to avail to the authentication through Jan Aadhaar.• Rajasthan Payment Platform (RPP) RPP is payment gateway of Govt. of Rajasthan which shall be integrated to leverage for financial transactions. RPP has already been integrated with almost all major banks and wallets.• Aadhaar Data Vault Aadhaar data vault under Jan-Aadhaar project would be integrated and implemented as per the guidelines issued by UIDAI on Aadhaar data vault.• Aadhaar Authentication Integration with UIDAI shall be done as Sub-AUA for the Aadhaar



Module	Integration with Core Components of DoIT&C
	<p>Authentication/eKYC. Biometric/Retina Reader Devices shall be integrated for the eKYC.</p> <ul style="list-style-type: none">• Integration with external databases – <p>Jan Aadhaar application will be integrated with external databases for validation of key fields like Bank Accounts, IFSC Codes, Aadhaar No, PAN, Passport No, PPO No. etc.</p>
Average Daily Transactions	<ul style="list-style-type: none">• SMS Gateway (e-Sanchar)/Email Solution – 5 Lac• Raj eVault – 1.5 Lac• Single Sign On – 2 Lac• e-Mitra - 70000• Raj SewaDwar (RSD) – 18 Lac• Jan Aadhaar Authentication Platform – 3 Lac• Rajasthan Payment Platform (RPP) - 10000• Aadhaar Authentication - 50000



1.9 Mobile Application

Selected Technology Partner shall be responsible for the development of Mobile Application (Android/iOS) as well as web services required for mobile application in timely manner.

Interactive Mobile application will be developed for users (Citizens/eMitra/Departmental Official's) with their role-based authentication. Users have to access their profile/reports based on their role. Option shall be provided to departmental users for the disposal of the applications pending in their SSO id for verification. Also, role-based dashboard shall be provided to check the pendency, enrolment, DBT status etc. Citizen shall be provided with an option to check his/her own Jan Aadhaar Enrollment Status/DBT Status/eCard and Acknowledgement Receipt download.

QR Code Scanner option shall be provided under the Mobile App which shall be able to scan the Secure QR Code provided on Jan Aadhaar eCard in proper format with photo.



1.10 Jan Aadhaar Web Portal

SI shall be responsible for the development of the web portal which will have below options on the public domain. Login for Admin User shall be provided to upload documents under various sections of the webportal.

- About Department/Scheme/Project
- Acts/Rules
- Notifications/Circulars/Letters/Orders
- Enrollment Centres
- Real Time Transaction Counter
 - Enrolled Families
 - Enrolled Members
 - DBT Transactions
 - DBT Amount
 - Scheme Wise DBT Transactions
- Download Section
 - Enrollment Form
 - Scheme Brochure
 - Any other relevant documents
- Introduction and Objectives of the Scheme
- Handbook
- Integrated Schemes
- Integrated Services
- FAQs
- Citizen Self Enrolment
- Know you Jan Aadhaar Id
- Download e-Card
- News and Events



1.11 New Initiatives by Govt. of Rajasthan

Govt. of Rajasthan is implementing various new initiative using Jan Aadhaar database. Jan Aadhaar Application should be designed and developed in such a way that it shall supports in implementation on below initiatives related to Jan Aadhaar Ecosystem as follows -

- a. **Jan Aadhaar e-Wallet** – Different department of Government of Rajasthan have been providing various benefits (Cash/Non-cash benefits) to eligible beneficiaries and distribution of Scooty, Laptop, Cycle, Agriculture equipment's etc. Rajasthan Government will be launching "Jan Aadhaar e-Wallet" for all its citizens to empower them by providing option to obtain benefits as per their needs with the objective to bring transparency and quality in entire process. Jan Aadhaar e-Wallet would be a pre-paid instrument which will be delivered and managed as per RBI Guidelines.
- b. **Auto and Deemed Approval** – Government of Rajasthan is implementing Auto and Deemed approval by digitizing the process of direct benefit transfer under various schemes of different line departments. Auto and Deemed approval is being implementing by removal of physical document verification. Below are the schemes and services currently integrated with Jan Aadhaar for providing services to beneficiaries after implementation of Auto and Deemed approval –

