

2024

# RajCOMP Info Services Limited (RISL)

Request for Proposal (RFP)

For

Development and implementation of SMART (Services  
Management with Artificial Intelligence and Real Time  
system)





**Request for Proposal (RFP) document for Development and Implementation of SMART (Services Management with Artificial Intelligence and Real Time system)**

**Reference No. F 3.3(514)/RISL/PUR/2024-02352/6933**

**Dated: 17.12.2024**

<b>Mode of Bid Submission</b>	Online through e-Procurement/ e-Tendering system at <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a>
<b>Procuring Authority</b>	Managing Director, RISL, First Floor, C-Block, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)
<b>Last Date &amp; Time of Submission of Bid</b>	As per NIB
<b>Date &amp; Time of Opening of Technical Bid</b>	As per NIB

**Bidding Document Fee: Rs. 5,000 (Rupees Five Thousand only)**

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

**RajCOMP Info Services Limited (RISL)**

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

Phone: 0141- 5103902 Fax: 0141-2228701

Web: <http://risl.rajasthan.gov.in>, Email: [dheerajgaur.doit@rajasthan.gov.in](mailto:dheerajgaur.doit@rajasthan.gov.in)

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## **ABBREVIATIONS & DEFINITIONS**

<b>ACID</b>	Atomicity, Consistency, Isolation, and Durability
<b>Act</b>	The Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012) and Rules thereto
<b>AI/ML</b>	Artificial Intelligence / Machine Learning
<b>API</b>	Application Programming Interface
<b>Authorised Signatory</b>	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
<b>BG</b>	Bank Guarantee
<b>Bid/ e-Bid</b>	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format
<b>Bidder / Supplier</b>	Any person/ firm/ agency/ company/ contractor/ supplier/ vendor participating in the procurement/ bidding process with the procurement entity
<b>Bidding Document</b>	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid
<b>BoM</b>	Bill of Material
<b>CMC</b>	Contract Monitoring Committee
<b>Competent Authority</b>	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement. MD, RISL in this bidding document.
<b>Contract/ Procurement Contract</b>	A contract entered into between the procuring entity and a successful bidder concerning the subject matter of procurement
<b>COTS</b>	Commercial-Off-The-Shelf
<b>CSC</b>	Common Service Centre
<b>CSV</b>	Comma Separated file
<b>Day</b>	A calendar day as per GoR/ Gol
<b>DB</b>	Database
<b>DC</b>	Data Centre
<b>DDoS</b>	Distributed Denial-of-Service
<b>DoIT&amp;C</b>	Department of Information Technology and Communications, Government of Rajasthan.
<b>DPDP Act, 2023</b>	Digital Personal Data Protection (DPDP) Act, 2023
<b>ELT / ETL</b>	Extract Load Transform /Extract Transform Load
<b>Eoi</b>	Expression of Interest
<b>ESP</b>	Event Stream Processing
<b>Gol/ GoR</b>	Govt. of India/ Govt. of Rajasthan
<b>Goods</b>	All articles, material, commodities, electricity, livestock, furniture, fixtures, raw material, spares, instruments, software, machinery, equipment, industrial plant, vehicles, aircraft, ships, railway rolling stock and any other category of goods, whether in solid, liquid or gaseous form, purchased or otherwise acquired for the use of a procuring entity as well as services or works incidental to the supply of the goods if the value of services or works or both does not exceed that of the goods themselves
<b>GST</b>	Goods & Services Tax
<b>ICT</b>	Information and Communication Technology.

<b>IFB</b>	Invitation for Bids (A document published by the procuring entity inviting Bids relating to the subject matter of procurement and any amendment thereto and includes notice inviting Bid and request for proposal)
<b>IHMS</b>	Integrated Hospital Management System
<b>INFRA</b>	Infrastructure
<b>INR</b>	Indian Rupee
<b>ISO</b>	International Organisation for Standardisation
<b>IT</b>	Information Technology
<b>ITB</b>	Instruction to Bidders
<b>JCTSL</b>	Jaipur City Transport Services Limited
<b>JDBC</b>	Java Database Connectivity
<b>JSON</b>	JavaScript Object Notation
<b>LCBS</b>	Least Cost Based Selection
<b>LD</b>	Liquidated Damages
<b>LDAP</b>	Lightweight Directory Access Protocol
<b>LoI</b>	Letter of Intent
<b>MMPs</b>	Mission Mode Projects
<b>MPLS</b>	Multiprotocol Label Switching
<b>MS-SQL</b>	Microsoft SQL Server
<b>MQ</b>	Message Queue
<b>NeGP</b>	National e-Governance Plan
<b>NGFW</b>	Next-Generation Firewall
<b>NIB</b>	Notice Inviting Bid
<b>NOC</b>	No Objection Certificate
<b>NoSQL</b>	Not only SQL
<b>Notification</b>	A notification published in the Official Gazette
<b>ODBC</b>	Open Database Connectivity
<b>OEM</b>	Original Equipment Manufacturer
<b>ORC</b>	Optimized Row Columnar
<b>PAN</b>	Permanent Account Number
<b>PBG</b>	Performance Bank Guarantee
<b>PC</b>	Procurement/ Purchase Committee
<b>PQ</b>	Pre-Qualification
<b>Procurement Process</b>	The process of procurement extending from the issue of invitation to Bid till the award of the procurement contract or cancellation of the procurement process, as the case may be
<b>Procurement/ Public Procurement</b>	The acquisition by purchase, lease, license or otherwise of works, goods or services, including award of Public Private Partnership projects, by a procuring entity whether directly or through an agency with which a contract for procurement services is entered into, but does not include any acquisition without consideration, and “procure” or “procured” shall be construed accordingly
<b>Project Site</b>	Wherever applicable, means the designated place or places.
<b>PSD/ SD</b>	Performance Security Deposit/ Security Deposit
<b>Purchaser/ Tendering Authority/ Procuring Entity</b>	Person or entity that is a recipient of a good or service provided by a seller (bidder) under a purchase order or contract of sale. Also called buyer. RISL in this RFP document.



<b>RAID</b>	Redundant Array of Independent Disks
<b>Raj DEx</b>	Rajasthan Data Exchange
<b>RAM</b>	Random Access Memory
<b>RBAC</b>	Role Based Access Control
<b>RDBMS</b>	Relational Database Management System
<b>RHEL</b>	Red Hat Enterprise Linux
<b>RISL</b>	RajCOMP Info Services Limited
<b>RSDC</b>	Rajasthan State Data Centre
<b>RTPP Act 2012</b>	The Rajasthan Transparency Public Procurement Act, 2012
<b>SDA</b>	State Designated Agency
<b>SDC</b>	State Data Centre
<b>Services</b>	Any subject matter of procurement other than goods or works and includes physical, maintenance, professional, intellectual, consultancy and advisory services or any service classified or declared as such by a procuring entity and does not include appointment of any person made by any procuring entity
<b>SFTP</b>	Secure File Transfer Protocol
<b>SJMS</b>	Social Justice Management System
<b>SLA</b>	Service Level Agreement is a negotiated agreement between two parties wherein one is the customer and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
<b>SMART</b>	Services Management with Artificial Intelligence and Real Time system
<b>SMS</b>	Short Message Service
<b>SMTP</b>	Simple Mail Transfer Protocol
<b>SOC</b>	Security Operations Centre
<b>SQL</b>	Structured Query Language
<b>SRDH</b>	State Resident Data Hub
<b>SSL</b>	Secure Sockets Layer
<b>State Government</b>	Government of Rajasthan (GoR)
<b>SPPP</b>	State Public Procurement Portal <a href="http://sppp.raj.nic.in">http://sppp.raj.nic.in</a>
<b>SME</b>	Subject Matter Expert
<b>SWAN</b>	State Wide Area Network
<b>UAT</b>	User Acceptance Test
<b>UDID</b>	Unique Disability ID
<b>UIDAI</b>	Unique Identification Authority of India
<b>VA</b>	Visual Analytics
<b>WAF</b>	Web Application Firewall
<b>WO/ PO</b>	Work Order/ Purchase Order
<b>XML</b>	Extensible Markup Language



NIB No. F 3.3(514)/RISL/PUR/2024-02352/6933

Dated: 17.12.2024

Unique Bid No. RIS2425SLOB00063

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

<b>Name &amp; Address of the Procuring Entity</b>	<ul style="list-style-type: none"><li>Name: RajCOMP Info Services Limited (RISL)</li><li>Address: First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur (Rajasthan)</li></ul>
<b>Name &amp; Address of the Project Officer In-charge (POIC)</b>	<ul style="list-style-type: none"><li>Name: Sh. Dheeraj Gaur</li><li>Designation: Additional Director</li><li>Address: First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur (Rajasthan)</li><li>Email: <a href="mailto:dheerajgaur.doit@rajasthan.gov.in">dheerajgaur.doit@rajasthan.gov.in</a></li></ul>
<b>Subject Matter of Procurement</b>	Request for Proposal for Development and Implementation of SMART (Services Management with Artificial Intelligence and Real Time system)
<b>Bid Procedure</b>	Two Stage Two Envelope Open Competitive e-Bid procedure at <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a>
<b>Eol Qualified bidders</b>	<ol style="list-style-type: none"><li>M/s Accenture Solution Pvt. Ltd.</li><li>M/s Coforge Limited</li><li>M/s Deloitte Touche Tohmatsu India LLP</li><li>M/s EY</li><li>M/s IBM India Pvt. Ltd.</li><li>M/s Kyndryl Solutions Pvt. Ltd.</li><li>M/s NEC Corporation India Private Limited</li></ol>
<b>Bid Evaluation Criteria (Selection Method)</b>	Least Cost Based Selection (LCBS)
<b>Websites for downloading Bidding Document, Corrigendum's, Addendums etc.</b>	<ul style="list-style-type: none"><li>Websites: <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a>, <a href="https://sppp.rajasthan.gov.in">https://sppp.rajasthan.gov.in</a>, <a href="https://doitc.rajasthan.gov.in">https://doitc.rajasthan.gov.in</a>, <a href="http://risl.rajasthan.gov.in">http://risl.rajasthan.gov.in</a>,</li></ul>
<b>Estimated Procurement Cost</b>	Rs. 92 Crore (Ninety Two Crores Only) including GST
<b>Submission of Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and Processing Fee</b>	<ul style="list-style-type: none"><li>Bidding document fee: Rs. 5000 (Rupees Five Thousand only) in Demand Draft/ Banker's Cheque in favour of "Managing Director, RISL" payable at "Jaipur".</li><li>RISL Processing Fee: 2500 (Rupees Two Thousand Five Hundred only) in the form of Demand Draft / Banker's Cheque in the name of Managing Director, RISL payable at Jaipur.</li><li>Bid Security Amount (INR): 2.0% of the estimated procurement cost (mentioned above), 0.5% for S.S.I. of Rajasthan, 1% for Sick Industries, other than S.S.I., whose cases are pending with Board of Industrial &amp; Financial Reconstruction.</li><li>Mode of Payment: Banker's Cheque or Demand Draft or Bank Guarantee (in specified format), of a Scheduled Bank in favour of "Managing Director, RISL" payable at "Jaipur"</li></ul>
<b>Period of Sale of Bidding Document (Start/ End Date)</b>	<ul style="list-style-type: none"><li>Start Date: 17.12.2024</li><li>End Date: 16.01.2025</li></ul>



<b>Date/ Time/ Place of Pre-Bid Meeting</b>	<ul style="list-style-type: none"><li>● Date: 24.12.2024 Time: 3:00 PM</li><li>● Venue: RISL Board Room, First Floor, C- Block, Yojna Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan)</li></ul>
<b>Last Date /time/ Manner of submission of pre- bid queries</b>	<ul style="list-style-type: none"><li>● Date: 26.12.2024</li><li>● Manner: Through email on ID <a href="mailto:dheerajgaur.doit@rajasthan.gov.in">dheerajgaur.doit@rajasthan.gov.in</a> and <a href="mailto:dineshkj.doit@rajasthan.gov.in">dineshkj.doit@rajasthan.gov.in</a></li></ul>
<b>Manner, Start/End date for the submission of Bids</b>	<ul style="list-style-type: none"><li>● Manner: Online at e-Proc website <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a></li><li>● Start Date: 03.01.2025, 05:00 PM</li><li>● End Date: 17.01.2025, 04:00 PM</li></ul>
<b>Submission of Banker's Cheque/Demand Draft for Tender Fee, Bid Security and RISL processing fees</b>	Upto 16.01.2025 till 6:00 PM
<b>Date/ Time/ Place of Technical Bid Opening</b>	Date: 17.01.2025 Time: 05:00 PM Place: RISL Board Room, First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005
<b>Date/ Time/ Place of Financial Bid Opening</b>	Will be intimated later to the Technically qualified bidders
<b>Bid Validity</b>	180 days from the bid submission deadline
<p>Note:</p> <ol style="list-style-type: none"><li>1) The RISL processing fees may be deposited through single challan on e-GRAS as per F.D. circular no. F.6(5)Finance/GF&amp;AR/2018 dated 27-04-2020 or in the form of Demand Draft / Banker's Cheque in the name of Managing Director, RISL payable at Jaipur along with Bid Document Fee from the bidders</li><li>2) Bidder (authorised signatory) shall submit their offer on-line in Electronic formats both for technical and financial proposal. However, DD for Tender Fees, RISL Processing Fees and Bid Security should be submitted physically at the office of Tendering Authority as prescribed in NIB and scanned copy of same should also be uploaded along with the technical Bid/ cover.</li><li>3) In case, any of the bidders fails to physically submit the Banker's Cheque/ Demand Draft for Tender Fee, RISL Processing Fee and Bid Security up to date/time mentioned in NIT, its Bid shall not be accepted. The instruments for Bidding document fee, RISL Processing Fee and Bid Security should be drawn in favour of "Managing Director, RajCOMP Info Services Ltd." Payable at "Jaipur" from any Scheduled Commercial Bank.</li><li>4) To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Type III) as per Information Technology Act-2000 using which they can digitally sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i. e. TCS, Safecrypt, Ncode etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC. Also, bidders must register on <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a> (bidders already registered on <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a> before 30-09-2011 must register again).</li><li>5) RISL will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid well advance in time so as to avoid 11<sup>th</sup> hour issues like slow speed, choking of web site due to heavy load or any other unforeseen problems.</li><li>6) Bidders are also advised to refer "Bidders Manual Kit" available at e-Procurement website for further details about the e-Tendering process.</li><li>7) Training for the bidders on the usage of e-Tendering System (e-Procurement) is also being arranged by DoIT&amp;C on a regular basis. Bidders interested in training may contact e-Procurement Cell, DoIT&amp;C for booking the training slot.</li></ol> <p>Contact No: 0141-4022688 (Help desk 10 am to 6 pm on all working days)</p>	



e-mail: [eproc@rajasthan.gov.in](mailto:eproc@rajasthan.gov.in)

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

- 8) The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bids.
- 9) No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a Lol has been issued or a formal contract is signed and executed between the procuring entity and the successful bidder.
- 10) Procurement entity disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual bidders to verify such information) and the information provided therein are intended only to help the bidders to prepare a logical bid-proposal.
- 11) The provisions of RTPP Act 2012 and Rules, 2013 thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTPP Act 2012 and Rules thereto, the later shall prevail.
- 12) 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.
- 13) 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.

**(Dheeraj Gaur)**  
Additional Director

## **2. PROJECT PROFILE & BACKGROUND INFORMATION**

### **2.1 Project Profile**

The Government of Rajasthan (GoR) has implemented the Rajasthan Jan Aadhaar Yojana to streamline and integrate the delivery of various welfare schemes and services across the state. The Jan Aadhaar Yojana is a pivotal initiative aimed at woman empowerment, financial inclusion, Direct Benefit Transfer (DBT), and serves as the State Resident Data Hub and Family Identification system. Through the Jan Aadhaar Yojana, the state has achieved significant progress in delivering social security, health benefits, and other welfare schemes directly to the people, fostering greater inclusivity and enhancing the overall governance framework.

Building on the foundation laid by the Jan Aadhaar Yojana, the Government of Rajasthan is now embarking on the **SMART** (Service Management with Artificial Intelligence and Real-Time System) Project. The Government of Rajasthan in the budget for the FY 2024-25 announced to bring the Rajasthan 'Anugrah' Service Delivery Act. SMART is an ambitious initiative designed to automate and enhance the delivery of government services and benefits using advanced technologies such as Artificial Intelligence (AI) and Machine Learning (ML).

#### **2.1.1 About DoIT&C**

Department of Information Technology & Communication (DoIT&C), Govt. of Rajasthan is responsible for implementation of various IT/e-Governance projects for the State of Rajasthan. DoIT&C, GoR provides the State government a strong technical foundation to effectively serve the citizens and to create transparency, accountability and efficiency through computerization. It has implemented multiple citizen centric applications like E-Mitra, GIS, RajSampark, eLearning, eLibrary, ePDS, RajKaj, LDMS, SJMS, Analytics, eVault, eSign, JanAadhaar, etc.

#### **2.1.2 About RajComp Info Services Limited (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 Gateway and other State's Mission Mode Projects (MMPs).

RISL undertakes various projects of the state departments/ agencies all across the year and is a key implementation agency for technology initiatives for the Government of Rajasthan. RISL is also Technology Partner with departments like Agriculture Department, Election Department, State Election Department, JCTSL, and Education Department 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).

### 2.1.3 About SMART Project

The SMART project aims to transform the way public services are currently being delivered by leveraging advancements in Artificial Intelligence aided by Machine Learning (AI/ML) to help identify eligible beneficiaries, automatically enrol them in relevant schemes, and initiate the delivery of benefits by eliminating or reducing manual interventions.

The Government department(s) store important information, related to various schemes to provide direct benefits to the citizens, beneficiary information, provide access to information to various citizen-centric services. All such important datasets related to a specific department are stored in heterogenous systems that are required to create Golden Record and 360-degree profile of the citizen and family.

A golden record is a verified & authentic information of a citizen w.r.t to the key parameters that are critical to define beneficiaries' eligibility for scheme(s) as well as other parameters defined by RISL. These parameters must be validated from various available data sources and the information that is most accurate, complete version as of date, and up to date only shall be classified as part of the Golden Record. This Golden Record shall act as Single Source of Truth. Further, the 360-degree profile of a citizen is a holistic view of all available and significant information (in addition to the Golden Records) through multiple sources, to create a unified ledger of scheme entitlements, expenditure and income.

The broad objectives with which the systems need to be designed and incorporated in the existing Social Benefit Ecosystem of the state may be underlined as below:

- i. Auto Identification of beneficiary
- ii. Auto Intimation for beneficiary consent to avail benefits under eligible schemes
- iii. Auto submission of beneficiary application post consent in eligible schemes
- iv. System driven Auto Approval basis data authenticity
- v. Initiation of auto delivery of benefits / services by respective line department
- vi. Analysing existing schemes and suggesting scheme improvisation through data insights
- vii. Identification of ineligible beneficiaries

### **3. SCOPE OF WORK**

#### **3.1 Scope of Work**

RISL intends to invite qualified firms from the EoI stage (refer NIB for the list) to provide Turnkey Solution & Services for development and implementation of innovative and transformative AI/ML based real time solution to provide good governance and effective auto service delivery through SMART. The SMART system comprises of three (3) main building blocks:

- i. Repository of existing digitized citizen records and schemes
- ii. Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders
- iii. Implementation of advanced technology solution

To implement the SMART system, it is envisaged that the proposed solution shall comprise of not just a combination of platforms and technologies but shall also include the deployment of personnel for implementation and operations & maintenance of SMART project including the re-engineered processes.

The project is envisaged with an approximate Implementation period of 12 months and Operation & Maintenance (O&M) period of 48 months. Detailed Timelines are mentioned in Section 6.1 of Chapter 6.

#### **Overview of Scope of Work**

The scope of work for the selected bidder shall include but not limited to the following:

1. Supply, installation and configuration of the proposed SMART system as defined in the RFP with:
  - a. Requisite Licenses of all tools supplied and
  - b. Annual Technical Support (ATS) of the licensed solution components
2. Supply, installation, commissioning, configuration and management of the required IT infrastructure for the SMART project
3. Implementation and commissioning of SMART System as per below activities:
  - i. System Study & Requirement Gathering
  - ii. Scheme Onboarding
  - iii. Preparation of Golden Record, 360-degree profile of Citizen and Family Tree
  - iv. Scheme Formulation using AI/ML
  - v. Solution Design in line with Indicative Architecture
  - vi. Implementation Approach & Plan
  - vii. Testing and Audit Requirements
  - viii. User Acceptance & Go-Live (with 5 Selected Schemes)
4. Reporting & Dashboards
5. Operation and Maintenance (O&M) Phase
  - a. SMART System Support Requirements
  - b. SMART IT Infrastructure Support Requirements

- c. Providing Skilled Manpower
- 6. Project Governance
  - a. Project Management
- 7. Adherence to Standards
- 8. Training and Capacity Building
- 9. Providing Support for seamless integration of SMART System with Rajasthan Data Exchange (Raj DEX)

The detailed scope of work is covered in the subsequent sections of the RFP.

### **3.1.1. Supply, Installation, Commissioning, Configuration and Management**

The Selected Bidder shall be responsible for supply, installation, commissioning, configuration, management and monitoring of underlying IT infrastructure to host the SMART system, including but not limited to compute, storage and end-point security, operating system in the Rajasthan State Data Centre.

As part of the implementation phase, the bidder is required to setup three different environments namely, Development, UAT/Staging and Production environment. The requisite hardware infrastructure for Development and UAT/Staging Environment shall be provided by DoIT&C/ RISL as per details mentioned in Annexure 18 (Table B), whereas the requisite hardware infrastructure for the Production Environment needs to be provided by the bidder. For Development and UAT/Staging environment, bidder may leverage Software licenses as per details mentioned in Annexure 18 (Table A), apart from this necessary Software licenses required for all three environments shall be provided by the shortlisted bidder.

Details pertaining to ecosystem and infrastructure being provided by the department are covered under section '3.3 Ecosystem, Infrastructure, Solutions to be provided by DoIT&C/ RISL' in Chapter 3.

#### **3.1.1.1. Requisite licenses of all tools supplied**

The project is envisaged with two distinct phases namely Implementation phase and O&M phase. The licenses provided as part of the solution shall be delivered in the name DoIT&C, Govt. Of Rajasthan. Considering the criticality of the solution, DoIT&C/RISL requires that the proposed solution components by the selected bidder must be of enterprise supported product with version history and release notes, stable releases, product development roadmap, inherent readiness to integrate with all leading COTS solutions.

#### **3.1.1.2. Annual Technical Support (ATS) of the licensed solution components**

The bidder must cover all the proposed solution components under Annual Technical Support from the respective OEMs for the entire project duration. Wherever required professional services must be provisioned to ensure business continuity. The ATS shall begin from the date of Installation/ Activation (whichever is later) and will remain valid for the entire project duration or later (as per Work Order).



