

2025

RajCOMP Info Services Limited (RISL)

RFP for Rate Contract for the Development of
Mobile Applications and FMS of Existing
Mobile Applications for Government of
Rajasthan.



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Rate Contract Request for Proposal (RFP) Document for

Rate Contract for the Development of Mobile Applications and FMS of Existing Mobile Applications for Government of Rajasthan

UBNNo. : RIS2526SLOB00001

Reference No. : F3.3(399)/RISL/Pur/2022/260

dated : 09.04.2025

Mode of Bid Submission	Online through eProcurement/ eTendering system at http://eproc.rajasthan.gov.in
Procuring Authority	Managing Director, RISL, First Floor, C-Block, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)
Date & Time of Pre-bid meeting	21.04.2025 11:00 AM
Last Date & Time of Submission of Bid	19.05.2025 3:00 PM
Date & Time of Opening of Technical Bid	19.05.2025 4:30 PM

Bidding Document Fee: Rs. 5000/- (Rupees Five Thousand only)

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

RajCOMP Info Services Limited (RISL)

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

Phone: 0141- 5103902 Fax: 0141-2228701

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

ABBREVIATIONS & DEFINITIONS

Act	The Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012) and Rules thereto
Authorised Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
BG	Bank Guarantee
Bid/ eBid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format
Bid Security	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents.
Bidder	Any person/ firm/ agency/ company/ contractor/ supplier/ vendor participating in the procurement/ bidding process with the procurement entity
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid
BoM	Bill of Material
CMC	Contract Monitoring Committee
Competent Authority	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement. MD, RISL in this bidding document.
Contract/ Procurement Contract	A contract entered into between the procuring entity and a successful bidder concerning the subject matter of procurement
COTS	Commercial Off the Shelf Software
Day	A calendar day as per GoR/ GoI.
DoIT&C	Department of Information Technology and Communications, Government of Rajasthan.
ETDC	Electronic Testing & Development Center
FOR/ FOB	Free on Board or Freight on Board
GoI/ GoR	Govt. of India/ Govt. of Rajasthan
Goods	Means the services incidental to the supply of the services, such as design, installation, training and initial maintenance and other similar obligations of the successful/ selected bidder under the Contract.
GST	Goods & Services Tax
ICT	Information and Communication Technology.
IFB	Invitation for Bids (A document published by the procuring entity inviting Bids relating to the subject matter of procurement and any amendment thereto and includes notice inviting Bid and request for proposal)
INR	Indian Rupee
ISI	Indian Standards Institution
ISO	International Organisation for Standardisation
IT	Information Technology
ITB	Instruction to Bidders
LD	Liquidated Damages
LoI	Letter of Intent

NCB	A bidding process in which qualified bidders only from within India are allowed to participate
NeGP	National e-Governance Plan of Government of India, Department of Information Technology (DIT), Ministry of Communications and Information Technology (MCIT), New Delhi.
NIB	Notice Inviting Bid
Notification	A notification published in the Official Gazette
OEM	Original Equipment Manufacturer
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PC	Procurement/ Purchase Committee
PQ	Pre-Qualification
Procurement Process	The process of procurement extending from the issue of invitation to Bid till the award of the procurement contract or cancellation of the procurement process, as the case may be
Project Site	Wherever applicable, means the designated place or places.
PSD/ SD	Performance Security Deposit/ Security Deposit
Purchaser/ Tendering Authority/ Procuring Entity	Person or entity that is a recipient of a good or service provided by a seller (bidder) under a purchase order or contract of sale. Also called buyer. RISL in this RFP document.
RajSWAN/ RSWAN	Rajasthan State Wide Area Network
RISL	RajCOMP Info Services Limited
RSDC	Rajasthan State Data Centre, New IT Building, Jaipur
RVAT	Rajasthan Value Added Tax
Services	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
SLA	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.
SSDG	State Services Delivery Gateway
State Government	Government of Rajasthan (GoR)
State Public Procurement Portal	http://sppp.raj.nic.in
STQC	Standardisation Testing and Quality Certification, Govt. of India
Subject Matter of Procurement	Any item of procurement whether in the form of goods, services or works
TIN	Tax Identification Number
TPA	Third Party Auditors
VAT/ CenVAT	Value Added Tax/ Central VAT
WO/ PO	Work Order/ Purchase Order

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

UBN no.: RIS2526SLOB00001		Ref No.: F3.3(399)/RISL/Pur/2022/260		Dated : 09.04.2025	
Name & Address of the Procuring Entity		<ul style="list-style-type: none">• Name: Managing Director, RISL• Address: Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan)			
Contact & Address of the Procurement Officer In-charge		<ul style="list-style-type: none">• Name : Jai Singh Nathawat• Designation: ACP (Deputy Director), OIC-Mobile App• Address: First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)• Email: oic.mobileapps@rajasthan.gov.in			
Subject Matter of Procurement		Rate Contract for the Development of Mobile Applications and FMS of Existing Mobile Applications for Government of Rajasthan			
Bid Procedure		Single-stage: Two part (two envelop) open competitive e-Bid procedure at http://eproc.rajasthan.gov.in			
Bid Evaluation Criteria (Selection Method)		Low Cost Based Selection (LCBS) –Lowest evaluated technically responsive bid.			
Websites for downloading Bidding Document, Corrigendum’s, Addendums etc.		Websites : http://sppp.rajasthan.gov.in , http://eproc.rajasthan.gov.in , http://risl.rajasthan.gov.in and http://doitc.rajasthan.gov.in			
Estimated Procurement Cost		Package -1(Development of Mobile Applications) : Rs. 3.00 Crores (Excl. taxes and levies) Package -2 (FMS of Existing Mobile Applications): Rs. 5.00 Crores (Excl. taxes and levies)			
Fees	Bidding Document Fees / Tender Fees	<ul style="list-style-type: none">• Amount of Rs. 5,000 (Rupees Five Thousand only) in the form of Demand Draft / Banker's Cheque in the name of Managing Director, RISL payable at Jaipur. In case of SSI/MSME bid fees shall be 50 % of above specified rates.			
	RISL Processing Fee	<ul style="list-style-type: none">• Amount of Rs.2500/- (Rupees Two Thousand Five Hundred only) in DD/ BC in favour of “Managing Director, RISL” payable at “Jaipur”.			
	Bid Security (EMD)	<ul style="list-style-type: none">• Package -1: Amount (INR) [2% of Estimated Procurement Cost] Rs. 6,00,000.00OR as per prevailing rules of Govt. of Rajasthan• Package -2: Amount (INR): [2% of Estimated Procurement Cost] Rs. 10,00,000.00 OR as per prevailing rules of Govt. of Rajasthan• 0.5% of the estimated procurement cost for S.S.I. unit of Rajasthan and• 1% of the estimated procurement cost for Sick Industries, other than S.S.I., whose cases are pending with Board of Industrial & Financial Reconstruction or as per Gov. Privilege rules• Mode of Payment: Banker’s Cheque or Demand Draft or Bank Guarantee (in specified format), of a Scheduled Bank in favour of “Managing Director, RISL” payable at “Jaipur”			
Period of Availability of Bidding Document		<ul style="list-style-type: none">• Start Date: 09.04.2025 6:00 PM• End Date: 19.05.2025 3:00 PM			
Date/Time/Place of Pre-bid Meeting		<ul style="list-style-type: none">• Date/Time: 21.04.2025 11:00 AM• Place: Office of DoIT&C, Committee Room, Ground-Floor• Pre-requisite: Submission of tender fees as mentioned• Last date of submission of pre-Bid Queries: 22.04.2025 upto 5.00 PM• Queries considered. submitted on oic.mobileapps@rajasthan.gov.in			

Manner, Start/ End Date for the submission of Bid	<ul style="list-style-type: none"> • Manner: Online at e-Procurement website (http://eproc.rajasthan.gov.in) • Start Date: 25.04.2025 11:00 AM • End Date: 19.05.2025 03:00 PM
Submission of Banker's Cheque/ Demand Draft for Processing Fees, Tender Fees, and Bid Security*	<ul style="list-style-type: none"> • Till 19.05.2025 3:00 PM
Date/ Time/ Place of Technical Bid Opening	<ul style="list-style-type: none"> • 19.05.2025 4:30 PM • Place: Office of RISL, Committee Room, First Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan)
Date/ Time/ Place of Financial Bid Opening	<ul style="list-style-type: none"> • Will be informed later
Bid Validity	120 days from the last day of bid submission
<p>Note:</p> <ol style="list-style-type: none"> 1) Bidder (authorised signatory) shall submit their offer on-line in Electronic formats both for technical and financial proposal. However, DD for Tender Fees, RISL Processing Fees and Bid Security should be submitted physically at the office of Tendering Authority as prescribed in NIB and scanned copy of same should also be uploaded along with the technical Bid/ cover. 2) * In case, any of the bidders fails to physically submit the Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and RISL Processing Fee as per NIB, its Bid shall not be accepted. The Banker's Cheque/ Demand Draft for Bidding document fee, RISL Processing Fee and Bid Security should be drawn in favour of "Managing Director, RajCOMP Info Services Ltd." payable at "Jaipur" from any Scheduled Commercial Bank. 3) To participate in online bidding process, Bidder must procure a Digital Signature Certificate (Type III) as per Information Technology Act-2000 using which they can digitally sign their electronic Bid. Bidder 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, bidder must register on http://eproc.rajasthan.gov.in (bidder already registered on http://eproc.rajasthan.gov.in before 30-09-2011 must register again). 4) RISL will not be responsible for delay in online submission due to any reason. For this, bidder is requested to upload the complete bid well advance in time so as to avoid 11th hour issues like slow speed due to heavy load or any other unforeseen problems. 5) Bidder is also advised to refer "Bidders Manual Kit" available at e-Procurement website for further details about the e-Tendering process. 6) Training for the bidders on the usage of e-Tendering System (e-Procurement) is also being arranged by RISL on a regular basis. Bidder interested for training may contact e-Procurement Cell, RISL for booking the training slot. Contact No: 0141-4022688 (Help desk 10 am to 6 pm on all working days) e-mail: eproc@rajasthan.gov.in Address : e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur 7) The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bid. 8) No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a formal contract is signed and executed between the procuring entity and the successful bidder/ authorised partner. 9) Procurement entity disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual bidder to verify such information) and the information provided therein are intended only to help the bidder to prepare a logical bid-proposal. 10) The provisions of RTPPA Act 2012 and Rules thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTTP Act 2012 and Rules thereto, the later shall prevail. 	

-Sd-

ACP (Deputy Director)
OIC-Mobile Apps

2. PROJECT PROFILE & BACKGROUND INFORMATION

2.1 About RISL

RajCOMP Info Services Ltd. (formerly RajCOMP) is a fully owned Government of Rajasthan Company; it is a leading consulting organization in the field of Information Technology. RajCOMP Info Services Ltd. (RISL) operates under the aegis of Government of Rajasthan. RISL is designated State Designated Agency (SDA) for implementation of NeGP Components i.e. State Data Centre (SDC), State Wide Area Network (SWAN), Common Service Centre (CSC), State Service Delivery and other State's Mission Mode Projects (MMPs). RISL is also Technology Partner with departments like Agriculture, Election Department, State Election Department, JCTSL, Education Department, RHSDP etc. RISL takes up the activities of procuring and outsourcing of hardware, software, networking components and other products and services on behalf of Government Departments/ Organization(users).

2.2 Project Profile

Over the past two decades, governments have increasingly leveraged information technology to transform relationships with internal and external stakeholders. With the use of technology, government/s have improved the delivery of services to constituents and increased the efficiency of their own work processes. These improvements have led to greater citizen satisfaction, increased government transparency & efficiency and significant reductions in operating costs.

