

**Request for Proposal (RFP) Document for Selection of Agency for Design, Development, Implementation and Maintenance of “iStart Portal 2.0” for DoIT&C, GoR**

[Reference No.F15(6)/DoIT HQ/2024-11317/02272/2024

Dated 20/06/2024]

<b>Mode of Bid Submission</b>	Online through e-Procurement/e-Tendering system at <a href="https://eproc.rajasthan.gov.in">https://eproc.rajasthan.gov.in</a>
<b>Procuring Authority</b>	Commissioner & Special Secretary, DoIT&C, Second Floor, IT Building, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur (Rajasthan)
<b>Last Date &amp; Time of Submission of Bid</b>	As per NIB
<b>Date &amp; Time of Opening of Technical Bid</b>	As per NIB

**Bidding Document Fee: INR 1,000 (Rupees One Thousand only)** in form of Demand Draft in favour of “Commissioner, DoIT&C” payable at “Jaipur”

**e-Procurement Fee: INR 2,500 (Rupees Two Thousand Five Hundred only)** in form of Demand Draft in favour of “MD, RISL” payable at “Jaipur”

<b>Name of the Bidding Company/ Firm:</b>			
<b>Contact Person (Authorized Bid Signatory):</b>			
<b>Correspondence Address:</b>			
<b>Mobile No.</b>		<b>Telephone &amp; Fax Nos.:</b>	
<b>Website &amp; E-Mail:</b>			

**Department of Information Technology & Communication (DoIT&C)**

2nd Floor, IT Building, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur (Rajasthan)

Phone: 0141-2224855 Fax: 0141-2222011

Web: <http://doitc.rajasthan.gov.in>; Email: [startups.doit@rajasthan.gov.in](mailto:startups.doit@rajasthan.gov.in)

**ABBREVIATIONS & DEFINITIONS**

<b>Act</b>	The Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012) and Rules thereto
<b>Authorised Signatory</b>	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
<b>BG</b>	Bank Guarantee
<b>Bid/ eBid</b>	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format
<b>Bid Security</b>	A security provided to the procuring entity by a bidder for securing the fulfillment of any obligation in terms of the provisions of the bidding documents.
<b>Bidder</b>	Any person/ firm/ agency/ company/ contractor/ supplier/ vendor participating in the procurement/ bidding process with the procurement entity
<b>Bidding Document</b>	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
<b>BoM</b>	Bill of Material
<b>CMC</b>	Contract Monitoring Committee
<b>Competent Authority</b>	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement. Special Secretary & Commissioner, IT&C, Govt. of Rajasthan in this bidding document.
<b>Contract/ Procurement Contract</b>	A contract entered into between the procuring entity and a successful bidder concerning the subject matter of procurement
<b>Contract/ Project Period</b>	<b>The Contract/ Project Period will be of 45 months of Development &amp; Services after commissioning of the project. This may be extended for additional 12 or 24 months at discretion of DoIT&amp;C or that may be decided mutually.</b>
<b>Day</b>	A calendar day as per GoR/ Gol.
<b>DeitY, Gol</b>	Department of Electronics and Information Technology, Government of India
<b>DoIT&amp;C</b>	Department of Information Technology and Communications, Government of Rajasthan.
<b>eGRAS</b>	Online Government Receipts Accounting System (e-GRAS) is an e-Governance 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: <a href="https://egras.raj.nic.in/">https://egras.raj.nic.in/</a>
<b>ETDC</b>	Electronic Testing & Development Center
<b>FOR/ FOB</b>	Free on Board or Freight on Board
<b>Gov/ GoR</b>	Govt. of India/ Govt. of Rajasthan
<b>Goods</b>	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
<b>GST</b>	Goods & Services Tax
<b>ICT</b>	Information and Communication Technology.
<b>IFB</b>	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)
<b>INR</b>	Indian Rupee
<b>ISI</b>	Indian Standards Institution
<b>ISO</b>	International Organization for Standardization
<b>IT</b>	Information Technology
<b>ITB</b>	Instruction to Bidders
<b>LD</b>	Liquidated Damages
<b>LoI</b>	Letter of Intent
<b>NCB</b>	A bidding process in which qualified bidders only from within India are allowed to participate
<b>NeGP</b>	National e-Governance Plan of Government of India, Department of Information Technology (DIT), Ministry of Communications and Information Technology (MCIT), New Delhi.
<b>NIB</b>	Notice Inviting Bid
<b>Notification</b>	A notification published in the Official Gazette
<b>OEM</b>	Original Equipment Manufacturer
<b>PAN</b>	Permanent Account Number
<b>PBG</b>	Performance Bank Guarantee
<b>PC</b>	Procurement/ Purchase Committee
<b>PQ</b>	Pre-Qualification
<b>Procurement Process</b>	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
<b>Procurement/ Public Procurement</b>	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
<b>Project Site</b>	Wherever applicable, means the designated place or places.
<b>PSD/ SD</b>	Performance Security Deposit/ Security Deposit
<b>Purchaser/ Tendering Authority/ Procuring Entity</b>	Person or entity that is a recipient of a good or service provided by a seller (bidder) under a purchase order or contract of sale. Also called buyer. DoIT&C in this RFP document.
<b>RajSWAN/ RSWAN</b>	Rajasthan State Wide Area Network
<b>RISL</b>	RajCOMP Info Services Limited
<b>RSDC</b>	Rajasthan State Data Centre, New IT Building, Jaipur

<b>RVAT</b>	Rajasthan Value Added Tax
<b>Services</b>	Any subject matter of procurement other than goods or works and includes physical, maintenance, professional, intellectual, consultancy and advisory services or any service classified or declared as such by a procuring entity and does not include appointment of any person made by any procuring entity
<b>SLA</b>	Service Level Agreement is a negotiated agreement between two parties wherein 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.
<b>SSDG</b>	State Services Delivery Gateway
<b>State Government</b>	Government of Rajasthan (GoR)
<b>State Public Procurement Portal</b>	<a href="http://sppp.raj.nic.in">http://sppp.raj.nic.in</a>
<b>STQC</b>	Standardization Testing and Quality Certification, Govt. of India
<b>Subject Matter of Procurement</b>	Any item of procurement whether in the form of goods, services or works
<b>TIN</b>	Tax Identification Number
<b>TPA</b>	Third Party Auditors
<b>WO/ PO</b>	Work Order/ Purchase Order

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

Ref No. F15(6)/DoIT HQ/2024-11317/02272/2024

Dated 20-06-2024

Unique Bid No. ITC2425SLOB00006

NIB Code: ITC2425A0007

<b>Name &amp; Address of the Procuring Entity</b>		<ul style="list-style-type: none"> <li>Name: Commissioner &amp; Special Secretary, DoIT&amp;C, Govt. of Rajasthan</li> <li>Address: IT Building, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur (Rajasthan)</li> </ul>
<b>Name &amp; Address of the Project Officer In-charge (POIC)</b>		<ul style="list-style-type: none"> <li>Name: Smt. Dipti Aggrawal</li> <li>Designation: ACP (Dy. Director)</li> <li>Address: IT Building, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur (Rajasthan)</li> <li>Email: <a href="mailto:startups.doit@rajasthan.gov.in">startups.doit@rajasthan.gov.in</a></li> </ul>
<b>Subject Matter of Procurement</b>		Request for Proposal (RFP) Document for Selection of Agency for Design, Development, Implementation and Maintenance of "iStart Portal 2.0" for DoIT&C, GoR
<b>Bid Procedure</b>		Single-stage two part (envelop) open competitive e-Bid procedure at <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a>
<b>Bid Evaluation Criteria (Selection Method)</b>		Least Cost Based Selection (LCBS)- L1
<b>Websites for downloading Bidding Document, Corrigendum's, Addendums etc.</b>		<a href="http://sppp.rajasthan.gov.in">http://sppp.rajasthan.gov.in</a> , <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a> , <a href="http://risl.rajasthan.gov.in">http://risl.rajasthan.gov.in</a> , <a href="http://doitc.rajasthan.gov.in">http://doitc.rajasthan.gov.in</a>
<b>Estimated Procurement Cost</b>		INR 5,00,00,000 (Rs. Five Crores Only) Excl. Taxes
<b>Fees</b>	<b>Bidding Document Fee / Tender Fee</b>	<ul style="list-style-type: none"> <li>Bidding document fee: Rs. 1000/- (Rupees One Thousand only) in Demand Draft in favour of "Commissioner, DoIT&amp;C" payable at "Jaipur".</li> </ul>
	<b>RISL Processing Fee</b>	<ul style="list-style-type: none"> <li>eProc fee: Rs. 2500/- (Rupees Two Thousand Five Hundred only) in Demand Draft in favour of "MD, RISL" payable at "Jaipur"</li> </ul>
	<b>Bid Security (EMD)</b>	<p>Bid Security Amount:</p> <ul style="list-style-type: none"> <li>INR 10,00,000/- (Rupees Ten Lacs Only), i.e. 2% of the estimated procurement cost.</li> <li>INR 2,50,000/- (Rupees Two Lacs Fifty Thousand Only), i.e. 0.5% for S.S.I. of Rajasthan.</li> <li>INR 5,00,000/- (Rupees Five Lacs Only), i.e. 1% for Sick Industries, other than S.S.I., whose cases are pending with Board of Industrial &amp; Financial Reconstruction.</li> <li>Mode of Payment: Banker's Cheque or Demand Draft or Bank Guarantee (in specified format in Annexure-7: Bid Security Format), of a Scheduled Bank</li> <li>Bid Security shall be in favour of "Commissioner, DoIT&amp;C" payable at "Jaipur".</li> </ul>
<b>Period of Sale of Bidding Document (Start/ End Date)</b>		<ul style="list-style-type: none"> <li>Start Date: 20-06-2024 at 06.00 PM</li> <li>End Date: 30-07-2024 at 04.00 PM</li> </ul>
<b>Date/ Time/ Place of Pre-bid Meeting</b>		<ul style="list-style-type: none"> <li>Date/ Time: 26-06-2024 at 04.00 PM</li> <li>Place: Conference Hall, Ground Floor, IT Bldg., Jaipur</li> <li>Pre-requisite: Submission of tender fees as mentioned</li> </ul>
<b>Manner, Start/ End Date for the submission of Bids</b>		<ul style="list-style-type: none"> <li>Manner: Online at eProc website (<a href="https://eproc.rajasthan.gov.in">https://eproc.rajasthan.gov.in</a>)</li> <li>Start Date: 15-07-2024 at 06.00 PM</li> <li>End Date: 30-07-2024 at 04.00 PM</li> </ul>
<b>Submission of Banker's</b>		