### **3.1.2. Implementation and commissioning of SMART System**

#### **3.1.2.1. System Study & Requirement Gathering**

The Selected Bidder shall interact with DoIT&C/RISL team to understand the current readiness of the various schemes to be on-boarded as part of the SMART System. Further, the selected bidder also needs to understand the various projects and initiatives as developed by DoIT&C/ RISL which shall be integrated with the SMART system. The broad steps shall be:

##### **a. Study of existing ecosystem – As Is Study**

- DoIT&C/RISL shall provide the available information on departments, schemes, data formats, etc. as a starting point to the selected bidder.
- However, after analysing the information shared by DoIT&C/RISL, if the bidder finds a gap or needs additional information, then it must augment additional efforts to perform data analysis, study of existing applications, data formats that can be leveraged in conjunction with the proposed solution architecture, data integration requirements and reporting requirements.
- Any additional information unearthed as part of this exercise must also be shared with DoIT&C/RISL.

##### **b. Study of Schemes and eligibility criteria**

- DoIT&C/RISL shall share the information pertaining to the existing 34+ services and 171+ schemes integrated with the Jan Aadhaar Application; however, the selected bidder is required evaluate the accessibility and inclusivity of same.
- The number of schemes and services are subject to change during the time of the project tenure.
- The selected bidder shall also assist and suggest improvements in the scheme eligibility criteria, inclusion and exclusion criteria and other proactive improvisation being performed by DoIT&C/RISL for citizens to avail scheme benefits.

#### **3.1.2.2. Scheme Onboarding**

The selected bidder is required to on-board schemes as per the preference provided by DoIT&C/RISL. The list of schemes and their preference shall be shared by DoIT&C/RISL with the selected bidder.

##### **a. Scheme On-boarding Mechanism**

The scheme on-boarding mechanism shall be as under:

- Basis the readiness of the schemes, their data sizes, their expected go-live dates and other critical parameters, the schemes shall be selected for implementation
- One or more schemes may be executed in parallel basis the readiness and as per the requirements of DoIT&C/RISL
- The efforts for each scheme selected by DoIT&C/RISL shall be defined on the basis of scheme complexity, data availability and readiness of the department for scheme implementation. This shall be in consultation with the selected bidder.

##### **b. Standard Operating Procedure (SoP) for Scheme On-Boarding**

The selected bidder shall perform the following tasks for scheme onboarding:

- Shall develop a Standard Operating Procedure (SoP) along with checklist and perform necessary checks as per the SoP before each scheme onboarding.
- Setup mechanisms for continuous data exchange between the department data sources and SMART system.
- Design & develop the data extraction, transformation and loading ETL pipelines from the source data to Data Lake/ Data Lakehouse.
- Understand and implement mechanisms to schedule and automate the data loading into the Data Lake/Data Lakehouse raw and processed zones.

### **3.1.2.3. Preparation of Golden Record, 360-degree profile of Citizen and Family Tree**

SMART envisages to use the information of beneficiaries/ potential beneficiaries enrolled in different department schemes integrated with Jan Aadhaar to create a golden record.

**A.** The golden records shall help the government in effective planning of future policies and strategies for the welfare and development of people in the state

- The bidder is required to analyse all citizen attributes that are critical to define beneficiaries' eligibility for scheme(s) as well as other parameters defined by RISL
- All such attributes that are identified as primary attributes must form the base for preparation of the Golden Records of the Citizen
- A record shall only be classified as a golden record after the collation of citizen data from Jan Aadhaar database and ensuring its data correctness by checking with validated data available in other systems of Govt. of Rajasthan (like department data from system of Education, Finance, Employment, Transport, Health, Revenue, etc.) and other external systems of Govt. of India including the Ministries, Departments & Agencies for data. For indicative example, in the case of 'Date of Birth', the system must look for same in Birth Records, Educational Certificates, Identity Certificates (Passport, PAN, etc.), Employment Certificates, or any other before classifying same as a Golden Record.
- The bidder shall extensively use AI/ML techniques to identify primary attributes and to create Golden Records of citizens from collated data

**B.** Further, the Bidder is also required to create a 360-degree (360°) Social Benefit profile of the citizen, based on all the available and significant information (in addition to the Golden Records) through multiple sources to create a unified ledger of scheme entitlements, expenditure and income. The information set may or may not be authentic and validated data, however the source of information must be stated for same.

In addition to Individual 360-degree profile, to identify family entitlement, the bidder must also create a 360-degree Family profile encompassing the individual members as part of the family information available in Jan Aadhaar database.

The bidder is also required to create 360 degree profile of businesses. The available APIs or other data sources for creation of 360 degree profile shall be provided by DoIT&C/ RISL.

- C. The bidder is also required to create a family tree based on the individual beneficiary and his/ her default family as per the Golden record, which shall enable to monitor the consolidated benefits paid at different levels i.e., at individual level and or family level. The SMART project shall consider the same definition of 'Family' as defined in Rajasthan Jan-Aadhaar Authority Act, 2020 which means a group of members related to each other by blood, marriage or adoption and normally residing together and sharing meals.

#### **3.1.2.4. Scheme formulation using AI/ML**

The developed SMART solution should have AI/ML capabilities to assist in the formulation of effective citizen-centric schemes for the Government of Rajasthan while considering factors like available funds/allocated budget, target populations, and the needs of under served groups (like tribals and other marginalized communities), persons with disabilities, unemployed, uneducated etc.

Every scheme will have its priorities defined and the formulation needs to be aligned as per priorities. The priorities and the eligibility criteria are subjected to change along Citizen Golden record and 360-degree citizen profile with respect to earnings, education and family income.

AI/ML models should be capable of below mentioned functions:

- Analyse Demographic data and other related data points and to identify target citizens or citizen groups.
- Use clustering algorithms to segment the unserved/underserved population into groups with similar needs or characteristics.
- Formulate schemes to serve the target group which includes total budget of scheme, Benefit Amount, type of benefit (monetary/ non-monetary), determination of eligibility criteria and documentation requirements to become eligible.
- Modify/evolve existing schemes and benefits to be compliant with policy changes made by the Government and their budget constraints.
- Use of Predictive Modelling techniques to forecast how changes to policies and budget may affect scheme distribution
- Analyse all relevant data sources, such as economic indicators, demographic data, and social media sentiment analysis (if provided by RISL), to enhance model accuracy.

#### **3.1.2.5. Solution Design in line with Indicative Architecture**

The selected bidder shall undertake a detailed assessment of the Functional Requirement mentioned in the RFP and formulate the System Requirement Specification (SRS) accordingly. The proposed solution must follow the design principles of Scalability, High Availability, Interoperability, Manageability and Upgradeability, Adoption of Automation, Improved Performance, Security by design, Agile Architecture & Comprehensive Data Management.

Further, the bidder shall be responsible for appropriately sizing and provisioning of the SMART system to ensure adherence to Service Level Agreements (SLAs), and project requirements. Additional compute and storage shall be augmented in consultation with the selected bidder.

Key design considerations to be adhered by the SMART Solution are as under:

- i. High Availability – Active-Active mode in DC
- ii. Scalability – Horizontal & vertical scalability
- iii. Security – Security for the application and the endpoints
- iv. Support Open source and open standards
- v. Vendor/ OEM Agnostic

### **3.1.2.6. Proposed Solution Architecture**

Including Application, Deployment, Integration & Infrastructure Architecture.

#### **3.1.2.6.1. Solution Architecture**

The SMART system majorly consists of Data Sources, SMART Solution, integrations with the existing Rajasthan government solutions and Data Consumers.

Each of the above-mentioned may be described as

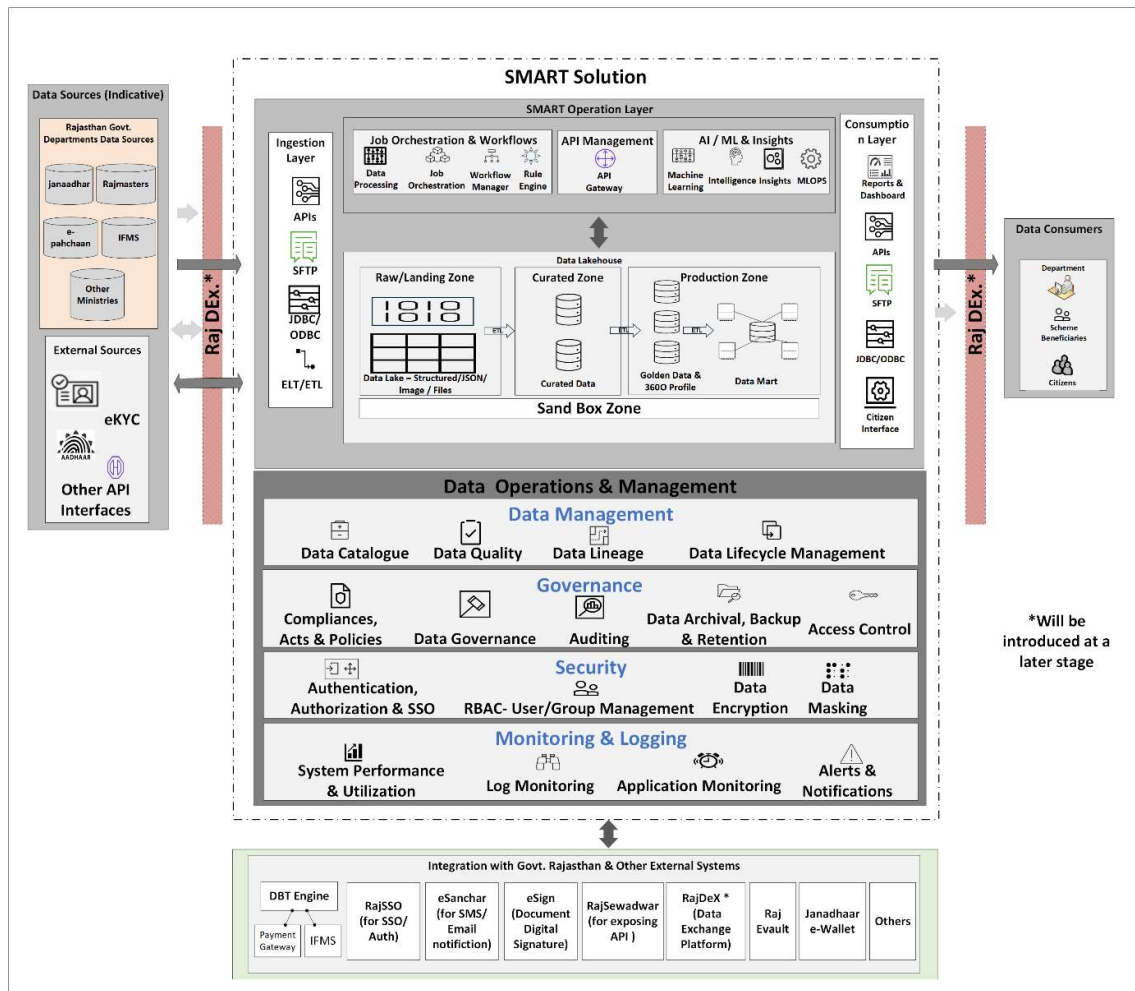
##### **A. Data Sources**

SMART system shall have multiple data sources which can be broadly classified to:

- a. Primary data source: The SMART system shall leverage State Resident Data Hub (SRDH) popularly known as Jan Aadhaar. In addition to Jan Aadhaar, the system shall also utilise other primary information from various state departments like education, health, labour etc. The information of these departments may or may not be currently integrated with the Jan Aadhaar system.
- b. Other External systems: Apart from state government departments and agencies a lot of data also flows from central government ministries/ departments & autonomous agencies.

##### **B. SMART Solution**

The SMART solution is a multi-layered architecture comprising of various layers, data storage & data management solutions. Below is an indicative solution architecture for the ease of understanding and solution design. The selected bidder is required to do thorough assessment of scope of work and propose a comprehensive solution architecture for implementation.



The requisite requirement from various layered components as represented in the indicative solution architecture are described below:

### a. Data Ingestion Layer

The SMART Project shall rely on multiple datasets from multiple data sources. These datasets may be structured, semi-structured or un-structured in nature. The selected bidder is required to design and create data pipelines which shall move the data from various data sources to the Data Lake/ Data Lakehouse which shall constitute the Data Ingestion Layer.

- It is required that the system shall have an automated workflow driven system that shall orchestrate data ingestion tasks and should be able to efficiently manage job execution, including the capability to automatically initiate any pending jobs
- For an effective data ingestion, it is essential that the ingestion job completes either successfully or rollback completely on any failure in its workflow
- It is envisaged that the Data ingestion layer shall be fault tolerant, and the system must not duplicate the already ingested data into Data Lake/ Data Lakehouse

- Data Ingestion Layer must be capable of storing and providing logs. Such data validation activities shall ensure that the system detects and addresses anomalies, and any discrepancies are resolved promptly
- The proposed solution should support streaming and batch processing of structured / semi structured / unstructured data.

#### b. Data Lake / Data Lakehouse

A robust storage and retrieval mechanism needs to be established to enable smooth handling of structured / semi structured / unstructured data. Thus, the selected bidder is required to implement a Data Lake/ Data Lakehouse as part of this assignment.

The proposed Data Lake/ Data Lakehouse solution shall comprise of the standard Implementation zones, namely:

- **Raw Zone:** To act as a data landing zone to store data from various sources in the raw/ native format as fetched through various data pipelines. The data must be validated for consistency, accuracy and completeness.
- **Curated Zone:** The data from the Raw Zone post performing activities namely Data cleaning, de-duplication, conflict resolution, data discrepancy resolution and other related data processing activities shall be stored in the Curated Zone. This zone shall enforce the schema on data stored. The data stored is structured and available for performing analysis.
- **Production Zone:** In this zone, selected data from curated zone shall be stored for AI/ML processes and advanced analytics and also for model training, and real-time decision-making using Data Marts.

#### c. SMART Operation Layer

The SMART operation layer is required to perform job orchestration and manage data processing activities that shall ensure smooth and efficient data flow from ingestion through data insights generation. It is required that the data processing mechanism shall leverage parallel processing and scalability to ensure high performance in processing high volumes of data and should comply with the defined security and governance requirements mentioned in Annexure 19.

The bidder shall propose data processing solutions which shall perform required key activities to transform raw data into usable format which shall include and not limited to data extraction, standardization, consistency across datasets, de-duplication, normalization to prepare data for analysis and machine learning operations.

- Job Orchestration & Workflow:** The job orchestration shall ensure all data processing activities are executed in the correct sequence. Further, the bidder shall also propose workflow in its solution that is required to oversee and coordinate entire lifecycle of data processing activities/jobs/tasks.

The workflow shall integrate job scheduling and orchestration to ensure that tasks are triggered through time-based or event-driven scheduling and executed correctly.

**ii. Rule Engine:**

The proposed solution shall include a rule engine and a management platform with an intuitive user interface, enabling business users to modify workflows and establish rules. The rule engine shall have natural language processing (NLP) capabilities, allowing business users to create and manage eligibility rules and query source data, as well as support for search functionalities like text search. Additionally, the solution shall incorporate maker-checker verification processes to ensure quality before publication.

**iii. API Management:**

API Management is essential for ensuring secure, scalable, and efficient communication between various data sources, applications, and services within the Data Lake/ Data Lakehouse architecture. API Management shall enable seamless integration, data exchange, and governance across government departments while ensuring proper security and monitoring of APIs.

The bidder shall leverage the existing API gateway solution (Raj Sewa Dwaar) available with DoIT&C/RISL for achieving the required objectives.

**iv. AI/ML & Insights:** The bidder in its proposed solution must provide a layer for AI/ML & Insights that shall leverage advanced analytics and machine learning to extract actionable insights from both structured, semi structured and unstructured data within the Data Lake/ Data Lakehouse.

It is required that the proposed system shall be highly scalable, reliable and supports parallel processing, optimizing performance to handle increasing data demands. The Insights component shall provide stakeholders with intuitive reports and dashboards, promoting transparency and data-driven strategies. This layer is required to streamline citizen enrolment in schemes, providing inclusion and exception handling for effective service delivery.

The proposed solution shall have AI capabilities. In addition, the bidder shall propose 3 GenAI use-cases as part of its proposal which shall be related to the scope of RFP. The bidder shall also be required to demonstrate at least 2 GenAI use-cases already implemented by the bidder as part of the formal Technical Evaluation.

**d. Consumption Layer**

In the proposed solution the bidder shall factor a data consumption layer. The Data Consumption Layer shall encompass programs that expose APIs to provide access to the final data and insights. This layer shall include dashboards, query engines, reports, and scheduled batch processes to deliver data insights to end users. The bidder shall ensure responsiveness and high performance of this layer for delivering query results. Additionally, it is required that this layer supports parallelism to further enhance performance.

The broad objective of this layer is:

- i. Reporting:** The bidder shall provide comprehensive reporting catering to -
  - Departmental Users / Top Level Functionaries
    - a. Role based Dashboards

- b. BI Reports
      - c. Customized Reports
    - Citizens
      - a. Eligibility Reports
      - b. Entitlement/Benefit Reports
      - c. Customized Reports
  - ii. **Data Sharing through API:** The bidder shall provide the facility for Data sharing through APIs that shall enable seamless integration and communication between different systems and applications, facilitating real-time access to curated datasets. In the proposed solution it is required that it shall enhance data interoperability and shall enable stakeholders to efficiently retrieve and exchange information while maintaining security and compliance standards.
- e. Data Operation & Data Management**
- i. **Data Management:** The proposed solution shall have Data Management Layer which shall be responsible for managing the entire data lifecycle, from data ingestion to data consumption by various stakeholders and departments. This is required that it shall ensure data is properly catalogued, archived, secured and monitored, supporting ongoing data-driven operations across the platform. The solution must include:
    - **Data Catalogue:** component for all system users to easily discover, understand, and access data across various departments. It is required that the catalogue shall include information on classifications, and quality metrics, ensuring that the data is well-documented, searchable, and governed.
    - **Data Lineage:** to ensure transparency, compliance, and traceability of data from its source to its destination and required to be used for regulatory compliance and auditing, enabling stakeholders to understand data transformations and the flow of information across the system.
    - **Data Lifecycle Management:** to ensure that data is efficiently handled from its creation to its eventual archival or deletion and shall cover data ingestion, storage, processing, access, and retention according to regulatory requirements and business needs.
  - ii. **Data Governance:** The bidder in the solution shall provide data governance framework that shall govern data across its lifecycle, enforcing role-based access controls and ensuring compliance with industry regulations and internal policies. This is required that it shall have Data stewardship and classification shall be applied to ensure quality, integrity, and proper handling of sensitive information, while enabling collaboration between departments.
  - iii. **Security:** The security requirements have been covered in detail in sub section 3.1.2.6.2.3 titled “Security & Governance”.
  - iv. **Monitoring & Logging:** The bidder shall design a platform management and monitoring layer having a Unified Integrated Dashboard to monitor the overall performance of the solution and it's components. This is required that the proposed solution includes continuous monitoring of system performance, conducting regular health checks, and shall track the status of all pipelines and applications to ensure, seamless working of the complete solution.



Furthermore, it is required that the layer shall provide automated alerts and dashboards which shall enable administrators to maintain optimal system uptime, enhance platform reliability, and ensure seamless operations across the Data Lake/ Data Lakehouse environment.

### **3.1.2.6.2. Infrastructure Architecture**

The Rajasthan State Data Centre (RSDC), a Tier IV facility, provides the robust infrastructure required for deploying the SMART system. The selected bidder is expected to utilize the existing IT infrastructure that include WAN, network bandwidth, switching and monitoring layer offered by the RSDC to host the SMART system.

The proposed infrastructure (i.e. compute and storage) would seamlessly integrate with the RSDC's high-availability environment while meeting the scalability, performance, and security needs of the system.

The subsequent sections outline the key requirements that the bidder shall address in their proposed solution, leveraging the existing data centre facilities and ensuring seamless integration of the compute and storage components needed for AI/ML workloads.

#### **3.1.2.6.2.1. Data Centre IT Infrastructure**

The bidder is required to leverage the existing infrastructure at RSDC to deploy the SMART system. The following components of the RSDC infrastructure are to be utilized and enhanced with the proposed solution.

##### **i. Network and Connectivity**

RSDC provides resilient network bandwidth through its MPLS Internet and Replication Gateway, featuring multi-Gigabit connectivity. The bidder is expected to design the solution to efficiently utilize this bandwidth, ensuring stable communication between the SMART system and external users or systems.

##### **ii. Core Network Architecture**

The selected bidder shall ensure that their proposed solution fully leverages the available 1G, 10G, and 25G network interfaces, with an option to scale up to 40G/100G uplinks for critical workloads. The bidder is required to provide the requisite details for network and connectivity including port interfaces required for the solution. All these shall be provided by DoIT&C/RISL.

#### **3.1.2.6.2.2. Compute and Storage Resources**

The proposed solution should be integrated with the existing infrastructure at RSDC and provide sufficient capacity to handle the growing demands of data processing, storage, and AI/ML workloads. This section outlines the expectations for compute resources, storage solutions, and data management strategies.

##### **i. Compute Resources**



The SMART system relies heavily on AI/ML and data analytics, requiring powerful compute resources. The selected bidder shall propose a solution that includes a scalable compute infrastructure capable of handling both real-time and batch processing tasks. The following components are essential:

**a. Multicore Servers:**

The bidder is required to propose high-performance multicore servers to manage general-purpose compute tasks. These tasks include handling structured and semi-structured data, managing database operations, and processing microservices-based applications. The compute nodes shall be scalable to accommodate growing data volumes and complex workloads.

**b. Virtualization and OS Management:**

For the Production Environment, the bidder is responsible for the supply, installation, commissioning, and management of virtualization platforms and operating systems required for the compute infrastructure. The proposed solution shall include the necessary licenses for virtualization software and operating systems, ensuring compatibility with RSDC's existing infrastructure.

**ii. Storage Solutions**

**a. Storage Requirements for the SMART System:**

Given the data-intensive nature of the SMART system, the bidder shall propose a storage architecture that is scalable, high-performance, and capable of managing diverse data types (structured, semi-structured, and unstructured). The bidder is required to propose a scalable storage solution to meet current data as well as future data requirements of the SMART system.

**b. Block Storage:**

The SMART system will require high-performance block storage for managing analytics workflows, handling large volumes of structured data (e.g., RDBMS), semi-structured data (e.g., JSON, XML), unstructured data (e.g., images, audio, video, PDF files and logs) efficiently and high-throughput data processing tasks. The bidder shall include block storage resources in the proposed solution, with support for large file sizes and sufficient IOPS (input/output operations per second) to meet the demands of analytics, AI model training, AI/ML processing tasks and inference operations.

**c. Integrated Data Management and Storage Optimization:**

The storage solution should support optimized data lifecycle management, ensuring that data is available when needed for both real-time and batch processing. This includes data ingestion, transformation, storage, and archiving.

The bidder must ensure that the proposed solution:

- a. Supports high availability and data consistency for critical data sets.
- b. Facilitates both real-time analytics and batch processing to support the system's AI/ML and analytics platforms.
- c. Includes options for automatic data tiering, ensuring cost-effective storage of data based on its lifecycle stage.