To build on these advances, innovative governments continue to seek new ways of maximizing business value, Government of Rajasthan has taken up an initiative to build a comprehensive mobile application development platform to design, develop, deploy, distribute and manage portfolio of mobile applications (various e-Governance initiatives/citizen centric services/ programs) running on a range of devices and addressing the requirements of diverse use cases, including external-facing and internal-facing scenarios. This would further enable the state government to:

- Manage state government's various mobile applications portfolio from one central control point
- Support multiple mobile operating environments from a single and shared platform
- Use standards-based technologies to virtually eliminate the use of code translation, proprietary interpreters and unpopular scripting languages
- Connect to and synchronize with enterprise data, applications and cloud services more reliably and easily
- Safeguard mobile applications in a security-rich environment to enable mobile interaction at every level, user, device, data and application

3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA

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

For Package 1: Development & Maintenance of New Mobile applications & Package 2: FMS of Existing Mobile Applications			
S. No.	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	<p>The bidder should be a Proprietorship firm duly registered either under the Rajasthan Shops & Commercial Establishments Act, 1958 or any other Act of State/ Union, as applicable for dealing in the subject matter of procurement. (Note: A self-certified declaration regarding the non-applicability of registration to any Act should be submitted by the bidder)</p> <p style="text-align: center;">OR</p> <p>A company registered under Indian Companies Act, 1956 or Companies Act, 2013</p> <p style="text-align: center;">OR</p> <p>A partnership firm registered under Indian Partnership Act, 1932.</p> <p style="text-align: center;">OR</p> <p>Limited Liability Partnership firm registered under Limited Liability Partnership Act, 2008.</p>	<p>Copy of valid Registration Certificates</p> <p style="text-align: center;">OR</p> <p>Copy of Certificates of incorporation</p> <p style="text-align: center;">OR</p> <p>relevant documents</p>
2	Financial: Net Worth	The net worth of the bidder, as on 31/03/2024, should be Positive.	CA Certificate with CA's Registration Number/Seal with UDIN
3	Financial: Turnover from IT/ ITeS	As per published audited balance sheets, the Average Annual Turnover of the bidder from IT/ ITeS for last three financial years i.e., 2021-22, 2022-2023 & 2023-2024 from software development and its Maintenance should be at least Rs. 10 Crores	CA Certificate with CA's Registration Number/Seal with UDIN
4	Technical Capability	<p>The bidder must have successfully developed/ completed 10 or more Mobile Application (Government/PSU's/Banks) during the period from 01 April 2020</p> <p style="text-align: center;">AND</p> <p>The bidder must have successfully executed one Work order of development/support of mobile application (Government/PSU's/Banks) of <i>value/combine value (not less than)</i> Rs. 50.00 Lakhs after 01 April 2020.</p> <p style="text-align: center;">OR</p> <p>The bidder must have successfully executed Two Work orders of development/support of mobile application (Government/PSU's/Banks) of <i>value/combine value (not less than)</i> Rs. 75.00 Lakhs after 01 April 2020.</p>	<p>Annexure-7 per project reference</p> <p style="text-align: center;">AND</p> <p>Copies of Work Order⁺ + Work completion / Phase Completion report from client.</p> <p>(Phase Completion report must state the amount for work completed)</p>

6	Manpower Strength	The bidder should have at least 50 full time employees in Software development IT/ITES/IT based project/ manpower services across India as on 31st Mar 2024	Annexure- 12 Certificate from the HR/ Authorized Signatory on the company letterhead
7	Tax Registration	The bidder should submit copy of : i. GST registration certificate ii. Income Tax / PAN Number	Relevant document
8	Certifications	The bidder must possess, at the time of bidding, a valid CMMi Level 3 or above & ISO 9001:2015, ISO/IEC 27001:2013	Copy of a valid certificate
9	Undertaking	Bidder should :- a) NOT be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons; b) NOT have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings; c) NOT have a conflict of interest in the procurement in question as specified in the bidding document. d) Comply with the code of integrity as specified in the bidding document.	A Self Certified letter as per Annexure-3: Self-Declaration

2. In addition to the provisions regarding the qualifications of the bidders as set out in (1) above: -
- The procuring entity shall disqualify a bidder as per the provisions under “Clause: Exclusion/ Disqualification of bids in Chapter-5: ITB”; and
 - The procuring entity may require a bidder, who was pre-qualified, to demonstrate its qualifications again in accordance with the same criteria used to pre-qualify such bidder. The procuring entity shall disqualify any bidder that fails to demonstrate its qualifications again, if requested to do so. The procuring entity shall promptly notify each bidder requested to demonstrate its qualifications again as to whether or not the bidder has done so to the satisfaction of the procuring entity.

4. SCOPE OF WORK, DELIVERABLES & TIMELINES

RISL intends to enter into a rate contract for a period of 24 months with professional and competent IT Firms for Design, Development, Configuration and Maintenance of various mobile Applications on reactJS/Ionic/Flutter Platform for various line departments/ projects, at RISL. The period of contract may be further extended for One (1) year with the mutual consent of both parties.

The successful bidder shall be responsible for Mobile Application Development & Support Services for various government projects/departments as per the requirement of RISL/ DoIT&C.

Note: - The offered rate contract does not guarantee the bidder to receive any minimum / committed number of work order (/s) from RISL. The actual number of application/s to be developed may vary and will be as per the project requirements in hand with RISL.

4.1 Details of work (SoW)

The selected agency shall be responsible to follow industry standards software development methodology in conjunction with the guidelines issued by GoI/ GoR, prepare documents as per standard templates provided by RISL and undertake below mentioned activities as per directions of RISL:

4.1.1 Gather Requirements

- i. Requirement gathering would be the most crucial aspect as many times communication gaps arise in this phase and this leads to validation errors and bugs in the mobile app.
- ii. Carry out requirement study/ analysis of business processes to thoroughly understand the functional and operational mechanism and collect requirements from the concerned officer(s) and undertake the following activities:
 - Detailed Study of requirements of application components and solutions
 - Preparation of SRS (Software Requirements Specification)
 - Assess existing applications (if any) from the perspective of integration with other application.
 - Prepare User Requirement Specifications document.
 - Prepare FRS detailing Functional and Non-Functional Requirements.
- iii. The team engaged in design & development by the firm may have to travel anywhere within State to cater requirement from user/ department/ offices or as directed by project OIC of DoIT&C/ RISL. The team will not be provided any vehicle or reimbursement from the DoIT&C/RISL for their travel pertaining to assess user requirements.

4.1.2 Design and Development Phase (Package -1)

The bidder shall be responsible for design and development of mobile applications for various line departments/ projects on open-source platform, as per requirement of RISL / DoIT&C Mobile application

When developing a mobile application, it is required to create a few/ minimum pages to ensure a seamless and comprehensive user experience. The application should include a user-friendly dashboard that provides an overview of key features and user-specific information. It should also have a robust user profile page where users can manage their personal information and preferences. Secure login and signup pages, along with options for password recovery and social media logins, are crucial for user authentication. Additionally, a settings page should be developed to allow users to customize their app experience, including notification settings and privacy controls. A notifications section is necessary for users to view and manage their alerts and messages. To support users effectively, a comprehensive help/support page with FAQs, user guides, and contact information should be included. The application must feature a privacy policy page that outlines how user data is collected, used, and protected, as well as a terms of service page detailing the rules and regulations users must agree to in order to use the app. By incorporating these elements, the application will enhance the overall functionality and user satisfaction of the mobile application. The above is in addition to the requirements as described by project OIC of DoIT&C/ RISL.

The above requirements are briefly described as follows

S. No.	Name of Category
1.	Development & Maintenance of new Mobile App- Normal/ Simple [Upto 20 pages/ API]
2.	Development & Maintenance of new Mobile App - Medium/ Moderate [From 21-50 pages/ API]
3.	Development & Maintenance of new Mobile App - Lengthy/ Critical [More than 51-80 pages/ API]
4.	Development & Maintenance of new Mobile App - Complex [More than 81 pages/ API]

The brief of above defined categories is as listed

1. Normal/ Simple [Upto 20 pages/ API]
 - Characteristics : Basic functionalities, straight forward user interface
 - Use Cases : Applications for displaying static information, simple forms, basic user interactions
2. Medium/ Moderate [From 21-50 pages/ API]
 - Characteristics : Moderate complexity, more interactive features
 - Use Cases : Applications requiring user profiles, data synchronization, moderate business logic
3. Lengthy/ Critical [More than 51-80 pages/ API]
 - Characteristics : High complexity, advanced functionalities
 - Use Cases : Applications involving extensive data processing, multiple user roles, complex integrations
4. Complex [More than 81 pages/ API]
 - Characteristics : Very High complexity, extensive features
 - Use Cases : Applications requiring high scalability, robust security measures, extensive user interactions

The hybrid tech stack which are being used is described as below (Not Limited To)

- Ionic
- React Native
- Flutter

The selected bidder shall have the local office at Jaipur, Rajasthan to perform the development of mobile applications as per WO to complete the work in due time. The category of mobile app would be allowed to be upgraded on recommendation of technical committee due to increase in scope of work by concern department

The features/ functionalities (but not limited to) required for each mobile app shall be as follows:

- Design, Develop, Implement, Install, test, publish and rollout of the developed mobile based applications
- Developed mobile application shall be compatible with Latest iOS/ Android version and shall be updated to support future OS releases during development and FMS period.
- The required mobile application may be required to be developed in both iOS & android or either of the both as and when required or as approved by project OIC of DoIT&C/ RISL officials.
- It may also possible that mobile applications should be compatible with older iOS/ android maximum upto N-2 where N is the version of latest iOS/ Android.
- Resolution independent Mobile Apps that will automatically expand/compress itself as per the device screen resolution.
- The complete solution proposed must be SOA compliant open source standards.
- Compatibility with all industry standard resolutions like 320x480, 640x960, 480x800, 768x1280, 800x1280 and 1080x1920, etc.
- Shall have portrait support on mobile phone and landscape support for tablet/ iPad.
- Shall support different layout/ design for mobile and tablet/ iPad.
- SSO Integration
- Device based SSO Authentication
- Role based Log-in
- Shall be capable of Multiple Image Capture (Captured Image size should be compressed to approx.~100-150 KB)
- Shall be capable of Multiple Video Capture (Captured Video size should be compressed to approx.~1-2 MB)
- Search/Filter/Pagination
- Shall be capable of Upload Multiple Image, video and data through web services.
- Data retrieval should be optimized in such a way that large record sets should be displayed in paged manner.
- Location/GPS Capture (Offline and Online)
- Offline Data Capture (submit / update) in JSON store and synchronization of forms.
- Payment Gateway Integration
- Integration with any existing applications through SOA (service oriented architecture) – Web services/API/ JSON, Social Media platform etc. Graphs & Charts Integration, Drill Down Charts
- Graphs & Charts Integration, Drill Down Charts
- Complex Business logic such as different set of functionalities based on user login, multiple modules, action workflow etc.
- Dynamic Form/Page Creation
- Multilingual Form/Page Creation
- Native Code Integration (Deep Linking)
- Tag based Push Notification
- The app must be capable of integration with e-Governance framework of Govt. Of Rajasthan

and e-Governance framework of Govt. of India.

- Provide a mechanism for user feedback, bug reporting, and suggestions.
- Scalability in terms of users and future features.
- Hosting in an SSL environment (https).
- Support HTTPS communication for secure data transmission.
- Predefined security configurations against XSRF attacks.
- Deliver and hand over the source code and additional software components.
- Offline functionality to handle reports and temporary data storage.
- Send reminders via email/SMS for updates or information entry.
- Ensure the response time is always < 30 seconds under specified conditions.
- GPS mapping, Geo-tagging, and time-stamping capabilities.
- Support custom report generation with embedded media and templates.
- Design with redundancy to ensure no service impact during failures.

Note: -

- a) Since, there is continuous development and enhancements going on Applications, Bidder must ensure to integrate web services on continuous basis during contract period. These services will be taken care by FMS team.

4.1.3 Code and test Mobile App

- The selected firm's Mobile App programmers would take the design documents (programming requirements) and then proceed with the iterative process of coding, testing, revising, and re-testing.
- The firm would perform the following system tests: -
 - Perform integration test (test application with other programs to verify that all programs continue to function as expected).
 - If required, assist the department in performing performance (volume/ load) test using the tools provided by RISL/ DoIT&C.
- Conduct testing of various components / modules of the developed application as per the directions and approval from RISL and share the report with RISL
- Deploy and configure the developed application on Staging Servers for Testing on Android, Apple, and Windows platform for both the devices Mobile Phone and Tablets.