#	Department	Scheme Name
1.	LABOUR	निर्माणश्रमिक अन्तराष्ट्रीय खेलप्रतियोगियो हेतु प्रोत्साहन योजना
2.	LABOUR	निर्माण श्रमिक एवं उनके आश्रित बच्चो द्वारा भारतीय / राजस्थानप्रशासनिक सेवा हेतु आयोजित प्रारम्भिक प्रतियोगी परीक्षा उत्तीर्ण करने पर प्रोत्साहन योजना
3.	LABOUR	निर्माण श्रमिक औजारयोजना सहायता टूलकिट/
4.	LABOUR	निर्माण श्रमिक जीवन व भविष्य सुरक्षा योजना
5.	LABOUR	निर्माण श्रमिक शिक्षा व कौशल विकास योजना
6.	LABOUR	निर्माण श्रमिक सुलभ्य आवास योजना
7.	LABOUR	निर्माण श्रमिकों के पुत्र में आईआईएम/आईआईटी का पुत्री/ प्रवेशमिलने पर ट्यूशन फीस की पुर्नभरण योजना
8.	LABOUR	निर्माण श्रमिको के लिए व्यवसायिक ऋण पर ब्याज के पुर्नभरण योजना



9.	LABOUR	निर्माण श्रमिकों को विदेश में रोजगार हेतु वीजा पर होने वाले व्ययका पुनर्भरण योजना
10.	LABOUR	प्रसूति सहायता योजना
11.	LABOUR	हिताधिकारी की सामान्य अथवा दुर्घटना में मृत्यु या घायल होने कीदशा में सहायता योजना 2014
12.	LABOUR	शुभशक्ति योजना
13.	SJED	Old age Pension Scheme
14.	SJED	Disabled Pension Scheme
15.	SJED	Indiragandhi National Disabled Pension Scheme
16.	SJED	Indiragandhi National Oldage Pension Scheme
17.	SJED	Indiragandhi National Widow Pension Scheme
18.	SJED	Widow, Divorce & Separated women Pension Scheme

- c. **AI/ML based Real Time Auto Service Delivery System (SWATAH)** – Govt. of Rajasthan is implementing AI/ML based Real Time Auto Service Delivery System (SWATAH) using Jan Aadhaar Database to provide auto benefits to eligible beneficiaries on time without taking any online/ offline application from beneficiaries. An AI/ML based rule engine shall be developed for proactive identification and inclusion/ exclusion of beneficiaries.



2.1 Services and Schemes Integrated with Jan Aadhaar Application

70+ Schemes have been integrated with Jan Aadhaar Application

Sr.No.	Department Name	Scheme Name
1	Agriculture	Incentive To Girls Studying Agriculture
2	Agriculture	Subsidy For Agriculture Devices
3	Agriculture	Subsidy On Farm Pond
4	Agriculture	Subsidy On Irrigation Pipeline
5	Directorate For Specially Abled Persons	Grant Disbursement Of Silicosis Patient
6	Directorate For Specially Abled Persons	Mukhyamantri Vishesh Yogyajan Swarojgar Yojana
7	Directorate For Specially Abled Persons	Vishesh Yogyajan Sukhad Dampatya Jeevan Yojana
8	Disaster Management, Relief	Agriculture Input Subsidy
9	Elementary Education	Pre Matric Scholarship For SBC/MBC (Special Group) Students
10	Elementary Education	Pre-Matric Scholarships To The Children Of Those Engaged In Occupations Involving Cleaning And Prone To Health Hazards
11	Elementary Education	ST Pre-Matric Scholarship
12	Elementary Education	SC Pre-Matric Scholarship
13	Employment	Mukhyamantri Yuva Sambal Yojana
14	FOOD & CIVIL SUPPLIES	Ration Distribution Under National Food Security Act
15	Higher Education	Mukhyamantri Higher Education Scholarship Scheme
16	Higher Education	Mukhyamantri Sambal Vidhwa/Parityakta B.Ed Yojana
17	Horticulture Department	Pradhan Mantri Krishi Sinchai Yojana- Mini Sprinkler
18	Horticulture Department	Pradhan Mantri Krishi Sinchai Yojana- Drip Irrigation
19	Horticulture Department	Pradhan Mantri Krishi Sinchai Yojana- Sprinkler
20	Integrated Child Development Services	Indira Gandhi Matritva Poshan Yojana
21	LABOUR	HITADHIKARI KI SAMANYA ATHAVA DURGHATANA MEIN MRITYU YA GHAYAL HONE KE DASHA MEIN SAHAYATA YOJANA 2014
22	LABOUR	NIRMAAN SHRAMIK AUJAAR/TOOLKIT SAHAYATA YOJANA
23	LABOUR	NIRMAAN SHRAMIK JEEVAN BHAVISHYA SURAKSHA YOJANA