<b>Cheque/ Demand Draft for Tender Fee, Bid Security, and Processing Fee*</b>	<ul style="list-style-type: none"> <li>• Start Date: 15-07-2024 at 06.00 PM</li> <li>• End Date: 30-07-2024 at 04.00 PM</li> </ul>
<b>Date/ Time/ Place of Technical Bid Opening</b>	<ul style="list-style-type: none"> <li>• Date: 30-07-2024 at 04.30 PM</li> <li>• Place: Committee Room, Second Floor, IT Building, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur (Rajasthan)</li> </ul>
<b>Date/ Time/ Place of Financial Bid Opening</b>	Will be intimated later to the Technically qualified bidders
<b>Bid Validity</b>	180 days from the bid submission deadline
<p>Note:</p> <ol style="list-style-type: none"> <li>1) Bidder (authorized signatory) shall submit their offer on-line in Electronic formats both for technical and financial proposal. However, DD for Tender Fees, DoIT&amp;C 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.</li> <li>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 the date &amp; time mentioned above, its Bid shall not be accepted. The Banker's Cheque/ Demand Draft for Bidding document fee and Bid Security should be drawn in favour of the authority as mentioned in the NIB"</li> <li>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 <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a> (bidders already registered on <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a> before 30-09-2011 must register again).</li> <li>4) DoIT&amp;C will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid well advance in time so as to avoid 11th hour issues like slow speed; choking of web site due to heavy load or any other unforeseen problems.</li> <li>5) Bidders are also advised to refer "Bidders Manual Kit" available at eProc website for further details about the e-Tendering process.</li> <li>6) The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bids.</li> <li>7) 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.</li> <li>8) 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.</li> <li>9) The provisions of RTPP Act 2012 and Rules and subsequent amendments 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.</li> </ol>	

Date : 20-06-2024

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Additional Director, DoIT&C

## 1. PROJECT PROFILE & BACKGROUND INFORMATION

The Department of Information Technology & Communication, Government of Rajasthan (GoR) has launched iStart Rajasthan in August 2017, which is a flagship initiative intended to foster innovation, create jobs and facilitate investment. The program aims to nurture innovation and entrepreneurship which would further help in the economic growth and development of the state. Through this initiative, the State Government intends to build an environment where there would be an easy access to knowledge exchange and funding.

As part of iStart Rajasthan, iStart Portal ([www.istart.rajasthan.gov.in](http://www.istart.rajasthan.gov.in)) is an award-winning platform for all ecosystem players to avail benefits, be connected and stay updated with Government of Rajasthan as well as ecosystem's various initiatives in startup domain.

iStart Portal is one stop-platform enabling eligible entities to be recognized as a startup with Government of Rajasthan, avail benefits as laid down under Rajasthan Startup Policy 2022, participate in events, manage their dashboards, to name a few. It also provides administrators with various analytical information through their Dashboard's for assessing and monitoring performance of the program.

iStart Portal has enabled one of its kind with 100% digital implementation of state government's initiatives and policies for startup ecosystem.

DoIT&C is looking forward to on-boarding a competent agency to complete redevelopment of the next version of iStart Portal with many more features and improvements called as "iStart Portal 2.0". The engagement will be for a period of 45 months which may be extended for additional 12 or 24 months at discretion of DoIT&C or that may be decided mutually.

## 2. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA

- 1) A bidder participating in the procurement process shall possess the following minimum pre-qualification /eligibility criteria.

S. No.	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	The bidder should be a company registered under Indian Companies Act 1956 OR A partnership firm registered under Indian Partnership Act, 1932. OR A Limited Liability Partnership registered under Indian Limited Liability Partnership Act, 2008 OR A Proprietorship firm registered under the Rajasthan Shops & Commercial Establishments Act, 1958 or a similar Act of any other State/ Union, as applicable (Note: A self-certified declaration regarding the	Copy of Certificates of incorporation / Certificate of Registration

		non-applicability of registration to any Act should be submitted by the bidder)	
2	Financial: Turnover from IT/ ITeS	Annual Average Turnover of the bidder from IT/ ITeS for the last five financial years i.e. (from 2018-19 to 2022-23) as per the last published audited balance sheets), should be at least INR 5.00 Crores.	CA Certificate with CA's Registration Number/ Seal.
3	Financial: Net Worth	The net worth of the bidder, as on 31st March 2023, should be Positive.	CA Certificate with CA's Registration Number/ Seal
4	Technical Capability	<p>The bidder must have successfully completed at least ONE e-Governance project involving any of the following for any state/ central government organization/ PSU's in India with value not below INR 5.00 Crores in the period FY 2018-19 to 2022-23:</p> <p>a. Software Development/ Customization b. Software Support/ Maintenance/ Enhancement</p> <p style="text-align: center;">OR</p> <p>The bidder must have successfully completed/ executing at least Two e-Governance projects involving any of the following for any state/ central government departments/ PSU's in India with value not below than INR 2.50 Crores each in the period FY 2018-19 to 2022-23:</p> <p>a. Software Development/ Customization b. Software Support/ Maintenance/ Enhancement.</p>	<p>Annexure-9 per project reference</p> <p style="text-align: center;">And</p> <p>Work Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate from the client mentioning the amount received of work completed</p>
5	Quality Certification	The bidder must possess at the time of bidding, a valid CMMI Level 3 Certification.	<ul style="list-style-type: none"> <li>• Copy of Valid certificate.</li> </ul>
6	Tax registration and clearance	<p>The bidder should have a registered number of</p> <p>a. GST where his business is located b. Income Tax / Pan Number.</p>	<ul style="list-style-type: none"> <li>• Copies of PAN</li> <li>• GST registration Certificate/ Number</li> </ul>
7	Mandatory Undertaking	<p>Bidder should: -</p> <p>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;</p> <p>b) not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;</p> <p>c) not have a conflict of interest in the</p>	A Self Certified letter as per Annexure-3: Self-Declaration



		<p>procurement in question as specified in the bidding document.</p> <p>d) comply with the code of integrity as specified in the bidding document.</p> <p>e) Not blacklisted at any given point of time by central government, any state government or any India PSU.</p>	
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- 2) In addition to the provisions regarding the qualifications of the bidders as set out in (1) above: -
- a. the procuring entity shall disqualify a bidder as per the provisions under “Clause: Exclusion/ Disqualification of bids in Chapter-5: ITB”; and
  - b. 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.

### 3. SCOPE OF WORK, DELIVERABLES & TIMELINES:

**3.1. Overview of iStart Rajasthan Program:** To execute and ground the benefits laid down under the Rajasthan Startup Policy, Government of Rajasthan has institutionalized iStart Rajasthan program which is a one of its kind 100% digital policy implementation mechanism. All benefits including registration of the startup, approval of startup, incentives for startups (Ideation grant for Pre-seed stage Startups, Viability grant for Seed stage Startups, Scale-up fund & Startup equity fund for Growth Stage Startups etc.), incubation support, innovative challenges for startups (Challenge for Change), provide services through Rajasthan stack to startups, partnership connect, etc. are accessible, applicable, administered and disbursed digitally through program’s website- [www.istart.rajasthan.gov.in](http://www.istart.rajasthan.gov.in) (iStart Portal). In addition of nurturing startup, now iStart also nurture Student entrepreneurs and rural Startup also.

#### **3.1.1 Benefits of iStart Program are as follows:**

- Act as a one-stop solution for Startups, Mentors for ease of doing business and assessing all benefits & offers by the Government of Rajasthan
- Integrated platform where startups and Students not only can register but also get the incubation and connect with various stakeholders of the ecosystem
- Startup can receive the financial and incubation support from the government directly.
- Various assessment programs, boot camps, workshops, investor pitch etc help startup to brush-up their ideas and convert it into a profitable business opportunity.
- iStart platform provides “Q-Rate” cards to the startups based on their performances which help them to assess their strategies and action plans to improve them.
- Student and Startup can participate in innovation challenges.
- Outreach Sessions are conduction throughout the state for students.

#### **3.2. Major Components of iStart Portal 2.0:**

- 3.2.1 Integration with Single-Sign On:** iStart Rajasthan is a one-stop online platform handholding startup right from registration to fund disbursements. iStart Portal is integrated with Government of Rajasthan's single sign-on (<https://sso.rajasthan.gov.in/signin>) for Government related services and facilities.
- 3.2.2 Startups' Module:** Each registered startup has access to personalized dashboard through which the startup can apply and track all applicable benefits listed in the Rajasthan Startup Policy as follows:-
- Incubation
  - Funding
  - Innovation challenge
  - Virtual Incubation (Mentoring support)
- 3.2.3 Mentors' Module:** As Mentor, users have access to all registered startups across all incubation centers under iStart Nest. In iStart Rajasthan, a mentor can play the roles and responsibilities including but not limited to:
- Mentoring startup's
  - Hosting events
  - Submission of reports
  - Q-Rate Assessment
  - Miscellaneous Activities
- 3.2.4 Q-Rate Mechanism:** Q-Rate is the startup rating mechanism accepted by all leading VCs & Investors. Q-Rate score card provides entrepreneurs a detailed assessment report on their startup's potential and investment worthiness. If a startup chooses to apply for Q-Rate, startups would be assessed on multiple parameters of business and provided with a detailed Q-Rate Card (Scorecard) and assessment report on their strengths and weaknesses.
- 3.2.5 Innovation Challenge:** The department engages startups/Students via various accelerator programs wherein the startups/students would be invited to propose innovative solution for the social/economic challenges being faced by the Government. Different departments of Government of Rajasthan can put their Social/economic Challenges on the Portal for well-being of people. And Startup or student based on preference of department can provide solution for the challenges; select startup/student should be awarded with work order to provide the respective solution.
- 3.2.6 School and Rural Startup:** iStart has started School and Rural startup programme in rural areas throughout the state. There are Launchpad coordinators in every district who conduct outreach session for nurturing student entrepreneurship.
- 3.2.7 Talent Market Place:** Jobseekers and Job Providers can connect on the same portal.
- 3.3. Technology Platform used for iStart Rajasthan Program:**
- a) Integrated iStart Portal 2.0 (<https://istart.rajasthan.gov.in/>):
- Application Frontend: Laravel 11 with php8.0, React.js, Node.js
  - Back end database: My SQL8.0
- 3.4. Scope of Work:** The scope of work for the selected bidder during the period of contract/engagement would include:
- 3.4.1.** The selected bidder's is expected to take over the current iStart Portal, re-design and