4.1.4 User Acceptance Testing (for New Development)

The selected bidder shall undertake the following activities:

- Prepare detailed UAT plans, schedules, procedures and formats
- Prepare UAT use case scenarios and expected results
- Conduct UAT, identify and rectify developed application issues / errors / bugs reported during the testing / UAT up-to the satisfaction of RISL.
- The concerned OIC of the respective mobile app or any designated officer on the behalf of him/ her will provide UAT certificate to the selected bidder.

4.1.5 Assistance in Security and Audit Control

The Selected Bidder shall provide assistance to RISL/ DoIT&C team in undertaking Security Audit/ safety Host Certification of Developed Application by third party external agency (selected by RISL/ DoIT&C) in order to ensure that developed application is free from vulnerability/ bugs/ defects, etc.

- The developed applications (mobile) shall adhere to standard security standards, standard data protection policies, or any compliances to the Central/ State govt measures in addition to the requirements approved by the project OIC of DoIT&C/ RISL
- Vendor to provide a Security Audit clearance certificate from Cert-In empaneled agency before hosting the application without extra cost.
- Support predefined security configurations to protect resources against XSRF attacks.
- Support user certificate provisioning for client-side authentication.
- Enforce network-level security with encrypted traffic.
- Follow W3 compliance for scalable, expandable visual design elements.
- Implement continuity measures, risk management plans, and backup policies for business continuity.

4.1.6 Deployment of Application

The selected bidder shall be responsible to deploy and configure the developed application on the production server as per approval received from RISL/ DoIT&C. Once the application is deployed, the selected bidder shall be responsible for submission of all the technical documents prepared at each phase defined above and below (if any).

4.1.7 Training & Documentation

- i. The selected firm shall ensure that all documentation is in place (user training, User manual, demo presentation and operation procedures, etc.).
- ii. The bidder shall be responsible for two training sessions in a year on latest mobile application platforms/ trends as well as one proper hands-on sessions training to the designated officers/ users on the developed mobile application. The content of the training and schedule shall be mutually decided by RISL and the firm later at an appropriate time-period. The requisite training infrastructure like the place, computers, and projector with screen shall be provided by RISL/ designated department.
- iii. The bidder shall prepare the project status report in case of any changes or development for respective projects or as and when directed by the project OIC.

4.1.8 Go-Live Phase

- i. As a prerequisite to going to production, the selected firm's development team needs to provide documentation. This would usually consist of user training and operational procedures. The user training would familiarize the users with the new application. The operational procedures documentation would enable Operations to take over responsibility for running the application on an ongoing basis.
- ii. In production, the changes and enhancements would be handled by a FMS team. At this point in the life cycle of the application, changes would be tightly controlled and must be rigorously tested before being implemented into production.

4.1.9 Operation and Maintenance Phase / Facility Management Services for Existing Mobile Applications (Package -2)

The selected bidder shall deploy the dedicated technical team for FMS Support services at RISL, Jaipur with-in 15 days from the date of issuance of Work Order to maintain existing mobile apps for the period of two year. However, the period of contract for FMS . The selected bidder shall be responsible for managing the Google Play Store/App Store of DoIT&C/RISL account and communication to the Google and Apple.

The team deployed for FMS shall be responsible for maintenance & support of mobile applications which are already developed and published on Google Play Store and App Store till the finalization of bid. Presently approx. 25 mobile apps are published on both platforms and are in FMS. The newly developed mobile apps shall be by default considered in FMS as and when published on Google Play Store/App store. Further, any type of Annual Operation / Maintenance charges for Google / App store if applicable shall be borne by selected bidder.

The team deployed for FMS shall be responsible for maintenance & support of following mobile application/s

S. No.	Mobile Apps	S. No.	Mobile Apps
1)	Raj Khasara Girdawari	2)	Raj Kisan Girdawari
3)	Jan-Aadhar Khata Seeding	4)	Jan-Aadhar
5)	RajSSO AMS	6)	Raj Kaushal
7)	RajDhara Survey V3	8)	RajDhara Survey V2
9)	MAA-Y	10)	Shree Annapurna Rasoi Yojna
11)	Vishwakarma Pension	12)	Statistical Year Book Rajasthan
13)	Rajnivesh-MoU	14)	E-RAP
15)	Informer	16)	Raj-M-App
17)	RCAT	18)	Task Manager
19)	Economic Review	20)	Raj Gazetter
21)	MMPBY	22)	RAJ MEDI PLANT

* DoIT&C / RISL has right to include/exclude any mobile app during the contract.

The following minimum resources are to be deployed by selected bidder for FMS / Operation and Maintenance Services.

S. No.	Designation	No. Of Man Month
1.	Project Manager	24
2.	Business Analyst	24
3.	Senior Application Developer (Mobile)	48
4.	Application Developer	48
5.	UI Designer	48
6.	Application Tester	24

The proposed resources for onsite deployment at RISL/ DoIT&C shall necessarily meet the minimum Resource Qualification & Experience requirement as mentioned below: -

S.No.	Role	Qualification and Experience
1	Project Manager	<ul style="list-style-type: none"> Full time Education Qualification of B.E/ B. Tech/ MCA/ M. Sc (CS/IT) from recognized University/ Institute in India with more than 8 years of professional experience. Has thorough understanding of APPS Technical Architecture, strong written and verbal communication skill, strong experience for planning & defining scope, resource planning, develop project schedule, Risk Analysis, monitoring & reporting progress to stakeholders Has end-user interaction experience for requirements gathering, understanding customer needs and working with multiple groups to coordinate and carry out technical activities which include new development, maintenance and production support activities.
2	Business Analyst	<ul style="list-style-type: none"> Full time Education Qualification of B.E/ B. Tech/ MCA/ M. Sc (CS/IT) from recognized University/ Institute in India. Working experience of Business Analytics of more than 7 years. Has thorough understanding of Business / Systems Analysis and their modeling techniques for eliciting requirements and testing, experience in analyzing data to draw business-relevant conclusions and in data visualization techniques and tools Has an understanding and writing SQL query. Basic knowledge in generating process documentation, ability to quickly grasp complex technical concepts and make them easily understandable in text and pictures
4	Sr. Application Developer (Mobile App)	<ul style="list-style-type: none"> Full time Education Qualification of B.E/ B. Tech/ MCA / M. Sc (CS/IT) from recognized University/ Institute in India with more than 7 years of professional experience. Work experience in development on React Native/Ionic/Flutter
6.	Application Developer	<ul style="list-style-type: none"> Full time Education Qualification of B.E/ B. Tech/ MCA / M. Sc (CS/IT) from recognized University/ Institute in India with more than 5 years of professional experience. Has thorough understanding of HTML5, JQuery, JQuery Mobile, CSS3 Expertise in developing HTML5 base mobile application and respective design Work experience in development on React Native/Ionic/Flutter
7	UI Designer	<ul style="list-style-type: none"> Full time Education Qualification of B.E/ B. Tech/ MCA/Graduate with diploma in multimedia/ M. Sc (CS/IT) from recognized University/ Institute in India with more than 3 years of professional experience. Has through understanding of Graphic Design Skills, Layout Skills, Creative Services, Creativity, Flexibility, Attention to Detail, Deadline-Oriented, Desktop Publishing Tools Expertise in designing mobile apps for mobile and tablet having different resolutions

8	Application Tester	<ul style="list-style-type: none"> • Full time Education Qualification of B.E/ B. Tech/ MCA/ M. Sc (CS/IT) from recognized University/ Institute in India with more than 3 years of professional experience. • Has thorough understating of analysing client requirements, preparing test plans, verification of implemented functionality and defects, defect tracking • Experience in testing mobile application across various mobile platforms
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Note:

- The rate contract does not guarantee the bidder to receive any minimum /committed number of work order (/s) from RISL
- During the technical Bid submission, bidder has to submit an undertaking from HR (duly signed and stamped) on company's letter head stating that the bidder's firm has capability for deployment of above resources which meets the required qualification and experience. (refer Annexure-11 for HR undertaking)

The deployed resources shall be responsible for the following activities:

Task pertaining to Facility Management Services (but not limited to):

The selected firm, shall perform following activities during the maintenance phase of the application: -

- Shall perform ongoing day-to-day changes and enhancements to Mobile App as per the need/ requirement of RISL/ line department.
- Shall ensure define change management procedures to ensure that no unwarranted changes are carried out to the application. All the changes carried out by firm must be formally approved by RISL/ line department and recorded too and shall be done at no additional financial impact to RISL/ Line department.
- Shall do proper version management of these configurations as the configurations may be changed from time to time. This is required to ascertain changes made to these configurations at different stages as well as have functional configurations.
- Shall Provide day to day functional and technical support to RISL/ DoITC/ Line Department through email; phone or through remote assistance to address, analyse and fix any technical glitches within the existing features. The scope of technical support includes rectification of errors within the already developed solution, content management, addition or removal of feature(s) from the developed solution etc.
- Shall be responsible to conduct additional training sessions to the designated officers/ users as per the requirement of RISL/ DoITC/ Designated Department/s.
- Shall perform Performance Tuning and ensuring resilient performance of the developed application.
- Maintain Service Level Agreement adhering to SLA requirement of the project.
- Shall Check status and take remedial actions, in case of problems/ bugs are reported.
- Shall maintain the Documentation of problems, isolation, cause and rectification procedures for building knowledge base for the known problems.

- Shall be required to incorporate necessary features in the application to automate the back-up of database at regular intervals such as daily, weekly, monthly etc.
- Shall perform the proper hand-holding of the developed application to RISL/ line department.
- Shall perform the Other Activities as:
 - Application Enhancement and modification, configuration, etc.
 - Debugging, modification, tuning, monitoring and updating in the mobile Application as and when required by the user department for smooth functioning of the application
 - Ensures that the application works properly
 - Proper version control and configuration management of the source code
 - Provide first level of support (L1) for logging and resolution of the compliant and bug fixing of the application
 - Supervision and training to the personnel of user department on new features added to the implemented application software.
 - Provide technical support team as may be deemed to be required by the bidder at user department / RISL.
 - The infrastructure for iOS applications shall be provided for apple user management and development and testing.
- Apart from above, any other functional/ technical assistance required by RISL/ DoITC related to developed mobile application.

4.2 Intellectual Property Rights

The Intellectual Property Rights of the application will rest with RISL/ DoIT&C. The vendor will provide the source code of the application to RISL/ DoIT&C at the time Go-live or as directed by project OIC.

4.3 Roles & Responsibilities of Stakeholders/ SI

i. Responsibilities of RISL:

- a. Identify and appoint Nodal Officer (s) for facilitating the project execution.
- b. Provide access of its premises to the team of selected bidder.
- c. Timely approval of the deliverables submitted by the selected bidder.
- d. Conduct project review meetings with the selected bidder to monitor the progress of the project
- e. Provide necessary support during requirement gathering, sharing of manual templates and explain the functional requirements in detail to the selected bidder.
- f. Provide necessary infrastructure and support in deploying the developed application.
- g. Provide feedback on the changes to be made in the solution to improve usability of the application
- h. Facilitate Acceptance Testing, security Audit and Performance Audit/ Testing.
- i. Review and approve the payments to the bidder.

- j. Bidder will be responsible for coordinating with existing Vendors for existing application services under supervision of RISL/ DoIT&C/ Line Department.
- k. Any other help/ assistance/ co-ordination required for the successful implementations and operations of the work/ project.

ii. Responsibilities of Implementing Agency/ Selected Bidder :

As per scope of work defined in RFP

5. INSTRUCTION TO BIDDERS (ITB)

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.
- c) Bidding documents purchased by Principal of any concern may be used by its authorised sole selling agents/ marketing agents/ distributors/ sub-distributors and authorised dealers or vice versa.