### 3.1.2.6.2.3. Security and Governance

The SMART system shall handle sensitive and critical data, making security and governance a top priority. The selected bidder should ensure that the proposed infrastructure adheres to stringent security policies while leveraging Rajasthan State Data Centre (RSDC)'s existing security framework. This section outlines the security and governance requirements that the bidder should address, including data protection, user access control, and compliance with regulatory standards.

#### i. Data Security

The proposed solution shall ensure that all data processed, stored, and transmitted within the SMART system is secure. The bidder is responsible for implementing robust data security mechanisms that protect data at every stage of its lifecycle.

#### ii. Data Encryption:

The bidder shall ensure that required data, whether at rest or in transit, is encrypted using industry-standard encryption algorithms. The encryption must be integrated with RSDC's existing security framework, ensuring that sensitive data is protected against unauthorized access or breaches. Encryption would be applied to structured, semi-structured, and unstructured data, especially in the AI/ML processing pipelines where large datasets are transmitted between compute nodes and storage resources.

##### a. Data Masking and Anonymization:

The solution shall support data masking and anonymization techniques to protect sensitive information, especially when used in non-production environments like UAT/ Development/ Staging. This ensures that sensitive data remains confidential while allowing AI/ML models to process anonymized or masked datasets for training and analysis without compromising data integrity.

##### b. Data Integrity and Auditing:

To maintain data integrity, the solution should include mechanisms for monitoring and verifying data consistency across different environments. The bidder shall propose solutions for detecting and alerting administrators to any unauthorized data modifications or integrity violations. Additionally, the system must support auditing capabilities that track all data access and modification events, ensuring that any anomalies or breaches are quickly identified.

##### i. Single Sign-On (SSO) and Multi-Factor Authentication (MFA):

The bidder should use Single Sign-On (SSO) of DoIT&C to streamline user authentication across the SMART system. Details of same are covered in section 3.3 of the RFP.

##### ii. Role-Based Access Control (RBAC):

The proposed solution shall implement Role-Based Access Control (RBAC), ensuring that users can access only the data and resources necessary for their role. This granular access control approach shall limit

potential security risks and ensure compliance with organizational policies. RBAC policies should be enforced across all system components, including databases, applications, and storage layers.

#### **3.1.2.6.2.4. Scalability and Future Growth**

The selected bidder shall design underlying infrastructure that is not only robust for current operations but also scalable to accommodate future growth. As the SMART system evolves, additional workloads, data processing tasks, and user interactions shall demand greater network capacity.

The bidder shall also ensure that:

- The proposed Infrastructure architecture shall support scale by adding additional nodes or increasing throughput with minimal downtime.
- Future upgrades to network infrastructure, such as moving from 25G to 100G connectivity, are feasible without significant disruptions to ongoing operations.
- The Infra design is flexible enough to accommodate growing data volumes driven by AI/ML workloads.

The selected bidder is responsible for the supply, installation, commissioning, and management of the storage and compute solution, including virtualization, operating systems, compute node security, and necessary licenses as per the proposed solution stack.

#### **Important to note:**

- i. All the proposed components including application and infrastructure should be dual stack compliant. The components must have IPv4 – IPv6 (dual stack) and should be IPv6 enabled from Day-1.
- ii. The compliances related to Solution and Infrastructure requirements are covered as part of the Annexure-19 & 21 respectively. The bidder is required to carefully read and provide their concurrence on the same. Any deviation or non-compliance shall lead to disqualification.
- iii. All proposed solutions and solution components including open-source solutions shall be covered through enterprise support.

#### **3.1.2.7. Implementation Approach & Plan**

The selected bidder is required to submit a detailed implementation plan identifying the project activities and milestones, amongst other things.

#### **3.1.2.8. Testing and Audit Requirements**

Since the SMART system shall store and process the Golden Records and 360-degree profile of the citizen(s) data to provide scheme related benefits based on their eligibility and entitlements, so it is of utmost importance to secure the SMART System from unwarranted security events and incidents.

It is envisaged that the SMART System shall undergo a Security Testing and Audit before the acceptance and Go-Live of the Solution. The Selected bidder shall be responsible to carry out Security Audit for the deployed solution through CERT-In empanelled agency.

As a part of the Security Testing and audit performed through a Third-Party Audit Agency (TPAA), the Department may review all aspects of the system security in relation to the security and controls as defined in the technical and functional requirements of the RFP.

The primary objective of the Security Audit is to carry out review, testing and audit of the following components before Go-live of the solution and also when major change(s) is/are made in the solution:

- i. Safe to host
- ii. Vulnerability Assessment & Penetration Testing (VAPT)

The Selected bidder shall establish appropriate process to notify the Department of any deviations from the defined requirements, as reported by the TPAA. The Selected Bidder shall take all the corrective measures in a time bound manner.

### **3.1.3. User Acceptance & Go-Live**

The overall functionality of the SMART system is planned to be rolled-out in two distinct stages, namely 'Stage 1' and 'Stage 2'. The selected bidder shall prepare requisite Go-Live Checklist for each stage in consultation with DoIT&C/ RISL and receive UAT before Go-Live of each stage.

#### **Broad Scope of Stage 1-**

- Implementation of 5 schemes with rule based approach on Development environment provided by RISL
- UAT & Go-Live of Stage 1 on UAT/ Staging Environment provided by RISL

#### **Broad Scope of Stage 2-**

- Supporting the Schemes made live during Stage 1 and enabling departments to leverage the Platform
- Go live of 15 schemes (including 5 schemes implemented as part of Stage 1) on Production environment
- All schemes implemented as part of Stage 2 (15 schemes) shall leverage AI/ML capabilities
- Under this stage, the bidder shall showcase automation through use of Artificial Intelligence capabilities like Machine Learning (ML), Natural Language Processing (NLP) & Computer Vision
- The developed system shall be able to self-learn and improvise on existing capabilities to expedite service delivery
- Further, the system shall also be able to assist in the formulation of schemes basis the fund availability, target citizens & unserved/ under served citizens

It is pertinent to note that:

- The work for Stage-1 and Stage-2 shall progress in parallel and the progress of each Stage shall be tracked separately as part of Project Management.
- Separate Work Order (WO) may be issued for Gen AI use cases during either stage or during the O&M period in consultation with the selected bidder.

- Successful Go-Live of Stage- 1 is critical to decide on the placement of work orders for procurement of Hardware and requisite Software Licenses for the Production Environment
- Post Successful Go-Live of Stage- 1, the selected bidder shall submit the Plan for the Production Environment as per the timelines defined in Section 6.1 of Chapter 6

The broad checklist of functionalities to be covered as part of the Go-Live for each stage are as under:

- The necessary Software licenses for the respective environment have been installed.
- Demonstrate solution capability to store and refine raw data, process file types and formats and integrate data from multiple sources
- Data governance policies are in place and data access controls are functioning as intended
- The created golden record profiles are validated and match the quality, accuracy and completeness standards
- Replication of data from DC to backup and vice -versa ensuring consistency in close co-ordination with RSDC
- Successfully conduct system integrated testing (SIT), UAT & VAPT. Necessary changes are made to the application as per feedback received through SIT & UAT and are completed with no critical defects before the system Go-Live
- Successfully conduct Security Audit.
- The department shall shortlist Five (5) & Ten (10) Jan-Aadhaar integrated schemes which are required to be delivered as part of the Go-live for Stage - 1 and Stage - 2 respectively.

#### 3.1.4. Reporting & Dashboards

The bidder shall prepare and share customized reports as per DoIT&C/RISL. The insights made available through the SMART system shall provide a proactive approach to manage welfare schemes, identifying potential issues before they arise, and improving resource planning and allocation.

For all customized reports & dashboards, the bidder shall leverage the existing BI tools available with DoIT&C/RISL. The SMART system should provide necessary data for preparing various reports & dashboards which shall be consumed by officials of the GoR at various levels and different stakeholders based on department, scheme, location, period etc.

Below are the indicative reports that should be tailored as per requirement -

S. No.	Indicative Reports	Objective	Data Elements
1.	Beneficiary Growth Forecast Report	Predict future growth in the number of eligible beneficiaries across schemes	<ul style="list-style-type: none"> <li>- Demographic changes, income levels, population growth.</li> <li>- Projected increase in welfare needs</li> </ul>
2.	Budgetary Forecast	Predict requirements and policy adjustments	<ul style="list-style-type: none"> <li>- Projections for upcoming disbursements based on enrolment growth</li> <li>- Recommendations for budget reallocations</li> </ul>

S. No.	Indicative Reports	Objective	Data Elements
3.	Scheme Performance	Performance of welfare schemes based on historical data. Help prioritize schemes needing additional support or potential restructuring	<ul style="list-style-type: none"> <li>- Historical disbursement success rates</li> <li>- Departmental efficiency in fund utilization</li> </ul>
4.	Fund Shortfall Prediction	Predict potential fund shortfalls across different departments and schemes. Enable the officials to take pre-emptive measures to avoid fund shortages, including seeking additional funding or reallocating existing funds.	<ul style="list-style-type: none"> <li>- Disbursement trends</li> <li>- Current Fund Utilisation rates</li> <li>- Expected growth rate in beneficiary numbers; projected enrolment</li> </ul>
5.	Policy Impact Forecast	Predict the long-term social and economic impact of the current welfare policies. Helps shape the future policies by measuring the effectiveness of current initiatives in meeting long term state goals	<ul style="list-style-type: none"> <li>- Socio-economic impact e.g., social impact metrics (poverty reduction, health improvement)</li> <li>- Trends in Education, employment linked to scheme beneficiaries</li> </ul>
6.	Personal Eligibility Forecast	Predict the eligibility of a citizen for future schemes based on changing socio-economic conditions	<ul style="list-style-type: none"> <li>- Changes in household income, employment, demographics</li> <li>- Potential new schemes</li> </ul>
7.	Personal Disbursement Report	Complete record of monetary and non-monetary benefits received over time.	<ul style="list-style-type: none"> <li>- Individual wise benefits received</li> <li>- Household wise benefits received</li> </ul>

**Other Reports and Dashboard that are required includes but not limited to:**

**a. Reports**

- i. Disbursement history for each scheme, citizen is eligible for.
- ii. Citizen profile and ledger view – entitlements and scheme benefits being availed.
- iii. Predict the timeline for receiving future benefits.
- iv. Scheme-wise daily disbursement
- v. Cumulative disbursement amounts for the current month
- vi. New enrolment per scheme, district and demographic group

**b. Dashboards**

- i. Total number of beneficiaries by scheme i.e., monetary and non-monetary
- ii. Percentage of population covered by each scheme
- iii. Total amount disbursed (monetary)
- iv. Number of goods/ services delivered (non-monetary)
- v. Disbursement rate actual vs target
- vi. Scheme wise disbursement status
- vii. State-wide scheme performance dashboard
- viii. Cross-department coordination dashboard

- ix. Fund utilization dashboard
- x. Issue Escalation dashboard
- xi. Departmental scheme management dashboard
- xii. Disbursement efficiency dashboard
- xiii. Scheme Eligibility, inclusion and exclusion dashboard
- xiv. Impact Assessment Dashboard – trends in citizen welfare health outcomes, income improvements, educational achievements

### **3.1.5. Operation and Maintenance (O&M) Phase**

As a part of the SoW, the Selected Bidder shall be required to provide continuous development along with Operations and Maintenance support for schemes made live during Implementation Phase.

Following activities shall be carried out by the selected bidder during the Operation & Management phase of the project:

#### **3.1.5.1. SMART System Support Requirements**

The broad list of services to be provided by selected bidder during the O&M Phase of the project may be listed as:

- Shall onboard the remaining department schemes/ services on regular basis during the Operations & Maintenance phase. Bidder may refer 'Annexure 17-Tentative List of Departments and Schemes' of this RFP for details.
- Track and manage dependencies between data pipelines, platforms, and third-party tools
- Support the technical teams of different departments that are onboarded to SMART
- On an ongoing basis identify the new use cases that need to be implemented
- Establish continuous integration and testing processes to validate platform updates or new data models before production deployment.
- Optimization and tuning of analytics algorithms, rules and models
- Analyse large volume of data from diverse sources and potential department databases to identify patterns, entity relationship
- Continuous identification of new insights to improve and enhance SMART System models
- Manage the performance standards and KPIs of the SMART System to comply with the SLA requirements on a continuous basis
- Ensure that the solution implemented under the contract shall have no defect related to functionality of the software and resolve any solutions related issues including bug fixing
- Provide information of the data locations that needs to be backed-up along with the frequency
- Provide information for the replication of data along with replication factor
- Ensure that the data is retained and archived as per the applicable laws, rules, and regulations



### 3.1.5.2. SMART IT Infrastructure Support Requirements

The SMART project envisions a modern infrastructure to support advanced analytics, AI/ML, and Data Lake/ Data Lakehouse operations. The selected bidder shall be responsible for procuring and managing the necessary IT infrastructure for the DoIT&C/RISL, in line with To-Be solution. The selected bidder shall take full responsibility for the day-to-day operations and management of the SMART project, ensuring uninterrupted service delivery and adherence to project goals, timelines, and performance metrics.

- Overall System administration
- Product Lifecycle Management
- Change Management and Communication
- SLA Compliance
- Capacity Monitoring and Management
- Performance enhancement
- Compliance with Security Standards
- Regular Reporting and Governance

### 3.1.5.3. Providing Skilled Manpower

The RISL has identified certain key positions with requisite minimum qualifications and experience for each of the roles that shall be part of the Project team.

- The key O&M resources need to be deployed onsite (i.e. RISL, Jaipur).
- The bidder shall share the CVs of proposed resources and schedule interview discussion well in advance to avoid delays in resource on-boarding.
- The bidder is responsible to check the minimum qualifications and necessary background checks of the resources deployed. Bidder is liable for any factual inaccuracies with regards to deployed resources.
- Any misrepresentation or factual inaccuracies related to educational qualification, years of experience, employment/ employer details, assignments worked, etc. may lead to necessary action from RISL.
- Selected bidder must ensure sufficient Knowledge Transfer (KT) for Hand Over – Take Over (HOTO) for any resource change. KT document must be well documented and approved by RISL.
- The deployed technical resources need to work on the proposed solution.
- RISL expects bidder to deploy experienced and agile team which quickly starts delivering.
- The resources deployed by the selected bidder shall perform their duties in accordance with the instructions given by the designated officers of DoIT&C/ RISL from time to time. DoIT&C/RISL shall examine the qualification, experience etc. of the personnel provided before they are deployed. The selected bidder has to take approval from RISL for the proposed staff before their deployment.
- Competent resources shall be deployed for the execution of the project.

For detailed resource requirement list, kindly refer to Section 3.2 on Resource Requirement & Deployment Plan

### 3.1.6. Project Governance

#### 3.1.6.1. Project Management

It is the responsibility of bidder to perform the following activities related to Project Management.

- **Project Planning:** The bidder is required to prepare and present a detailed project management plan as per the defined scope of work and timelines. The proposed project plan shall include project implementation methodology, work breakdown structure, tasks, activities, resource deployment plan, risk management plan, test plans etc.
- **Role of Project Manager:** The project manager shall be responsible for carrying out overall project management activities including but not limited to below:
  - Execute the approved project management methodology
  - Team Management
  - Project Execution and delivery
  - Requirement Traceability Matrix
  - Coordination with stakeholders including officials from DoIT&C/RISL
  - Progress monitoring
  - Resource management & utilization
  - Compliance to Standards

#### 3.1.6.2. Project Oversight

It shall be the responsibility of the bidder to ensure the project is being executed as per the scope of work, timelines, SLAs as mentioned in the RFP. The bidder shall ensure necessary oversight, leadership engagement, requisite technical & domain expertise, collaboration with OEMs, cross-learning workshops to effectively deliver the assignment.

### 3.1.7. Adherence to Standards

The selected bidder shall provide compliance and adherence to the standards prevalent in the industry and all other Acts/ rules/ policies/ standards/ guidelines as applicable to the project that are issued by the Government of India or Government of Rajasthan. As and when any new Acts/ rules/ policies/ standards/ guidelines are introduced by the Government, the Selected Bidder shall have to adhere/ comply with those standards, as applicable. The list provided in the below table is not to be treated as exhaustive.

Areas	Compliance
Information Technology	IT Act 2000, IT (Amended) Act 2008 GoI
Compliance to regulations	Digital Personal Data Protection Act, 2023

### 3.1.8. Training and Capacity Building

Implementation of SMART project that involves setup of a Data Lake/ Data Lakehouse and AI/ML tools and techniques requires a comprehensive training of the technical team members

deputed by the department to ensure they are fully proficient with the tools, techniques, and methodologies involved.

As a part of the Training & Capacity Building requirements, the selected bidder is required to perform the following activities:

1. Prepare a comprehensive training and capacity building plan as per the technology stack proposed for the deployment. The selected bidder shall be responsible for preparing the training approach, types of training, training content, strategy for institutionalizing a comprehensive on-boarding of the officials.
2. Plan the capacity building as not a one-time activity but actively propagate this in a continuous manner till the tenure of the project to cater to advancement in technologies.
3. Provide relevant trainings, to the officials to leverage the solution and the tools.
4. Prepare the content of the training/capacity building workshop and its schedule that shall be mutually decided by DoIT&C/ RISL.
5. Provide training material including user manuals, slides in soft copies, training/ demo videos handouts, study material, etc. to the participants before the training sessions.
6. The training shall be delivered by the manpower deployed by the bidder for the project as per need and no additional cost of training shall be factored for the same.
7. As SMART is a back-end system, the training shall be limited and only to selected users of the system.

### **3.1.9. Seamless integration of SMART System with Rajasthan Data Exchange Platform**

DoIT&C/ RISL is in the process of establishing Rajasthan Data Exchange Platform which shall be known as 'Raj DEX'. The system shall be pivotal in sharing data insights across various departments, supporting bi-directional data flow where external departments act as both Data Producers and Data Consumers. It is envisaged that the raw data from the data sources and departments shall be ingested into the SMART Data Lake/ Data Lakehouse via the Raj DEX. Once curated, the Data Lake/ Data Lakehouse shall itself become a Data Producer, providing refined datasets back to the Raj DEX for consumption by other departments.

This envisioned framework shall streamline both the collection of raw data and the distribution of curated and processed data to SMART from source departments and vice versa. It shall enable the seamless transfer of data into the Data Lake/ Data Lakehouse's Raw Zone and the efficient extraction of curated data back to the Raj DEX.

Additionally, the Raj DEX shall be designed to facilitate direct data exchange between departments. This shall be achieved by leveraging a Publish-Subscribe (PUB-SUB) model or an API-driven architecture, enabling seamless data sharing. The system shall also include a searchable Data Catalogue, allowing departments to easily discover and access available datasets.

To ensure security and governance, a structured process shall be implemented for onboarding departments. This process shall ensure compliance with access controls, permissions, and data-sharing policies before initiating data exchange.

- **Interconnectivity:** The Raj DEX platform shall ensure seamless interconnectivity between various government departments, enabling both data consumption and

production in a bi-directional flow. This interconnectivity shall be achieved through a unified ingestion framework that supports the transfer of raw data from external departments into the SMART Data Lake/ Data Lakehouse, as well as the retrieval of curated and processed datasets for consumption. Raj DEX shall employ an efficient publish-subscribe (PUB-SUB) model or an API-driven architecture to ensure secure and reliable data exchange, allowing departments to act as both data producers and consumers.

To further enhance interconnectivity, a Data Catalogue shall be available to enable departments to search for and access relevant datasets. This catalogue shall list available datasets, along with their metadata, ensuring that departments can efficiently discover and use the curated and processed data needed for their operations.

- **Data Onboarding:** A structured data onboarding process shall be implemented to ensure that departments can seamlessly contribute and access data through the Raj DEX platform. This process shall involve a step-by-step approach, where departments shall first undergo an assessment to verify compliance with data-sharing policies, access controls, and permission structures. Once onboarded, departments shall be able to publish raw data to the SMART Data Lake/ Data Lakehouse, which shall then curate and process the data, transforming it into a refined form for future use.

**The broad Functionalities of Raj DEX may be stated as:**

1. Facilitate direct data exchange between departments, leveraging a publish-subscribe (PUB-SUB) model or API-driven architecture to enable seamless data sharing.
2. Provide a searchable Data Catalogue, allowing the departments to easily discover and access available datasets.
3. Ensure security and governance, for onboarding departments, ensuring compliance with access controls, permissions, and data-sharing policies before initiating data exchange.

In the near future, the selected bidder shall also be responsible to seamlessly integrate the SMART system with the Raj DEX. Platform. The Raj DEX. shall leverage the data being processed and generated through the SMART System for a wider citizen, public and government benefit.

Currently, the scope of this RFP is only limited on the implementation of SMART system.

### **3.2 Resource Requirement & Deployment Plan**

As a part of the resource requirements the bidder is required to deploy a mix of onsite and offsite team during various phases of the project.

1. The bidder is required to assess the SoW and plan for necessary resources and skillsets and submit the resource details at the Project Initiation milestone mentioned in Section 6.1 Milestone, Deliverables & Timelines
2. Out of the assessed resources by the bidder for Implementation Phase, the resources mentioned in Table 1A below should be deployed onsite
3. The onsite resource deployment shall be as per the Section 6.1 on Milestone, Deliverables & Timelines

4. During the O&M phase a team mix of 'dedicated basis' as well as 'need basis' shall be deployed. Please refer column A & B of Table 1B below for the same. While the team on dedicated basis shall be on time & material engagement, the team on 'need basis' shall be deployed as and when one or more schemes have been identified for implementation.
5. The bidder is required to deploy OEM skillsets (as per column A of Table 1A below) onsite during the implementation phase. During the O&M phase, the bidder is required to factor necessary efforts of OEM resources for each scheme delivery.
6. Liquidated damages (LD)/ Penalty shall be applicable in case of no deployment, delayed deployment or replacement on dedicated resources deployed onsite during the implementation phase.
7. The bidder shall have following skillsets/ experts/ SMEs as a part of the payroll namely Responsible AI, Policy expert, Legal expert, Integration specialist etc.
8. All resource deployment and replacements have to be prior approved by DoIT&C/RISL.
9. RISL standard working policy and GoR calendar would be applicable for all Onsite resources required during the Implementation and O&M phase. However, in case of exigencies, the resource may be required to work on holidays as well.