Re-Develop the Portal 2.0 in mutual discussions with DoIT&C

- 3.4.2. Maintain the old portal until the new Portal 2.0 come live and maintain and update the new Portal 2.0 during the contract period.
- 3.4.3. Whole previous database should be migrated with new application using AI.
- 3.4.4. The iStart Portal 2.0 should be in adherence and compliance to Government of India (egovstandards.gov.in), GIGW guidelines and Government of Rajasthan's (doitc.rajasthan.gov.in) guidelines for websites.
- 3.4.5. **Modules which need to be developed:** The Key Module's which require to be developed according to Startup Policy are as follows:
  - **Startups' Module:**
    - **Dashboard:** Each registered startup has access to personalized dashboard through which the startup can apply and track all applicable benefits listed in the Rajasthan Startup Policy.
    - **Incubation:** Every approved startup can apply for incubation support.
    - **Funding:** Approved startups can apply for funding according to their stage (Pre Seed, Seed and Growth Stage). System should be intelligent enough to manipulate application whether it is suitable for desired fund or not (according to applicant's previous records of payments and its stage)
    - **Innovation Challenge:** Startup can apply/pitch for relevant innovation challenges which are live on the Portal 2.0 and receive work order if selected.
  - **Admin Module:**
    - **Dashboard:** Each Admin has access to personalized dashboard through which he can perform various activities (like startup approval/rejection, Funding and Incubation approval/rejection) based on the privileges given to that admin. Also Admin have access to different Reports and MIS that based on their privileged rights. Admin have live display of incubation seats allotted in Incubation center and Fund Allotment to startups on the dashboard. Portal 2.0 should be artificial Intelligent so that it can give input to admin for taking appropriate actions.
  - **Mentor:** The mentor module shall be enhanced to include Connection/Network Management, Mentor Session Management, Pitch session management, iStart – HRMS For paid engagement, mentors' attendance monitoring is a key activity associated with raising invoices and payment approvals for mentor resources.
  - **Incubation Support Management:** The incubation program is designed to help startups gain traction through deep mentor engagement, rapid iteration cycles, and fundraising preparation. This shall be a transaction based process which will be accessed whenever a startup applies for the incubation support, upgrades, extends or surrenders the incubation support.
  - **Infrastructure Module:** This module facilitates floor mapping, infrastructure booking, and startup management in incubation center.
  - **Financial Support Management:** The Portal 2.0 should be artificially intelligent enough to display all the available financial benefits options that can be applied for by a startup as per its stage of maturity and the defined policies. This shall be a transaction based process which will be accessed whenever a startup applies for financial support.

Workflow for the different financial benefits may vary as per policy defined. System should enable the users to upload process compliant documents, sign the Declaration/undertaking and e-sign the form at all relevant stages. The system shall notify the startup on successful submission, approval/rejection of financial support application via sms/email.

The system should be capable to facilitate departmental users to carry out multiple review and approval process along with cancellation, rejection and re-assignment on the application submitted any kind of startup allowance/financial benefit under iStart program based on the office hierarchy described by the department.

- **Academic Institutes Model:** Academic institutes may act as partner organizations with the department wherein they work in parallel to promote various startups that have grown up within its umbrella, have requisite infrastructure that can be utilized for incubation support for startups, run Launch pad rooms and conduct outreach sessions and organize various programs. Academic Institute On-Boarding is kind of master data generation which will be accessed whenever a new academic institute is on-boarded, its profile is updated.

The system shall provide a user friendly interface for onboarding academic institutions authorized by department to associate with iStart program. The system should be capable to capture and manage all the mandatory details for academic institutions.

The system shall notify the academic institutes on successful onboarding on iStart via SMS/email. The system shall have the feature of creating audit log history for tracking and review purpose. The system shall allow academic institutes to update the details as per the policy defined by DoIT&C. The system shall enable academic institutes to on-board its team members and give access to various functionalities after authorization. The system should enable departmental users to discontinue the association of an academic institute with iStart i.e. deactivate the institute in iStart system as per the policies defined by the department.

- **Q-Rate:** Q-Rate mechanism should be developed for startup ranking and assessment.
- **Reports and MIS:** The software/ application shall have unified reporting engine to generate/ provide various Reports based on the data provided by other components of the system.
- **School Startup:** School Startup module should provide integrated approach to support school/College Students to register and access iStart Portal 2.0 in a user-friendly approach. Students get facilitated with many iStart Program benefits.
  - Support for integrated LMS module for students.
  - **Outreach session Management Module:** There are launch pad coordinators in every district of state for nurturing students. These coordinators conduct outreach session weekly in their respective district. iStart Portal 2.0 should facilitate Launchpad coordinators to conduct session & register students and nurture student entrepreneurship.
  - Students can participate in Innovation challenges designed for Students.
- **Investors Module:** Investors are best guides for the startup to raise subsequent rounds of funding on the basis of stage, maturity, sector focus etc. and aid in networking and connection for the founders to pitch their business to other investors. Investor Registration process shall be a kind of master data generation which will be accessed whenever an investor agency or an individual investor is registered on iStart or its profile is updated.

The system shall provide a user friendly interface for investors to register for associating with iStart program. The system should be capable to capture and manage all the mandatory profile details for an investor. The system should be capable to facilitate departmental users to carry out multiple review and approval process along with cancellation, rejection and re-assignment on the

application submitted for the registration based on the office hierarchy described by the department. The system shall allow investors to update the profile details as per the policy defined by DoIT&C. The system should enable departmental users to cancel the registration of an investor as per the policies defined by the department. The System should provide a platform for Virtual Investor meet.

*Fund Allocation Management / Monitoring:* This will be a transaction based process which will be accessed whenever an investor performs a financial transaction in the system. The system shall display and manage the workflow for a fund allocation management and monitoring as is applicable as per the processes defined by the department.

- **Talent Market Place:** Job providers and Job seekers can connect on the same place. Student and other Job seekers can update their portfolio on the portal and apply for the related jobs. Startups and Entrepreneurs can match desired candidate using AI and give Job Position openings so that interested candidate can apply for it .
- **Third Party Applications and System Integration:** The integration shall be done through Software APIs in form of SOAP & WS-\* or JSON & REST etc. whichever is suitable to carry out the requirement of integration. The integration possibilities with but not limited to the following third party applications/ systems in DOIT&C/ RISL shall be considered:
  - e-Bazaar
  - Raj Udyog
  - State portal
  - CM Dashboards
  - Rajnet
  - State Data Centre
  - Raj e-Sewadwar
  - RajLMS
  - WhatsApp
  - Any other application/ System during the entire period of contract.
- **iStart Mobile App:** Mobile application should be designed for different stakeholders (like Startup, Mentor, Students and Launchpad coordinators) for their day-to-day activities.
- **Application Module for Innovation Hubs:** Running of day-to-day activities of Rajasthan Innovation Hubs
- **Atal Innovation Studio & Accelerators:** Running of day-to-day activities of Rajasthan Innovation Hubs
- **Chatbot:** Develop a chatbot so that it can answer all type of user queries using AI and predefined FAQs.

**3.5. Team Size and General Eligibility:** The selected bidders shall be required to deploy minimum 12 resources for development and 9 resources for support & maintenance on full-time basis for entire duration of project on-site at DoIT&C headquarters in Jaipur or elsewhere as maybe desired by DoIT&C. Appropriate Desktop/laptop and other IT equipment for development shall be provided by the selected bidders to the resources. Additional resources as may be required for successful completion of assigned tasks in a timely manner may be deployed remotely, however, they should available to be called at DoIT&C office anywhere across Rajasthan as per requirement of DoIT&C. The details of the same shall be required to be submitted along with the project proposal as a part of response to this RFP. The minimum qualifications for 12 full time deployable resources for development & 9 full time deployable resources during support & maintenance are at Annexure-12.

The selected bidder would be required to deploy an appropriate team consisting of members which will be at least as per the below mentioned requirements.

- a. Each member of the team must be a full-time employee of the bidder/under contract with the bidder for at least the entire project period.
- b. The full-time on-site team shall be deployed on an exclusive basis; no resource deployed under this project will work on any other engagement and a declaration for the same shall be provided by the selected bidder.
- c. The bidders cannot hire from current employees of DoIT&C and/or RISL during the currency of the project.
- d. The team shall be examined for suitability for performing the defined functions by DoIT&C. The selected bidder shall be solely responsible for verifying the educational qualifications, experience, and other certifications of all proposed team members, as outlined in their proposal. Verification methods must be reliable and documented. After the verification process, the selected bidder must furnish an undertaking regarding background verification and submit verified copies of all relevant documents.
- e. DoIT&C/RISL reserves the right to verify and cross-check the credentials and qualifications of the deployed team throughout the engagement. If during the course of engagement, it comes to notice that any team member has misrepresented the facts about his/her qualification/experience, the following shall apply:
  - The selected bidder will have to terminate the services of such member immediately.
  - The selected bidder shall have to provide a suitable replacement within 15 (fifteen) days.
  - No payment will be made for such resources (on a proportional basis).
  - Any other action that may be required as per the RTPP Act 2012 and Rules and subsequent amendments thereto.
- f. In case of resource replacement required by DoIT&C/ RISL on grounds of unsatisfactory performance/default/misconduct/any other reason, DoIT&C/ RISL shall give a notice of 30 (thirty) days to the selected bidder to provide a replacement acceptable to DoIT&C/ RISL as per the terms and conditions of the RFP. The said resource may be removed immediately from the services on the issue of such a notice. Also, it shall be the responsibility of the selected bidder to ensure providing temporary replacement service for the notice period within 15 (fifteen) days of issue of such a notice. Please note that no payments whatsoever shall be made for the duration of absence of a resource from services and/or on account of the expenses of resource replacement.
- g. The selected bidder must provide necessary IT equipment to its resources including laptop/ Desktop systems, printer, etc. for working on the project. DoIT&C/ RISL will not be providing any system/ desktops to any resource.
- h. The selected bidder shall comply with all the statutory requirements, and rules and regulations applicable for engagement of team for the client (i.e. DoIT&C/ RISL), and shall obtain all necessary registrations, licenses, approvals and sanctions under the applicable laws of the land, and will have to submit a signed undertaking to this effect to DoIT&C/ RISL.
- i. The selected bidder shall adhere to, and comply with, all the laws that may be applicable to it, and will extend all the benefits/privileges applicable to personnel

engaged/employed by it. In case of breach of any law/rules/notifications, applicable to the engagement of employees by the selected bidder, the selected bidder alone shall be responsible and liable for any act(s) of omission and/or commission committed by any employee, agent, representative, attorney and person(s) engaged/employed by it, for discharging the obligations under this contract.