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: -
 - a. Last date of submitting clarifications requests by the bidder as per NIB
 - b. 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.

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. 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.

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: -
- Technical Bid, including fee details, eligibility & technical documents
 - Financial Bid
- d) The technical bid shall consist of the following documents: -

S. No.	Documents Type	Document Format
Fee Details		
1.	Bidding document Fee (Tender Fee)	Proof of submission (PDF)
2.	RISL Processing Fee (e-Procurement)	Instrument/ Proof of submission (PDF)
3.	Bid Security	Instrument/ Proof of submission (PDF)
Eligibility Documents		
4.	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)
5.	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) 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-4 (PDF)
2.	Financial Bid - Format	As per BoQ (.XLS) format available on e-Procurement portal

- c) 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.

6. 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.

7. Alternative/ Multiple Bids

Alternative/ Multiple Bids shall not be considered at all.

8. Bid Security

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

- 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: -
 - a. when the bidder withdraws or modifies its bid after opening of bids;
 - b. when the bidder does not execute the agreement, if any, after placement of supply/ work order within the specified period;
 - c. 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;
 - d. when the bidder does not deposit the performance security within specified period after the supply/ work order is placed; and
 - e. 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: -
 - a. the expiry of validity of bid security;
 - b. the execution of agreement for procurement and performance security is furnished by the successful bidder;
 - c. the cancellation of the procurement process; or

- d. the withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.

9. 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.

10. Withdrawal, Substitution, and Modification of Bids

- a) If permitted on e-Procurement portal, a Bidder may withdraw its Bid or re-submit its Bid (technical and/ or financial cover) as per the instructions/ procedure mentioned at e-Procurement website under the section "Bidder's Manual Kit".
- b) Bids withdrawn shall not be opened and processes further.

11. Opening of Bids

- a) The Bids shall be opened by the bid opening & evaluation committee on the date and time mentioned in the NIB in the presence of the bidders or their authorised representatives who choose to be present.
- b) The committee may co-opt experienced persons in the committee to conduct the process of Bid opening.
- c) The committee shall prepare a list of the bidders or their representatives attending the opening of Bids and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding bidders' names and addresses. The authority letters, if any, brought by the representatives shall be attached to the list. The list shall be signed by all the members of Bid opening committee with date and time of opening of the Bids.
- d) All the documents comprising of technical Bid/ cover shall be opened & downloaded from the e-Procurement website (only for the bidders who have submitted the prescribed fee(s) to RISL).
- e) The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the: -
 - a. bid is accompanied by bidding document fee, bid security or bid securing declaration, and processing fee (if applicable);
 - b. bid is valid for the period, specified in the bidding document;
 - c. bid is unconditional and the bidder has agreed to give the required performance security; and
 - d. other conditions, as specified in the bidding document are fulfilled.
 - e. 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.

12. Selection Method:

The selection method is package-wise Least Cost Based Selection (LCBS or L1)

13. Clarification of Bids

- a) To assist in the examination, evaluation, comparison and qualification of the Bids, the bid evaluation committee may, at its discretion, ask any bidder for 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.

14. Evaluation & Tabulation of Technical Bids

a) Determination of Responsiveness

- a. The bid evaluation committee shall determine the responsiveness of a Bid on the basis of bidding document and the provisions of pre-qualification/ eligibility criteria of the bidding document.
- b. A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where: -
 - i. "deviation" is a departure from the requirements specified in the bidding document;
 - ii. "reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
 - iii. "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.
- c. A material deviation, reservation, or omission is one that,
 - i. if accepted, shall:-
 1. affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
 2. limits in any substantial way, inconsistent with the bidding documents, the procuring entity's rights or the bidder's obligations under the proposed contract; or
 - ii. if rectified, shall unfairly affect the competitive position of other bidders presenting responsive Bids.
- d. The bid evaluation committee shall examine the technical aspects of the Bid in particular, to confirm that all requirements of bidding document have been met without any material deviation, reservation or omission.
- e. The procuring entity shall regard a Bid as responsive if it conforms to all requirements set out in the bidding document, or it contains minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirements set out in the bidding document, or if it contains errors or oversights that can be corrected without touching on the substance of the Bid.

b) Non-material Non-conformities in Bids

- a. The bid evaluation committee may waive any non-conformities in the Bid that do not constitute a material deviation, reservation or omission, the Bid shall be deemed to be substantially responsive.
- b. The bid evaluation committee may request the bidder to submit the necessary information or document like audited statement of accounts/ CA Certificate, Registration Certificate, VAT/ CST clearance certificate, ISO/ CMMi Certificates, etc. within a reasonable period of time. Failure of the bidder to comply with the request may result in the rejection of its Bid.
- c. The bid evaluation committee may rectify non-material nonconformities or omissions on the basis of the information or documentation received from the bidder under (b) above.

c) Technical Evaluation Criteria

Bids shall be evaluated based on the documents* submitted as a part of technical bid and on the presentation from the bidder on the Relevant Project experiences, understanding of the scope in the RFP, Approach & Methodology on the project, etc. and on the experience of the proposed resources on development of Mobile App as per convenience of department..

*Technical bid shall contain all the documents as asked in the clause “Format and Signing of Bids”

d) Tabulation of Technical Bids

- a. If Technical Bids have been invited, they shall be tabulated by the bid evaluation committee in the form of a comparative statement to evaluate the qualification of the bidders against the criteria for qualification set out in the bidding document.
- b. The members of bid evaluation committee shall give their recommendations below the table as to which of the bidders have been found to be qualified in evaluation of Technical Bids and sign it.
- e) The number of firms qualified in technical evaluation, if less than three and it is considered necessary by the procuring entity to continue with the procurement process, reasons shall be recorded in writing and included in the record of the procurement proceedings.
- f) The bidders who qualified in the technical evaluation shall be informed in writing about the date, time and place of opening of their financial Bids.

15. Evaluation & Tabulation of Financial Bids

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

- 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) conditional Bids are liable to be rejected;
- d) 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;
- e) the offers shall be evaluated and marked L1, L2, L3 etc. L1 being the lowest offer and then others in ascending order in case price is the only criteria, or evaluated and marked H1, H2, H3 etc. in descending order;
- f) For any of the resource levels, bids quoting zero or incredibly low/ high rates compared to the industry prevalent rates, will be rejected and EMD will be forfeited.
- 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.

16. Correction of Arithmetic Errors in Financial Bids

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

- a) if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the bid evaluation committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;

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

17. 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.

18. Exclusion of Bids/ Disqualification

- a) 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.
- b) A Bid shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.
- c) Every decision of a procuring entity to exclude a Bid shall be for reasons to be recorded in writing and shall be: -
 - a. communicated to the concerned bidder in writing;

- b. published on the State Public Procurement Portal, if applicable.

19. 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

20. Lack of competition

- a) A situation may arise where, if after evaluation of Bids, the bid evaluation committee may end-up with one responsive Bid only. In such situation, the bid evaluation committee would check as to whether while floating the NIB all necessary requirements to encourage competition like standard bid conditions, industry friendly specifications, wide publicity, sufficient time for formulation of Bids, etc were fulfilled. If not, the NIB would be re-floated after rectifying deficiencies. The bid process shall be considered valid even if there is one responsive Bid, provided that: -
 - a. the Bid is technically qualified;
 - b. the price quoted by the bidder is assessed to be reasonable;
 - c. the Bid is unconditional and complete in all respects;
 - d. there are no obvious indicators of cartelization amongst bidders; and
 - e. 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.

21. Acceptance of the successful Bid and award of contract

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

22. 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.

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

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

24. Right to vary quantity

- a) If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation.
- b) Repeat orders for extra items or additional quantities may be placed on the rates and conditions given in the contract (if the original order was given after inviting open competitive Bids). Delivery or completion period may also be proportionately increased. The limits of repeat order shall be as under:
 - 1) 50% of the quantity of the individual items and 50% of the value of original contract in case of works; and
 - 2) 50% of the value of goods or services of the original contract.

25. Price Fall

- a) If the bidder i.e. rate contract holder quotes/ reduces its price to render similar services at a price lower than the rate contract price at similar conditions to anyone in the state at any time during the currency of the rate contract, the rate contract price shall be automatically reduced with Page 31 of 78 Final RFP for Rate Contract for the Development of Mobile Applications and FMS of Existing Applications effect from the date of reducing or quoting lower price, for all delivery of the subject matter of procurement under the rate contract and the rate contract shall be amended accordingly.
- b) The firms holding parallel rate contracts shall also be given opportunity to reduce their price by notifying them the reduced price giving them fifteen days time to intimate their acceptance to the revised price. Similarly, if a parallel rate contract holding firm reduces its price during currency of the rate contract, its reduced price shall be conveyed to other parallel rate contract holding firms and the original rate contract holding firm for corresponding reduction in their prices. If any rate contract holding firm does not agree to the reduced price, further transaction with it, shall not be conducted.
- c) The bidder, for compliance of the (a) above, shall furnish an undertaking to the Purchaser along with each bill for payment for supplies made against the Rate Contract.

26. Work Order Issued to Bidders under Rate Contract

- a) As per the project requirements, from time to time, the Purchaser shall issue work order to the successful bidder(s) for development of application and deployment of resources (in any combination), however the

rate contract does not guarantee the bidder to receive any minimum / committed number of work order (/s) from RISL

- b) The work order shall specify the number of application to be developed and the number of resources to be deployed for Facility Management Services for existing Mobile Applications and the necessary details.
- c) After receiving the work order, the bidder shall be responsible to deposit the requisite Performance Security Deposit (PSD) within the prescribed time period as specified in each work order.

27. 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 2.5%, **OR** as per prevailing rules of Govt. of Rajasthan, of the amount of supply/work order.
- c) Performance security shall be furnished in any one of the following forms: -
 - a. Bank Draft or Banker's Cheque of a scheduled bank;
 - b. National Savings Certificates and any other script/ instrument under National Savings Schemes for promotion of small savings issued by a Post Office in Rajasthan, if the same can be pledged under the relevant rules. They shall be accepted at their surrender value at the time of bid and formally transferred in the name of procuring entity with the approval of Head Post Master;
 - c. Bank guarantee/s of a scheduled bank. It shall be got verified from the issuing bank. Other conditions regarding bank guarantee shall be same as mentioned in the bidding document for bid security;
 - d. Fixed Deposit Receipt (FDR) of a scheduled bank. It shall be in the name of procuring entity on account of 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.

Note:-

Additional Performance Security :-

- (1) In addition to Performance Security as specified above, an Additional Performance Security shall also be taken from the successful bidder in case of unbalanced bid. The Additional Performance Security shall be equal to fifty percent of Unbalanced Bid Amount. The Additional Performance Security shall be deposited in lump sum by the successful bidder before execution of Agreement. The Additional Performance Security shall be deposited through e-Grass, Demand Draft, Banker's Cheque, Government Securities or Bank Guarantee.

For the purpose of this-

- (i) Unbalanced Bid means any bid below more than fifteen percent of Estimated Bid Value.
 - (ii) Estimated Bid Value means value of subject matter of procurement mention in bidding documents by The Procuring Entity.
 - (iii) Unbalanced Bid Amount means positive difference of eighty five percent of Estimated Bid Value minus Bid Amount Quoted by the bidder.
- (2) The Additional Performance Security shall be refunded to the contractor after satisfactory completion of the entire work. The Additional Performance Security shall be forfeited by the Procuring Entity when work is not completed within stipulated period by the contractor.

28. 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 despatched 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 despatched 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.
- 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.

29. Confidentiality

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

30. 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 -
 - a. at any time prior to the acceptance of the successful Bid; or
 - b. after the successful Bid is accepted in accordance with (d) and (e) below.