24	LABOUR	NIRMAAN SHRAMIK SHIKSHA KAUSHAL VIKASH YOJANA
25	LABOUR	NirmanShramikEvmUnkeAshritBacchoDwara Bhartiya/Rajasthan PrashasanikSewaHetuAayojitPrarambhikPratiyogiParikshaUttirnKarne Par Protsahan Yojana
26	LABOUR	NirmanShramiko Ko Videsh Mein RojgaarHetu Visa Par Hine Wale Vyay Ka Punarbharan Yojana
27	LABOUR	PRASOOTI SAHAYATA YOJANA
28	LOCAL SELF GOVERNMENT	INDIRA GANDHI SHAHRI ROJGAR GUARANTEE YOJANA
29	MEDICAL HEALTH AND FAMILY WELFARE	AashaSahyogini Incentive
30	MEDICAL HEALTH AND FAMILY WELFARE	Mukhya Mantri Chiranjeevi SwasthyaBima Yojana
31	MEDICAL HEALTH AND FAMILY WELFARE	MUKHYAMANTRI CHIRANJEEVI DURGHATNA BIMA YOJANA
32	MEDICAL HEALTH AND FAMILY WELFARE	JSY (Janani Suraksha Yojana)
33	MEDICAL HEALTH AND FAMILY WELFARE	Mukhya Mantri Chiranjeevi SwasthyaBima Yojana
34	MEDICAL HEALTH AND FAMILY WELFARE	RSY(Rajshree Yojana)
35	RSCDC Corporation	National Handicapped Finance And Development Corporation
36	RSCDC Corporation	National Backward Classes Finance And Development Corporation
37	RSCDC Corporation	National SafaiKaramcharis Finance And Development Corporation
38	RSCDC Corporation	National Scheduled Castes Finance And Development Corporation
39	RSCDC Corporation	National Scheduled Tribes Finance And Development Corporation
40	SOCIAL JUSTICE AND EMPOWERMENT	Social Security Pension
41	SOCIAL JUSTICE AND EMPOWERMENT	SahyogAvamUphar Yojana
42	SOCIAL JUSTICE AND EMPOWERMENT	Palanhar Yojana
43	Sanskrit Education	Pre Matric Scholarship For ST Students (Class 6 To 8)
44	Sanskrit Education	Pre Matric Scholarship For ST Students (Class 9 To 10)



45	Sanskrit Education	Pre-Matric Scholarships To The Children Of Those Engaged In Occupations Involving Cleaning And Prone To Health Hazards
46	Sanskrit Education	Pre Matric Scholarship For SC Students (Class 6 To 8)
47	Sanskrit Education	Pre Matric Scholarship For SBC/MBC (Special Group) Students
48	Sanskrit Education	Post Matric Scholarship For SC Students (Class 11 To 12)
49	Sanskrit Education	Post Matric Scholarship For ST Students (Class 11 To 12)
50	Sanskrit Education	Post Matric Scholarship For OBC Students
51	Sanskrit Education	Post Matric Scholarship For SBC/MBC (Special Group) Students
52	Secondary Education	Pre Matric Scholarship For SC Students (6 To 8)
53	Secondary Education	Post Matric Scholarship For SC Students (Class 11 To 12)
54	Secondary Education	Pre Matric Scholarship For ST Students (6 To 8)
55	Secondary Education	Pre Matric Scholarship For ST Students (9 To 10)
56	Secondary Education	Pre-Matric Scholarships To The Children Of Those Engaged In Occupations Involving Cleaning And Prone To Health Hazards
57	Secondary Education	RSY(Rajshree Yojana)
58	Secondary Education	Scholarship For Talented Daughters Of Ex-Servicemen
59	Secondary Education	Pre Matric Scholarship For SC Students (9 To 10)
60	Secondary Education	Pre Matric Scholarship For OBC Students (6 To 10)
61	Secondary Education	Pre Matric Scholarship For SBC Students (6 To 10)
62	Secondary Education	Post Matric Scholarship For OBC Students
63	Secondary Education	Post Matric Scholarship For SBC/MBC (Special Group) Students
64	TRIBAL AREA DEVELOPMENT	RENT REIMBURSEMENT FOR COLLEGE TRIBAL STUDENTS
65	TRIBAL AREA DEVELOPMENT	SAHARIYA EDUCATIONAL MOTIVATION SCHEME FOR REGULAR STUDIES
66	TRIBAL AREA DEVELOPMENT	Scholarship For Girls Of Tribal Area To Study In Colleges
67	TRIBAL AREA DEVELOPMENT	Scholarship To Students Of Tribal Area Who Passed Board/University Exam With First Class
68	TRIBAL AREA DEVELOPMENT	INCENTIVE TO SAHARIA STUDENTS FOR BSTC
69	TRIBAL AREA DEVELOPMENT	NishulkDaal, Tel, Deshi Ghee (Sahariya Family/ Kathodi Tribal In Baran)