- j. The selected bidder shall deposit all the mandatory contributions/dues with the appropriate authorities and shall provide the documentary evidence to DoIT&C/ RISL regarding such compliance. An undertaking will have to be given by the selected bidder that only he/it will be responsible for any lapse in this regard.
- k. No relationship of 'employer and employee' shall be entertained between the DoIT&C/ RISL and the team engaged by the selected bidder.
- l. The selected bidder alone shall have the right to take disciplinary action against any person(s) engaged/employed by it, while no right, whatsoever, shall vest in any such person(s) to raise any dispute and/or claim, whatsoever, on DoIT&C/ RISL. Under no circumstances DoIT&C/ RISL shall be deemed or treated as the employer in respect to any person(s) engaged/employed by the selected bidder, for any purpose, whatsoever, nor would DoIT&C/ RISL be liable for any claim(s), whatsoever, of any person(s) of the selected bidder. The selected bidder shall keep DoIT&C/ RISL totally and completely indemnified against any such claim(s).
- m. Notwithstanding anything contained herein, the selected bidder shall be liable for adequately compensating DoIT&C/ RISL for any loss or damage occasioned by any act, omission or lapse on its part, or by any person(s) deployed by it in pursuance to this RFP.
- n. The selected bidder must be able to arrange for the replacement of the existing resource, as and when such instructions are given by DoIT&C/ RISL.
- o. The engagement of resource(s) shall be purely on temporary and contractual basis till the validity of agreement signed for the activities defined under this RFP. The selected bidder shall, at all times, make it absolutely clear to the resources hired for activities defined in this RFP through it for DoIT&C/ RISL, that such deputies do not have any claim, whatsoever, regarding any regular employment in DoIT&C/ RISL, or any related organization whatsoever.
- p. Any resource hired for any activity defined in this RFP can be removed any time, by given a notice to the selected bidder. Undertakings to this effect will be taken by the selected bidder from all person(s) engaged by him, and they will also be handed over to DoIT&C/ RISL. The selected bidder will have to provide suitable replacement(s), acceptable to DoIT&C/ RISL, within 15 (fifteen) days' time of removal of such person(s).
- q. The services of the resource engaged are liable to be transferred anywhere within DoIT&C/ RISL, or at any other place in Rajasthan, from one branch to another, without any change in finances, depending on the exigencies of the work.
- r. The resource shall, remain punctual on all working days and shall adhere to the office timings. In case of emergency, the service of the resource shall be called for on gazetted holidays, on short notice at times, for which he is liable to discharge his/her duties on that day.
- s. The selected bidder shall ensure that complete confidentiality is maintained by it, and by all its resources, with regard to all information relating to DoIT&C/ RISL, its premises, clients, businesses, assets, affairs and employees, and that neither the selected bidder,

nor its engaged resources, will at any time divulge, or make known to any third parties, any trusts, accounts, matters or transactions, whatsoever, pertaining to DoIT&C/ RISL, and its associate entities, which may in any way come to their knowledge or attention.

- t. It is mandatory that the selected bidder provides adequate insurance coverage to the resource(s) for eventualities like death, disability, sickness etc. DoIT&C/ RISL shall not be liable for paying or bearing any premium/ compensation, at any stage, in respect of insurance claims made by the selected bidder, or the outsourced staff provided by it.

### 3.6. **Project Deliverables, Milestones & Time Schedule**

The milestones, deliverables and time schedule for the implementation of the project and respective payment criteria would be as follows:-

- a. The time specified for delivery and other activities as mentioned in the table below shall be deemed to be the essence of the contract and the selected bidder shall provide the required services within the specified period.
- b. It should be noted that any extension/ delay in the delivery period shall attract Liquidated Damages (LD) to the selected bidder as per the details mentioned in subsequent sections of this bidding document.
- c. The formats for all the reports shall be prepared by the Successful bidder and submitted to RISL for approval. The reports submitted by the successful bidder should strictly be in the approved format. The formats are subject may be revised as per requirements from time to time.

S. N.	Reference to SOW	Deliverable	Timeline (Indicative)/ Duration
1.	<b>1<sup>st</sup> phase - Development</b> <ul style="list-style-type: none"> <li>• Startup Module</li> <li>• Mentor Module</li> <li>• Admin Module</li> <li>• Incubation</li> <li>• Funding</li> <li>• School &amp; Rural Startup</li> <li>• Launchpad coordinator</li> <li>• Innovation Challenge</li> <li>• iStart Mobile App</li> <li>• integration with the old Database and Go live</li> </ul>	<ul style="list-style-type: none"> <li>• SRS of Phase-1 modules</li> <li>• UAT with Used cases</li> <li>• Safe to Host Certificate &amp; Go-Live</li> <li>• User Manual (Soft copy and hard copy)</li> </ul>	4.5 months
2.	<b>2<sup>nd</sup> Phase - Development</b> <ul style="list-style-type: none"> <li>• Q-Rate Mechanism</li> <li>• Talent Market Place</li> <li>• Investor Module</li> <li>• WhatsApp integration and AI ChatBot</li> <li>• Tinkering Lab registration</li> <li>• Id card generation with QR code</li> <li>• Other modules specified in scope of work</li> <li>• Support &amp; Maintenance of Phase-1 modules</li> <li>• Integration with old database and Go-live</li> </ul>	<ul style="list-style-type: none"> <li>• SRS of Phase-2 modules</li> <li>• UAT with Used cases</li> <li>• Safe to Host Certificate &amp; Go-Live</li> <li>• User Manual (Soft copy and hard copy)</li> </ul>	4.5 months



S. N.	Reference to SOW	Deliverable	Timeline (Indicative)/ Duration
3.	Support & Maintenance for 3 years (starting from the date of go-live of 2 <sup>nd</sup> Phase)	<ul style="list-style-type: none"> <li>• Quarterly Satisfactory Performance Certificate duly verified by the authorized person/ OIC</li> <li>• Attendance Reports for all deployed team members</li> <li>• Report on tasks performed during the quarter</li> </ul>	3 Years (equally divided into 12 quarters)
4.	Change Request	<ul style="list-style-type: none"> <li>• 50 man-months</li> </ul>	Item No. 3 from Financial Bid. On case-to-case basis as approved from time to time by the department.
<p>Note: The joining period of 30 days shall be provided to the selected bidder for deployment of development manpower on-site from the date of issue of Lol. The Support &amp; Maintenance team should join the next day of Go-live of Phase-2.</p>			

#### 4. **INSTRUCTION TO BIDDERS (ITB)**

##### 4.1. **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 authorized sole selling agents/ marketing agents/ distributors/ sub-distributors and authorized dealers or vice versa.

##### 4.2. **Pre-bid Meeting/ Clarifications**

- a. Any prospective bidder may, in writing, seek clarifications from the procuring entity in respect of the bidding documents.
- b. 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.
- c. 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
- d. 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.

#### **4.3. 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 documents 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.

#### **4.4. 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 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 a new bid security, is considered to have refused the request to extend the period of validity of its Bid.

#### **4.5. 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

**4.6. The technical bid shall consist of the following documents: -**

S.No.	Documents Type	Document Format
<b>Fee Details</b>		
1.	Bidding document Fee (Tender Fee)	Proof of submission (PDF)
2.	RISL Processing Fee (eProc)	Instrument/ Proof of submission (PDF)
3.	Bid Security	Instrument/ Proof of submission (PDF)
<b>Eligibility Documents</b>		
4.	Copy of valid Registration Certificates or Copy of Certificates of incorporation	Instrument/ Proof of submission (PDF)
5.	CA Certificate with CA's Registration Number/ Seal for Financial: Turnover	Instrument/ Proof of submission (PDF)
6.	CA Certificate with CA's Registration Number/ Seal for Financial: Net worth	Instrument/ Proof of submission (PDF)
7.	Bidder's Authorisation Certificate along with copy of PoA/ Board resolution stating that Auth. Signatory can sign the bid/ contract on behalf of the firm.	As per Annexure-2 (PDF)
8.	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)
<b>Technical Documents</b>		
9.	Certificate of Conformity/ No Deviation	As per Annexure-4 (PDF)
10.	Declaration by Bidders	As per Annexure-3 (PDF)

**Financial bid shall include the following documents: -**

S. No.	Documents Type	Document Format
1.	Financial Bid – Cover Letter	On bidder's letter head duly signed by authorized signatory as per Annexure-6 (PDF)
2.	Financial Bid - Format	As per BoQ (.XLS) format available on e-Procurement portal

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.

**4.7. Cost & Language of Bidding**

- a. The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the procuring entity shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- b. 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 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.

**4.8. Alternative/ Multiple Bids:** Alternative/ Multiple Bids shall not be considered at all.

- 4.9. 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.
- a. 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.
  - b. Bid security instrument or cash receipt of bid security or a bid securing declaration shall necessarily accompany the technical bid.
  - c. 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.
  - d. The bid security may be given in the form of a banker's cheque or demand draft or bank guarantee, in specified format, of a scheduled bank. The bid security must remain valid thirty days beyond the original or extended validity period of the bid.
  - e. 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.
  - f. Prior to presenting a submission, a bidder may request the procuring entity to confirm the acceptability of proposed issuer of a bid security or of a proposed confirmer, if required. The procuring entity shall respond promptly to such a request.
  - g. 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.
  - h. The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security.
  - i. 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 specified period after the supply/ work order is placed; and
    - v. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
  - j. Notice will be given to the bidder with reasonable time before bid security deposited is forfeited.
  - k. No interest shall be payable on the bid security.
  - l. 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.
  - m. The procuring entity shall promptly return the bid security after the earliest of the following events, namely:-
    - i. the expiry of validity of bid security;

- ii. the execution of 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.