- c) The procuring entity shall not open any bids or proposals after taking a decision to cancel the procurement and shall return such unopened bids or proposals.
- d) The decision of the procuring entity to cancel the procurement and reasons for such decision shall be immediately communicated to all bidders that participated in the procurement process.
- e) If the bidder who's Bid has been accepted as successful fails to sign any written procurement contract as required, or fails to provide any required security for the performance of the contract, the procuring entity may cancel the procurement process.
- f) If a bidder is convicted of any offence under the Act, the procuring entity may: -
 - a. cancel the relevant procurement process if the Bid of the convicted bidder has been declared as successful but no procurement contract has been entered into;
 - b. rescind (cancel) the relevant contract or forfeit the payment of all or a part of the contract value if the procurement contract has been entered into between the procuring entity and the convicted bidder.

31. Code of Integrity for Bidders

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

32. 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.

33. 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 there under, he may file an appeal to such officer of the procuring entity, as may be designated by it for the purpose, within a period of <10> days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:
 - a. Provided that after the declaration of a bidder as successful in terms of “Award of Contract”, the appeal may be filed only by a bidder who has participated in procurement proceedings:
 - b. Provided further that in case a procuring entity evaluates the technical Bid before the opening of the financial Bid, an appeal related to the matter of financial Bid may be filed only by a bidder whose technical Bid is found to be acceptable.
- b) The officer to whom an appeal is filed under (a) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal.
- c) If the officer designated under (a) above fails to dispose of the appeal filed under that sub-section within the period specified in (c) above, or if the bidder or prospective bidder or the procuring entity is aggrieved by the order passed, the bidder or prospective bidder or the procuring entity, as the case may be, may file a second appeal to an officer or authority designated by the State Government in this behalf within 15 days from the expiry of the period specified in (c) 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: Secretary, IT&C, GoR
Second Appellate Authority: Secretary, Finance(Budget) Department. GoR
- f) Form of Appeal:
 - a. Every appeal under (a) and (c) above shall be as per Annexure-8 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.
- j) Whoever intentionally files any vexatious, frivolous or malicious appeal or complaint 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.

34. 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.

35. 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.

36. 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.

37. 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.

38. 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.

39. Risk& Cost Clause

If the bidder, breaches the contract by failing to deliver goods, services, or works according to the terms of the agreement, the procuring authority may be entitled to terminate the contract and procure the remaining unfinished goods, services, or works through a fresh contractor or by other means, at the risk and cost of the CONTRACTOR.

In such cases, the defaulting contractor bears the risk associated with their failure to fulfil their contractual obligations. If the cost of procuring the goods, services, or works from another source is higher than the original contract, the defaulting contractor is liable for the additional cost incurred by the procuring authority.

The Risk & Cost amount payable by the contractor or recoveries in lieu of Risk Purchase may be recovered from supplier by encashing/invoking Bank Guarantee, Security Deposits available with PE against the same or any other contract or may be

adjusted against dues payable to supplier by PE against other purchase orders/ contracts / work orders etc. by any unit/region etc. of PE.

40. BID PRICES/ COMPARISON OF RATES

- (1) Bid prices should be FOR / FOB.
- (2) Bid prices should be inclusive of all other taxes, levies, octroi, insurance etc. but excluding of GST/CST.
- (3) The prices under a rate contract shall be subject to price fall clause as per as per Rule 29 (2)(h) of RTTP Rules 2013. Price fall clause is a price safety mechanism in rate contracts and it provides that if the rate contract holder quotes/reduces its price to render similar goods, works or services at a price lower than the rate contract price to anyone in the State at any time during the currency of the rate contract, the rate contract price shall be automatically reduced with effect from the date of reducing or quoting lower price, for all delivery of the subject matter of procurement under that rate contract and the rate contract shall be amended accordingly. The firms holding parallel rate contracts shall also be given opportunity to reduce their price by notifying them the reduced price giving them fifteen days' time to intimate their acceptance to the revised price. Similarly, if a parallel rate contract holding firm reduces its price during currency of the rate contract, its reduced price shall be conveyed to other parallel rate contract holding firms and the original rate contract holding firm for corresponding reduction in their prices. If any rate contract holding firm does not agree to the reduced price, further transaction with it, shall not be conducted.
- (4) For bids invited for Fixed Quantity as one package the evaluation would be done for all the items of the package put together. The item(s) for which no rates has/have been quoted or left blank would be treated as zero i.e. the bidder will supply these item(s) free of cost and the total amount would be computed accordingly. There is no option with Bidder to submit quote for partial quantity of any items. Procuring Entity will award

41. CONFLICT OF INTEREST

- (1) A conflict of interest for bidders is considered to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.
- (2) A Bidder may be considered to be in conflict of interest with one or more parties in a bidding process if, including but not limited to:-
 - (a) They have controlling partners in common;
 - (b) They receive or have received any direct or indirect subsidy from any of them;
 - (c) They have the same legal representative for purposes of the bid;
 - (d) They have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another;
 - (e) A bidder participates in more than one bid in the same bidding process. However, this does not limit the inclusion of the same sub-contractor, not otherwise participating as a bidder, in more than one bid; or
 - (f) A bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the subject matter of procurement of the bidding process. All bidders shall provide in Qualification Criteria and Bidding Forms, a statement that the bidder is neither associated nor has been associated directly or indirectly, with the consultant or any other entity that has prepared the design, specifications and other documents for the subject matter of procurement or being proposed as Project Manager for the contract.

6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT

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

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 service 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 the services incidental to the design, development and configuration of application, training and initial maintenance and other similar obligations of the successful/ selected bidder 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 related to integration, testing, commissioning, training, and maintenance of the mobile application
- 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.

1. 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.

2. 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.

3. 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.

4. Joint Venture, Consortium or Association

No Joint Venture, consortium or Association shall be allowed during the project period.

5. Eligible Services

- a) For purposes of this Clause, related services" includes services such as integration, testing, commissioning, training, and maintenance of the mobile application.

6. 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.

7. 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.

8. Scope of Supply

- a) Subject to the provisions in the bidding document and contract, the services to be supplied shall be as specified in the bidding document.
- b) Unless otherwise stipulated in the Contract, the scope of supply shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining delivery and completion of the goods and related services as if such items were expressly mentioned in the Contract.

9. Delivery & Installation

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

- c) The Supplier/ Selected Bidder shall arrange to supply, install and commission the ordered materials/ system as per specifications within the specified delivery/ completion period at various departments and/ or their offices/ locations mentioned in the PO/ WO.
- d) Shifting the place of Installation: The user will be free to shift the place of installation within the same city /town/ district/ division. The successful/ selected bidder shall provide all assistance, except transportation, in shifting of the equipment. However, if the city/town is changed, additional charges of assistance in shifting and providing maintenance services for remaining period would be decided mutually.

10. Supplier's/ Selected Bidder's Responsibilities

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

11. Purchaser's Responsibilities

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

12. Rate Contract Price

- a) The Rate 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.
- b) Prices charged by the Selected Bidder for the Services performed under the Contract shall not vary from the prices quoted by the Selected Bidder in its bid, with the exception of any price adjustments authorized in the special conditions of the contract.

13. Recoveries from Supplier/ Selected Bidder

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

14. Taxes & Duties

- a) The TDS, Raj-VAT, Service Tax etc., if applicable, shall be deducted at source/ paid by 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.

15. Copyright

The copyright in all drawings, design documents, source code and other materials containing data and information furnished to the Purchaser by the Supplier/ Selected Bidder herein shall remain vested in the

Supplier/ Selected Bidder, or, if they are furnished to the Purchaser directly or through the Supplier/ Selected Bidder by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.

16. Confidential Information

- a) The Purchaser and the 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 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 Selected Bidder shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Selected Bidder.
- c) The Purchaser shall not use such documents, data, and other information received from the Selected Bidder for any purposes unrelated to the Contract. Similarly, the 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 user department or 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.

17. Sub-contracting

Sub-Contracting is not allowed under this RFP.

18. Specifications and Standards

- a) All articles/ services supplied shall strictly conform to the specifications, trademark laid down in the bidding document and wherever articles have been required according to ISI/ ISO/ other applicable specifications/ certifications/ standards, those articles should conform strictly to those specifications/ certifications/ standards. The supply shall be of best quality and description. The decision of the competent authority/ purchase committee whether the articles supplied conforms to the specifications shall be final and binding on the supplier/ selected bidder.
- b) Technical Specifications and Drawings
 - i. The Supplier/ Selected Bidder shall ensure that the goods and related services comply with the technical specifications and other provisions of the Contract.
 - ii. The Supplier/ Selected Bidder shall be entitled to disclaim responsibility for any design, data, drawing, specification or other document, or any modification thereof provided or designed by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Purchaser.
 - iii. The goods and related services supplied under this Contract shall conform to the standards mentioned in bidding document and, when no applicable standard is mentioned, the standard shall be equivalent or superior to the official standards whose application is appropriate to the country of origin of the Goods.

- c) Wherever references are made in the Contract to codes and standards in accordance with which it shall be executed, the edition or the revised version of such codes and standards shall be those specified in the bidding document. During Contract execution, any changes in any such codes and standards shall be applied only after approval by the Purchaser and shall be treated in accordance with the general conditions of the contract.
- d) The supplier/ selected bidder must certify that all the goods are new, unused, and of the agreed make and models, and that they incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.
- e) The supplier/ selected bidder should further warrant that the Goods shall be free from defects arising from any act or omission of the supplier/ selected bidder or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the place of final destination.

19. Extension in Delivery Period and Liquidated Damages (LD)

- a) Except as provided under clause “Force Majeure”, if the supplier/ selected bidder fails 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) Delivery and installation/ completion period may be extended with or without liquidated damages, if the delay in the supply of goods or service is on account of hindrances beyond the control of the supplier/ selected bidder.
 - i. The supplier/ selected bidder shall request in writing to the Purchaser giving reasons for extending the delivery period of service, if he finds himself unable to complete the supply of goods or service within the stipulated delivery period or is unable to maintain prorate progress in the supply of goods or service delivery. This request shall be submitted as soon as a hindrance in delivery of goods and service occurs or within 15 days from such occurrence but before expiry of stipulated period of completion of delivery of goods and service after which such request shall not be entertained.
 - ii. The Purchaser shall examine the justification of causes of hindrance in the delivery of goods and service and the period of delay occurred due to that and recommend the competent authority on the period of extension which should be granted with or without liquidated damages.
 - iii. Normally, extension in delivery period of goods and service in following circumstances may be considered without liquidated damages:
 - a. When delay has occurred due to delay in supply of drawings, designs, plans etc. if the RISL/ DoIT&C was required to supply them to the supplier of goods or service provider as per terms of the contract.
 - b. When delay has occurred in supply of materials etc. if these were required to be supplied to the supplier or service provider by the RISL as per terms of the contract.
 - iv. If the competent authority agrees to extend the delivery period/ schedule, an amendment to the contract with suitable denial clauses and with or without liquidated damages, as the case may be, shall be issued. The amendment letter shall mention that no extra price or additional cost for any reason, what so ever beyond the contracted cost shall be paid for the delayed supply of goods and service.
 - v. It shall be at the discretion of the concerned authority to accept or not to accept the supply of goods and/ or services rendered by the contractor after the expiry of the stipulated delivery period, if no formal extension in delivery period has been applied and granted. The competent authority shall have right to cancel the contract with respect to undelivered goods and/ or service.

- vi. If RISL/ DoIT&C is in need of the good and/ or service rendered after expiry of the stipulated delivery period, it may accept the services and issue a letter of extension in delivery period with usual liquidated damages and denial clauses to regularize the transaction.
- d) In case of extension in the delivery and/ or installation/ completion/ commissioning period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of goods and/ or service which the supplier/ selected bidder has failed to supply/ install/ complete : -

No.	Condition	LD %*
a.	Delay up to one fourth period of the prescribed period of delivery and completion of work	2.5 %
b.	Delay exceeding one fourth but not exceeding half of the prescribed period of delivery and completion of work	5.0 %
c.	Delay exceeding half but not exceeding three fourth of the prescribed period of delivery and completion of work	7.5 %
d.	Delay exceeding three fourth of the prescribed period of delivery and completion of work	10.0 %

- 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 associated cost quoted in respect of Application Development in Financial Bid Format.
- iii. *The percentage refers to the payment due for the associated works/ goods/ services.