**Table 1A: Onsite Resources for Implementation Phase**

Resource	Implementation Phase (Onsite)
	A
Project Manager	1
Solution Architect	1
Data Architect	1
SME for AI/ML	1
Data Scientist	1
Data Engineer	2
Business Analyst	3
Data Security Engineer	1
Product SME* (OEM)	12 Man Months
Technical Specialist* (OEM)	18 Man Months

**Table 1B: Onsite Resources for O&M Phase**

Resource	Operations & Maintenance Phase	
	Dedicated (Onsite)	Need Basis (Onsite)
	A	B
Project Manager	1	As per efforts outlined in the Financial Bid
Solution Architect	1	
Data Architect	1	
SQL Developer	-	
QA Engineer	-	
Support Executive - L1	-	
SME for AI/ML	1	
Data Scientist	1	
Data Engineer	2	
Software Developers (Python/Java/.NET)	-	
BI Developer	-	
DevOps	1	
MLOps	-	

Resource	Operations & Maintenance Phase	
	Dedicated (Onsite)	Need Basis (Onsite)
	A	B
Business Analyst	2	
Infrastructure Lead	-	
Data Security Engineer	-	
SME for GenAI/LLM	-	
Product SME* (OEM)	-	
Technical Specialist* (OEM)	-	

Note (\*)

1. The Bidder must consider a minimum of the proposed Man Months as specified in Table 1A for the Product SME and Technical Specialist profiles.
2. Since the proposed solution could be a mix of different OEM products, the respective skillset must be deployed from time to time on the Product SME and Technical Specialist profiles.
3. Bidder to note that the resources proposed per OEM product offering, must possess technical skills and not with a generalist skillset.

The broad Educational & Experience Criteria of the resources to be deployed at DoIT&C/ RISL shall be as per below table:

**Table 2**

S. No	Role	Education	Work Experience	Certifications	Responsibilities
1.	Project Manager	BE/ BTech/ MCA + MBA	Overall 15+ years of experience in large scale and complex project management in Public Sector. Should have led at least 2 similar projects	• Project Management Professional (PMP)/ Certified ScrumMaster (CSM) / PRINCE2	Oversee the Project Management Responsibilities as outlined in 3.1.6
2.	Solution Architect	BE/ BTech/ MCA	<ul style="list-style-type: none"> <li>• At least 10+ years of experience as an architect</li> <li>• at least 2 projects for Data Lake/ Data Lakehouse</li> </ul>	• TOGAF /Certified in Proposed Tech Stack	Responsible for providing the solution architecture in congruence to business requirement at a HLD followed by LLD.
3.	Data Architect	BE/ BTech/ MCA	<ul style="list-style-type: none"> <li>• Overall 10+ years of experience</li> <li>• At least 8 years as Data Architect, responsible for designing and managing data structures</li> </ul>	• Certified in Proposed Tech Stack	<ul style="list-style-type: none"> <li>• Design and implement overall data architecture and data infrastructure</li> <li>• Define data storage solutions, including databases, Data Lake/ Data Lakehouse and data warehouse</li> <li>• Establish data governance policies</li> <li>• Collaborate with software developers, data scientist and other team to ensure</li> </ul>

S. No	Role	Education	Work Experience	Certifications	Responsibilities
			and databases		data architecture meets business requirements
4.	SQL Developer	BE/ BTech/ MCA	5 to 8 years of experience in developing queries, reports and optimize database performance	• NA	<ul style="list-style-type: none"> <li>Develop database objects such as tables, views, indexes, and stored procedures</li> <li>Design Database schemas</li> <li>Write and optimize complex SQL queries for data retrieval, manipulation and analysis</li> <li>Troubleshoot slow-running queries</li> </ul>
5.	QA Engineer	BE/ BTech/ MCA	5 to 8 years of experience in writing test cases, conducting functional testing, identifying bugs, and discussing bugs with developers etc.	• NA	<ul style="list-style-type: none"> <li>Prepare test cases, conduct functional testing, identify bugs, and discuss bugs with developers etc.</li> <li>Responsible for Performance and Load Testing if required by RISL.</li> </ul>
6.	Application Helpdesk/ Support Executive	Bachelor's degree	Minimum 3 years of experience as Helpdesk support.	• NA	<ul style="list-style-type: none"> <li>Provide technical support, resolve issues related to the project.</li> </ul>
7.	SME for AI/ML	BE/ BTech/ MCA	<ul style="list-style-type: none"> <li>Overall 10+ years of experience</li> <li>At least 3 years of experience in AI-ML technologies with similar stack</li> </ul>	• NA	<ul style="list-style-type: none"> <li>Provide strategic direction and best practices for integrating AI/ML into the Data Lake/ Data Lakehouse ecosystem.</li> <li>Work with stakeholders to identify, prioritize and define high-value AI/ML use cases.</li> <li>Collaborate with solution architect to design AI/ML solutions that align with Data Lake/ Data Lakehouse architecture.</li> </ul>
8.	Data Scientist	BE/ BTech/ MCA /	<ul style="list-style-type: none"> <li>Overall 10+ years of experience</li> <li>At least 5 years of experience in AI-ML, advanced analytics</li> </ul>	• NA	<ul style="list-style-type: none"> <li>Analyse data to extract meaningful insights, apply machine learning models, support data-driven decision making, big data frameworks, programming (Python, R etc.).</li> </ul>

S. No	Role	Education	Work Experience	Certifications	Responsibilities
		MSc (Statistics/ IT)	<ul style="list-style-type: none"> <li>Overall 12+ years of experience</li> <li>At least 5 years of experience in AI-ML, advanced analytics</li> </ul>		<ul style="list-style-type: none"> <li>Ensure data accuracy, consistency and availability, manage metadata and support data governance efforts.</li> </ul>
9.	Data Engineer	BE/ BTech/ MCA	At-least 5 to 8 years of experience in designing and maintaining data pipeline architectures solutions of similar scale	• NA	<ul style="list-style-type: none"> <li>Build and maintain optimized data pipelines that ingest, process and store data in Data Lake/ Data Lakehouse.</li> <li>Ensure data is clean, reliable and readily available for analysis from various sources and storage systems.</li> <li>Monitoring and maintaining data pipelines, ensure data quality, troubleshoot issues, automation, scripting, incident management.</li> </ul>
10.	Software Developers	BE/ BTech/ MCA	At least 5 to 8 years of experience in java web / enterprise application development	• NA	<ul style="list-style-type: none"> <li>Full-stack (Frontend + Backend) J2EE/Advance Java/ Python/ .NET Application Development and Maintenance</li> </ul>
11.	BI Developer	BE/ BTech/ MCA	At least 5 to 8 years of experience in visualization and reporting	• NA	<ul style="list-style-type: none"> <li>Develop and maintain analytical reports and visualization dashboards</li> </ul>
12.	DevOps	BE/ BTech/ MCA	At least 5 to 8 years of experience in maintain the infrastructure, CI/CD pipeline, ensure scalability, reliability and security of Data Lake/ Data Lakehouse	• NA	<ul style="list-style-type: none"> <li>Setting up and maintain the infrastructure, CI/CD pipeline, ensure scalability, reliability and security of Data Lake/ Data Lakehouse and applications.</li> <li>Closely work with IT team for tracking and closure of security incidents.</li> </ul>
13.	MLOps	BE/ BTech/ MCA	At least 5 to 8 years of experience in MLOps	• NA	<ul style="list-style-type: none"> <li>Setting up and maintain the ML CI/CD pipeline data, data schemas and models; ensure Continuous Training (CT) i.e., training, retraining and serving of the models.</li> </ul>





S. No	Role	Education	Work Experience	Certifications	Responsibilities
14.	Business Analyst	BE/ BTech/ MCA	At least 5 to 8 years of experience in documenting business processes, user stories etc.	• NA	<ul style="list-style-type: none"> <li>Gather business requirements, define key performance indicators (KPIs), Non-Function Requirements</li> <li>Establish SLAs and work closely with Project Manager and the Technical Architects.</li> </ul>
15.	Infrastructure Lead	BE/ BTech/ MCA/	At least 10+ years of experience in IT infrastructure	• NA	<ul style="list-style-type: none"> <li>Expertise in designing and implementing IT infrastructure solutions.</li> <li>Proficiency in IT &amp; network technologies architectures.</li> <li>Experience in deploying and managing network &amp; IT Infra monitoring Solution.</li> </ul>
16.	Data Security Engineer	BE/ BTech/ MCA	At least 5 to 8 years of experience in Data Security.	• NA	<ul style="list-style-type: none"> <li>Expertise in implementing cybersecurity solution and enforcing various cybersecurity framework. frameworks.</li> <li>Proficiency in gateway level security, endpoint protection, and encryption solutions.</li> <li>Understanding managing identity data and, Identity Data and Access Management (IDAM) related solution, and data protection mechanisms.</li> </ul>
17.	SME for GenAI/LLM	BE/ BTech/ MCA	At least 5 years of experience in GenAI/ LLM	• NA	<ul style="list-style-type: none"> <li>Provide deep technical insights into GenAI and LLM architectures</li> <li>Advise on model training, fine-tuning and deployment strategies</li> <li>Identify and assess potential applications/ use cases of GenAI/LLMs</li> <li>Establish protocols to ensure ethical use of GenAI and mitigate biases</li> </ul>
18.	Product SME (OEM)	BE/ BTech/ MCA	<ul style="list-style-type: none"> <li>Overall 10+ year of experience on the OEM stack</li> <li>Should have been on the OEM payroll for 3+ years.</li> </ul>		<ul style="list-style-type: none"> <li>Expertise on the proposed OEM stack</li> </ul>

S. No	Role	Education	Work Experience	Certifications	Responsibilities
19.	Technical Specialist (OEM)	BE/ BTech/ MCA	<ul style="list-style-type: none"> <li>Overall 5 to 8 year of experience on the OEM stack</li> <li>Should have been on the OEM payroll for 2+ years.</li> </ul>		<ul style="list-style-type: none"> <li>Expertise on the proposed OEM stack</li> </ul>

### 3.3 Ecosystem, Infrastructure, Solutions to be provided by DoIT&C/ RISL

#### 3.3.1 Existing tools available with RISL to be leveraged as part of SMART System

Being the premier technology agency of the state, RISL has an extensive ecosystem that can be leveraged to strengthen and expedite the development of the SMART System. The tentative list of tools along with their stack available with DoIT&C/ RISL is shared in detail as part of the Annexure-18. The bidders are requested to refer to same as part of their solutions design and technology stack.

#### 3.3.2 Other GoR Systems & External Systems

The proposed Data Lake/ Data Lakehouse solution shall seamlessly integrate with various Rajasthan government applications for authentication, Direct Benefit Transfer (DBT), API exposure, and other key functionalities.

The selected bidder shall need to perform due diligence during the solution design phase to ensure proper integration with these GoR systems, including but not limited to Jan Aadhaar, Raj SSO, e-Sanchar, eSign, RajSewa Dwaar, Raj DEX\*, Raj eVault, Jan Aadhaar e-Wallet, etc. Further the system shall also integrate with selective GoI Systems.

#### Integration with GoI Systems

- **Bhashini** – An AI-tool designed to break the barrier between the diverse languages that people speak across the country. The tool uses Artificial Intelligence, Natural Language Processing (NLP) and most importantly, it is crowdsourced that helps developers to gather data to teach it different languages. The bidder must integrate with Bhashini to leverage translation between Hindi – English and vice-Versa.
- Additionally, various APIs from Central Government ecosystem like Aadhaar, Passport, Income Tax, CBSE, Transport, etc. may also be consumed by the system.

These integrations ensure efficient communication and data exchange with critical government services. While respective teams of the proposed ecosystem shall assist, the responsibility of the integration shall be with the selected bidder. The selected bidder shall factor necessary skillsets for performing the integrations.

#### 3.3.3 IT Infrastructure to be provided by DoIT&C/ RISL

##### 3.3.3.1 Development and UAT/Staging Environment for SMART Solution

DoIT&C/ RISL shall provide the infrastructure to setup the Development and UAT/Staging environment for SMART Project. However, the requisite software solutions to be considered as part of the Development and UAT/Staging environment shall be provided by the selected

bidder. The details of environment provided by RISL is mentioned in Annexure -18 and the same shall be available throughout the project duration. Any additional information pertaining to the Infrastructure provided for Development and UAT/Staging environment shall be shared with the selected bidder only.

### 3.3.3.2 Production Environment for SMART Solution

The selected bidder is required to supply and commission the production environment as per the specifications provided in the Annexure 19 – Functional Requirement and Annexure 21- Technical Specification of the RFP.

Estimated Hardware requirements for Production Environment are mentioned below. The selected bidder shall accordingly provision the Software licenses for Production environment.

Compute Cores	Storage
1024 Cores	Total 2 PB (30% SSD)

*Note – The bidder is required to comply to the Minimum Hardware Specifications mentioned in Annexure 21, failure to comply shall lead to Disqualification.*

The necessary services and support extended by DoIT&C/ RISL for setup of Production environment is covered under Annexure 18 (J).

### 3.3.4 Monitoring and Management of entire SMART system

The selected bidder shall leverage existing EMS tool provided by DoIT&C/ RISL for monitoring and management of system and SLAs. For the comprehensive SLA monitoring and management of various component, EMS shall be configured, the bidder shall coordinate with RSDC team for all the necessary configurations. Access of EMS solution shall be provided by department. The bidder shall propose overall solution architecture including application and underlying infrastructure that integrates with these monitoring services to ensure proactive management and maintenance of Smart system performance.

### 3.4 Citizen Centric Interface for Government services to be delivered within 24 hours

The Government of Rajasthan intends to provide a single user interface for citizens to avail services on a 24x7 basis. These services shall be delivered within 24 hours from the time the request of service is raised with necessary and right information set. The Citizen facing Interface for 'Single Window-Same Day Service Delivery' shall be developed by the bidder as a Web and Mobile Application and should be closely integrated with the SMART system, Jan Aadhaar database and e-Sanchar (GoR's inhouse Communication & notification platform). The requisite Software & Hardware for the Development, UAT/Staging and Production environments (as mentioned in Annexure-18) shall be provided by RISL; however, the bidder must provision the necessary skilled manpower required to deliver the same. Around 25 such services have been identified for now to be onboarded as part of this engagement.

The broad list of functionalities (not limited to same) desired for the Citizen facing application (through Web & Mobile) are as under:

- Validation through Jan Aadhaar ID & OTP

- View currently availed Schemes & Benefits
- View Eligible Schemes & Benefits
- Submission of citizen's 'Consent' for Eligible Schemes
- Unified view of Citizen's 'Consent' and tracking of application
- View status of DBT payments
- Option to Opt-out of availing schemes
- Provide/ supplement missing information through clarification/justification, supporting documents, photo, etc. for scheme eligibility
- View and download documents/ certificates
- View Historical data in the form of an Annual Ledger (Month-wise and Year-wise) for Availed Benefits
- Get Personalized Intimation in WhatsApp/ SMS/ IVRS

Technical Specifications of the Mobile Application for Citizen Interface are as follows:

- The mobile app should support the latest version of iOS and Android smartphones and tablets and should run smoothly on both the operating systems
- The Mobile Apps are successfully hosted on Apple App Store and Google Play Store
- Necessary Technical/ functionality updates to the app for latest versions on iOS and Android are published frequently on respective stores
- All bugs identified should be resolved regularly
- Doesn't allow un-authorized data download
- Improvisation/ Enhancement of the mobile app on basis of feedback received from DoIT&C/ RISL and also through user feedback received on respective stores
- Security Audit shall be performed regularly for the web as well as mobile application

The bidder shall also develop a Dashboard for Department Users to help them track and work on the requests received from the citizens through Citizen Interface. The necessary API's required to integrate the Departmental Dashboard with existing departmental application/ other solutions shall be provided by the selected bidder. The Web & Mobile App for the Citizens as well as the Departmental Dashboard shall Go-Live as per the milestones and timelines defined in the Chapter 6 of RFP.

The Citizen Interface and the departmental Dashboards shall be updated and maintained for the complete project period including the O&M Phase.

### **3.5 Milestones, Deliverables, Timelines and Payment Terms**

The detailed Milestone, Timeline and Payment Terms are covered under section 6.1 under Chapter 6.

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

##### **1) Sale of Bidding/ Tender Documents**

- a) Download of bidding documents shall be commenced from the date of publication of Notice Inviting Bids (NIB) and shall be stopped as per the date & time mentioned in NIB. The complete bidding document shall also be placed on the State Public Procurement Portal and e-Procurement portal. The prospective bidder 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 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.
- c) The bidding documents shall be made available to any prospective bidder who pays the price for it in cash or by bank demand draft, banker's cheque.
- d) 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.
- e) Pre-bid queries of only those firms who have submitted the Tender document fees on or before pre-bid meeting will be entertained. Bidders are required to submit their pre-bid queries in the format given in Annexure 2.

##### **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 / revised RFP 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: -
  - a. Technical Bid, including fee details & technical documents
  - b. Financial Bid
- d) The technical bid shall consist of the following documents: -

S. No.	Documents Type	Document Format
<b>Fee Details</b>		
1.	Bidding document Fee (Tender Fee)	Proof of submission (PDF)
2.	RISL Processing Fee (e-Procurement)	Instrument/ Proof of submission (PDF)

3.	Bid Security	Annexure-16
<b>Technical Documents</b>		
4.	Proposal	Technical Proposal Document
5.	Annexures to be submitted on Bidder Letter Head	
6.	Detailed Project References	As per Annexure-3
7.	Bidder's Authorization Certificate	As per Annexure-4
8.	Self - Declaration/ Undertaking	As per Annexure-5
9.	Manpower Deployment Undertaking by HR Head	As per Annexure-6
10.	No Deviation Bid	As per Annexure-7
11.	MAF	As per Annexure-8
12.	Joint Ownership (OEM)	As per Annexure-9
13.	Functional Requirements	As per Annexure-19
14.	Technical Specifications	As per Annexure-21
15.	Format for submitting required information for evaluation	As per Annexure-22
16.	Undertaking For Agreement To Change Hardware Order Volume At The Time Of Order Placement By DoIT&C/RISL	As per Annexure-23
17.	Digitally Signed by Company Authorized Representative	All Annexures

e) 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 including information to be shared as part of Financial Bid as per Annexure – 10 (PDF)
2.	Unpriced Bill of Material	As per Annexure -1
3.	Financial Bid – Format	As per BoQ (.XLS) format available on e-Procurement portal

f) The bidder should ensure that all the required documents, as mentioned in this bidding document, are submitted along with the Bid and in the prescribed format only. Non-submission of the required documents or submission of the documents in a different format/ content 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 and Annexure-16.

- a) In open competitive bidding, two-stage bidding, rate contract, electronic reverse auction, bid security shall be 2% or as specified by the State Government of the estimated value of subject matter of procurement put to bid. In case of Small Scale Industries of Rajasthan it shall be 0.5% of the quantity offered for supply and in case of sick industries, other than Small Scale Industries, whose cases are pending with Board of Industrial and Financial Reconstruction, it shall be 1% of the value of bid. Concessional bid security may be taken from registered bidders as specified by the State Government. Every bidder, if not exempted, participating in the procurement process shall be required to furnish the bid security as specified in the notice inviting bids.
- b) In lieu of bid security, a bid securing declaration shall be taken from the-
  - i. Departments/ Boards of the State Government or Central Government;
  - ii. Government Companies as defined in clause (45) of section 2 of the Companies Act, 2013;
  - iii. Company owned or controlled, directly or indirectly, by the Central Government, or by any State Government or Governments, or partly by the Central Government and partly by one or more State Governments which is subject to audit by the Auditor appointed by the Comptroller and Auditor-General of India under sub-section (5) or (7) of section 139 of the Companies Act, 2013;
  - iv. Autonomous bodies, Registered Societies, Cooperative Societies which are owned or controlled or managed by the State Government or Central Government;
    - i. Bidder in procurement related to Panchayat Samiti Nandishala Jan Sahbhagita Yojana or Gram Panchayat Goshala/Pashu Asharya Sthal Jan Sahbhagita Yojana issued by the State Government.
- a) Bid security instrument or cash receipt of bid security or a bid securing declaration shall necessarily accompany the sealed bid.
- b) 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.
- c) The bid security may be given in the form of cash, a banker's cheque or demand draft or bank guarantee, or electronic bank guarantee (e-BG), in specified format, of a scheduled bank or deposit through eGRAS. The bid security must remain valid thirty days beyond the original or extended validity period of the bid.
- d) The bidding documents may stipulate that 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. In cases of International Competitive Bidding, the bidding documents may in addition stipulate that the bid security shall be issued by an issuer in India.



- 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 or electronic bank guarantee (e-BG) presented as bid security shall be got confirmed from the concerned issuing bank. However, the confirmation of the acceptability of a proposed issuer or of any proposed confirmer does not preclude the procuring entity from rejecting the bid security on the ground that the issuer or the confirmer, as the case may be, has become insolvent or has otherwise ceased to be creditworthy.
- h) The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security.
- i) The Bid security taken from a bidder shall be forfeited, including the interest, if any in the following cases, namely: -
  - i. when the bidder withdraws or modifies its bid after opening of bids.
  - ii. when the bidder does not execute the agreement, if any, after placement of supply/ work order within the specified period;
  - iii. when the bidder fails to commence the supply of the goods or service or execute work as per supply/ work order within the time specified;
  - iv. when the bidder does not deposit the performance security within specified period after the supply/ work order is placed; and
  - v. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the Act and Chapter VI of these rules
- j) 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.
- k) The Bid Security shall promptly be returned after the earliest of the following events, namely:-
  - i. the expiry of validity of bid security;
  - ii. the execution of agreement for procurement and performance security is furnished by the successful bidder;
  - iii. the cancellation of the procurement process; or
  - iv. the withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.

## 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**

Bidder would be selected on the basis of Least Cost Based Selection Method (LCBS) i.e. L1 method as specified in "Financial Evaluation Criteria" of clause titled "Evaluation

& Tabulation of Financial Bids”, wherein an eligible bidder with adequate technical competence and the most competitive (lowest or L1) rates / quote would be selected for the implementation of the project.

### 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 in writing.
- 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.
- e) All communications generated under this rule shall be included in the record of the procurement proceedings.