**4.10. Deadline for the submission of Bids**

- 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 are 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 issue of corrigendum, 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 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.

**4.11. 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.

**4.12. 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 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 DoIT&C/ RISL).
- e. The committee shall conduct a 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.

**4.13. Selection Method:**

- a. The selection method is Least Cost Based Selection (LCBS or L1).

**4.14. 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 a 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.

**4.15. 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.
  - 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, GST clearance certificate, 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) 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.
  - c. 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.
  - d. 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.

**4.16. 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:-

- a. 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>;
- b. the process of opening of the financial Bids shall be similar to that of technical Bids.
- c. the names of the bidders, the rates given by them and conditions put, if any, shall be read out and recorded;
- d. conditional Bids are liable to be rejected;
- e. 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;
- f. the offers shall be evaluated and marked L1, L2, L3 etc. L1 being the lowest offer and then others in ascending order;
- g. 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;

- h. The members of bids evaluation committee shall give their recommendations below the table regarding lowest Bid or most advantageous Bid and sign it.
- i. 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.

**4.17. 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.

**4.18. Price/ purchase preference in 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.

**4.19. Negotiations**

- a. Except in case of procurement by 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 regarding holding of negotiations.
- e. Negotiations shall not make the original offer made by the bidder inoperative. The bid evaluation committee shall have 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 counter offer 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.

**4.20. Exclusion of Bids/ Disqualification**

- 1) A procuring entity shall exclude/ disqualify a Bid, if: -
  - a. the information submitted, concerning the qualifications of the bidder, was false or constituted a misrepresentation; or
  - b. the information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and
  - c. the bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;
  - d. the Bid materially departs from the requirements specified in the bidding document or it contains false information;
  - e. the bidder, submitting the Bid, his agent or any one acting on his behalf, gave or agreed to give, to any officer or employee of the procuring entity or other governmental authority a gratification in any form, or any other thing of value, so as to unduly influence the procurement process;
  - f. a bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.
- 2) A Bid shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.
- 3) Every decision of a procuring entity to exclude a Bid shall be for reasons to be recorded in writing and shall be: -
  - a. communicated to the concerned bidder in writing;
  - b. published on the State Public Procurement Portal, if applicable.

**4.21. 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 bid evaluation committee, the next higher authority in 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, market assessment shall be carried out for estimation of market depth, eligibility criteria and cost estimate.

**4.22. 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. Decision on Bids shall be taken within original validity period of Bids and time period allowed to procuring entity for taking decision. If the decision is not taken within the original validity period or time limit allowed for taking decision, the matter shall be referred to the next higher authority in delegation of financial powers for decision.
  - c. Before award of the contract, the procuring entity shall ensure that the price of 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 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. Until a formal contract is executed, the letter of acceptance or LOI shall constitute a binding contract and the bidder will be required to deploy complete team within 15 days of issuance of LOI.
  - 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.
- 4.23. Information and publication of award:** Information of award of contract shall be communicated to all participating bidders and published on the respective website(s) as specified in NIB.
- 4.24. 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.
- 4.25. Performance Security**
- a. Prior to execution of 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 5% or as may be specified in the bidding document, of the amount of supply order. In case of Small Scale Industries (SSI) of Rajasthan, it shall be 1% of the amount of quantity ordered for supply of services 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 2% of the amount of supply order.
- c. Performance security shall be furnished in any one of the following forms: -
  - i. Bank Draft or Banker's Cheque of a scheduled bank;
  - ii. 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;
  - iii. Bank guarantee/s of a scheduled bank. It shall be got verified from the issuing bank. Other conditions regarding bank guarantee shall be same as mentioned in the bidding document for bid security;
  - iv. Fixed Deposit Receipt (FDR) of a scheduled bank. It shall be in the name of procuring entity on account of 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 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 [e.] 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:-
  - a. When any terms and condition of the contract is breached.
  - b. When the bidder fails to make complete supply satisfactorily.
  - c. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
- f. Notice will be given to the bidder with reasonable time before PSD deposited is forfeited.
- g. No interest shall be payable on the PSD.

#### **4.26. Execution of agreement**

- a. A procurement contract shall come into force from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.
- b. The successful bidder shall sign the procurement contract 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 contract or fails to furnish the required performance security within 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 or if it deems fit, offer for acceptance the rates of lowest or most

advantageous bidder to the next lowest or most advantageous bidder, in accordance with the criteria and procedures set out in the bidding document>.

- d. The bidder will be required to execute the agreement on a non-judicial stamp of specified value at its cost and to be purchase from anywhere in Rajasthan only.

**4.27. 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: -
- i. impede enforcement of any law;
  - ii. affect the security or strategic interests of India;
  - iii. affect the intellectual property rights or legitimate commercial interests of bidders;
- b. 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.
- c. 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.
- d. 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 information, the disclosure of which violates (a) above.
- e. 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 confidentiality of such information.

**4.28. Cancellation of 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 -
- i. at any time prior to the acceptance of the successful Bid; or
  - ii. 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 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: -
- i. 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;
  - ii. 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.

**4.29. 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: -
- c. 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;
- d. disclosure of conflict of interest;
- e. 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.
- f. 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: -
  - i. exclusion of the bidder from the procurement process;
  - ii. calling-off of pre-contract negotiations and forfeiture or encashment of bid security;
  - iii. forfeiture or encashment of any other security or bond relating to the procurement;
  - iv. recovery of payments made by the procuring entity along with interest thereon at bank rate;
  - v. cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity;
  - vi. Debarment of the bidder from participation in future procurements of the procuring entity for a period not exceeding three years.

**4.30. Interference with Procurement Process: A bidder, who: -**

- a. withdraws from the procurement process after 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.

**4.31. 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 (b) 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: Commissioner, 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-16 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 fee.
  - c. Every appeal may be presented to 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 first appeal shall be rupees two thousand five hundred and for 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 filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix 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 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 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.
- 4.32. 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.
- 4.33. 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.
- 4.34. 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 other officer of the company, such director, manager, secretary or other 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.

**4.35. 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 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.

**4.36. 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 delivery period.
- b) During the delivery period the CMC shall keep a watch on the progress of the contract and shall ensure that quantity of goods and service delivery is in proportion to the total delivery period given, if it is a severable contract, in which the delivery of the goods 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 delivery of goods and service is observed a performance notice would be given to the selected bidder to speed up the delivery.
- d) Any change in the constitution of the firm, etc. shall be notified forth with 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 procuring entity.



**4.37. General Instructions**

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

**5. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT**

Bidders should read these conditions carefully and comply strictly while sending their bids.

**5.1 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 therein.
- 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 there from, as may be made pursuant to the Contract.
- d. "Day" means a calendar day.
- e. "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.
- f. "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.
- g. "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.
- h. "Purchaser" means the entity purchasing the Goods and related services, as specified in the bidding document.
- i. "Related Services" means the services incidental to the supply of the goods, such as insurance, installation, training and initial maintenance and other similar obligations of the successful/ selected bidder under the Contract.
- j. "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 Goods to be supplied or execution of any part of the related services is subcontracted by the successful/ selected bidder.
- k. "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.
- l. "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 conditions, specifications, size, make and drawings, etc., of the goods to be supplied and related services to be rendered. If the bidder has any doubts as to the meaning of any portion of these conditions or of the specification, drawing, etc., he shall, before submitting the Bid and signing the contract refer the same to the procuring entity and get clarifications.

**5.2 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.

**5.3 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.

**5.4 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 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.

**5.5 Notices**

- a) Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the contract. The term "in writing" means communicated in written form with proof of dispatch and receipt.
- b) A Notice shall be effective when delivered or on the Notice's effective date, whichever is later.

**5.6 Governing Law:** The Contract shall be governed by and interpreted in accordance with the laws of the Rajasthan State/ the Country (India), unless otherwise specified in the contract.

**5.7 Contract Price**

- a) The Contract Price shall be paid as specified in the contract subject to any additions and adjustments thereto, or deductions there from, as may be made pursuant to the Contract.

**5.8 Taxes & Duties**

- a) The TDS, GST etc., if applicable, shall be deducted at source/ paid by DoIT&C/ RISL as per prevailing rates.

- b) For goods supplied from outside India, the successful/ selected bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the country.
- c) For goods 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 Goods to the Purchaser.
- d) If any tax exemptions, reductions, allowances or privileges may be available to the successful/ selected bidder in India, the Purchaser shall use its best efforts to enable the successful/ selected bidder to benefit from any such tax savings to the maximum allowable extent.

**5.9 Copyright:** The copyright/IPR in all drawings, design documents, source code and other materials containing data and information furnished to the Purchaser by the Selected Bidder herein shall remain vested in the DoIT&C/ RISL, or, if they are furnished to the Purchaser directly or through the Selected Bidder by any third party, including suppliers of materials, the copyright/IPR in such materials shall remain vested in DoIT&C/ RISL.

**5.10 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 DoIT&C/ 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 completion or termination, for whatever reason, of the Contract.

**5.11 Sub-contracting**

- a. Subcontracting is allowed as per the RTPP Act 2012 and Rules and subsequent amendments thereto.
- b.

**5.12 Specifications and 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 confirm 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.

**5.13 Extension in Delivery Period and Liquidated Damages (LD)**

- a. Except as provided under clause "Force Majeure", if the supplier/ selected bidder fail to deliver any or all of the Goods 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 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 delivery 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 delivery in the bidding document shall be deemed to be the essence of the contract and the supplier/ selected bidder shall arrange goods supply and related services within the specified period.
- c. In case of extension in the delivery of services and completion period with liquidated damages, the recovery shall be made on the basis of following percentages of value of services which successful bidder has failed to deliver / complete: -
  - i. Fraction of a day in reckoning period of delay in supplies, successful installation 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 contract value.
- iii. Delivery period may be extended with or without liquidated damages if the delay in the delivery of services is on account of hindrances beyond the control of selected bidder.