20. 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.

21. Limitation of Liability

Except in cases of gross negligence or wilful misconduct: -

- a) neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and
- b) the aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement.

22. 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 RISL in writing of such conditions and cause thereof within 15 days of occurrence of such event. Unless otherwise directed by RISL, the supplier/ selected bidder shall continue to perform its obligations under the contract as far as reasonably practical.
- d) If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side.
- e) In case a Force Majeure situation occurs with the user department or RISL, the user department or RISL may take the case with the supplier/ selected bidder on similar lines.

23. 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.

24. Termination

a. Termination for Default

- i. The tender sanctioning authority of RISL may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the supplier/ selected bidder, terminate the contract in whole or in part: -
 - a. If the supplier/ selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by RISL; or
 - b. If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of 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 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

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 RISL.

c. Termination for Convenience

- i. RISL, by a written notice of at least 30 days sent to the supplier/ selected bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- ii. Depending on merits of the case the supplier/ selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.
- iii. The services that are complete and ready for delivery within twenty-eight (28) days after the supplier's/ selected bidder's receipt of the Notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:
 - a. To have any portion completed and delivered at the Contract terms and prices; and/or
 - b. To cancel the remainder and pay to the supplier/ selected bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the supplier/ selected bidder.

25. 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 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 the <department> as desired by the procuring entity during the exit management period.
 - iii. RISL during the project implementation phase and the operation and management phase shall be entitled to serve notice in writing to the selected bidder at any time during the exit management period requiring the selected bidder to provide DoIT&C or its nominated agencies with a complete and up-to-date list of the assets within 30 days of such notice.
 - iv. Upon service of a notice, as mentioned above, the following provisions shall apply: -
 - a. In the event, if the assets which to be transferred to RISL mortgaged to any financial institutions by the selected bidder, the selected bidder shall ensure that all such liens and liabilities have been cleared beyond any doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to RISL or its nominated agencies.
 - b. All title of the assets to be transferred to RISL or its nominated agencies pursuant to clause(s) above shall be transferred on the last day of the exit management period. All expenses occurred during transfer of assets shall be borne by the selected bidder.
 - c. That on the expiry of this clause, the selected bidder and any individual assigned for the performance of the services under this clause shall handover or cause to be handed over all confidential information and all other related material in its possession, including the entire established infrastructure supplied by selected bidder to RISL.
 - d. That the products and technology delivered to RISL during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by selected bidder to other locations apart from the locations mentioned in the this bidding document without prior written notice and approval of RISL. Supplied hardware, software & documents etc., used by selected bidder for RISL shall be the legal properties of RISL.
- c) Cooperation and Provision of Information during the exit management period
 - i. The selected bidder will allow RISL or its nominated agencies access to the information reasonably required to define the current mode of operation associated with the provision of the services to enable RISL or its nominated agencies to assess the existing services being delivered.
 - ii. The selected bidder shall provide access to copies of all information held or controlled by them which they have prepared or maintained in accordance with the Project Implementation, the Operation and Management SLA and SOWs relating to any material aspect of the services provided by the selected bidder. RISL or its nominated agencies shall be entitled to copy all such information

comprising of details pertaining to the services rendered and other performance data. The selected bidder shall permit RISL or its nominated agencies and/ or any replacement operator to have reasonable access to its employees and facilities as reasonably required by RISL or its nominated agencies to understand the methods of delivery of the services employed by the selected bidder and to assist appropriate knowledge transfer.

d) Confidential Information, Security and Data

The selected bidder will promptly on the commencement of the exit management period supply to RISL or its nominated agencies the following:

- i. Documentation relating to Intellectual Property Rights;
- ii. Project related data and confidential information;
- iii. All current and updated data as is reasonably required for purposes of RISL or its nominated agencies transitioning the services to its replacement selected bidder in a readily available format nominated by RISL or its nominated agencies; and
- iv. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable RISL or its nominated agencies, or its replacement operator to carry out due diligence in order to transition the provision of the services to RISL or its nominated agencies, or its replacement operator (as the case may be).
- v. Before the expiry of the exit management period, the selected bidder shall deliver to RISL or its nominated agencies all new or 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 RISL or its nominated agencies, or its replacement operator.
- ii. Right of Access to Premises: At any time during the exit management period and for such period of time following termination or expiry of the SLA, where assets are located at the selected bidder's premises, the selected bidder will be obliged to give reasonable rights of access to (or, in the case of assets located on a third party's premises, procure reasonable rights of access to RISL or its nominated agencies, and/ or any replacement operator in order to inventory the assets.

f) General Obligations of the selected bidder

- i. The selected bidder shall provide all such information as may reasonably be necessary to effect as seamless during handover as practicable in the circumstances to RISL or its nominated agencies or its replacement operator and which the operator has in its possession or control at any time during the exit management period.
- ii. The selected bidder shall commit adequate resources to comply with its obligations under this Exit Management Clause.

g) Exit Management Plan

- i. The selected bidder shall provide RISL or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs.
- ii. A detailed program of the transfer process that could be used in conjunction with a replacement operator including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and

- iii. Plans for the communication with such of the selected bidder's, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on RISL operations as a result of undertaking the transfer; and
 - iv. If applicable, proposed arrangements and Plans for provision of contingent support in terms of business continuance and hand holding during the transition period, to RISL or its nominated agencies, and Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.
 - v. The Bidder shall re-draft the Exit Management Plan annually after signing of contract to ensure that it is kept relevant and up to date.
 - vi. Each Exit Management Plan shall be presented by the selected bidder to and approved by RISL or its nominated agencies.
 - vii. In the event of termination or expiry of SLA, Project Implementation, Operation and Management SLA or SOWs each party shall comply with the Exit Management Plan.
 - viii. During the exit management period, the selected bidder shall use its best efforts to deliver the services.
 - ix. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.
 - x. It would be the responsibility of the selected bidder to support new operator during the transition period.
- h) Training, handholding and knowledge transfer
- i. The selected bidder shall hold technical knowledge transfer sessions with designated technical team of RISL/ DoIT&C/ Line Departments (if any) in the last 3 months of the project duration.
 - ii. The selected bidder shall hold operational hand-holding sessions on the developed mobile applications with the designated officers/ staff members, so that RISL/ DoITC/ line departments (if any) can continue with the applications even after selected bidder exits the project.

26. Settlement of Disputes

- a) General: If any dispute arises between the supplier/ selected bidder and 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: - (RISL)

• Chairman of BoD of RISL	: Chairman
• Secretary, DoIT&C or his nominee, not below the rank of Deputy Secretary	: Member
• Managing Director, RISL	: Member
• Director (Technical)/ Executive Director, RISL	: Member
• Director (Finance), RISL	: 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 Managing Director, RISL 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 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 RISL. The standing committee, if it so decides, may refer the matter to the Board of Directors of RISL 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.

27. PROVISION IN CONFLICT

If a clause or a provision or a term or a condition is in conflict with RTPP Act, 2012 and RTPP Rules, 2013, in this situation, provisions and rules of RTPP Act, 2012 and RTPP Rules, 2013 shall prevail.

7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT

1. Payment Terms and Schedule

- a) Payment schedule - Payments to the bidder, after successful completion of the target milestones (including specified project deliverables), would be made as under: -

S. No.	Project Milestone	Deliverables (Indicative)	Timelines	Payment
1	Development of New Mobile Apps	<ul style="list-style-type: none"> i. FRS & Technical Document ii. Go-Live/UAT Report signed by concerned Project OIC/designated Officer from RISL iii. Training Completion Report 	<ul style="list-style-type: none"> Mobile App Normal – T*+60 days Mobile App Medium – T*+90 days Mobile App Critical – T*+120 days Mobile App Normal – T*+150 days 	80% of the respective quoted cost for each application.
2	FMS of newly developed Mobile Applications	<ul style="list-style-type: none"> • Annual Performance Report of developed mobile application from respective Officer In charge 	UAT date + 24 months	20% of the remaining cost quoted for each application in equated annual (end of each year) instalments for a period of two year from UAT of each application
3	FMS of existing developed Mobile Applications	<ul style="list-style-type: none"> • Quarterly Attendance Sheet • Quarterly Performance Report of FMS from Officer In charge 	T*+15 days + 24 months	100% of the respective quoted cost in equated quarterly installments for a period of two year
Where *T stands for date of issuance of work order of respective mobile application				

- b) The supplier's/ selected bidder's 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) Due payments shall be made promptly by the purchaser, after submission of an invoice or request for payment by the supplier/ selected bidder.
- d) The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.
- e) All remittance charges will be borne by the supplier/ selected bidder.
- f) In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.
- g) Payment in case of those goods which need testing shall be made only when such tests have been carried out, test results received conforming to the prescribed specification.
- h) 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.
- i) Taxes, as applicable, will be deducted/ paid, as per the prevalent rules and regulations.

2. Service Level Standards/ Requirements/ Agreement

a) Service Level Requirements:

- i. Service levels plays an important role in defining the Quality of Service (Qos). The prime objective of service level is to ensure high quality of services from selected bidder, in an efficient manner to the identified users in this procurement.
- ii. The service levels shall be tracked on periodic basis and have penalty clauses on non-adherence to any of them. The selected bidder shall submit reports on all service levels to the RISL/ DoIT&C in accordance with the specified formats and reporting periods and provide clarifications, if required. The service levels defined below provide for target level of services required, measurements thereof and associated penalties.
- iii. Penalty would be deducted from the applicable payments. Fraction of a day in reckoning period in supplies shall be eliminated if it is less than half a day. The penalty provisions shall be as under:

a) Penalty for non-availability of Technical Support Team (per resource):

Penalty for non-availability (no. of days)	Penalty Slab
Non-availability of any resource per day (beyond the allowed leaves) shall attract a penalty of amount equivalent to: 1.5 X Amount payable per day (as per quoted man-month rate) x number of days of non-availability/ absenteeism of the respective resource	
Note: i. Non-availability of any resource consecutively for more than 30 days in a quarter may be treated as breach of contract leading up to the Termination for Default. ii. If the resource is not available (beyond Government Holidays and allowed leaves of 12 days per calendar year effective from the date of deployment) for any major reason such as sickness of self/ parents / spouse / children; marriage etc., the firm should seek permission for the same along with reasons certified by HR and provide suitable replacement during the days of leave. Such permitted leaves shall not be treated as absence of manpower.	

b) Penalty for replacement of Technical Support Team (per resource):

Replacement Duration	Penalty for replacement of resource
Replacement of any resource shall attract a penalty of amount equivalent to 50% of the quoted man-month rate for respective resource in addition to the no payment for the described period. (May refer “ Resource Replacement ” Terms & Conditions as mentioned below.)	

c) Penalty for Non-timely completion of Task/ activities related to resolving issues:

Measurement Parameters	Service Level	Penalty
Time taken for resolving issue	Within 24 hours of lodging of complaint	No Penalty
Time taken for resolving issue	After 24 hours of lodging the complaint	Rs.5000/- per day.
Note: - In case, if selected bidder fails to resolve the issue(s) within 5 calendar days, it may be considered as breach of contract.		