### 14) Evaluation of Bids

- a) **Determination of Responsiveness**
  - a. The bid evaluation committee shall determine the responsiveness of a bid on the basis of bidding documents
  - 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 documents;
    - 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 documents.
  - 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 responsive technical bids shall be evaluated as per the criteria in below table:

**Table 1: Technical Scoring Criteria**

#	Criteria	Sub-Criteria	Scoring	Component Score	Total Score	Compliance Documents
1.	Compliance of Functional Requirements (wrt to solution readiness for COTS VS Customization VS Needs to be developed)	Ingestion Layer	<ul style="list-style-type: none"> <li>All 13 features COTS = 3</li> <li>Atleast 10 Features COTS and rest through Customization = 2</li> <li>Atleast 8 Features COTS and rest through Customization/ Custom Development = 1</li> <li>Any Other = 0</li> </ul>	3	20	<p>1. Compliance of Functional Specification as per Annexure '19' - of RFP on Bidder Letter Head</p> <p>2. Compliance of Functional Specification for COTS as per Annexure '19' - of RFP on OEM Letter Head</p> <p>(Must be supported with respective Product Specification Sheet/ Product Documentation from respective OEM)</p>
		Job Orchestration & Workflow Scheduling	<ul style="list-style-type: none"> <li>All 8 features COTS = 2</li> <li>Atleast 5 Features COTS and rest through Customization = 1.5</li> <li>Atleast 3 Features COTS and rest through Customization/ Custom Development = 1</li> <li>Any Other = 0</li> </ul>	2		
		AI/ ML & Insights	<ul style="list-style-type: none"> <li>All 13 features COTS = 3</li> <li>Atleast 10 Features COTS and rest through Customization = 2</li> <li>Atleast 8 Features COTS and rest through Customization/ Custom Development = 1</li> <li>Any Other = 0</li> </ul>	3		
		Data Lake / Data Lakehouse	<ul style="list-style-type: none"> <li>All 13 features COTS = 3</li> <li>Atleast 10 Features COTS and rest through Customization = 2</li> <li>Atleast 8 Features COTS and rest through Customization/ Custom Development = 1</li> <li>Any Other = 0</li> </ul>	3		
		Consumption Layer	<ul style="list-style-type: none"> <li>All 6 features COTS = 2</li> <li>Atleast 4 Features COTS and rest through Customization = 1.5</li> <li>Atleast 3 Features COTS and rest through Customization/</li> </ul>	2		



#	Criteria	Sub-Criteria	Scoring	Component Score	Total Score	Compliance Documents
			Custom Development = 1 • Any Other = 0			
		Data Governance-Security	• All 4 features COTS = 2 • Atleast 3 Features COTS and rest through Customization = 1 • Atleast 2 Features COTS and rest through Customization/ Custom Development = 0.5 • Any Other = 0	2		
		Data Governance-Monitoring & Auditing	• All 6 features COTS = 1 • Atleast 4 Features COTS and rest through Customization = 0.5 • Atleast 3 Features COTS and rest through Customization/ Custom Development = 0.25 • Any Other = 0	1		
		Data Governance, Management & Quality	• All 18 features COTS = 2 • Atleast 15 Features COTS and rest through Customization = 1 • Atleast 12 Features COTS and rest through Customization/ Custom Development = 0.5 • Any Other = 0	2		
		Overall Proposed Solution	• All 4 features COTS = 2 • Atleast 3 Features COTS and rest through Customization = 1 • Atleast 2 Features COTS and rest through Customization/ Custom Development = 0.4 • Any Other = 0	2		
2.	Centre Excellence/ Other Investments/ Partnerships with OEM	No. of Resources in Centre of Excellences in AI/ GenAI, Data Visualization,	No. of Resources in CoE • 300+ = 5 • 250+ = 4 • 200+ = 3 • 150+ = 2 • 100+ = 1	5	10	<b>Note</b> - Details to be shared as per Table - A of Annexure '22' along with supporting documents



#	Criteria	Sub-Criteria	Scoring	Component Score	Total Score	Compliance Documents
		Data Engineering	<ul style="list-style-type: none"> <li>Any other = 0</li> </ul>			
		Partnerships with OEM / Technology Leaders/ Communities	Association with OEM/ Technology Leaders/ Communities <ul style="list-style-type: none"> <li>6+ OEM/ Technology Leaders (relevant to Project domain) = 5</li> <li>5+ OEM/ Technology Leaders (relevant to Project domain) = 4</li> <li>4+ OEM/ Technology Leaders (relevant to Project domain) = 3</li> <li>3+ OEM/ Technology Leaders (relevant to Project domain) = 2</li> <li>2+ OEM/ Technology Leaders (relevant to Project domain) = 1</li> <li>Any other = 0</li> </ul>	5		
3.	Relevant Experience in the Sub-Domains of the Bidder (Assignments on/ after 1 Apr'18 upto 31 Dec'24)	Data Ingestion & Preparation (ETL/ ELT)	Each Assignment 1.5 Marks	3	25	WO + Completion Certificate/ Partial Completion Certificate mentioning Project Scope, Approved Deliverables and Payment realized from the client
		Master Data Management (MDM)	Each Assignment 1.5 Marks	3		OR
		Data Lake/ Data Lakehouse	Each Assignment 3.5 Marks	7		WO + Certificate from Statutory Auditor mentioning Project Scope, Approved Deliverables and Payment realized from the client
		Data Science (AI, ML)	One Assignment	3		OR
		Data Science (GenAI)	One Assignment	3		WO + Certificate from Statutory Auditor mentioning Project Scope & Approved Deliverables + CA Certificate for Payment realized from the client
		Data Quality & Data Governance	Each Assignment 1.5 Marks	3		<b>Note-</b> Details to be shared as per Table - C of Annexure '22' along with details in Annexure '3'
		Data Visualization (BI, Reporting, etc.)	Each Assignment 1.5 Marks	3		



#	Criteria	Sub-Criteria	Scoring	Component Score	Total Score	Compliance Documents
4.	A. Overall years of relevant experience in Sub domain (ETL/ data warehouse/ data lake/ data analytics, etc. as per format provided)	Data Ingestion & Preparation (ETL/ ELT)	15+ Yrs = 2; 10+ Yrs = 1; 5+ Yrs = 0.75; Other = 0	2	10	<b>Note –</b> 1.Details to be shared as per Table - B of Annexure '22' along with details of 'first assignment' in the Sub-domain in Annexure '3'  2.Copy of Work Order must be shared for each assignment.
		Master Data Management (MDM)	15+ Yrs = 1; 10+ Yrs = 0.75; 5+ Yrs = 0.50; Other = 0	1		
		Data Lake/ Data Lakehouse	10+ Yrs = 2; 8+ Yrs = 1; 5+ Yrs = 0.75; Other = 0	2		
		Data Science (AI, ML)	10+ Yrs = 2; 8+ Yrs = 1; 5+ Yrs = 0.75; Other = 0	2		
		Data Science (GenAI)	2+ Yrs = 1; 1+ Yrs = 0.50; Other = 0	1		
		Data Quality & Data Governance	10+ Yrs = 1; 8+ Yrs = 0.75; 5+ Yrs = 0.50; Other = 0	1		
		Data Visualization (BI, Reporting, etc.)	15+ Yrs = 1; 10+ Yrs = 0.75; 5+ Yrs = 0.50; Other = 0	1		
B. Proposed Solution	Technical Proposal & Technical Presentation	Proposed Solution Architecture & Solution Design		4	15	As per Technical Proposal and Technical Presentation
		Approach & Methodology for Implementation		4		
		Use of reusable components and Accelerators		4		
		Relevancy & Quality of GenAI Use-Cases proposed and demonstrated (2 GenAI use cases)		3		
5.	List of available resources against key Skillssets required (for Experts): Data Science, Big Data ETL/ELT Developers and Data warehouse / Data Lake Implementation.	Technical Architect (Solution/ Data)	A = 0.25; B = 0.5; C = 0.75; D = 1.5; E = 2	2	10	<b>Note -</b> Details to be shared as per Table - D of Annexure '22'
		Data Scientist	A = 0.25; B = 0.5; C = 0.75; D = 1.5; E = 2	2		
		Data Engineer	A = 0.25; B = 0.5; C = 0.75; D = 1.5; E = 2	2		
		BI Experts/ Report Developer	A/B = 0.25; C = 0.50; D = 0.75; E = 1	1		
		MLOps	A/B = 0.25; C = 0.50; D = 0.75; E = 1	1		
		SME for AI/ML	A/B = 0.25; C = 0.50; D/ E = 1	1		
		SME for GenAI/LLM	A = 0.5; B = 0.75; C/D/ E = 1	1		
6.	Quality of complete Proposed Team including Certifications		Best fitment to the Project need = 10	10	10	<b>Note -</b> Details to be shared as per Table - E of Annexure '22'
			Close fitment to the Project need = 7			
			Meets the minimum requirement = 5			
<b>Total</b>				<b>100</b>	<b>100</b>	

*Note:- The bidder may be required to substantiate the claims as part of its submission made in Technical Proposal on the request of DoIT&C/ RISL*

- f. The minimum technical score required for qualifying technical evaluation shall be 80 Marks.
  - g. The Technical Evaluation includes Technical Presentation & GenAI use-case demonstration.
  - h. 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**  
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.

#### 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. Alternatively, the bidders may also view the financial bid opening status/ process online at e-Procurement website.
- b) The process of opening of the financial Bids shall be similar to that of technical Bids.
- c) The names of the bidders, the rates given by them and conditions put, if any, shall be read out and recorded;
- d) Conditional Bids are liable to be rejected;
- e) The evaluation shall include all costs and all taxes and duties applicable to the bidder as per law of the Central/ State Government/ Local Authorities, and the evaluation criteria specified in the bidding documents shall only be applied;
- f) The offers shall be evaluated and marked L1, L2, L3 etc. L1 being the lowest offer and then others in ascending order.
- g) The bid evaluation committee shall prepare a comparative statement in tabular form in accordance with rules along with its report on evaluation of financial Bids and recommend the lowest offer for acceptance to the procuring entity, if price is the only criterion, or most advantageous Bid in other case;
- h) The members of bids evaluation committee shall give their recommendations below the table regarding lowest Bid or most advantageous Bid and sign it.
- i) It shall be ensured that the offer recommended for sanction is justifiable looking to the prevailing market rates of the goods, works or service required to be procured.

#### 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) Price/ purchase preference in evaluation**

In case of MSMEs, purchase preference notified by the State Government shall be considered in the evaluation of bids and award of contract.

#### **18) 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.

**19) 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 Bid materially departs from the requirements specified in the bidding document or it contains false information;
  - d. 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;
  - e. 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.
- d) *Deleted*

**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 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 documents 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 documents for the subject matter of the procurement.
- b) Prior to the expiration of the period of bid validity, a written intimation OR Letter of Intent / Acceptance (LOI / LOA) shall be sent to the concerned bidder by registered post or e-mail 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 despatched to the bidder.
- c) The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/ or sent by e-mail to the address of the bidder given in the bidding document. Until a formal contract is executed, the letter of acceptance or Letter of Intent shall constitute a binding contract.
- d) 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.
- e) 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.
- f) Before award of the contract, the procuring entity shall ensure that the price of successful Bid(s) is reasonable and consistent with the required quality.
- g) A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid.
- h) Prior to the expiration of the period of bid validity, the procuring entity shall inform the successful bidder(s), in writing, that its Bid(s) has/ have been accepted.
- i) As soon as a Bid(s) is accepted by the competent authority, its written intimation shall be sent to the concerned bidder(s) 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(s).
- j) 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(s). 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.

## **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 except otherwise provided in the bidding documents.
- b) Orders for extra items may be placed by the procuring entity in accordance with the Schedule of Powers as prescribed by the Finance Department, upto 5% of the value of the original contract.
- c) Orders for additional quantities on the rates and conditions given in the contract (if the original order was given after inviting open competitive Bids.
- d) 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.
- e) At the time of award of contract, the quantity of goods, works or services originally specified in the bidding documents may be increased, but such increase shall not exceed 50% of the quantity specified in the bidding documents. It shall be without any change in the unit prices or other terms and conditions of the Bid and the bidding documents.

## **25) Performance Security Deposit**

- 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% of the amount of supply order in case of procurement of goods and services. In case of Small Scale Industries (SSI) of

Rajasthan, it shall be 1% of the amount of quantity ordered for supply of goods and in case of sick industries, other than SSI, whose cases are pending before the Board of Industrial and Financial Reconstruction (BIFR), it shall be 2% of the amount of supply order.

- c) Performance security shall be furnished in any one of the following forms: -
- 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 [d.] of "c)" above shall remain valid for a period of 90 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.
- h) Additional Performance Security (Rule 75A): In addition to Performance Security as specified in rule 75, 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.

**Explanation:** For the purpose of this rule

- a. Unbalanced Bid means any bid below more than fifteen percent of Estimated Bid Value.
- b. Estimated Bid Value means value of subject matter of procurement mention in bidding documents by the Procuring Entity.

- c. Unbalanced Bid Amount means positive difference of eighty five percent of Estimated Bid Value minus Bid Amount Quoted by the bidder.
- d. 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.

## 26) Execution of agreement

- a) A procurement contract shall come into force from the date on which the agreement is signed.
- 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, in accordance with the criteria and procedures set out in the bidding document.
- d) The bidder will be required to execute the agreement on a non-judicial stamp of specified value at its cost and to be purchase from anywhere in Rajasthan only.
- e) For additional Work Orders placed during the Contract duration, the bidder shall execute a separate agreement for the incremental value and duration. The Bidder shall also submit Performance Security against these work orders.

## 27) Confidentiality

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

The successful bidder shall be required to execute Non-Disclosure Agreement (NDA) with RISL as per Annexure- 14.

## 28) Cancellation of procurement process

- a) If any procurement process has been cancelled, it shall not be reopened but it shall not prevent the procuring entity from initiating a new procurement process for the same subject matter of procurement, if required.
- b) A procuring entity may, for reasons to be recorded in writing, cancel the process of procurement initiated by it -
  - 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 whose 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.

## 29) Code of Integrity for Bidders

- a) No person participating in a procurement process shall act in contravention of the code of integrity prescribed by the State Government.
- a) 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.
- b) 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.

### 30) Interference with Procurement Process

A bidder, who: -

- a) withdraws from the procurement process after opening of financial bids;
- b) withdraws from the procurement process after being declared the successful bidder;
- c) fails to enter into procurement contract after being declared the successful bidder;
- d) fails to provide performance security or any other document or security required in terms of the bidding documents after being declared the successful bidder, without valid grounds,

Shall, in addition to the recourse available in the bidding document or the contract, be punished with fine which may extend to fifty lakh rupees or ten per cent of the assessed value of procurement, whichever is less.

### 31) Appeals

- a) Subject to section 4 of RTPP Act, 2012, if any bidder or prospective bidder is aggrieved that any decision, action or omission of the procuring entity is in contravention to the provisions of the Act or the rules or guidelines issued thereunder, he may file an appeal to such officer of the procuring entity, as may be designated by it for the purpose, within a period of 10 days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:



- a. Provided that after the declaration of a bidder as successful in terms of section 27 of RTPP Act, 2012, 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.

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.

- b) If the officer designated under sub-section (1) fails to dispose of the appeal filed under that sub-section within the period specified in subsection (3), or if the bidder or prospective bidder or the procuring entity is aggrieved by the order passed under sub section (2), 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 sub-section (3) or of the date of receipt of the order passed under sub-section (2), as the case may be.
- c) 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.
- d) 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.

First Appellate Authority  
Secretary/ Principal Secretary, IT&C, Govt. of Rajasthan

Second Appellate Authority  
Secretary, Finance ( Budget ) Department, Govt. of Rajasthan

- e) Fee for filing appeal:
  - c. 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.
  - d. 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.
- f) 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.

### 32) Stay of procurement proceedings

While hearing of an appeal, the officer or authority hearing the appeal may, on an application made in this behalf and after affording a reasonable opportunity of hearing to

the parties concerned, stay the procurement proceedings pending disposal of the appeal, if he, or it, is satisfied that failure to do so is likely to lead to miscarriage of justice.

### 33) 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.

### 34) 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.

### **35) 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.

### **36) Breach of Code of Integrity by the Bidder**

Without prejudice to the provisions of Chapter IV of the Act, in case of breach of any provision of the code of integrity by a bidder or prospective bidder, as the case may be, the procuring entity may take appropriate action in accordance with the provisions of subsection (3) of section 11 and section 46.

## **5. 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 Goods from the successful/ selected bidder to the Purchaser in accordance with the terms and conditions set forth in the Contract.
- f) "Completion" means the fulfilment of the related services by the successful/ selected bidder in accordance with the terms and conditions set forth in the Contract.
- g) "Goods" means all of the commodities, raw material, machinery and equipment, and/or other materials that the successful/ selected bidder is required to supply to the Purchaser under the Contract.
- h) "Purchaser" means the entity purchasing the Goods and related services, as specified in the bidding document.
- i) "Related Services" means the services incidental to the supply of the goods, such as insurance, installation, training and initial maintenance and other similar obligations of the successful/ selected bidder under the Contract.
- j) "Subcontractor" means any natural person, private or government entity, or a combination of the above, including its legal successors or permitted assigns, to whom any part of the Goods to be supplied or execution of any part of the related services is subcontracted by the successful/ selected bidder.
- k) "Supplier/ Successful or Selected bidder" means the person, private or government entity, or a combination of the above, whose Bid to perform the Contract has been accepted by the Purchaser and is named as such in the Agreement, and includes the legal successors or permitted assigns of the successful/ selected bidder.
- l) "The Site," where applicable, means the designated project place(s) named in the bidding document.

Note: The bidder shall be deemed to have carefully examined the conditions, specifications, size, make and drawings, etc., of the goods to be supplied and related services to be rendered. If the bidder has any doubts as to the meaning of any portion of these conditions or of the specification, drawing, etc., he shall, before submitting the Bid and signing the contract refer the same to the procuring entity and get clarifications.

### **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

Not Allowed under this RFP.

## 5) Eligible Goods and Related Services

Services as mentioned in the scope of work.

## 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) Supplier's/ Selected Bidder's Responsibilities**

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

**9) Purchaser's Responsibilities**

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

**10) Contract Price**

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

**11) Recoveries from Supplier/ Selected Bidder**

- a) The balance, if any, shall be demanded from the Supplier/ Selected Bidder and when recovery is not possible, the Purchase Officer shall take recourse to law in force.

**12) Taxes & Duties**

- a) The TDS, GST 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.

**13) Copyright**

The copyright/ IPR in all drawings, design documents, source code and other materials containing data and information furnished to the Purchaser that has been

developed/customized by the Selected Bidder for the project herein shall remain vested in the Purchaser, 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.

#### **14) Confidential Information**

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

#### **15) Sub-contracting**

Sub-contracting of any services as covered in the scope of this RFP is not allowed. However, selective sub-contracting for supply of hardware components like servers and storage is permitted. As part of the technical proposal, the bidder shall declare if the hardware components are directly supplied by them or the sub-contractors. The bidder shall be completely responsible for the acts of the Sub-Contractor.

#### **16) 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 (c) 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) 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 prorata 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. 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.
  - iv. 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.
  - v. If concerned department or RISL is in need of the good and/ or service rendered after expiry of the stipulated delivery period, it may accept the services and issue a letter of extension in delivery period with usual liquidated damages and denial clauses to regularize the transaction.
- c) 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 delivery period, successful installation/completion/Deployment of work/resources	2.5 %
b.	Delay exceeding one fourth but not exceeding half of the prescribed delivery period, successful installation/completion/Deployment of work/resources.	5.0 %





c.	Delay exceeding half but not exceeding three fourth of the prescribed delivery period, successful installation/completion/Deployment of work/resources.	7.5 %
d.	Delay exceeding three fourth of the prescribed delivery period, successful installation/completion/Deployment of work/resources.	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 total value of the items to be supplied in the particular phase.
- iii. \*The percentage refers to the payment due for the associated works/ goods/ service.

### 17) 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.

#### **18) 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.

#### **19) 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 Purchaser in writing of such conditions and cause thereof. Unless otherwise directed by the Purchaser in writing RISL, the supplier/ selected bidder shall continue to perform its obligations under the contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

#### **20) Change Orders and Contract Amendments**

- a) 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 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.
- b) 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.

## 21) Termination

### a) Termination for Default

- i. The Procuring Entity (PE) may, without prejudice to any other remedy for breach of contract, by a written notice of default by Notice of default giving two weeks' time to the Supplier, may 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 PE; 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/ authorized partner, 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. If PE terminates the contract in whole or in part, amount of PSD may be forfeited. In the event the Procuring Entity terminates the Contract in whole or in part, by Termination for Default, the Procuring Entity may procure, upon such terms and in such manner as it deems appropriate, the Goods , Services and Works similar to those undelivered or not performed, and the Supplier shall be liable to the Procuring Entity for any additional costs for such Goods, Works or Related Services and such additional cost shall be recovered from the dues of the Supplier with the Procuring Entity.

### b) Termination for Insolvency

PE 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 PE.

### c) Termination for Convenience

- i. The Contract may terminate, 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 Goods that are complete and ready for shipment within twenty-eight (28) days after the supplier's/ selected bidder's receipt of the Notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:-
  - 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.

## 22) 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.
  - v. The Exit Management will start six months before the date of expiry of the contract.
- 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 additional six months period (without any additional cost to RISL for the period after contract expiry) 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 DoIT&C as required 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 is to be transferred to RISL or its nominated agencies on the day of the successful delivery/ installation/ commissioning, whichever is earlier of the supplied items. All expenses occurred during transfer of title of assets shall be borne by the selected bidder/authorised partner.
    - c. That on the expiry of this clause, the selected bidder and any individual assigned for the performance of the services under this clause shall handover or cause to be handed over all confidential information and all other related material in its possession, including the entire established infrastructure supplied by selected bidder to RISL.

- d. That the products and technology delivered to RISL during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by selected bidder to other locations apart from the locations mentioned in this bidding document without prior written notice and approval of RISL. Supplied hardware, software & documents etc., used by 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 (like passwords etc);
  - 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/designated team 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 update the deliverables as per the Exit Management Plan on half Yearly basis after signing of contract to ensure that it is kept relevant.
  - vi. Each Exit Management Plan shall be presented on half Yearly basis 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.

**23) Settlement of Disputes**

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.

**24) Verification of Eligibility Documents by RISL:**

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

**25) Risk and 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.

**26) Jurisdiction**

The jurisdiction in respect of all claims and matters arising under the contract shall be the courts situated in Jaipur, Rajasthan

**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.

## 28) 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 RTPP 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 contract to the lowest priced responsive bidder for this whole package together. Discounts of any kind shall not be considered.
- (5) For bids invited as item-wise, the bid evaluation would be done for each item separately. There is no option with Bidder to submit quote for particle quantity for any items. If the Bidder does not want to Bid for a particular item, then it should be left blank or filled Zero. Procuring Entity will award the contract for each item separately to the lowest priced responsive bidder for that item. Discounts of any kind shall not be considered.