• Delay up to one fourth period of the prescribed delivery of services & completion of work.	2.5%
• Delay exceeding one fourth but not exceeding half of the prescribed delivery of services & completion of work.	5.0%
• Delay exceeding half but not exceeding three fourth of the prescribed delivery of services & completion of work.	7.5%
• Delay exceeding three fourth of the prescribed delivery of services & completion of work.	10.0%

#### 5.14 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.

**5.15 Limitation of Liability:** Except in cases of gross negligence or willful 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.

**5.16 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 other 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 DoIT&C/ RISL in writing of such conditions and cause thereof within 15 days of occurrence of such event. Unless otherwise directed by DoIT&C/ 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 DoIT&C/ RISL, DoIT&C/ RISL may take the case with the supplier/ selected bidder on similar lines.

**5.17 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 Contract in any one or more of the following: -
  - 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 Delivery 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.

## **5.18 Termination**

### **a) Termination for Default**

- i. The tender sanctioning authority of DoIT&C/ 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 DoIT&C/ RISL; or
  - b. If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
  - c. If the supplier/ selected bidder, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
  - d. If the supplier/ selected bidder commits breach of any condition of the contract.
- ii. If DoIT&C/ RISL terminates the contract in whole or in part, 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 legal adviser or legal assistant posted in the office, if there is one, may be obtained.

**b) Termination for Insolvency:** DoIT&C/ RISL may at any time terminate the Contract by giving a 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, 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 DoIT&C/ RISL.

### **c) Termination for Convenience**

- a. DoIT&C/ 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.
- b. 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.
- c. The Goods that are complete and ready for shipment 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 Goods, the Purchaser may elect:
  - i. To have any portion completed and delivered at the Contract terms and prices; and/or
  - ii. To cancel the remainder and pay to the supplier/ selected bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the supplier/ selected bidder.

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## 5.19 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 3 months period from the date of expiry or termination of the agreement, if required by DoIT&C/ 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 selected bidder will only be returned after the successful transfer of the entire project including its infrastructure.
  - ii. The selected bidder, if not already done, will transfer all the Software Licenses under the name of DoIT&C/ RISL as desired by the procuring entity during the exit management period.
  - iii. DoIT&C/ 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/ RISL 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 DoIT&C/ 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 DoIT&C/ RISL or its nominated agencies.
    - b. All title of the assets to be transferred to DoIT&C/ 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 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 DoIT&C/ RISL.
    - d. That the products and technology delivered to DoIT&C/ 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 the this bidding document without prior written notice and approval of DoIT&C/ RISL. Supplied hardware, software & documents etc., used by selected bidder for DoIT&C/ RISL shall be the legal properties of DoIT&C/ RISL.



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- c. Cooperation and Provision of Information during the exit management period
    - i. The selected bidder will allow DoIT&C/ 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 DoIT&C/ 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. DoIT&C/ 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 DoIT&C/ RISL or its nominated agencies and/ or any replacement operator to have reasonable access to its employees and facilities as reasonably required by DoIT&C/ 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 DoIT&C/ 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 DoIT&C/ RISL or its nominated agencies transitioning the services to its replacement selected bidder in a readily available format nominated by DoIT&C/ 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 DoIT&C/ RISL or its nominated agencies, or its replacement operator to carry out due diligence in order to transition the provision of the services to DoIT&C/ 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 DoIT&C/ RISL or its nominated agencies all new or up-dated 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 DoIT&C/ 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 DoIT&C/ RISL or its nominated agencies, and/ or any replacement operator in order to inventory the assets.
  - f. General Obligations of the selected bidder
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- 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 DoIT&C/ 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 DoIT&C/ 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 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 DoIT&C/ RISL operations as a result of undertaking the transfer; and
  - iv. If applicable, proposed arrangements and Plans for provision of contingent support in terms of business continuance and hand holding during the transition period, to DoIT&C/ 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 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 DoIT&C/ 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 new operator during the transition period.

## **5.20 Settlement of Disputes**

- a) General: If any dispute arises between the supplier/ selected bidder and DoIT&C/ RISL during the execution of a contract that should be amicably settled by mutual discussions. However, if the dispute is not settled by mutual discussions, a written representation will be obtained from the supplier/ selected bidder on the points of dispute. The representation so received shall be examined by the concerned Procurement Committee which sanctioned the tender. The Procurement Committee may take legal advice of a counsel and then examine the representation. The supplier/ selected bidder will also be given an opportunity of being heard. The Committee will take a decision on the representation and convey it in writing to the supplier/ selected bidder.
- b) Standing Committee for Settlement of Disputes: If a question, difference or objection arises in connection with or out of the contract/ agreement or the meaning of operation of any part, thereof or the rights, duties or liabilities of either party have not been settled by mutual discussions or the decision of tender sanctioning Procurement Committee, it shall be referred

to the empowered standing committee for decision, if the amount of the claim is more than Rs. 50,000/-. The empowered standing committee shall consist of following members: - (DoIT&C/ RISL)

- Special Secretary & Commissioner, DoIT&C : Chairman
- Director (Technical), RISL or nominee : Member
- Joint Secretary, DoIT&C : Member
- Chief Accounts Officer, DoIT&C : Member
- A Legal Expert to be nominated by the Chairman : Member

- c) Procedure for reference to the Standing Committee: The supplier/ selected bidder shall present his representation to the Special Secretary & Commissioner, DoIT&C along with a fee equal to two percent of the amount of dispute, not exceeding Rupees One Lakh, within one month from the date of communication of decision of the tender sanctioning Procurement Committee. The officer-in-charge of the project who was responsible for taking delivery of the goods and/ or service from the supplier/ selected bidder shall prepare a reply of representation and shall represent the DoIT&C/RISL's stand before the standing committee. From the side of the supplier/ selected bidder, the claim case may be presented by himself or through a lawyer. After hearing both the parties, the standing committee shall announce its decision which shall be final and binding both on the supplier/ selected bidder and DoIT&C/RISL's. The standing committee, if it so decides, may refer the matter to the Board of Directors of DoIT&C/RISL's for further decision.
- d) Legal Jurisdiction: All legal proceedings arising out of any dispute between both the parties regarding a contract shall be settled by a competent court having jurisdiction over the place, where agreement has been executed and by no other court, after decision of the standing committee for settlement of disputes.

## 6. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT:

### 6.1 Payment Terms, Deliverables and Schedule:

SNo	Modules	Duration	Deliverables	Payment Terms
1	<b>1<sup>st</sup> phase - Development</b> <ul style="list-style-type: none"> <li>Activities specified in the table of clause 3.6</li> </ul>	4.5 months	<ul style="list-style-type: none"> <li>SRS of Phase-1 modules</li> <li>UAT with Used cases</li> <li>Safe to Host Certificate &amp; Go-Live</li> <li>User Manual (Soft copy and hard copy)</li> </ul>	<ul style="list-style-type: none"> <li>10% of Item No. 1 from Financial Bid on approval of SRS</li> <li>10% of Item No. 1 from Financial Bid on UAT of the described Modules</li> <li>20% of Item No. 1 from Financial Bid on Go-Live of the described Modules</li> </ul>
2	<b>2<sup>nd</sup>Phase - Development</b> <ul style="list-style-type: none"> <li>Activities specified in the table of clause 3.6</li> </ul>	4.5 months	<ul style="list-style-type: none"> <li>SRS of Phase-2 modules</li> <li>UAT with Used cases</li> <li>Safe to Host Certificate &amp; Go-Live</li> <li>User Manual (Soft copy and hard copy)</li> </ul>	<ul style="list-style-type: none"> <li>10% of Item No. 1 from Financial Bid on approval of SRS</li> <li>10% of Item No. 1 from Financial Bid on UAT of the described Modules</li> <li>20% of Item No. 1 from Financial Bid on Go-Live of the described Modules</li> </ul>
3	Support & Maintenance (from the date of go-live of 2 <sup>nd</sup> Phase)	36 months	<ul style="list-style-type: none"> <li>Quarterly Satisfactory Performance Certificate duly verified by the authorized person/ OIC</li> <li>Attendance Reports for all deployed team members</li> <li>Report on tasks performed during the quarter</li> </ul>	<ul style="list-style-type: none"> <li>20% balance of Item No. 1 from Financial Bid+ Amount of Item No. 2 from Financial Bid= Divided in 12 equal quarterly installments</li> </ul>
4	Change Request	50 man-months	Item No. 3 from Financial Bid. On case-to-case basis as approved from time to time by the department.	
<p>Note: The joining period of 30 days shall be provided to the selected bidder for deployment of development manpower on-site from the date of issue of LoI. The Support &amp; Maintenance team should join the next day of Go-live of Phase-2. 1<sup>st</sup> Phase development should start from the date of deployment of development Team.</p>				

- a) Bidder must quote for all items in BoQ.
- b) The Successful bidder request for payment shall be made to the purchaser in writing, accompanied by invoices describing, as appropriate, the 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.
- c) The currency or currencies in which payments shall be made to the SUCCESSFUL BIDDER under this Contract shall be Indian Rupees (INR) only.
- d) All remittance charges will be borne by the supplier/ selected bidder.
- e) The selected bidder will submit pre-receipted invoices in duplicate, complete in all respects for necessary settlement. The invoices should be submitted along with complete details of the work undertaken during the quarter, attendance declaration for each resource (DoITC/RISL reserves the right to verify the same), supporting documents and bills (if required). The mechanism of attendance (Aadhaar based/ biometric/ etc.) shall be as decided by DoIT&C.
- f) In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.
- 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.
- i) It may be also be noted that the time schedule for each milestone shown in the table above would be enforced independently. Any delay in the approval of the deliverable(s) submitted by the selected bidder to DoIT&C/RISL shall not account for the delay on selected bidder part.