Note: Maximum Penalty applicable to the bidder shall not exceed 10% of the associated cost quoted in respect of 'Facility Management Service for Existing Mobile Application' in Financial Bid Format

b) Other Important Terms & Conditions

- Deployment of Resources:
 1. 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.
 2. Selected Bidder shall provide detailed CV for each of the resource before deployment at RISL/ DoIT&C.
 3. It shall be the responsibility of the selected bidder to verify the qualifications and experience indicated by the team in their profiles before profiles are passed on to RISL/ DoIT&C. RISL/ DoIT&C reserves the right to conduct interview, verify and cross check the credentials and qualification for the proposed staff/ resource. If any proposed resource does not go through the interview/ does not meet the criteria, then the bidder shall provide alternate profile to RISL/ DoIT&C within 5 working days.
 4. If during the course of engagement, it comes to notice that any team member has misrepresented the facts about his/her qualification/experience, the selected bidder will have to terminate the services of such member immediately, and shall have to provide suitable replacement within 15(fifteen) days.
 5. 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.
 6. Considering that the deployed resources would have access to confidential and proprietary information of RISL/ its client, the selected bidder shall be required to submit a Non-Disclosure Agreement (NDA), to RISL for every project/ assignment.
 7. The RISL will not be responsible for any dispute that arises between bidder's team deployed for the project and the bidder due to non/under payment, service conditions, etc. In case the RISL/ DoIT&C/ designated department is made a party in any such court case the bidder will bear any/all losses/ expenses on account of such cases.
 8. It will be responsibility of bidder to verify past record of each and every team member of the deployed team. It will be binding on bidder not to appoint/hire any team member with criminal background or those found guilty of indulging in anti-social and anti-national activities.
 9. The selected bidder shall be liable for all pays/salaries to the deployed team, and shall also be responsible for complying with all the statutory liabilities, including payments/contributions towards all statutory dues connected to and/or related to the employment of the team members sent to RISL
- Working Hours/Days
 - The proposed services shall be normally manned working hours of the department/RISL or as per the requirement throughout the year or as decided by the Office of Tendering Authority. But in exception condition or in urgency of work, the support might be required on holidays.
- Non- availability of Resource
 - In the case of absence of resources from the duty (beyond Government Holidays and allowed leaves (calculated quarterly) of 12 days per calendar year effective from the date of deployment), penalty as per clause "6.2.a (a)" shall be imposed for each additional leave taken.
- Resource Replacement:
 - The replacement of a Technical support team by the selected agency after deployment shall generally be not allowed.
 - However, if felt necessary, replacement will be allowed (without penalty) only in case,

- The resource leaves the organization by submitting resignation with the present employer
- Demise of the resource or any other act of God
- Due to poor health condition of self / parents / wife / children

In all such cases, the requisition for replacement should be submitted along with the reason for leaving duly certified by HR Department of the selected bidder.

- In case of failure to meet the standards of the purchaser, (which includes efficiency, cooperation, discipline, behaviour and/or performance) the selected bidder may be asked to replace the deployed resource within 15 days from the issuance of letter from RISL.
- The outgoing resource would complete the knowledge transfer with the replacing resource at no cost to RISL.
- Penalties on resource replacement shall be as per clause “6.2.a (b)”

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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/ Suggestion/ Clarification

Note: - Queries must be strictly submitted only in the prescribed format (.XLS/ .XLSX/ .ODF). Queries not submitted in the prescribed format will not be considered/ responded at all by the procuring entity.

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: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

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: 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

A. Financial Bid for New Mobile Application Development Services for the duration of two years (Package-I) :

S. No.	Name of Item	Unit	Qty	Unit Price Excluding GST (In Rs.)	Applicable GST (in Rs.) On Column-5	Unit Price (In Rs.) (Inclusive of GST)	Total Amount in Rs.
1	2	3	4	5	6	7 = (5+6)	8= 4x7
1.	Development & Maintenance of new Mobile App- Normal/ Simple [Up to 20 pages/ API]	No.	7				
2.	Development & Maintenance of new Mobile App - Medium/ Moderate [From 21-50 pages/ API]	No.	10				
3.	Development & Maintenance of new Mobile App - Lengthy/ Critical [From 51-80 pages/ API]	No.	10				
4	Development & Maintenance of new Mobile App - Complex [More than 81 pages/ API]	No.	10				
Total Amount in Words							

B. Financial Bid for Facility Management Services of Existing Mobile Applications & New developed Mobile Application Services for the duration of two years (Package-II) :

S.No.	Name of Item	Unit	Qty	Unit Price Excluding GST (In Rs.)	Applicable GST (in Rs.) On Column-5	Unit Price (In Rs.) (Inclusive of GST)	Total Amount in Rs.
1	2	3	4	5	6	7 = (5+6)	8= 4x7
1.	Project Manager	MM	24				
2.	Business Analyst	MM	48				
3.	Sr. Application Developer (Mobile)	MM	72				
4.	Application Developer	MM	96				
5.	Application Tester	MM	48				
6.	UI Designer	MM	48				
Total Amount in Words							

- C. This will be applicable If there is any such requirement which is beyond the scope of the above categories and require extensive end to end mobile application development which shall be catered by dedicated team of resources
- Any other requirement which is beyond the scope of FMS and New development will be cater as a part of Change request approval process. The WO for any additional man-months will be placed to the bidder post the approval from competent authority and as per procurement guidelines of DoIT&C/RISL.

Note:

- L1 bidder for a package shall be evaluated based on BoQ of respective package of sum of column 8
- GST shall be payable as per prevailing rates

ANNEXURE-5: BANK GUARANTEE FORMAT {to be submitted by the bidder's bank}**BANK GUARANTEE FORMAT – BID SECURITY**

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

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

Sir,

1. In accordance with your Notice Inviting Bid for <please specify the project title> vide NIB reference no. <please specify> M/s. (Name & full address of the firm) (Hereinafter called the “Bidder”) hereby submits the Bank Guarantee to participate in the said procurement/ bidding process as mentioned in the bidding document.

It is a condition in the bidding documents that the Bidder has to deposit Bid Security amounting to <Rs. _____ (Rupees <in words>)> in respect to the NIB Ref. No. _____ dated _____ issued by RISL, First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur, Rajasthan (hereinafter referred to as “RISL”) by a Bank Guarantee from a Nationalised Bank/ Scheduled Commercial Bank having its branch at Jaipur irrevocable and operative till the bid validity date (i.e. <please specify> days from the date of submission of bid). It may be extended if required in concurrence with the bid validity.

And whereas the Bidder desires to furnish a Bank Guarantee for a sum of <Rs. _____ (Rupees <in words>)> to the RISL as earnest money deposit.

2. Now, therefore, we the (Bank), a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act. 1969 (delete, if not applicable) and branch Office at..... (Hereinafter referred to as the Guarantor) do hereby undertake and agree to pay forthwith on demand in writing by the RISL of the said guaranteed amount without any demur, reservation or recourse.
3. We, the aforesaid bank, further agree that the RISL shall be the sole judge of and as to whether the Bidder has committed any breach or breaches of any of the terms costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL on account thereof to the extent of the Earnest Money required to be deposited by the Bidder in respect of the said bidding document and the decision of the RISL that the Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL shall be final and binding on us.
4. We, the said Bank further agree that the Guarantee herein contained shall remain in full force and effect until it is released by the RISL and it is further declared that it shall not be necessary for the RISL to proceed against the Bidder before proceeding against the Bank and the Guarantee herein contained shall be invoked against the Bank, notwithstanding any security which the RISL may have obtained or shall be obtained from the Bidder at any time when proceedings are taken against the Bank for whatever amount that may be outstanding or unrealized under the Guarantee.

5. Any notice by way of demand or otherwise hereunder may be sent by special courier, 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 RISL 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 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 there under.
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:

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

(1)
.....
(2)
.....

Bank Details

Name & address of Bank:

Name of contact person of Bank:

Contact telephone number:

GUIDELINES FOR SUBMISSION OF BANK GUARANTEE

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

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

BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG)

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

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

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

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

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

Signature

(Name & Designation)

Bank's Seal

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

Signature

(Name & Designation)

ANNEXURE-6: DRAFT AGREEMENT FORMAT {to be mutually signed by selected bidder and procuring entity}

This Contract is made and entered into on this _____ day of _____, 2013 by and between RajCOMP Info Services Limited (RISL), having its head office at First Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005, Rajasthan (herein after referred to as Purchaser/ RISL) which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on ONE PART

And

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

Whereas,

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

And whereas

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

And whereas

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

And whereas

The supplier has deposited a sum of 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 RISL along with its enclosures/ annexures, wherever applicable, are deemed to be taken as part of this contract and are binding on both the parties executing this contract.
2. In consideration of the payment to be made by RISL to supplier at the rates set forth in the work order no. _____ dated _____ will duly supply the said articles set forth in “Annexure-9: Bill of Material” thereof and provide related services in the manner set forth in the RFP, along with its enclosures/ annexures and Technical Bid along with subsequent clarifications submitted by supplier.
3. The RISL do hereby agree that if supplier shall duly supply the said articles and provide related services in the manner aforesaid observe and keep the said terms and conditions of the RFP and Contract, the RISL will pay or cause to be paid to supplier, at the time and the manner set forth in the said conditions of the RFP, the amount payable for each and every project milestone & deliverable. The mode of Payment will be as specified in the RFP document.
4. The timelines for the prescribed Scope of Work, requirement of services and deployment of technical resources shall be effected from the date of work order i.e. _____ and completed by supplier within the period as specified in the RFP document.

5. In case of extension in the delivery and/ or installation period/ completion period with liquidated damages, the recovery shall be made on the basis of following percentages of value of stores/ works which supplier has failed to supply/ install/ complete: -

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

Note:

- Fraction of a day in reckoning period of delay in supplies/ maintenance services shall be eliminated if it is less than half a day.
 - The maximum amount of agreed liquidated damages shall be 10% of the associated cost quoted in respect of 'Application Development along with two year support' in Financial Bid Format
 - 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.
 - Delivery period may be extended with or without liquidated damages if the delay in the supply of goods in on account of hindrances beyond the control of supplier.
6. 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.
7. Service Level Agreement shall be as per below:
- Service levels plays an important role in defining the Quality of Service (Qos). The prime objective of service level is to ensure high quality of services from selected bidder, in an efficient manner to the identified users in this procurement.
 - The service levels shall be tracked on periodic basis and have penalty clauses on non-adherence to any of them. The selected bidder shall submit reports on all service levels to the RISL/ DoIT&C in accordance with the specified formats and reporting periods and provide clarifications, if required. The service levels defined below provide for target level of services required, measurements thereof and associated penalties.
 - Penalty would be deducted from the applicable payments. Fraction of a day in reckoning period in supplies shall be eliminated if it is less than half a day. The penalty provisions shall be as under:

a) Penalty for non-availability of Technical Support Team (per resource):

Penalty for non-availability (no. of days)	Penalty Slab
Non-availability of any resource per day (beyond the allowed leaves) shall attract a penalty of amount equivalent to: 1.5 X Amount payable per day (as per quoted man-month rate) x number of days of non-availability/ absenteeism of the respective resource	
<p>Note:</p> <ol style="list-style-type: none"> Non-availability of any resource consecutively for more than 30 days in a quarter may be treated as breach of contract leading up to the Termination for Default. If the resource is not available (beyond Government Holidays and allowed leaves of 12 days per calendar year effective from the date of deployment) for any major reason such as sickness of self/ parents / spouse / children; marriage etc., the firm should seek permission for the same along with reasons certified by HR and provide suitable 	

replacement during the days of leave. Such permitted leaves shall not be treated as absence of manpower.

b) Penalty for replacement of Technical Support Team (per resource):

Replacement Duration	Penalty for replacement of resource
Replacement of any resource shall attract a penalty of amount equivalent to 50% of the quoted man-month rate for respective resource in addition to the no payment for the described period. (May refer “ Resource Replacement ” Terms & Conditions as mentioned below.)	

c) Penalty for Non-timely completion of Task/ activities related to resolving issues:

Measurement Parameters	Service Level	Penalty
Time taken for resolving issue	Within 24 hours of lodging of complaint	No Penalty
Time taken for resolving issue	After 24 hours of lodging the complaint	Rs.5000/- per day.
Note: - In case, if selected bidder fails to resolve the issue(s) within 5 calendar days, it may be considered as breach of contract.		

Note: Maximum Penalty applicable to the bidder shall not exceed 10% of the associated cost quoted in respect of ‘Facility Management Service for Existing Mobile Application’ in Financial Bid Format

8. In case of agreement with Supplier/service provider:

“This agreement is being executed on behalf of M/s (Concerned Department)....., to procure defined goods and services, RISL is acting merely as a Pure Agent who neither intends to hold or holds any title to the goods and services being procured or provided. So all the goods and services are required to be delivered in the name of M/s (Concerned Department)..... along with invoices of supplied items, although payment will be made by RISL on behalf of said department/company.”