70	TRIBAL AREA DEVELOPMENT	Incentive To Tribal Girls Studying In 11 And 12 Class
71	TRIBAL AREA DEVELOPMENT	INCENTIVE TO SAHARIYA NURSING STUDENTS
72	TRIBAL AREA DEVELOPMENT	INCENTIVE TO SAHARIA STUDENTS FOR B.ED
73	Women Empowerment	Indira Mahila Shakti UdhyaMProtshahn Yojana

35+ Schemes have been integrated with Jan Aadhaar Application

Sr.No.	Department Name	Service Name
1	AGRICULTURE	RAJ KISAN
2	AGRICULTURE	Subsidy On Water Storage Tank
3	DEPARTMENT OF FOREST	Forest Management And Decision Support System
4	DEVASTHAN DEPARTMENT	Kailash Mansarovar Tirth Yatra
5	DEVASTHAN DEPARTMENT	VaristhNagrik Tirth Yatra
6	DEVASTHAN DEPARTMENT	Sindhu Darshan Tirth Yatra
7	DIRECTORATE OF ECONOMICS AND STATISTICS	Pehchan
8	DOITC	REGISTRATION FOR RCAT
9	DOITC	e-Mitra - Caste Certificate
10	DOITC	e-Mitra - Bonafied Certificate
11	GOVERNMENT PRESS	ReAMS
12	HIGHER EDUCATION	HIGHER EDUCATION ADMISSION
13	HORTICULTURE DEPARTMENT	Pradhan Mantri Krishi Sinchai Yojana- Rain Gun
14	HORTICULTURE DEPARTMENT	Green House - Mission for Integreated Development of Horticulture
15	HORTICULTURE DEPARTMENT	Walk-In Tunnel - Mission for Integreated Development of Horticulture
16	HORTICULTURE DEPARTMENT	Orchard - Mission for Integreated Development of Horticulture
17	HORTICULTURE DEPARTMENT	Pradhan Mantri Krishi Sinchai Yojana- Micro Sprinkler
18	HORTICULTURE DEPARTMENT	Onion Storage - Mission for Integreated Development of Horticulture
19	HORTICULTURE DEPARTMENT	Shade Net House - Mission for Integreated Development of Horticulture
20	HORTICULTURE DEPARTMENT	Solar Subsidy - Mission for Integreated Development of Horticulture
21	LABOUR	Labour Department Management System



22	LABOUR	Labour Card
23	LOCAL SELF GOVERNMENT	LSG
24	MEDICAL HEALTH AND FAMILY WELFARE	Mukhyamantri Balika Sambal Yojana
25	MEDICAL HEALTH AND FAMILY WELFARE	Integrated Health Management System
26	RAJ COMP INFO SERVICES LIMITED	End To End Exam Solution
27	RAJASTHAN RENEWABLE ENERGY CORPORATION LIMITED	Rooftop Solar Power Generation
28	RAJASTHAN RENEWABLE ENERGY CORPORATION LIMITED	Disaster Management Information System
29	Secondary Education	Cycle Distribution Scheme For EWS Students Studying In Government Schools
30	SIPF	MUKHYAMANTRI CHIRANJEEVI DURGHATNA BIMA YOJANA
31	SIPF	RGHS
32	SOCIAL JUSTICE AND EMPOWERMENT-SOCIAL WELFARE SCHEME	Specially Abled (UDID)
33	SOCIAL JUSTICE AND EMPOWERMENT-SOCIAL WELFARE SCHEME	Social Justice Management System
34	TRIBAL AREA DEVELOPMENT	HOSTEL AND SCHEME MONITORING SYSTEM
35	TRIBAL AREA DEVELOPMENT	Forest Right Act
36	WOMEN EMPOWERMENT	Fees Reimbursement To Girls For RS-CIT



2.2 APIs DETAILS (TENTATIVE)

Below is the tentative list of APIs being used for sharing information in Jan Aadhaar Application.