**6.2 Penalty for Non-Availability of deployed Resources:** A Maximum of 12 leaves per year (1 leave per Month on prorated basis) shall be allowed for resource deployed. Leaves can be accumulated by the resources till 31st December of each year during the deployed period of project. In case resource needs to take off/leave from the duty, he has to take due approval from department authorities. Leaves shall not be carry forwarded in next year. In case total number of leaves exceed the maximum available leaves in his/her account, payment shall not be made for the period of unavailability (on a proportional basis) and additional penalty shall be levied as per following:

S. No.	Role	Penalty on non-availability of deployed resource per day
1.	Sr. Project Manager &Sr. System Specialist	5000/-
2.	Other Resources	2000/-

**6.3 Penalty for replacement / Exit of resources**

- a) Penalties shall be levied on changes of resources by the Selected Bidder, except the changes required by DOIT&C:

S. No.	Description	Penalty	
		For Team Lead, Solution Architect & DBA	Other Resources
1.	0-1 Change per year beginning from the date of deployment	INR 10,000	No Penalty
2.	Second change and thereafter on	INR 20,000	INR 10,000

S. No.	Description	Penalty	
		For Team Lead, Solution Architect & DBA	Other Resources
	every change from the date of deployment		

- b) The timelines for the Selected Bidder shall not comprise of the time period in further action by DoIT&C after the final and complete submission of concerned deliverables.
- c) Maximum applicable penalty during the Contract period shall be 10% of the cost of the work order per unit, which may be deducted from the due payment.
- d) The selected bidder has to take approval from DoIT&C for the proposed staff before their deployment. DoIT&C has every right to reject the personnel, if the same is not acceptable, before or after commencement of the awarded work/ project.
- e) The replacement of deployed resource by the bidder after deployment will be allowed (without penalty) only in case of death / due to poor health condition of self / parents / wife / children (supported by certificate issued by a doctor) etc.

#### 6.4 Change Requests/ Management:

- a) DoIT&C shall take final decision regarding any requests for changes.
- b) DoIT&C/RISL's may at any time, by a written order given to the bidder, make changes within the general scope of the Agreement in any one or more of the following: -
  - Designs, specifications, requirements which software or service to be provided under the Agreement are to be specifically developed and rendered for DoIT&C/RISL's.
  - The method of deployment, shipping or packing.
  - Schedule for Installation Acceptance.
  - The place of delivery and/or the services to be provided by the bidder.
- c) The change request/ management procedure will follow the following steps: -
  - Identification and documentation of the need for the change - The information related to initiator, initiation date and details of change required and priority of the change will be documented by DoIT&C/RISL's.
  - Analysis and evaluation of the Change Request - Impact of the change in terms of the estimated effort, changed schedule, cost and the items impacted will be analysed and documented by the bidder.
  - Approval or disapproval of the change request – DoIT&C will approve or disapprove the change requested including the additional payments for software development, quoted man-month rate shall be used for cost estimation, efforts of all technical resources- project manager, analyst, software developer, testing engineer, database architecture etc shall be taken into account for total man-month estimation to carry out the s/w development resulting from the change request. For all technical resources irrespective of their experience and specialization, the quoted man-month rate shall be used. Efforts of support staff shall not be taken into consideration for this purpose.
  - Implementation of the change – The change will be implemented in accordance to the agreed cost, effort, and schedule by the selected bidder.
- d) All changes outside the scope of supplies agreed to herein which may have likely financial implications in terms of the overall cost/ time of the project shall be undertaken by SI only after securing the express consent of DoIT&C/RISL's.
- e) While approving any change request DoIT&C/RISL's may ask the bidder to deploy additional resources on-site/ off-site, as required. The AMC manpower already deployed towards maintenance of the portal shall not be used towards Change Request.

- f) If any such change outside the scope of supplies agreed to herein causes an increase or decrease in cost of, or the time required for, firm's performance of any provisions under the Agreement, equitable adjustments shall be made in the Agreement Price or Delivery Schedule, or both, and the Agreement shall accordingly be amended. Any claims by firm for adjustment under this must be asserted within 30 (thirty) days from the date of SI receiving the DoIT&C/RISL's change order which shall not be unreasonably withheld or delayed.
-

**ANNEXURE-1: PRE-BID QUERIES FORMAT****{to be filled by the bidder}**

Name of the Company/Firm: \_\_\_\_\_

Bidding Document Fee Receipt No. \_\_\_\_\_ Dated \_\_\_\_\_ for Rs. \_\_\_\_\_/-

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/ Clarification	Suggestion/

**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.



**ANNEXURE-2: 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: -  
Authorised Signatory: -  
Seal of the Organization: -  
Date: \_\_\_\_\_  
Place: \_\_\_\_\_

Verified Signature:

**ANNEXURE-3: SELF-DECLARATION**

{to be filled by the bidder}

To,  
{Procuring entity},  
\_\_\_\_\_

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

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

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

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

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

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

**ANNEXURE-4: CERTIFICATE OF CONFORMITY/ NO DEVIATION**

{to be filled by the bidder}

To,

{Procuring Entity},

\_\_\_\_\_

**CERTIFICATE**

This is to certify that, the specifications/ qualification & experience of Hardware & Software/ manpower 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: -

Authorised Signatory: -

Seal of the Organization: -

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

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

**ANNEXURE-5: 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: -  
Authorised Signatory: -  
Seal of the Organization: -  
Date: \_\_\_\_\_  
Place: \_\_\_\_\_

\_\_\_\_\_

**Annexure-6: 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****{to be submitted by the bidder only in BoQ format (.XLS) available at e-Procurement Portal}**

Cost to provide services for Design, Development, Implementation and Maintenance of "iStart Portal 2.0" for DoIT&C, GoR.

Sr. No.	Item Description (as per scope of work and T&C mentioned in this RFP)	Total Estimated Quantity	Unit	Unit Rate including all taxes levies and duties but excluding GST(in INR)	GST for unit rate (@18%) In INR	Total Amount including all taxes
A	B	C	D	E	F=Ex18%	G=C*(E+F)
1	Design, Development, Implementation Cost (Phase-1 & Phase-2) of "iStart Portal 2.0" for DoIT&C, GoR (for 9 months) as per this RFP	1	Lumpsum for 9 months			
2	Support & Maintenance Cost of "iStart Portal 2.0" for DoIT&C, GoR including Upgradation, Customization, Testing and Implementation for 03 years (w.e.f. date of go-Live of 2nd Phase ) as per this RFP	3	Per year			
3	Composite Man-month rates of resources to handle Change requests during Support & Maintenance Period (Man Months)	50	Per Man Month			
TOTAL COST INCLUDING ALL TAXES (IN FIGURES) (ITEMS 1 TO 3)						
TOTAL COST INCLUDING ALL TAXES (IN WORDS) (ITEMS 1 TO 3)						

Note:

- GST as per actuals
- L1 bidder shall be decided as per the total cost of column G (i.e. total cost including all taxes of item no 1 to 3)**

**Annexure-7: BANK GUARANTEE FORMAT****{to be submitted by the bidder's bank}****BANK GUARANTEE FORMAT – BID SECURITY**

Reference NIB No..... dated .....

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

To,

Commissioner and Special Secretary,

Department of Information Technology &amp; Communications (DoIT&amp;C), IT Building, YojanaBhawan Campus, TilakMarg,

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.
2. It is a condition in the bidding documents that the Bidder has to deposit Bid Security amounting to <Rs.\_\_\_\_(Rupees <in words>)> in respect to the NIB Ref. No.\_\_\_\_dated \_\_ issued by DoIT&C, IT Building, YojanaBhawan Campus, TilakMarg, C-Scheme, Jaipur, Rajasthan (hereinafter referred to as "DoIT&C") 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 <Rs.\_\_\_\_(Rupees<in words>)> to the DoIT&C as earnest money deposit.  
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 DoIT&C of the said guaranteed amount without any demur, reservation or recourse.
3. We, the aforesaid bank, further agree that the DoIT&C 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 DoIT&C 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 DoIT&C 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 DoIT&C 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 DoIT&C and it is further declared that it shall not be necessary for the DoIT&C 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 theDoIT&C 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, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.
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 DoIT&C to recover the said amount of <Rs. (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 <Rs. (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 favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee 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 DoIT&C
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 Nationalised/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan)

To,  
The Commissioner&Spl. Secretary,  
Department of Information Technology & Communications (DoIT&C), IT Building, YojanaBhawan Campus,  
TilakMarg,  
C-Scheme, Jaipur-302005 (Raj).

1. In consideration of the Department of IT&C, Govt. of Rajasthan (hereinafter called "DoIT&C") having agreed to exempt M/s .....(hereinafter called "the said Contractor(s)" from the demand, under the terms and conditions of an Work Order No.....dated .....made between the DoIT&C and .....(Contractor) for the work ..... of Security Deposit for the due fulfilment by the said Contractor (s) of the terms and conditions contained in the said work order, on production of a Bank Guarantee for Rs.....(Rupees .....only), we .....(indicate the name of the Bank), (hereinafter referred to as "the Bank") at the request of.....Contractor(s) do hereby undertake to pay to the DoIT&C an amount not exceeding Rs.....(Rupees.....only) on demand.
2. We..... (Indicate the name of Bank), do hereby undertake to pay Rs..... (Rupees.....only), the amounts due and payable under this guarantee without any demur or delay, merely on a demand from the DoIT&C. Any such demand made on the bank by the DoIT&C 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 DoIT&C and We..... (Indicate the name of Bank), bound ourselves with all directions given by DoIT&C regarding this Bank Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees.....only).
3. We.....(indicate the name of Bank), undertake to pay to the DoIT&C 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 DoIT&C under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till the DoIT&C 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 DoIT&C that the DoIT&C 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 work order or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to

time any of the powers exercisable by the DoIT&C against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said work order 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 DoIT&C or any indulgence by the DoIT&C 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. The liability of..... (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).

6. We ..... (indicate the name of Bank), lastly undertake not to revoke this guarantee except with the previous consent of the DoIT&C in writing.
7. This performance Guarantee shall remain valid and in full effect, until it is decided to be discharged by the DoIT&C. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs..... (Rupees.....only).
8. It shall not be necessary for the DoIT&C 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 DoIT&C may have obtained or obtain from the contractor
9. We ..... (indicate the name of Bank) verify that we have a branch at Jaipur, Rajasthan. We undertake that this Bank Guarantee shall be payable at any of its branch at Jaipur, Rajasthan. 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
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 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 DoIT&C  
For and on behalf of the DoIT&C

Signature (Name & Designation)

\_\_\_\_\_

**ANNEXURE-8: DRAFT AGREEMENT FORMAT****{to be mutually signed by selected bidder and procuring entity}**

This Contract is made and entered into on this \_\_\_\_\_ day of \_\_\_\_\_, XXXX by and between DoIT&C, having its head office at Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005, Rajasthan (herein after referred to as Purchaser DoIT&C) 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/Letter of Intent (LoI) 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 Rs. \_\_\_\_\_/- (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 DoIT&C 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 DoIT&C to supplier at the rates set forth in the work order/LoI no. \_\_\_\_\_ dated \_\_\_\_\_ will duly supply the said articles/ manpower set forth in this RFP 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 DoIT&C 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 DoIT&C 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 effected from the date of work order/LoI 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%

Note:

- 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 agreed liquidated damages shall be 10%.
  - iii. Penalties shall be levied as mentioned in RFP vide no. \_\_\_\_\_ dated \_\_\_\_\_.
  - iv. 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.
  - v. Delivery period may be extended with or without liquidated damages if the delay in the supply of goods is on account of hindrances beyond the control of supplier.
6. 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.