9. In case of MOU with Department/PSU

“This MOU is being executed to procure defined goods and services, RISL is acting merely as a Pure Agent who neither intends to hold or holds any title to the goods and services being procured or provided. So all the goods and services (except management consultancy) will be delivered in the name of M/s (Concerned Department)..... along with invoices of supplied items, although payment will be made by RISL on behalf of M/s (Concerned Department).....”

In witness whereof the parties have caused this contract to be executed by their Authorized Signatories on this _____ day of _____, 2022.

Signed By:	Signed By:
() Designation: Company:	0 Managing Director, RISL

<i>In the presence of:</i>	<i>In the presence of:</i>
<p>()</p> <p>Designation:</p> <p>Company:</p>	<p>0</p> <p>Designation:</p> <p>Department of IT&C, Govt. of Rajasthan</p>
<p>()</p> <p>Designation:</p> <p>Company:</p>	<p>0</p> <p>Designation:</p> <p>Department of IT&C, Govt. of Rajasthan</p>

ANNEXURE-7: FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR PRE-QUALIFICATION EXPERIENCE

Project Name:	Value of Contract/Work Order (In INR):
Country:	Project Duration:
Location within country:	
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-8: MEMORANDUM OF APPEAL UNDER THE RTPP ACT, 2012

Appeal Noof

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-9: BILL OF MATERIAL (BoM)

A. Financial Bid for New Mobile Application Development Services for the duration of two years (Package-I) :

S.No.	Name of Item	Unit	Qty	Severity Level	Compliance (Yes/No)
1	2	3	4	5	6
1.	Development & Maintenance of new Mobile App- Normal/ Simple [Up to 20 pages/ API]	No.	7	NA	
2.	Development & Maintenance of new Mobile App - Medium/ Moderate [From 21-50 pages/ API]	No.	10	NA	
3.	Development & Maintenance of new Mobile App - Lengthy/ Critical [From 51-80 pages/ API]	No.	10	NA	
4.	Development & Maintenance of new Mobile App - Complex [More than 81 pages/ API]	No.	10	NA	

B. Financial Bid for Facility Management Services of Existing Mobile Applications & New developed Mobile Application Services for the duration of two years (Package-II) :

S.No.	Name of Item	Unit	Qty	Severity Level	Compliance (Yes/No)
1	2	3	4	5	6
1.	Project Manager	MM	24	NA	
2.	Business Analyst	MM	48	NA	
3.	Sr. Application Developer (Mobile)	MM	72	NA	
4.	Application Developer	MM	96	NA	
5.	Application Tester	MM	48	NA	
6.	UI Designer	MM	48	NA	

Name of the Bidder: -
 Authorised Signatory: -
 Seal of the Organization: -
 Date: _____
 Place: _____

ANNEXURE-10: INDICATIVE CONFIDENTIALITY AND NON DISCLOSURE AGREEMENT

This confidentiality and non-disclosure agreement ("Agreement") is made on this _____ day of _____, 2022

BETWEEN

RajCOMP Info Services Limited (RISL),, having its head office at First Floor, YojanaBhawan, Tilak Marg, C-Scheme, Jaipur-302005, Rajasthan (herein after referred to as Purchaser/ DoIT&C, which expression shall, unless repugnant to the context hereof or excluded specifically, mean and include its successors, assigns and administrators) of the FIRST PART,

AND

Company Name, India (hereinafter referred to as 'Successful Bidder/ Successful bidder/System Integrator', which expression shall, unless repugnant to the context hereof or excluded specifically, mean and include its successors, assigns and administrators) of the SECOND PART.

WHEREAS

- a. The RISL wishes to appoint an agency for IT FMS Team for Bhamashah State Data Centre Jaipur and DR Site Jodhpur. For the purpose there will be a requirement to exchange certain information related to or hosted in Bhamashah State Data Centre Jaipur and DR Site Jodhpur Site which is proprietary and confidential information.
- b. The RISL is willing to disclose such information to only on the terms and conditions contained in this Agreement. The SI agrees to hold the Covered Data and Information in strict confidence. SI shall not use or disclose Covered Data and Information received from or on behalf of Government of Rajasthan/DoIT&C/RISL except as permitted or required by the Agreement, or as otherwise authorized in writing by RISL.

NOW, THEREFORE, THE PARTIES HERETO AGREE AS FOLLOWS:

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

1.1 "Confidential Information" shall mean

- a. any and all information concerning Data Centre (DC), Disaster Recovery (DR) Site or any other successor,
- b. any and all trade secrets or other confidential or proprietary information related and hosted in Data Centre (DC) and Disaster Recovery (DR) Site
- c. Passwords of IT/Non IT equipments of DC, user identifications, or other information that may be used to access information systems, networking diagrams, technical specifications of IT/Non IT equipments, policies of firewall/IDS/IPS /routers /switches and information hosted on IT equipments in DC and Disaster Recovery (DR) Site.

1.2 Proprietary Information shall mean as technical data and other information (including but not limited to digital data, products, substances, organisms, technology, research results or plans, system processes, workflows, know-how, reports, descriptions, drawings, design, compositions, strategies, trade secrets, business and financial information, and computer software) in whatever form, which is related or hosted with Data Centre (DC)& Disaster Recovery (DR) Site and is disclosed or delivered by the First Party to the Second Party, whether by means of written or oral disclosure or otherwise.

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

- 2.1. Confidential and Proprietary Information disclosed by the RISL and/or other departments/PSU whose data are hosted in DC shall be used by the SI solely for the purpose of fulfilment of the obligation and work assigned to it as per order no. _____ and shall not otherwise be used for his benefit or otherwise. All information encountered in the performance of duties shall be treated as confidential unless and until advised otherwise by RISL or its representative. SI shall not share, record, transmit, alter, or

delete information residing/hosted in the information systems except as required in performance of the job duties.

- 2.2. Confidential and Proprietary Information shall not be copied or reproduced by the SI without the express written permission of the RISL, except for such copies as may be reasonably required for accomplishment of the purpose stated in the tender no. _____.
- 2.3. Confidential and Proprietary Information shall be disclosed only to the Director or employees of the SI who have a 'need to know' in connection with the purpose stated above, and who additionally agree to the nondisclosure requirements of this Agreement. Any further disclosure of confidential and Proprietary Information by the SI shall be treated as a breach of this Agreement by the SI.
- 2.4. Confidential and Proprietary Information shall not be disclosed by the SI to any third party without the prior written consent of the First Party.
- 2.5. This Agreement shall not restrict disclosure or use of Confidential and Proprietary Information which:
 - a. was in the public domain at the time of disclosure or thereafter enters the public domain through no breach of this Agreement by the SI; or
 - b. was, at the time of receipt, otherwise known to the SI without restriction as to use or disclosure; or
 - c. becomes known to the SI from a source other than the RISL and/or other departments/PSU without a breach of this Agreement by the SI; or
 - d. is developed independently by the SI without the use of Proprietary Information disclosed to it hereunder; or
 - e. Is otherwise required to be disclosed by law.

3. Business Obligation:

- 3.1. During the complete contract period and even after 3 years of the expiry of the agreement, the SI shall not
 - a. Disclose Confidential Information in any manner or form to any person other than its own employees for the limited purpose stated herein, or
 - b. Use Confidential Information for its own benefit or for the benefit of any person or entity other than the RISL, without the prior written consent of the RISL.
- 3.2. Whereas, the RISL as a matter of policy and with a view to operate and maintain DR Site has given order to the SI Work Order No for IT FMS for Bhambashah State Data Centre Jaipur and DR Site Jodhpur. As specified in the service level agreement (SLA).
- 3.3. Whereas, the RISL under the circumstances referred, herein before, wants to protect itself from any misuse of the confidential and proprietary information by the third party i.e. person or persons (employees of SI), had entered into an agreement with the SI that the second party shall not divulge such information either during the course of the life of this agreement or even after the expiry of the agreement.
- 3.4. Whereas, the SI has agreed to fully abide by the terms of this non-disclosure agreement and it has also been agreed by the parties that if there will be any breach or violation of the terms of agreement vis-à-vis non-disclosure clause, the SI shall not only be liable for consequential costs and damages but in addition to that will also be liable for criminal prosecution in accordance with the prevailing laws.
- 3.5. Whereas, the SI having in his possession or control any secret official code or password or digital data or any sketch, plan, model, article, note, document or information which falls within the purview of confidential or proprietary information, the SI shall not part with any part of such information to anyone under any circumstances, whatsoever, without the prior approval of the RISL and if this is violated, the RISL shall have the legal right to initiate civil and criminal proceeding against it under the provisions of the relevant law.

3.6. Whereas, the RISL shall have the entire control over the functioning of the SI and the SI shall work according to the instruction of the RISL and in case if this is violated by the SI in any mode or manner, the RISL shall have the legal right to initiate civil and criminal proceeding against it under the provisions of the relevant law.

- 3.7. Whereas, if the SI permits any person or persons without permission of the RISL to have –
- Access or secures access to such computer, computer system or computer network which has the connectivity with the confidential and proprietary information or;
 - Downloads, copies or extracts any data, computer data base or information from such Database Server, Web Server, Computer System, networking equipments or Computer Network including information or data held or stored in any removable storage medium which has the connectivity with the confidential and proprietary information or;
 - Damages any Database Server or causes to damage any Database Server, Web Server, computer system, computer network, data, data base or any other programmes residing in such Server, computer system or computer network;
 - Denies or causes the denial of access to any authorized person of the RISL to have access to any computer system or computer network by any means;

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

3.8 SI shall report to RISL any use or disclosure of confidential and/or proprietary information/data not authorized by this Agreement in writing by RISL. SI shall make the report to RISL within not less than one (1) business day after SI learns of such use or disclosure. SI report shall identify:

- The nature of the unauthorized use or disclosure,
- The confidential and/or proprietary information/data used or disclosed,
- Who made the unauthorized use or received the unauthorized disclosure,
- What SI has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure, and
- What corrective action SI has taken or shall take to prevent future similar unauthorized use or disclosure.

SI shall provide such other information, including a written report, as reasonably requested by DoIT&C.

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

4. Dispute Resolution:

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

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

Signed By:	Signed By:
() Designation;	() Managing Director, RISL

Company:	
<i>In the presence of:</i>	<i>In the presence of:</i>
() Designation: Company:	0 Designation: Department of IT&C, Govt. of Rajasthan
() Designation: Company:	0 Designation: Department of IT&C, Govt. of Rajasthan

ANNEXURE-11: UNDERTAKING BY HR (On Company's Letter Head)
(for resources to be deployed on project)

With reference to the NIB no for “ RFP for Design, development and implementation of mobile application”

This is to confirm that the following resources will be deployed for the project [Project Name] as per the agreed terms and conditions:

S. No.	Name	Designation	Title	Compliance to RFP requirements	Date of Deployment

We assure you that the deployed resources are employees of our firm and have successfully completed the background verification process. They are not involved in any criminal activities and comply with the RFP requirements.

We also guarantee that the deployed resources will adhere to the company's policies and project requirements. Any changes in the deployment schedule or resource allocation will be communicated promptly.

Please acknowledge receipt of this undertaking and confirm the deployment schedule.

Thank you.

ANNEXURE-12: FORMAT FOR CV

General Information	
Name of the Person	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualification <ul style="list-style-type: none"> Degree Academic institution graduated from Year of graduation Specialization (if any) Key achievements and other relevant Information (if any) 	
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 organization worked for, designation, responsibilities, tenure) Prior Professional Experience covering: <ul style="list-style-type: none"> Organizations worked for in the past <ul style="list-style-type: none"> Organization Name Duration and dates of Entry & Exit Designation Location(s) Key responsibilities 	
Prior Project Experience <ul style="list-style-type: none"> Project Name Client Key Project Features in Brief Location of the Project Designation Role Responsibilities and activities Duration of the Project 	
Proficient in Languages (Against each language listed indicate, if Speak/Read/Write)	