S.No	API NAME	Average Hits Per Day
1	Janaadhaar HOF and MEM Details	
2	JanaadhaarRajssp Integration	3774
3	Janaadhaar Common Service	60377
4	JanaadhaarRajssp Reverse Seeding	
5	Janaadhaar HOF and MEM Rajssp Details	
6	Janaadhaar JAY Delete Mem Info	544
7	Janaadhaar JAY Get Id	12209
8	JanaadhaarJsy Integration	3502
9	Janaadhaar Ayushman Bharat Integration	
10	Janaadhaar Family Detail Service	95364
11	Janaadhaarepds verify otp service	
12	Janaadhaarepds gen otp service	
13	JanaadhaarePDS Integration Service	



14	Janaadhaar OTP Services	38167
15	Janaadhaar scheme wise detail portal	
16	Janaadhaarenrollment detail portal	
17	Janaadhaar Transaction Mapper	1288
18	Janaadhaar Ecard Service	5171
19	Janaadhaar Fetch Family Summary	890786
20	Janaadhaar Action Accrual	15
21	Janaadhaar Bank Mapping	
22	Janaadhaar Due Transaction	
23	Janaadhaar Info	1085150
24	Janaadhaar Info Dtl	
25	Janaadhaar Mapping	
26	Janaadhaar Transaction	26
27	Janaadhaar Withdrawal	
28	Janaadhaar Fetch Family Dtl	
29	Janaadhaar Gen Otp For	13252
30	Janaadhaar Gen Otp With Aadhar	
31	Janaadhaar Gen Otp With Mob	
32	Janaadhaar Validate Otp	8495
33	Janaadhaar Validate Otp Aadhar AndGetData	
34	Janaadhaar Validate OtpAndGetData	



35	JanaadhaarSms Response	
36	Janaadhaar Card Status	1920
37	Janaadhaar HOF And Member Photo	230576
38	JanaadhaarJansoochnaGpblock Detail	1263
39	JanaadhaarPmkisanSmf Status	142
40	Janaadhaar Info by AadharId	61995
41	Janaadhaar Scholarship HofAndMember Details	36194
42	Janaadhaar Fetch Family Rajssp	
43	Janaadhaar Delete Member Info	737
44	Janaadhaar Ecard Metadata	23
45	Janaadhaar DBT Bharat Integration	1
46	JanaadhaarEnrollment Count	3609
47	JanaadhaarEnrollmentSchemewise	3610
48	Janaadhaar DBT Push Service	6
49	JanaadhaarSeccSeedInfo	
50	Janaadhaar Validate OTP And GetEcard	
51	Janaadhaar Data Search JayId Mob Aadhaar	
52	Janaadhaar Validation And Summary	1
53	Janaadhaar COVID19 Counter Service	
54	Janaadhaar Mobile and Account Update by Emitraplus	50
55	JanaadhaarKioskPlus Aadhaar Search	39



56	JanaadhaarNonNfsa Survey Data	
57	Janaadhaar Check Scheme Entitlement	19
58	Janaadhaar Validate Beneficiary Name	
59	Janaadhaar Pull DBT Payment Status	
60	Janaadhaar Meta Data Fetch	573
61	Janaadhaar Info Data	44277
62	JanaadhaarjanMemIdInfo	85963
63	JanaadhaarfetchDataSrv	
64	JanaadhaarentilementSchemeWise	
65	JanaadhaarjanEntilesDtl	
66	JanaadhaarentileDistWise	
67	Janaadhaardbtbharatentry	
68	JanaadhaarmarkCorrection	1
69	JanaadhaarmarkChiranjeevi	
70	JanaadhaarsaveToDocEngine	430
71	JanaadhaarrajPoshanPost	
72	JanaadhaarrajPoshanMappingData	
73	JanaadhaarpostContractualDetails	
74	Janaadhaar Search Data Service	
75	Janaadhaar Save Data Service	16002
76	Janaadhaar Mark RGHS	6571



77	Janaadhaar Validate OTP Fetch Photo	
78	Janaadhaar Validate OTP and Fetch	
79	JanaadhaargenOTP via Mob	
80	Janaadhaar Chiranjeevi Integration	
81	Janaadhaar NFSA Beneficiary Details	
82	Janaadhaar Ration Service	
83	Janaadhaar Family Details	
84	Janaadhaar Push Farmer Loan Info FIG	
85	Janaadhaar fetch summary	
86	JanaadhaarHoF Contact Numbers	
87	Janaadhaar Fetch Deemed Info API	
88	Janaadhaar Push ChiranjiviMobData	
89	JanaadhaarNon Chiranjeevi Data	
90	Janaadhaar Update Employee Details	