In witness whereof the parties have caused this contract to be executed by their Authorized Signatories on this \_\_\_\_ day of \_\_\_\_\_, XXXX.

Signed By:	Signed By:
( ) Designation: Company:	(.....)  Department of IT&C, Government of Rajasthan
<i>In the presence of:</i>	<i>In the presence of:</i>
( ) Designation: Company:	( ) Designation: Department of IT&C, Govt. of Rajasthan

**ANNEXURE-9: 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):	
Name of associated Bidders, if any:	
Narrative description of Project:	
List of Services provided by your firm/company	

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

**ANNEXURE-10: MEMORANDUM OF APPEAL UNDER THE RTPP ACT, 2012**

Appeal No .....of .....

Before the ..... (First/ Second Appellate Authority)

1. Particulars of appellant:

- a. Name of the appellant: <please specify>
- b. Official address, if any: <please specify>
- c. Residential address: <please specify>

2. Name and address of the respondent(s):

- a. <please specify>
- b. <please specify>
- c. <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

**ANNEXURE-11: FORMAT FOR CV**

General Information	
Name of the person	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none"> <li>• Degree</li> <li>• Academic institution graduated from</li> <li>• Year of graduation</li> <li>• Specialization (if any)</li> <li>• Key achievements and other relevant information (if any)</li> </ul>	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) <p>Prior Professional Experience covering:</p> <ul style="list-style-type: none"> <li>• Organizations worked for in the past <ul style="list-style-type: none"> <li>○ Organization name</li> <li>○ Duration and dates of entry and exit</li> <li>○ Designation Location(s)</li> <li>○ Key responsibilities</li> </ul> </li> </ul>	
Prior project experience <ul style="list-style-type: none"> <li>• Project name</li> <li>• Client</li> <li>• Key project features in brief</li> <li>• Location of the project</li> <li>• Designation</li> <li>• Role</li> <li>• Responsibilities and activities</li> <li>• Duration of the project</li> </ul> Please provide only relevant projects.	
Proficient in languages (Against each language listed indicate if speak/ read/ write)	

**ANNEXURE-12: Minimum Qualifications**

<b>S N o</b>	<b>Profile</b>	<b>Position</b>	<b>Minimum Education Qualification</b>	<b>Min. Years of Exp.</b>	<b>Minimum Technical Experience</b>
1	Sr. project manager (Technical)	1	B.Tech./B.E. in (CS/ IT/ EE)/ MCA or Equivalent	8	<ul style="list-style-type: none"> <li>▪ Lead and mentor a team of 20+ developers, providing guidance, support, and motivation to ensure project success and individual growth.</li> <li>▪ Proven experience in team leadership and people management, preferably in a software development environment.</li> <li>▪ Collaborate with stakeholders to define project requirements, scope, and timelines, and allocate resources accordingly to meet project goals.</li> <li>▪ Project experience in web technologies, mobile technologies, and enterprise web software.</li> <li>▪ Prior experience working with PHP,Laravel Node.js, React.js, MySQL, HTML, and Ajax.</li> <li>▪ Provide technical leadership and guidance to the team, ensuring best practices, coding standards, and architectural principles are followed in PHP, Node.js, React js and Laravel development.</li> <li>▪ Experience of QMS and SDLC Processes Successful handling of IT Technology projects in Software systems</li> <li>▪ Interact with the client to create technology specifications from business requirements for modules within the project.</li> </ul>
2	Sr. System Specialist	1	B. Tech / B. E in (CS/ IT/EE)/ MCA or equivalent	06	<ul style="list-style-type: none"> <li>▪ Experience in administering production databases upon on-going basis to ensure smooth functioning</li> <li>▪ Proficiency in managing Windows and Linux servers, as well as experience with major database platforms such as Oracle, SQL Server, MySQL, and PostgreSQL</li> <li>▪ Provide expert-level support for complex server and database issues, troubleshooting and resolving problems efficiently</li> <li>▪ Create and maintain detailed documentation for server and database configurations, procedures, and policies.</li> <li>▪ Supervise server installation, upgrades, clustering, performance tuning, change management activities, and third-party integrations, with hands-on experience in both Linux and Windows server</li> </ul>



S N o	Profile	Position	Minimum Education Qualification	Min. Years of Exp.	Minimum Technical Experience
					environments.
4	Senior Software Developer	3	B. Tech / B. E in (CS/IT/EE)/ MCA or equivalent	06	<ul style="list-style-type: none"> <li>▪ Experience in working with PHP Laravel and related/new emerging technology stack</li> <li>▪ Should have worked on databases – MySQL, MS-SQL, Oracle.</li> <li>▪ Project experience in Web technologies, mobile technologies, enterprise web software development OR Project experience in embedded hardware and software solutions, architecture, design, Development.</li> <li>▪ Prior experience of working in PHP Node.js and React.js Mysql, HTML and Ajax.</li> </ul>
5	Full Stack Developer	3	B. Tech / B. E in (CS/IT/EE)/ MCA or equivalent	04	<ul style="list-style-type: none"> <li>▪ Experience in working with PHP and related/new emerging technology stack</li> <li>▪ Should have worked on databases – MySQL, MS-SQL, Oracle.</li> <li>▪ Project experience in Web technologies, mobile technologies, enterprise web software development OR Project experience in embedded hardware and software solutions, architecture, design, Development and unit testing.</li> <li>▪ Prior experience of working in PHP Node.js and React.js Mysql, HTML and Ajax.</li> </ul>
6	Senior UI/UX Designer	1	B. Tech / B. E in (CS/IT/EE)/ MCA or equivalent	06	<ul style="list-style-type: none"> <li>▪ Hands-on experience in designing of websites/ software/ applications.</li> <li>▪ Conversant with UI/UX designing for any digital platform</li> <li>▪ Experience in HTML5, CSS3, IONIC, Bootstrap, Materialize Design, Photoshop, SEO, Mobile Applications</li> <li>▪ Hands on experience in scripting Language like React.js and Node.js</li> </ul>
7	UI/ UX Designer	1	B. Tech / B. E in (CS/IT/EE)/ MCA or equivalent	02	<ul style="list-style-type: none"> <li>▪ Hands-on experience in designing of websites/ software/ applications.</li> <li>▪ Conversant with UI/UX designing for any digital platform</li> <li>▪ Experience in HTML5, CSS3, IONIC, Bootstrap, Materialize Design, Photoshop, SEO, Mobile Applications</li> </ul>
8.	Mobile Application Developer	2	B. Tech / B. E in (CS/IT/EE)/ MCA or equivalent	03	<ul style="list-style-type: none"> <li>▪ Experience in mobile development frameworks such as React Native, along with proficiency in TypeScript, HTML, JavaScript, Bootstrap, and CSS. Demonstrated expertise in integrating REST and SOAP APIs and managing cross-platform builds.</li> </ul>

<b>S N o</b>	<b>Profile</b>	<b>Position</b>	<b>Minimum Education Qualification</b>	<b>Min. Years of Exp.</b>	<b>Minimum Technical Experience</b>
9.	Sr. Software Tester	1	B. Tech / B. E in (CS/IT/EE)/ MCA or equivalent	05	<ul style="list-style-type: none"> <li>▪ Perform manual and automated testing on software applications to ensure they meet the defined requirements and quality standards</li> <li>▪ Develop comprehensive test plans and test cases based on software requirements and specifications.</li> <li>▪ Identify, document, and track defects using a bug tracking system, ensuring clear and concise communication with the development team.</li> <li>▪ Conduct regression testing to verify that existing functionality is not impacted by new changes or updates.</li> <li>▪ Execute performance and load testing to ensure the software meets performance criteria</li> <li>▪ Assist in user acceptance testing (UAT) and provide support to end-users during the testing phase</li> </ul>
10	Software Tester	1	B. Tech / B. E in (CS/IT/EE)/ MCA or equivalent	02	<ul style="list-style-type: none"> <li>▪ Perform manual and automated testing on software applications to ensure they meet the defined requirements and quality standards</li> <li>▪ Develop comprehensive test plans and test cases based on software requirements and specifications.</li> <li>▪ Identify, document, and track defects using a bug tracking system, ensuring clear and concise communication with the development team.</li> <li>▪ Conduct regression testing to verify that existing functionality is not impacted by new changes or updates.</li> <li>▪ Assist in user acceptance testing (UAT) and provide support to end-users during the testing phase</li> </ul>

<b>S N o</b>	<b>Profile</b>	<b>Position</b>	<b>Minimum Education Qualification</b>	<b>Min. Years of Exp.</b>	<b>Minimum Technical Experience</b>
1	Sr. project manager (Technical)	1	▪ As per above table		
2	Sr. System Specialist	1	▪ As per above table		

4	Senior Software Developer	1	▪ As per above table		
5	Full Stack Developer	2	▪ As per above table		
6	UI/ UX Designer	1	▪ As per above table		
7	Mobile Application Developer	1	▪ As per above table		
8	Sr. Software Tester	1	▪ As per above table		
9	Help Desk (Support Engineer)	1	B. Tech / B. E in (CS/ IT/EE)/ MCA / BCA or equivalent	02	<ul style="list-style-type: none"> <li>▪ Provide first-level technical support to users via phone, email, or web/app issues promptly</li> <li>▪ Track and manage incidents and service requests using the help desk ticketing system, ensuring timely resolution and follow-up.</li> <li>▪ Provide guidance and training to users on best practices and use of technology tools and applications.</li> <li>▪ Escalate complex or unresolved issues to higher-level support teams or specialists as necessary.</li> <li>▪ Proficiency with Windows operating systems, Microsoft Office Suite, and common software applications</li> </ul>