## 29) 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.

**30) Dividing Quantities Among More Than One Bidder At the Time of Award**

Not Applicable

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

### 1) MILESTONES, DELIVERABLES, TIMELINES AND PAYMENT TERMS

Payments shall be released by RISL against the submission of the deliverable milestones and the invoices submitted to RISL by the Selected Bidder. The payment schedule for implementation phase is as below:

**Table – A: SMART Solution Development**

S. No.	Milestone	Activity	Deliverables	Timelines (T0 = WO Date)	Payment Terms
1.	Project kick-off	-	<ul style="list-style-type: none"> <li>Kick-off report</li> </ul>	T1 = T0 + 2 weeks	<ul style="list-style-type: none"> <li>NA</li> </ul>
2.	Project Initiation	As per Section <ul style="list-style-type: none"> <li>3.1</li> <li>3.2</li> </ul>	<ul style="list-style-type: none"> <li>Details of Onsite and Offsite team</li> <li>Deployment of onsite team</li> <li>Detailed Project Plan</li> </ul>	T2 = T0 + 8 weeks	<ul style="list-style-type: none"> <li>NA</li> </ul>
3.	As-Is Study*	As per Section <ul style="list-style-type: none"> <li>3.1</li> <li>3.2</li> <li>3.3</li> <li>3.4</li> </ul>	<ul style="list-style-type: none"> <li>As-Is Report</li> <li>To-Be Report</li> <li>SRS Report</li> </ul>	T3 = T0 + 12 weeks	<ul style="list-style-type: none"> <li>10% of quoted cost mentioned in SNo2 of BOQ3 in Price Bid</li> <li>10% of quoted cost mentioned in SNo3 of BOQ3 in Price Bid</li> </ul>
4.	Supply of Licenses & Commissioning of SMART System on Development and UAT/Staging Environment	As per Section <ul style="list-style-type: none"> <li>3.1</li> <li>3.3</li> </ul>	<ul style="list-style-type: none"> <li>Delivery Challan/ Email Delivery of Licenses</li> <li>Details of Licenses Delivered for Development &amp; UAT/Staging Environment</li> <li>Solution Architecture &amp; Deployment document</li> <li>Solution Design Document</li> </ul>	T4 = T0 + 14 weeks	<ul style="list-style-type: none"> <li>78% of quoted cost in A2.1 of Price Bid subject to a maximum limit of 15% of Overall Software License cost quoted in BOQ2</li> <li>Remaining payments shall be paid in 4 equal instalments in subsequent quarters</li> </ul>
5.	Go-Live of Citizen Interface and Department Dashboard	As per Section <ul style="list-style-type: none"> <li>3.4</li> </ul>	<ul style="list-style-type: none"> <li>UAT of Citizen and Department Interface</li> <li>Safe to Host</li> </ul>	T5 = T0 + 24 weeks	<ul style="list-style-type: none"> <li>40% of quoted cost provided in SNo3 of BOQ3 in Price Bid subject to a limit of 5Cr INR.</li> <li>Remaining 50% will be paid in equal Quarterly instalments across the project duration</li> </ul>
6.	Go-Live of Stage – 1 of SMART System	As per Section <ul style="list-style-type: none"> <li>3.1</li> <li>3.2</li> </ul>	<ul style="list-style-type: none"> <li>Approved Go-Live Checklist</li> <li>Safe to Host</li> <li>VAPT Report</li> </ul>	T6 = T0 + 28 weeks	<ul style="list-style-type: none"> <li>20% of quoted cost provided in SNo2 of BOQ3 in Price Bid</li> </ul>

S. No.	Milestone	Activity	Deliverables	Timelines (T0 = WO Date)	Payment Terms
		<ul style="list-style-type: none"> <li>3.3</li> <li>3.4</li> <li>Annexure 19</li> </ul>	<ul style="list-style-type: none"> <li>Approved UAT Report</li> </ul>		
7.	Go-Live of Stage – 2 SMART System	As per Section <ul style="list-style-type: none"> <li>3.1</li> <li>3.2</li> <li>3.3</li> <li>3.4</li> <li>3.1.1.2</li> <li>3.1.3.8</li> <li>Annexure 19</li> </ul>	<ul style="list-style-type: none"> <li>Approved Go-Live Checklist</li> <li>Safe to Host</li> <li>VAPT Report</li> <li>Approved UAT Report</li> </ul>	T9 = T0 + 45 weeks	<ul style="list-style-type: none"> <li>50% of quoted cost provided in SNo2 of BOQ3 in Price Bid</li> <li>Remaining 20% payments shall be paid in 4 equal instalments in subsequent quarters</li> </ul>
8.	Deployment of O&M Team	-	<ul style="list-style-type: none"> <li>Resource deployment approval</li> <li>Deployment letter</li> </ul>	T10 = T9 + 6 weeks	<ul style="list-style-type: none"> <li>NA</li> </ul>
9.	Completion of Project Handover – Takeover (HOTO)		<ul style="list-style-type: none"> <li>KT document</li> </ul>	T11 = T10 + 2 weeks	<ul style="list-style-type: none"> <li>NA</li> </ul>
10.	Operations and Maintenance (O&M)	As per Section <ul style="list-style-type: none"> <li>3.1.5</li> <li>3.1.6</li> <li>3.1.7</li> <li>3.1.9</li> <li>3.2</li> <li>6.2</li> </ul>	<ul style="list-style-type: none"> <li>Monthly SLA Reports</li> <li>Monthly Attendance</li> <li>Monthly Progress Reports</li> </ul>	T12 = T11 + 4 years	<ul style="list-style-type: none"> <li>Quarterly Due payments for ATS of deployed software as per B1 of BOQ4 in Price Bid</li> <li>Quarterly Due for T&amp;M Cost of O&amp;M Manpower/ Resources deployed on 'dedicated basis' as per B2.1 of BOQ5 in Price Bid</li> <li>On Actuals payment for Manpower/ Resources deployed on 'need basis' as part of O&amp;M for the quarter as per B2.2 of BOQ5 in Price Bid, if any</li> <li>Any other payments due for quarterly payouts.</li> </ul>

(\*) Payments shall be released against additional Performance Security Deposit equivalent to 100% of the eligible amount with validity up to 30 days beyond timeline of Milestone – 8

**Table – B: Supply of Hardware and Software Licenses for Production Environment**

S. No.	Milestone	Activity	Deliverables	Timelines (Tw = WO Date for WOs)	Payment Terms
1.	Supply & Commissioning of Hardware for	As per Section <ul style="list-style-type: none"> <li>3.1</li> </ul>	<ul style="list-style-type: none"> <li>Delivery Challan/ Email Delivery of Licenses</li> </ul>	Ta = Tw + 12 weeks	<ul style="list-style-type: none"> <li>75% of quoted cost of the Hardware</li> </ul>

S. No.	Milestone	Activity	Deliverables	Timelines (Tw = WO Date for WOs)	Payment Terms
	Production Environment	<ul style="list-style-type: none"> <li>3.3</li> </ul>	<ul style="list-style-type: none"> <li>Details of Licenses Delivered</li> <li>Details of Hardware Delivery</li> <li>Commissioning Report</li> </ul>		<ul style="list-style-type: none"> <li>Supplied under A1 of BOQ1 in Price Bid</li> <li>Remaining 25% payment in equated quarterly instalments across the project duration</li> </ul>
2.	Supply of Licenses & Commissioning of SMART System on Production Environment	As per Section <ul style="list-style-type: none"> <li>3.1</li> <li>3.3</li> </ul>	<ul style="list-style-type: none"> <li>Delivery Challan/ Email Delivery of Licenses</li> <li>Details of Licenses Delivered</li> </ul> For Production Environment Provide: <ul style="list-style-type: none"> <li>Solution Architecture &amp; Deployment document</li> <li>Solution Design Document</li> </ul>	Tb = Tw + 3 weeks (or later/ as mentioned in WO)	<ul style="list-style-type: none"> <li>78% of quoted cost of the software Licenses in A2.2 of BOQ2 in Price Bid</li> <li>Remaining payments shall be paid in 4 equal instalments</li> </ul>

**Table – C: Delivery of Gen AI Use Cases**

S. No.	Milestone	Activity	Deliverables	Timelines (Tw = WO Date for WOs)	Payment Terms
1.	Go-Live of Gen AI Use Cases	As per Section <ul style="list-style-type: none"> <li>3.1.2.6.1</li> <li>Annexure 19</li> </ul>	<ul style="list-style-type: none"> <li>Safe to Host</li> <li>VAPT Report</li> <li>Approved UAT Report</li> </ul>	To be finalized at the Issue of Work Order	<ul style="list-style-type: none"> <li>70% of Quoted Cost provided in Sno 4 of BOQ3 in Price Bid shall be paid on Go live of use cases</li> <li>Remaining 30% shall be paid in equal instalments in subsequent 4 quarters after Go live</li> </ul>

**Note:**

- All the reports submitted as part of deliverables as mentioned in the tables above should be signed by OIC/Nodal officer.
- The request for payment shall be made to the purchaser in writing, accompanied by invoices (in triplicate) 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.
- Due payments shall be made promptly by the purchaser, generally within sixty (60) days after submission of an invoice or request for payment by the selected agency.
- The currency or currencies in which payments shall be made to the selected agency under this Contract shall be Indian Rupees (INR) only.
- All remittance charges will be borne by the 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) Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the due payments of the respective milestones.
- h) Taxes, as applicable, will be deducted / paid, as per the prevalent rules and regulations.
- i) The payment will be made on the completion and acceptance of the deliverables.
- j) Penalty and LD, if any shall be deducted from the due payments.
- k) Payments shall be processed Quarterly for the preceding quarter.
- l) Any other payments not clearly specified shall be paid along with Quarterly payments.
- m) The payment of the last quarter shall be released only when the Exit Management Plan has been successfully executed to the satisfaction of the RISL. An undertaking to this regard is to be submitted by the bidder as per "Annexure – 15".

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## 2) SLA PARAMETERS

Service Level Agreement specifies the expected level of the services to be provided by the selected bidder. The details of the SLAs for the project are as following:-

### a. SMART SYSTEM/ SOLUTION SERVICE LEVEL AGREEMENT

The payment to the selected bidder as per the payment schedule is linked to the compliance of SLAs mentioned in the table below. The table specifies the metrics for lower performance and breach levels. The service levels agreements shall remain valid for the entire tenure of the contract and may be reviewed and revised by DoIT&C/RISL from time to time. To monitor the performance of the services, all service level agreements & targets shall be monitored by IT based management tools provided by the department. The department shall provide the required access to the management tools to the selected bidder for reporting and monitoring purpose for the To-Be solution. The following SLA shall be maintained by Selected Bidder:

#### System SLA:

S. No.	Service Level Objective	Definition	Target	Penalty
1	Overall SMART System Uptime	Uptime means, total number of hours in a calendar month during which system services (both hardware & software included) are available for use.  Uptime Calculation for the calendar month: $\{[(\text{Uptime Hours in the calendar month} + \text{Scheduled Downtime in the calendar month}) / \text{Total No. of Hours in the calendar month}] \times 100\}$	Baseline SLA $\geq 99.5\%$	<ul style="list-style-type: none"> <li>i. <math>&lt; 99.5\% \ \&amp; \ \geq 99.0\%</math>; 1% of quarterly due payment</li> <li>ii. <math>&lt; 99.0\% \ \&amp; \ \geq 98.0\%</math>; 2% of quarterly due payment</li> <li>iii. For each additional drop of 1% below 98.0%; 3% of quarterly due payment</li> </ul>
2	Parallel batch Jobs	Time taken to load data batches in Ingestion Layer	Ability to run atleast 100 batch jobs in parallel within 120 minutes	<ul style="list-style-type: none"> <li>i. 5 incidents of <math>&lt; 100</math> Jobs may lead to 1% of quarterly due payment</li> <li>ii. 10 incidents of <math>&lt; 100</math> Jobs may lead to 2% of quarterly due payment</li> </ul>
3	API Latency	Response time of API build and published by the bidder	<ul style="list-style-type: none"> <li>• <math>&lt; 300\text{ms}</math> for 99.5% of API calls</li> </ul>	Rs 50000 Penalty for each incident exceeding the threshold will be calculated on monthly basis
4	Concurrency (Citizen Portal)	Concurrency is the number of simultaneous users that can access the platform.	<ul style="list-style-type: none"> <li>• The platform should be able to handle the concurrency of upto 5000 users without any user experience impact.</li> </ul>	Rs 1 lakh Penalty for each incident

S. No.	Service Level Objective	Definition	Target	Penalty
5	Concurrency (Reports)	Concurrency is the number of simultaneous users that can access the platform.	<ul style="list-style-type: none"> <li>The platform should be able to handle the concurrency of upto 200 department users without any user experience impact</li> </ul>	Rs 1 lakh Penalty for each incident
6	Incident Resolution	Time taken to resolve an Incident (both Hardware and Software) from the time it was reported	<ul style="list-style-type: none"> <li>High Severity Incidents should be resolved within 3 hours;</li> <li>Medium Severity Incidents should be resolved within 6 hours;</li> <li>Low Severity Incidents should be resolved within 12 hours;</li> </ul> <p><i>Note – Refer Table 1 below for Severity Descriptions</i></p>	<ul style="list-style-type: none"> <li>i. Rs 5000/- for each hour of delay for High Severity</li> <li>ii. Rs 3000/- for each hour of delay for Medium Severity</li> <li>iii. Rs 1000/- for each hour of delay for Low Severity</li> </ul>
7	Security breach including Data Theft	Any incident wherein system components are compromised or any case wherein PII (Personally Identifiable Information) data theft occurs	No Breach	Penalty of Rs 50 Lakh and legal action as per prevailing regulatory acts and policies
8	Security breach incases of Loss/Corruption	Any incident wherein stored data becomes unrecoverable or corrupted	No Breach	<ul style="list-style-type: none"> <li>i. Rs 5 lakh for 1st incident</li> <li>ii. Rs 10 lakh for 2nd incident</li> <li>iii. Rs 20 lakhs for 3rd incident and Contract Termination may be initiated</li> </ul>
9	Availability of Root Cause Analysis (RCA)	Post incident has occurred and has been resolved	Available within 5 days	<p>Within 5 Days no penalty</p> <ul style="list-style-type: none"> <li>i. &gt;5 Days &amp; &lt;=10 Days; 0.1% of quarterly payment</li> <li>ii. &gt;10 Days &amp; &lt;= 15 Days; 0.2% of quarterly payment</li> <li>iii. &gt;15 Days; 1.0% of quarterly payment</li> </ul>

**Table 1**

Severity	Description
High	Extremely Critical –

	Preventing users from performing tasks critical to the normal operation of the application
<b>Medium</b>	<b>Significant –</b> Preventing users from performing tasks essential to the normal operation of the application
<b>Low</b>	<b>Negligible –</b> Incident of a non-critical nature, with little or no impact on the application

**b. Resource SLA**

Experts deployed as part of the SMART Team are key to its success. Thus it is critical to monitor their deployment, availability, change & contribution. Resources deployed by the bidder or OEM shall be considered equal for SLA and Penalty Calculations.

- a) Non-Deployment/ Delayed Deployment of resources during Implementation as well as O&M Phase: This penalty shall be applicable in case the selected bidder fails to deploy suitable number of resources on-site as per the RFP Timelines.

S. No.	Scenario	Penalty (INR)
1.	Penalty for non-deployment/ delayed deployment of Onsite resources during Implementation Phase	<ul style="list-style-type: none"> <li>Rs 3000 per day for delayed deployment/non-deployment of each resource</li> <li>In case of delayed deployment, penalty shall be charged from the date of expected deployment until the date of deployment, excluding both the days.</li> </ul>

- b) Penalty for Change of Resources: Change of resources post their selection and deployment is not desired. However, in cases where the resource changed is desired the applicable penalties shall be as under:

S. No.	Phase	Penalty (INR)
1	During Implementation Phase	<ul style="list-style-type: none"> <li>Rs 2 lakh for each resource replacement</li> </ul>
2	During O&M Phase	<ul style="list-style-type: none"> <li>30% of the Man-Month Rate of the respective category as quoted by the bidder in the Price Bid</li> </ul>

The replacement of a resource by the bidder after deployment shall not be allowed and the above-mentioned penalties shall apply in such cases. However, replacement will be allowed (without penalty) only in case, the resource leaves the organization by submitting resignation with the present employer on in cases of Death of the employee / poor health condition of the employee / direct dependents. This must be supported by a valid proof/ certificate from authorized representative/



institution. In such cases, the requisition for replacement should be submitted along with the reason for leaving duly certified by HRD of the bidder.

c) **Penalty for Non-Availability of Resources:**

In case of absence of resources from the project site [beyond Government Holidays and allowed leaves (calculated quarterly) of 18 days per calendar year effective from the date of deployment], proportionate penalty @2% of man-month rate of absent resource(s) per day would be deducted for each additional leave taken from the eligible payment.

**Key Considerations for SLA:**

1. The Selected Bidder will be required to submit Monthly SLA report to DoIT&C/RISL. The Selected Bidder shall prepare and submit service-level performance reports in an agreed format by the 5th working day of each month. The report should detail “actual versus target” performance of service level metrics, along with variation analysis and discussion of any relevant issues or significant events.
2. DoIT&C/RISL reserves the right to modify the report format and request different combinations or patterns of service level parameters during the agreement period.
3. SLA shall be monitored on a monthly basis and penalties shall be calculated on a monthly basis. The same will be aggregated and will be deducted from quarterly payments.
4. During the contract period, selected bidder shall ensure that system performance is not degraded due to insufficient infrastructure provisioning/ supply. In case any additional infrastructure is required to meet performance SLAs then the same needs to be informed to DoIT&C/ RISL in advance with justifications.
5. The payment would be linked to compliance with the SLA metrics as laid down in the RFP.
6. Planned downtime shall be excluded from the SLA calculation.
7. In case multiple SLA violations occur due to the same root cause or incident then the SLA that incurs the maximum penalty would be considered for penalty calculation rather than a sum of penalties for the applicable SLA violations
8. The selected bidder will not be paid by DoIT&C/RISL for the duration for which the services were not available excluding the planned downtime.
9. Maximum penalty per quarter will be capped at 10% of quarterly bill value for the respective quarter.
10. If the penalties exceed more than 10% of the quarterly Invoice in three consecutive quarters, a notice for termination may be issued to the Selected Bidder.
11. There shall not be any payment for the non-availability of the services during contract period as applicable for manpower, infrastructure, solution, etc. This shall be deducted as per the proposed schedule of rates (pro-rata basis to Lump-Sum cost). This deduction of non-availability of services shall be over and above the SLA penalties.

12. Days: Days are defined as the All Working and Non-working days (365 days in a calendar year).

### **Quality of Services**

1. In case negative feedback is received repeatedly verbally or in writing against any of the resources deployed, the purchaser may issue written notice to the selected bidder for a suitable replacement.
2. In case of failure to meet the standards of the bidder, (which includes efficiency, cooperation, discipline and performance), the bidder on their own discretion may decide to replace the specific resource and issue written notice to the selected bidder for a suitable replacement.
3. The selected agency shall be responsible to replace the resource(s) (of equivalent qualifications or above) within 30 days, unless otherwise applicable LD will be imposed as per RFP.
4. The outgoing resource would complete the knowledge transfer with the replaced resource as per the satisfaction of the purchaser (RISL)

**Note:-** During the execution of the project, the Maximum Penalty applicable to the bidder shall not exceeds 10% of the Work Order value, if in case the maximum penalty exceeds 10% of the work order value than it would be considered as non-conformance to the Quality of Services and may lead to termination of the Contract and RISL may on their sole discretion cancel the order.



## 7. ANNEXURES

### 1) ANNEXURE: UNPRICED BILL OF MATERIAL

#### A. FOR SMART SYSTEM COMPONENTS (SOFTWARE) for Development and UAT/Staging Environment

No.	Item Description	Module Name and Version	Brief Description (including OEM Name, Product Name, Version)	Unit of Licensing	Quantity Proposed
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

#### B. FOR SMART SYSTEM COMPONENTS (SOFTWARE) for Production Environment

No.	Item Description	Module Name and Version	Brief Description (including OEM Name, Product Name, Version)	Unit of Licensing	Quantity Proposed
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					



**C. FOR SMART IT Hardware**

Name of Environment: Production								
Workload Name	Machine Type (Virtual/ Physical)	Node	Core	Memory (in GB)	Storage (in GB)	Total Core	Total Memory	Total Storage
Ingestion layer (ETL/ELT)								
Central Data Repository (Data Lake House)								
Data Management & Governance								
AI / ML Operations (Analytics)								
Management Node								

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## 2) ANNEXURE: PRE-BID QUERIES FORMAT

Name of the Company/Firm:

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

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

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

Company/Firm Contacts:

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

Query / Clarification Sought:

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

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



**3) ANNEXURE: FORMAT FOR SUBMISSION OF DETAILED PROJECT REFERENCES FOR PROJECTS COVERED UNDER ANNEXURE 22**

Project Name:	Value of Contract/Work Order (In INR):
Country: Location within country:	Project Duration:
Name of Customer:	Total No. of 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): Installation/Commissioning date (month/year):	
Name of associated Bidders, if any:	
Narrative description of Project:	
List of Services provided by your firm/company	

Wherever required, please attach a copy of the work order/ installation certificate/ commissioning certificate/completion certificate/letter from the customer (mentioning Scope of Work) for each project reference



**4) ANNEXURE: BIDDER'S AUTHORIZATION CERTIFICATE**

{to be filled by the bidder}

To,  
{Procuring entity},

\_\_\_\_\_  
\_\_\_\_\_

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with NIB reference No. \_\_\_\_\_ dated \_\_\_\_\_. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

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

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

Verified Signature:

**5) ANNEXURE: SELF-UNDERTAKING**

{To be filled by the bidder and submitted on letterhead}

To,

The Managing Director,

RajCOMP Info Services Limited (DoIT&C/RISL),

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

In response to the NIB Ref. No. \_\_\_\_\_ dated \_\_\_\_\_ 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 have not 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.

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

*I have read the clause (amendment in Rule 13 of RTPP Rules 2013 vide FD Order No. F.2(1)FD/G&T-SPFC/2017 dated 15.01.2021) regarding restrictions on procurement from a bidder of a country which shares a land border with India; I certify that*





*I/we is/are not with beneficial ownership from such country and will not supplying finished goods procured directly or indirectly from such country.*

**OR**

*I/we is/are with beneficial ownership from such country and/or will be supplying finished goods procured directly or indirectly from such country and I/We are registered with the Competent Authority as specified in Rule 13 of RTPP Rules and Government of Rajasthan Notification No. F.2(1)FD/G&T-SPFC/2017 dated 01.01.2021, 15.01.2021 and 30.03.2021 and the evidence of valid registration with the Competent Authority is attached with the bid.*

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:



## 6) ANNEXURE: MANPOWER DEPLOYMENT UNDERTAKING

{To be submitted by Bidder & OEMs}

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

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

Dear Sir,

In response to the Tender/ NIB Ref. No. \_\_\_\_\_ dated \_\_\_\_\_, I hereby certify that the manpower resources deployed under this project will be on our payroll and they are full time employee/s of our company/firm.

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

Thanking you,

Date:

Authorized Signatory

Name:

Designation:



**7) ANNEXURE: CERTIFICATE OF CONFORMITY/ NO DEVIATION**

{to be filled by the bidder}

To,  
{Procuring Entity},

---

**CERTIFICATE**

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

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

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

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

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**8) ANNEXURE: MANUFACTURER'S (OEM) AUTHORIZATION FORMAT (MAF)**

To,  
{Procuring Entity},

Subject: Issue of the Manufacturer's Authorization Form (MAF)

Reference: NIB/ RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_\_

Sir,

We {name and address of the OEM} who are established and reputed original equipment manufacturers (OEMs) having factories at {addresses of manufacturing location} do hereby authorize {M/s \_\_\_\_\_} who is our {Distributor/ Channel Partner/ Retailer/ Others <please specify>} to bid, negotiate and conclude the contract with you against the aforementioned reference for the following Hardware/ Software manufactured by us: -

{OEM will mention the details of all the proposed product(s) with their make/ model.}

We undertake to provide OEM support for the offered Hardware/ Software, as mentioned above, for the period of Five (5) Years.

We hereby confirm that the offered Hardware/ Software is not likely to be declared as End-of-Service/ Support within next <please specify> years from the date of bid submission.

Yours faithfully,

For and on behalf of M/s (Name of the manufacturer)

(Authorized Signatory)

Name, Designation & Contact No.:

Address: \_\_\_\_\_

Seal:



**9) ANNEXURE: UNDERTAKING FROM SOFTWARE MANUFACTURER (OEM) FOR JOINT OWNERSHIP OF SUCCESSFUL IMPLEMENTATION & QUALITY OF SERVICE**

{to be filled by OEM on Stamp Paper of 500Rs}

To,

{Procuring entity},

\_\_\_\_\_  
\_\_\_\_\_

We {Registered name of OEM} hereby declare/ certify that we are the Software Manufacturer (OEM) for the list of products highlighted in the table below. As desired in the bid document, we take joint ownership of successful delivery, installation/ commissioning, effective utilization of the named product/s and shall work in close collaboration with our <name of Technology Partner/ Implementation Partner/ System Integrator> to ensure the best of product functionality, enterprise professional support, bug resolution, etc. is provided as part of this bid. We shall also validate the final deployed solution at the time of Go-Live and ensure the the solution leverages the best of product functionality to meet the objectives defined in the RFP.

We hereby appoint Mr./Ms. <Name of authorized representative along with designation> to act as single point of contact (SPOC) in case of any difficulty with regards to ownership of product, product functionality, Integrations issues, licensing concerns, or for that matter any technical / functional issues with respect to this particular project. He/ She is also authorized to attend meetings & submit technical & other information/ clarifications as may be required by you in the course of project execution.

Yours faithfully,

For and on behalf of M/s (Registered Name of the OEM)

(Authorized Signatory)

Name, Designation & Contact No.:

Address: \_\_\_\_\_

Seal:

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

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



## 10) ANNEXURE: FINANCIAL BID COVER LETTER & FORMAT

{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.

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 SMART Solution Components**

1. The Financial Bid for the SMART Solution should cover the commercials for all the solution components proposed in the bill of materials for the SMART system.
2. The bidder has to ensure that their Price bid contains reasonable unit rates of CAPEX and OPEX items. It is recommended that Total Capital Price (CAPEX) quoted in the project should not exceed 50% of Total Price quoted in the price bid. In case the bidder quotes higher figures (more than 50% of Total Price) towards CAPEX, the same shall be restricted to 50% while making payments towards CAPEX. Any value quoted towards CAPEX over and above 50% limit will be paid in equal quarterly instalments during O&M phase along with quarterly payment for each quarter.
3. The prices for all the separately and independently licensed and priced components for the SMART system should be shared separately as part of the financial bid in the format below.
4. If the details in the format are not adequate to indicate the prices for all the independent and licensed components, the selected bidder is required to add more rows as required.
5. The selected bidder will be required to provide details of all the bundled items at the time of signing of the contract.
6. The annual cost of underlying IT infrastructure management services would cover all the costs of integration, deployment, testing and maintenance.

**Information to be shared as part of Financial Bid**

No.	Item Description	Module Name and Version	Brief Description (including OEM Name, Product Name, Version)	License Type (Core/ User/ Others)	Licensing Model (Perpetual/ Subscription)	Minimum Licenses Order Qty	Purpose of the Licenses	Part/ Sub-Part of the Tool	Item Cost (excluding Taxes)
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
9.									
10.									



**Note:** In case License Type is others please mention details along with financial bid cover letter

**Financial bid format:**

<b>Schedule of Price Summary</b>			
<b>Total Cost of Ownership for Contract period including implementation</b>			
<b>S. No.</b>	<b>Item Description</b>	<b>Reference Schedule</b>	<b>Total Cost in INR (Inclusive of All Taxes and Duties)</b>
<b>Capex - Table A</b>			
1	Supply & Deployment of Hardware	Table BOQ1	
2	Supply & Installation of Software License	Table BOQ2	
3	Implementation cost for Go-Live	Table BOQ3	
<b>Opex - Table B</b>			
4	ATS Cost of Software License	Table BOQ4	
5	Manpower/ Resource Cost	Table BOQ5	
	<b>***Total Cost in Figures</b>		
	<b>***Total in Words</b>		





**BOQ 1**

NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER	NUMBER	NUMBER	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Unit Price in INR (Excluding Tax)	Total cost excluding GST (in Rs.)	% of Tax	Tax Amount (in Rs.)	Total Cost inclusive of GST (in Rs.)	TOTAL AMOUNT In Words
1	2	3	4	5	6	7	8	9	10
1	<b>A1- Supply &amp; Deployment of Hardware</b>								
2	Compute solution cost for 256 Core including Virtualization Software, OS, compute node security with all necessary licenses and accessories with 5 Year Warranty (as per proposed solution stack)	4	Nos		0.00		0.00	0.00	INR Zero Only
3	Storage & Tiering Solution cost including 512 TB Storage with 5 Year Warranty (as per proposed solution stack with 30% SSD)	1	Set		0.00		0.00	0.00	INR Zero Only
4	Additional 128 TB storage cost with 5 Year Warranty (as per proposed solution stack with 30% SSD)	12	Nos		0.00		0.00	0.00	INR Zero Only
<b>Total in Figures</b>									INR Zero Only
<b>Quoted Rate in Words</b>									

**Note :** Bidder shall sign and attach Annexure 23 of the RFP along with Technical Bid Format



**BOQ 2**

NUMBER #	TEXT #	NUMBER #	NUMBER	NUMBER	NUMBER	NUMBER	TEXT	TEXT	NUMBER #	TEXT #
Sl. No.	Item Description	Minimum Order Qty	Multiple of Min. Order Qty	Total Qty	Cost of Min. Order Qty	Tax Amount on Min. Order Qty	Licence Type (Core/ User/ Other)	Licensing Model (Perpetual / Subscription)	Total Cost	TOTAL AMOUNT In Words
1	2	3	4	5	6	7	8	9	10	11
1	<b>A2- Supply &amp; Installation of Software License</b>									
2	<b>A2.1- For Development/ UAT Environment: Smart Solution, application licenses including Data ingestion, Job Orchestration workflow, Data Lake/ Data Lakehouse, Data Management, Data Analytics &amp; Data Visualization etc. in line with RFP solution requirement</b>									
3	Software Licenses for Data Ingestion & Preparation Tool			0		0			0.00	INR Zero Only
4	Software Licenses for Data Storage / Data Lake Tool			0		0			0.00	INR Zero Only
5	Software Licenses for Data Science Layer (AI/ ML Layer) Tool			0		0			0.00	INR Zero Only
6	Software License for Data Management Tool			0		0			0.00	INR Zero Only



7	Software Licenses for Data Quality & Governance Tool			0		0			0.00	INR Zero Only
8	<b>A2.2- For Production Environment: Smart Solution, application licenses including Data ingestion, Job Orchestration workflow, Data Lake/ Data Lakehouse, Data Management, Data Analytics &amp; Data Visualization etc. in line with RFP solution requirement</b>									
9	Software Licenses for Data Ingestion & Preparation Tool			0		0			0.00	INR Zero Only
10	Software Licenses for Data Storage / Data Lake Tool			0		0			0.00	INR Zero Only
11	Software Licenses for Data Science Layer (AI/ ML Layer) Tool			0		0			0.00	INR Zero Only
12	Software License for Data Management Tool			0		0			0.00	INR Zero Only
13	Software Licenses for Data Quality & Governance Tool			0		0			0.00	INR Zero Only
<b>Total in Figures</b>										INR Zero Only
<b>Quoted Rate in Words</b>										



**BOQ 3**

NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER	NUMBER	NUMBER	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Unit Price in INR (Excluding Tax)	Total cost excluding GST (in Rs.)	% of Tax	Tax Amount (in Rs.)	Total Cost inclusive of GST (in Rs.)	TOTAL AMOUNT In Words
1	2	3	4	5	6	7	8	9	10
1	<b>A3- Implementation cost for Go-Live</b>								
2	SMART Solution - Development, Customization and Implementation Cost including Onsite dedicated team during Implementation (as per RFP)	1	LS		0.00		0.00	0.00	INR Zero Only
3	Development for Citizen & Department Interface (as per RFP)	1	LS		0.00		0.00	0.00	INR Zero Only
4	Development of GenAI Use-Cases	5	LS		0.00		0.00	0.00	INR Zero Only
<b>Total in Figures</b>									INR Zero Only
<b>Quoted Rate in Words</b>									



**BOQ 4**

NUMBER #	TEXT #	NUMBER #	NUMBER	NUMBER	NUMBER	NUMBER	TEXT	TEXT	NUMBER	NUMBER #	TEXT #
Sl. No.	Item Description	ATS Cost of Minimum Order Qty (Excl. of Taxes) Year 1 (in Rs.)	ATS Cost of Minimum Order Qty (Excl. of Taxes) Year 2 (in Rs.)	ATS Cost of Minimum Order Qty (Excl. of Taxes) Year 3 (in Rs.)	ATS Cost of Minimum Order Qty (Excl. of Taxes) Year 4 (in Rs.)	Total cost excluding GST (in Rs.)	% of Tax	Tax Amount (in Rs.)	Multiple of Min Order Qty	Total Cost inclusive of GST (in Rs.)	TOTAL AMOUNT In Words
1	2	4	5	6	7	8	9	10	11	12	13
1	<b>B1- ATS Cost of Software License</b>										
2	<b>B1.1- For Development/ UAT Environment</b>										
3	Software Licenses for Data Ingestion & Preparation Tool					0.00		0.00	0	0.00	INR Zero Only
4	Software Licenses for Data Storage / Data Lake Tool					0.00		0.00	0	0.00	INR Zero Only
5	Software Licenses for Data Science Layer (AI/ ML Layer) Tool					0.00		0.00	0	0.00	INR Zero Only
6	Software License for Data Management Tool					0.00		0.00	0	0.00	INR Zero Only
7	Software Licenses for Data Quality & Governance Tool					0.00		0.00	0	0.00	INR Zero Only



8	<b>B1.2 -For Production Environment</b>										
9	Software Licenses for Data Ingestion & Preparation Tool					0.00		0.00	0	0.00	INR Zero Only
10	Software Licenses for Data Storage / Data Lake Tool					0.00		0.00	0	0.00	INR Zero Only
11	Software Licenses for Data Science Layer (AI/ ML Layer) Tool					0.00		0.00	0	0.00	INR Zero Only
12	Software License for Data Management Tool					0.00		0.00	0	0.00	INR Zero Only
13	Software Licenses for Data Quality & Governance Tool					0.00		0.00	0	0.00	INR Zero Only
<b>Total in Figures</b>											INR Zero Only
<b>Quoted Rate in Words</b>											



**BOQ 5**

NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER	NUMBER	NUMBER	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Man month Rate	Total cost excluding GST (in Rs.)	% of Tax	Tax Amount (in Rs.)	Total Cost inclusive of GST (in Rs.)	TOTAL AMOUNT In Words
1	2	3	4	5	6	7	8	9	10
1	<b>Manpower/ Resource Cost for O&amp;M Phase</b>								
2	<b>Dedicated Manpower</b>								
3	Project Manager	48	Man Month		0.00		0.00	0.00	INR Zero Only
4	Solution Architect	48	Man Month		0.00		0.00	0.00	INR Zero Only
5	Data Architect	48	Man Month		0.00		0.00	0.00	INR Zero Only
6	Support Executive - L1	48	Man Month		0.00		0.00	0.00	INR Zero Only
7	SME for AI/ML	48	Man Month		0.00		0.00	0.00	INR Zero Only
8	Data Scientist	48	Man Month		0.00		0.00	0.00	INR Zero Only
9	Data Engineer	48	Man Month		0.00		0.00	0.00	INR Zero Only
10	DevOps	48	Man Month		0.00		0.00	0.00	INR Zero Only
11	Business Analyst	96	Man Month		0.00		0.00	0.00	INR Zero Only



12	<b>Need Basis Manpower</b>								
13	SQL Developer	100	Man Month		0.00		0.00	0.00	INR Zero Only
14	QA Engineer	50	Man Month		0.00		0.00	0.00	INR Zero Only
15	Software Developers (Python/Java/.NET)	75	Man Month		0.00		0.00	0.00	INR Zero Only
16	BI Developer	50	Man Month		0.00		0.00	0.00	INR Zero Only
17	MLOps	50	Man Month		0.00		0.00	0.00	INR Zero Only
18	Business Analyst	25	Man Month		0.00		0.00	0.00	INR Zero Only
19	Infrastructure Lead	50	Man Month		0.00		0.00	0.00	INR Zero Only
20	Data Security Engineer	75	Man Month		0.00		0.00	0.00	INR Zero Only
21	SME for GenAI/LLM	25	Man Month		0.00		0.00	0.00	INR Zero Only
22	Product SME* (OEM)	40	Man Month		0.00		0.00	0.00	INR Zero Only
23	Technical Specialist* (OEM)	40	Man Month		0.00		0.00	0.00	INR Zero Only
<b>Total in Figures</b>									INR Zero Only
<b>Quoted Rate in Words</b>									

**Note:** The work order for above items (with same or different quantity) may be issued individually within the contract period.



**11) ANNEXURE: BANK GUARANTEE FORMAT**

{to be submitted by the bidder's bank}

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

1. In consideration of the RajCOMP Info Services Limited (hereinafter called "RISL") having agreed to exempt M/s .....(hereinafter called "the said Contractor(s)" from the demand, under the terms and conditions of an Agreement No.....dated .....made 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.....(rupees .....only), we .....(indicate the name of the Bank), (hereinafter referred to as "the Bank") at the request of .....Contractor(s) do hereby undertake to pay to the 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 or Arbitrator etc. relating thereto, our liability under these presents being absolute, unequivocal and unconditional.
4. We.....(indicate the name of Bank) further agree that the performance guarantee herein contained shall remain in full force and effective up to <DATE> and that it shall continue to be enforceable for above specified period till all the dues of RISL under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till the RISL certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee.
5. We .....(indicate the name of Bank) further agree with the RISL that the RISL shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to



extend time of performance by the said Contractor(s) from time to time or to postpone for 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)

#### 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:

## 12) ANNEXURE: DRAFT AGREEMENT FORMAT

{to be mutually signed by selected bidder and procuring entity}

This Contract is made and entered into on this \_\_\_\_\_ day of \_\_\_\_\_, 2025 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 services as per the scope of work and the said articles set forth in "Annexure 1- 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 items/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 and requirement of services 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 installation/completion/deployment period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of items/goods and/ or service which the supplier/ selected bidder has failed to supply/ install/ complete

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

Note:

- i. Fraction of a day in reckoning period of delay in supplies/ maintenance services shall be eliminated if it is less than half a day.
  - ii. The maximum amount of liquidated damages shall be 10% of the total value of the items to be supplied in the particular phase.
  - iii. If supplier requires an extension of time in completion of contractual supply on account of occurrence of any hindrances, he shall apply in writing to the authority which had placed the work order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of supply.
  - iv. Delivery period may be extended with or without liquidated damages if the delay in the supply of goods in on account of hindrances beyond the control of supplier.
6. 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. "This agreement is being executed on behalf of "Department of Information Technology and Communication, Rajasthan", 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 "Department of Information Technology and Communication, Rajasthan," along with invoices of supplied items, although payment will be made by RISL on behalf of said department/company."

In witness whereof the parties have caused this contract to be executed by their Authorized Signatories on this \_\_\_\_ day of \_\_\_\_\_, 2025.



Signed By:	Signed By:
( ) Designation: Company:	Designation: RajCOMP Info Services Ltd. (RISL)
<i>In the presence of:</i>	<i>In the presence of:</i>
( ) Designation: Company:	( ) Designation: Department of IT&C, Govt. of Rajasthan
( ) Designation: Company:	( ) Designation: Department of IT&C, Govt. of Rajasthan

FINAL RFP



**13) ANNEXURE: MEMORANDUM OF APPEAL UNDER THE RTPP ACT, 2012**

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

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

1. Particulars of appellant:

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

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

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

3. Number and date of the order appealed against and name and designation of the officer/ authority who passed the order (enclose copy), or a statement of a decision, action or omission of the procuring entity in contravention to the provisions of the Act by which the appellant is aggrieved:<please specify>

4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative:<please specify>

5. Number of affidavits and documents enclosed with the appeal:<please specify>

6. Grounds of appeal (supported by an affidavit):<please specify>

7. Prayer:<please specify>

Place .....

Date .....

Appellant's Signature

#### 14) ANNEXURE: INDICATIVE CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT

##### CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT

This confidentiality and non-disclosure agreement ("Agreement") is made on this.....day of, 2025.

##### BETWEEN

The Managing Director, RajCOMP Info Services Limited, First Floor, C-Block, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur-302005 (Raj). (here in after referred to as "RISL", which expression shall, unless repugnant to the context here of 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/ Supplier', which expression shall, unless repugnant to the context hereof or excluded specifically, mean and include its successors, assigns and administrators) of the SECOND PART.

##### WHEREAS

- a. The RISL wishes to appoint an agency for a period of \_\_\_years. For the purpose there will be a requirement to exchange certain information related to projects or hosted in Rajasthan State Data Centre (RSDC) which is proprietary and confidential information.
- b. The RISL is willing to disclose such information to successful bidder only on the terms and conditions contained in this Agreement. The successful bidder agrees to hold the Covered Data and Information in strict confidence. Successful bidder shall not use or disclose Covered Data and Information received from or on behalf of Government of Rajasthan/ RISL except as permitted or required by the Agreement, or as otherwise authorized in writing by RISL.

NOW, THEREFORE, THE PARTIES HERETO AGREE AS FOLLOWS:

##### 1. Definition: In this agreement unless the contest otherwise requires:

###### 1.1. "Confidential Information" shall mean

- a) any and all information concerning DoIT&C/RISL/Rajasthan State Data Centre (RSDC) or any other successor,
- b) any and all trade secrets or other confidential or proprietary information related to projects and hosted in State Data Centre(SDC)
- c) Passwords of IT/NonIT equipment's of DoIT&C/RISL/RSDC, user identifications, or other information that may be used to access information systems, networking diagrams, technical specifications of IT/NonIT equipment's, policies of firewall/IDs/IPS/routers/switches and information hosted on IT equipment in Rajasthan State Data Centre (RSDC).

###### 1.2. Proprietary Information shall mean as technical data and other information (including but not limited to digital data, products, substances, organisms, technology, research results or plans, system processes, workflows, know-how, reports, descriptions, drawings, design, compositions, strategies, trade



secrets, business and financial information, and computer software) in whatever form, which is related to DoIT&C/ RISL or hosted with Rajasthan State Data Centre (RSDC)/and is disclosed or delivered by the First Party to the Second Party, whether by means of written or oral disclosure or otherwise.

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

- 2.1. Confidential and Proprietary Information disclosed by the DOIT&C/RISL and/or other departments/PSU whose data are hosted in Rajasthan State Data Centre (RSDC) shall be used by the successful bidder 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 DOIT&C/ RISL or its representative. Successful bidder 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 successful BIDDER without the express written permission of the DOIT&C/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 successful bidder 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 successful bidder shall be treated as a breach of this Agreement by the successful bidder.
- 2.4. Confidential and Proprietary Information shall not be disclosed by the successful bidder 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 successful bidder; or
  - b. was, at the time of receipt, otherwise known to the successful bidder without restriction as to use or disclosure; or
  - c. becomes known to the successful bidder from a source other than the DOIT&C/RISL and/or other departments/PSU without a breach of this Agreement by the successful bidder; or
  - d. is developed independently by the successful bidder 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 the expiry of the agreement, the successful bidder 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 DOIT&C/RISL, without the prior written consent of the DOIT&C/RISL.
  
- 3.2. Whereas, the DOIT&C/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 successful bidder), had entered into an agreement with the successful BIDDER 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.
  
- 3.3. Whereas, the successful bidder 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 successful bidder 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.
  
- 3.4. whereas, the successful bidder 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 fall s within the purview of confidential or proprietary information, the successful bidder shall not part with any part of such information to anyone under any circumstances, whatsoever, without the prior approval of the DOIT&C/RISL and if this is violated, the DOIT&C/RISL shall have the legal right to initiate civil and criminal proceeding against it under the provisions of the relevant law.
  
- 3.5. Whereas, the DOIT&C/RISL shall have the entire control over the functioning of the Successful bidder and the successful bidder shall work according to the instruction of the DOIT&C/RISL and in case if this is violated by the successful bidder in any mode or manner, the DOIT&C/RISL shall have the legal right to initiate civil and criminal proceeding against it under the provisions of the relevant law.
  
- 3.6. Whereas, if the successful bidder permits any person or persons without permission of the DOIT&C/RISL to have–
  - a. Access or secures access to such computer, computer system or computer network which has the connectivity with the confidential and proprietary information or;

- b. 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 nor;
- c. 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;
- d. Denies or causes the denial of access to any authorized person of the RISL/DOIT&C 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 Successful bidder shall report to DOIT&C/RISL any use or disclosure of confidential and/or proprietary information/data not authorized by this Agreement in writing by DOIT&C/RISL. Successful bidder shall make the report to DOIT&C/RISL within not less than one (1) business day after successful bidder learns of such use or disclosure. Successful bidder's report shall identify:

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

SUCCESSFUL BIDDER shall provide such other information, including a written report, as reasonably requested by DOIT&C/RISL.

- 3.9 The successful bidder 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 DOIT&C/RISL to enforce this Agreement, without the necessity of proof of actual damages and without posting bond for such relief.

#### 4. Dispute Resolution:

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

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



Signed By:	Signed By:
Designation: Company:	<b>(Authorized Signatory)</b> RajComp Info Services Ltd
<i>In the presence of:</i>	<i>In the presence of:</i>
Designation: Company:	Designation: DoIT&C
Designation: Company:	Designation: DoIT&C

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**15) ANNEXURE: UNDERTAKING OF SUCCESSFUL HANDOVER/TAKEN OVER DURING EXIT MANAGEMENT**

{to be submitted during the last quarter of the contract}

To,

{Procuring entity},

\_\_\_\_\_,  
\_\_\_\_\_

I/ We {Name/ Designation} hereby declare/ undertake that we have handed over all the necessary deliverables as per the exit management plan (RFP clause 22 of chapter 5) in the right earnest and to the best of our abilities.

We also undertake that, if any gaps/misses are observed within next 1 year of contract expiry related to this handover, the same would be provided by us immediately without any financial cost to RISL.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

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

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



## 16) ANNEXURE: BANK GUARANTEE FORMAT – BID SECURITY

{to be submitted by the bidder's bank}

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

Sir,

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

It is a condition in the bidding documents that the Bidder has to deposit Bid Security amounting to <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, arbitrator(s) etc.
8. Notwithstanding anything stated above, our liability under this guarantee shall be restricted to <Rs. \_\_\_\_\_ (Rupees <in words>)> and our guarantee shall remain in force till bid validity period i.e. <please specify>days from the last date of bid submission and unless a demand or claim under the guarantee is made on us in writing within three months after the Bid validity date, all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liability 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:

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

(1) .....

.....

(2) .....

.....

**Bank Details**

Name & address of Bank:

Name of contact person of Bank:

Contact telephone number:

**GUIDELINES FOR SUBMISSION OF BANK GUARANTEE**

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

10. Bank Guarantee shall be executed on non-judicial stamp paper of applicable value purchased in the name of the bank.
11. Two persons should sign as witnesses mentioning their full name, designation, address and office seal (if any).
12. 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.
13. The Bank Guarantee should be executed by a Nationalised Bank/ Scheduled Commercial Bank only.
14. 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.
15. The contents of Bank Guarantee shall be strictly as per format prescribed by RISL.
16. Each page of Bank Guarantee shall bear signature and seal of the Bank and B.G. number.
17. All corrections, deletions etc. in the Bank Guarantee should be authenticated by signature of Bank Officials signing the Bank Guarantee.
18. 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:  
Managing Director, RISL  
First Floor, Yojana Bhawan, C-Block, Tilak Marg,  
C-Scheme, Jaipur-302005 (Raj.)



## 17) ANNEXURE: TENTATIVE LIST OF DEPARTMENTS AND OVERALL SCHEMES

Departments	Number of Schemes
AGRICULTURE DEPARTMENT	6
CM OFFICE	1
COLLEGE EDUCATION	4
DEPARTMENT OF FISHERIES	6
DEPARTMENT OF FOOD AND CIVIL SUPPLIES	2
DEPARTMENT OF SAINIK WELFARE	2
DEPARTMENT OF SCHOOL EDUCATION	12
DEVASTHAN DEPARTMENT	1
DIRECTORATE OF ECONOMICS AND STATISTICS	1
DIRECTORATE OF SPECIALLY ABLED PERSONS	14
DISASTER MANAGEMENT AND RELIEF DEPARTMENT	1
ELEMENTARY EDUCATION	5
EMPLOYMENT DEPARTMENT	1
ENERGY	3
EXCISE DEPARTMENT	1
HIGHER & TECHNICAL EDUCATION	5
HORTICULTURE DEPARTMENT	2
INDUSTRY DEPARTMENT	13
INFORMATION AND PUBLIC RELATIONS DEPARTMENT	3
INFORMATION TECHNOLOGY AND COMMUNICATION	3
INTEGRATED CHILD DEVELOPMENT SERVICES	5
LABOUR DEPARTMENT	12
LOCAL SELF GOVERNMENT	1
MEDICAL HEALTH AND FAMILY WELFARE	6
MINORITY DEPARTMENT	3
PANCHAYATI RAJ AND RURAL DEVELOPMENT	5
RAJASTHAN SKILL AND LIVELIHOODS DEVELOPMENT CORPORATION	6
RAJASTHAN STATE TRANSPORT COPORATION	15
RAJFED	1
RSCDC CORPORATION	5
SANSKRIT EDUCATION	10
SECONDARY EDUCATION	13
SECONDARY EDUCATION-BALIKA SHIKSHA FOUNDATION	8
SOCIAL JUSTICE AND EMPOWERMENT DEPARTMENT	74
SPECIAL SCHEMES	4
TRIBAL AREA DEVELOPMENT	10
WOMEN AND CHILD DEVELOPMENT DEPARTMENT	9
<b>Grand Total</b>	<b>273</b>

Note:- A exhaustive department-wise scheme list shall be shared with the selected bidder.

## 18) ANNEXURE: EXISTING ECOSYSTEM

Tentative list of tools with the department that can be leveraged for development of SMART.

### (A). List of Tools (Technology Stack):

S. No	Tool Name	Description	OEM	Version	Available Capacity
1.	SAS	BI (Data Analytics and Data Visualization)	SAS Institute	Viya 3.5	16 cores
2.	Tableau	BI (Data Analytics and Data Visualization)	Tableau Software	2024.3	16 cores
3.	IBM API Connect	API Management	IBM	V12.0.11.1	-

Note - Only the Software Licenses and necessary OEM ATS would be provided by RISL, implementation shall be provisioned by the selected bidder.

### (B). Details of Infra provided by RISL for Development and UAT/Staging environment:

S. No	Make and Model	Number of Sockets	Total Processor Cores	Memory	Support	Storage
1	To be shared with selected bidder	4	128	2 TB scalable upto 6 TB	5 years	100 TB (20% SSD)

### (C). Details of OS & Virtualization Software provided by RISL for Development and UAT/Staging environment

S. No	Make and Model	Version
1	RHEL (OS)	8.x
2	VMware (Virtualization Software)	7.x

### (D). List of DoIT&C/RISL Ecosystem Applications:

Tentative list of apps developed by DoIT&C/RISL that shall be leveraged for development of SMART solution -

S. No	Apps	Description
1.	Jan Aadhaar	Citizen Data Hub
2.	e-Sanchar	SMS & Voice Call
3.	Raj-e-Sign	Digital Signature
4.	RPP	Rajasthan Payment Platform
5.	Raj Mail	Email Gateway
6.	Raj Master	State Level Master Data Hub
7.	Raj SSO	Single Sign On

S. No	Apps	Description
8.	RajSewa Dwaar	API Gateway

(E). Information on JanAadhaar User Base:

The table below describes the userbase of SMART

User Category	Estimated Numbers
Citizens	8 Cr.
Departments	117
Officials Per Department	5

(F). SIZING OF JAN AADHAAR APPLICATION & EVAULT

Data Source / App	Data Description	Data Type	No. of Tables*	Database	Data Size*	Annual Growth Rate *	Method of Integration	Remarks
Jan Aadhaar	Citizen Information	Structured	100	Oracle	3 TB	5%	API, DB Link	
Jan Aadhaar	Citizen (Transactional)	Structured	150	Oracle	12 TB	20%	API, DB Link	
Raj eVault 2.0	Documents (Unstructured)	Unstructured (Scanned PDFs / Images)	Approx. 130	Oracle 19c	25 TB+	10-12%	APIs	Data Size is the size of the files actually stored in FileNet
Raj eVault 1.0	Documents (Unstructured)	Unstructured (Scanned PDFs / Images)		IBM DB2	100 TB+	-	APIs	Data Size is the size of the files actually stored in FileNet

\* The numbers are indicative

(G). USERS OF JAN AADHAAR APPLICATION

User Roles	User Types	Count*
<b>Transactional Users</b>	First Level Verifiers	12000
	Second Level Verifiers	600
	DBT Nodal Officers	50
	DBT Payment Makers	1800
	DBT Payment Checkers	4000

User Roles	User Types	Count*
	DBT Accounts User	2800
	e-Mitra - Kiosk Users	8000
	Citizens – Jan Aadhaar Family Users	20000000
<b>Monitoring Users</b>	State Level	20
	District Level	150
	Block/City Level	1800
	Departmental Users	90

\* The numbers are indicative

(H). Rajasthan Jan Aadhaar Yojana Progress

S. No	Detail	Unit	May 2024	June 2024	July 2024	August 2024	Total up to August 2024
1.	Total Family enrolments	Number	9,625	9,865	13,338	10,398	2,02,62,214
2.	Total person enrolments	Number	75,695	77,697	1,18,949	1,24,431	7,86,31,249
3.	Cash Transactions	Number	92,98,861	16,97,3822	53,87,946	43,10,246	72,68,41,358
4.	Non-Cash Transactions	Number	6,25,833	5,83,819	5,78,645	6,25,962	85,56,45,322

(I). ESTIMATED VOLUMETRIC DATA FOR SOLUTION SIZING (As of Date of RFP Publication)

- Total number of attributes in the Jan Aadhaar : 66
- 22 Jan Aadhaar attributes are authenticated either through Aadhaar or other source systems via API, FTP etc.
- Tentative number of databases to be integrated:
- Total number of schemes: 273
- Jan Aadhaar integrated schemes: 143
- Total number of departments: 117

(J). SERVICES AND SUPPORT PROVIDED BY DOIT&C/ RISL FOR SETUP OF PRODUCTION ENVIRONMENT

1. Data Back-up services as per standard Rule and Policies of the RSDC
2. Network Connectivity
3. Switches and interfaces/port/uplink port (however, necessary infrastructure for interconnectivity between the deployed Hardware must be the responsibility of the bidder)
4. Power, Cooling, Racks, and Rack Space for hosting the underlying IT infrastructure.
5. Monitoring Solutions for the deployed infrastructure of the SMART system



6. Security Services, including Next-Generation Firewalls (NGFW), DDoS Protection, and Web Application Firewall (WAF)
7. Data Backup Services along with necessary storage to prevent data loss.
8. NOC and SOC Services, including log correlation and continuous security monitoring
9. Database Activity Monitoring (DAM) services

The necessary switches and cables for interconnectivity between the solution infra shall be the responsibility of the selected bidder.

FINAL RFP

### 19) ANNEXURE: FUNCTIONAL REQUIREMENTS

{required to be submitted by the Bidder on it's letterhead}

The below table provides the requirements of SMART implementation also referred to as Functional requirements. Please provide your response in the respective columns as to your implementation solution and it should match with the unpriced bill of material.

#	Requirements	Meets through COTS Standard	Meets through Customization	Needs to be Developed	Does not Meet	Remarks (Ref. point in Tech. Spec. Sheet)
<b>A</b>	<b>Ingestion Layer</b>					
1	Should support Industry standard i.e. widely used databases with JDBC, ODBC and/or API based connectors for various data sources including social media.					
2	The ETL/ELT tool should be compatible with wide range of Industry standard i.e. widely used operating systems.					
3	Should support large number of connectors of Industry standard i.e. widely used ETL / ELT and streaming tools.					
4	Should have the ability to read files from directory and transfer files to destination folder.					
5	Should allow configuration of data ingestion processes from single or multiple source systems and single or multiple operational input files (e.g. excel, flat-files, pdf, images, files with delimiters, JSON, JSON, XML, Data Streaming etc.)					
6	Should support wide variety of Data Types & Structures					
7	The ETL/ELT tool should support High Availability configuration.					
8	Should be a graphical user interface (GUI) based tool to design data pipelines.					
9	For Message / Streaming data– there should be scalable architecture available and compatible with distributed processing systems.					
10	The ETL / ELT/ Streaming should support near real time data ingestion					
11	Should support monitoring of data ingestion with alerts for any delays or issues in data flow.					
12	Should support providing controlled access to data for third-party applications and government services using Managed API services					
13	Should provide Data modeling capabilities					
<b>B</b>	<b>Job Orchestration &amp; Workflows Scheduling</b>					
1	The scheduler should have options to create parallel pipelines to reduce workflow time.					
2	Should provide a web-based UI for designing complex workflows having more than one tasks and jobs & scheduling of these job workflows, monitoring the progress of workflows, inspecting logs, and understanding the status of job workflows tasks.					
3	Should support mechanism for identifying failed job workflows, tasks and logs of failed tasks should be generated which can be interpreted by the developer.					
4	Should support multiple scripting facility to execute a set of embedded code as tasks – using Python, Scala, R, embedded SQL, Java, C++ and even OS level shell scripts					



#	Requirements	Meets through as COTS Standard	Meets through Customization	Needs to be Developed	Does not Meet	Remarks (Ref. point in Tech. Spec. Sheet)
5	Should provide Directed Acyclic Graphs (DAGs) to represent workflows. Should support latest practice on core business process model and workflow process model.					
6	Should support implementation of Decision Model and Notation based business rules.					
7	Should provide a Rule Engine and Workflow Management Platform with search functionality like text search					
8	Should have the capability for purging/archiving of jobs/reports/tables which are not in use.					
<b>C</b>	<b>AI/ML &amp; Insights</b>					
1	Should be able to perform data analytics on structured, unstructured and semi-unstructured data					
2	The proposed solution should provide interactive graphical user interface (GUI) to create Analytical Use case					
3	Should have popular capabilities like Auto ML, Auto Feature Engineering, Open Source Integration (R, Python, Java etc.), Pre-Built Model templates, Machine Learning Model interpretation (Shapley/ PD/ ICE/ LIME), AI Generated Data Preparations suggestions, AI Generated predictions, AI Generated explanations which ease the usage of technology and generate quick insights.					
4	Should support Linear, Logistic, Non-Linear and Quantile regression models, Generalized Linear models, Predictive partial least squares, Neural Networks, Random Forest, Decision trees, Deep learning, business intelligence trend analysis, diagnostic analysis, predictive analysis and prescriptive analysis etc.					
5	Should provide Query builder facility from the tables.					
6	Should provide lineage to understand the relationships between decisions, models, and input data.					
7	Should support capability to follow a champion challenger or similar approach in model development through developing different model versions, compare results on different parameters, and select and deploy best performing model version.					
8	The solution should support variable binning, cardinality analysis, missing value imputation, feature engineering etc.					
9	The solution should be able to automatically calculate performance statistics such as ROC table, lift table, output statistics etc. and be able to visualize or share output to the relevant stakeholders					
10	The solution, along with providing in-built modules for the modern machine learning algorithms, should also provide in-built feature for hyper-parameter tuning to identify optimal models through iterations.					
11	Should be able to calculate the risk score of a network (family tree) DEbased on various metrics such as underlying entity risk, structure of the network etc.					
12	Should support On-Premise LLM models/GenAI capabilities to fulfill common use cases identified by the Department					
13	Should provide AI/Model governance capabilities to explain model decisions to users					
<b>D</b>	<b>Data Lake/ Data Lakehouse</b>					
1	Should have industry standard connectors – JDBC, ODBC, API, File Transfer to connect to wide variety of Data Ingestion Tools.					
2	Should be seamlessly scalable using horizontal scaling					

#	Requirements	Meets through as COTS Standard	Meets through Customization	Needs to be Developed	Does not Meet	Remarks (Ref. point in Tech. Spec. Sheet)
3	Should support wide range of industry wide used file types - Text (JSON, XML, CSV and open files), Parquet, ORC, Open Table Formats like Delta / Iceberg, Images, PDF files.					
4	Should provide ACID transactions and time travel through changes in files.					
5	Data Lake/ Data Lakehouse should support, storage of all files in their native format.					
6	Should support near real time data processing and new age analytical workloads.					
7	Should support Data Query, SQL processing systems which provides view to underlying native files in the form of tables and help in: <ul style="list-style-type: none"> <li>Query processing for data analytics</li> <li>Creating tables and views for data warehouse and data marts</li> </ul>					
8	Support wide variety of Data types and Structures					
9	Should be compatible with wide range of Industry standard i.e. widely used operating systems					
10	Should have built in Audit capabilities to track Logins and changes to data structures.					
11	Should provide High Availability Solution such as Clustering, Distributed File Processing / Multiple parallel processing, Sharding/Partitioning etc.					
12	Should support seamless data accessibility for both batch and near real-time processing					
13	Should provide a robust change management CI/CD framework to track versioning, change history with date and user information, track migration of code from development to production, security.					
<b>E</b>	<b>Consumption Layer</b>					
1	Capability to easily connect with any downstream applications (including API management tool) currently used at DoIT&C/ RISL with flexibility to support all end users for future needs.					
2	Should support bulk data and targeted data extracts via statistical tools and APIs					
3	Should allow data extraction via API, JDBC/ ODBC connectors and SFTP					
4	Should support statistical and machine learning tools configured for analysis and reporting					
5	Dedicated Data marts to be created as per industry standard models and previous experience.					
6	Should have provision to streamline ad-hoc reporting / visualization using the data discovery capability.					
<b>F</b>	<b>Data Governance – Monitoring and Auditing</b>					
1	Should provide a Unified GUI interface to monitor application performance of all SMART components as per defined SLAs					
2	Should have the feature to track logins, change in any data, failed logins, data discovery across all components of SMART System.					
3	Should support monitoring of Job Statuses					
4	Should have the feature to create Alerts based on performance, computing resource usage, storage usage across all infrastructures and applications across SMART System user defined parameters.					
5	Should have ability to integrate with inhouse Communication & Notification tool to send alerts/notifications via SMS, Email, WhatsApp					
6	The Monitoring dashboard should reflect real time status without manual intervention.					





#	Requirements	Meets through as COTS Standard	Meets through Customization	Needs to be Developed	Does not Meet	Remarks (Ref. point in Tech. Spec. Sheet)
<b>G</b>	<b>Data Governance – Security</b>					
1	Should have mechanism for Role based access control using secured authentication which can be integrated with external LDAP.					
2	Should have the feature to audit logins, change in any data, failed logins, data discovery across all components of SMART System.					
3	Should have mechanism for data encryption, data anonymization and masking					
4	Should have the mechanism for database access from servers by whitelisting the IP address of the server					
<b>H</b>	<b>Data Governance, Management &amp; Data Quality</b>					
1	Data Traceability/Lineage – Should be possible to track and visualize any data transformation or any rule applied to data in the SMART eco-system					
2	Provide auditability – The solution should record any access to the data to fulfil compliance audit requirements. For example, it should be able to check on who touched the data, when did they touch it, data access audit trail.					
3	Should have the capability to enforce security and privacy policies inside the SMART ecosystem.					
4	Should capability to classify and store (personal identifiable information) sensitive data in encrypted /masked form and should have capability to decrypt/unmask such information in SMART ecosystem when required by only authorized users.					
5	Should have the capability to define clear roles and access management rules to users.					
6	Should support automated propagation of changes to SMART ecosystem Data Dictionary and business glossary by multiple sources as and when changes occur in source.					
7	Capability to review the conformance to governance policies and processes periodically (monthly/quarterly) and make necessary changes.					
8	Should provide detailed information about interfacing with (upstream and downstream) applications.					
9	Metadata Management Capability: Tool should cater to three broad categories of metadata; Business metadata, Technical metadata and Operational metadata.					
10	Should propose end-to-end solutions for Data Quality Management starting from data origin till the data consumption. These tool(s) to be used for addressing various aspects of the data quality during data ingestion, data processing or data consumption as advised by DoIT&C on case-by-case basis.					
11	Generalized “cleansing” — Highlight data values which are failing to meet domain restrictions, integrity constraints or other business rules for user review					
12	Data Profiling — Analysis of data to capture statistics (metadata) that provide insight into the quality of the data					
13	Monitoring — Deployment of controls to ensure ongoing conformance of data to business rules that define data quality for the organization					
14	Data Enrichment — Enhancing the value of internal data by recommending related attributes from external sources					
15	Data quality dashboarding - A data quality dashboard can aggregate the status of continuously monitored data quality rules, as well as generate alerts to notify data stewards when they need to address an issue.					
16	Should support continuous ETL/ELT and Analytical data quality checks					

#	Requirements	Meets through as COTS Standard	Meets through Customization	Needs to be Developed	Does not Meet	Remarks (Ref. point in Tech. Spec. Sheet)
17	Should allow mechanism to capture feedback from internal users to report Data Quality issues					
18	System detectable Data Quality rules using business concepts defined at Data governance framework					
<b>I</b>	<b>Overall Proposed Solution</b>					
1	The proposed solution is completely on-prem. The selected Bidder to supply, install, test, commission, manage and maintain the required application, other software license and underlying IT infrastructure for SMART					
2	Integrated data lake/ lakehouse solution with near real time/batch sourcing of structured and unstructured data with near real time analytical capabilities, object storage, columnar data storage, supporting in-memory analysis/ analytics. Future proof architecture with right components should be proposed.					
3	Near real time integration with upstream and downstream users with latest technologies like streaming and APIs for data movement / utilization.					
4	Source code, IPR or customized IPR of SMART ecosystem will be owned by DoIT&C.					

**Note: -**

- 1) Compliance to each of the mentioned FRS line item needs to be supported with appropriate Product Documents/ Technical Specification Sheet from OEM
- 2) The Bidder shall provide a clear cross reference linkage of the functional specifications (mentioned above) with the Technical Specification sheet

## 20) ANNEXURE: SAMPLE USE CASES

1. Social Security Pension Schemes (Old Age)	
<b>Objective</b>	SMART System to assess demographic details, health data and financial status to automatically enrol eligible senior citizens.
<b>Use Case</b>	<i>Madhu Devi</i> , a 70-year-old widow living alone in a remote village in Barmer. Madhu Devi is classified as part of the economically vulnerable elderly segment which considers her income, age and living conditions. SMART will analyse her data and related documents to extract information about her pension eligibility. Madhu Devi is automatically notified, enrolled, and starts receiving a monthly pension.
<b>Benefit</b>	Ensures that all eligible citizens receive pension without needing to apply manually.
<b>Indicative Source</b>	Jan Aadhaar, SJMS Portal, Raj-eVault, Pehchan Portal

2. Social Security Pension Schemes (Widow)	
<b>Objective</b>	SMART System to assess demographic details, family data and financial status to automatically enrol eligible female widow citizens.
<b>Use Case</b>	<i>Bimla Devi</i> , a 35-year-old widow living alone in a remote village in Alwar. Bimla Devi is classified as part of the economically vulnerable segment which considers her income, age and living conditions. SMART will analyse her data and related documents to extract information about her pension eligibility. Bimla Devi is automatically notified, enrolled, and starts receiving a monthly pension.
<b>Benefit</b>	Ensures that all eligible citizens receive pension without needing to apply manually.
<b>Indicative Source</b>	Jan Aadhaar, SJMS Portal, Raj-eVault, Pehchan Portal

3. Social Security Pension Schemes (Disability)	
<b>Objective</b>	SMART System to assess demographic details, health data and financial status to automatically enrol eligible senior citizens, widows and persons with disabilities.
<b>Use Case</b>	<i>Monu</i> , a 7-year-old boy living in a remote village in Ajmer is diagnosed with locomotor disability and has applied for disability certificate. Monu is classified as part of the economically vulnerable segment which considers his family's income, age and living conditions. SMART will analyse his data and related documents to extract information about his pension eligibility. Monu is automatically notified, enrolled, and starts receiving a monthly pension after his disability certificate is issued.
<b>Benefit</b>	Ensures that all eligible citizens receive pension without needing to apply manually.

<b>Indicative Source</b>	Jan Aadhaar, SJMS Portal, Raj-eVault, Pehchan Portal, UDID, IHMS
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#### 4. Scholarship Programs for Education

<b>Objective</b>	Auto-enrolment of students from economically weaker section (EWS) based on family income, academic records and other criteria for various scholarship programs.
<b>Use Case</b>	<i>Rajeev Singh</i> , a 17-year-old student from an economically weaker background based on his excellent academic profile and other criteria like domicile, annual income of the parents, caste and grades will be suggested schemes where he qualifies for scholarships.
<b>Benefit</b>	The system based on the eligibility criteria will auto-enrol students like Rajeev to the post-matric scholarship scheme, notifying both his school and parents.
<b>Indicative Source</b>	Jan Aadhaar, Unified Scholarship Portal (USP), Raj-eVault, ShalaDarpan, RajPSP

#### 5. Caste Certificate Issuance

<b>Objective</b>	Auto-issuance of caste certificate.
<b>Use Case</b>	<i>Shyam and his wife</i> who both belong to SC community recently became parents to a baby boy and need a caste certificate to access state government benefits. The system will validate the documents related to caste details of parents available in database of Rajasthan and birth certificate information in Pehchan Portal. Based on system check & validations, the system will auto generate new caste certificate and link the record to other government schemes and services in Rajasthan to check his eligibility for Rajasthan state specific schemes and auto-enrol him and his family members where applicable. Shyam is notified about the update to his records and information about the benefits.
<b>Benefit</b>	Seamless entitlement and certificates to caste-based benefits in the new place of residence, reducing bureaucratic delays.
<b>Indicative Source</b>	Jan Aadhaar, Pehchan Portal, Raj-eVault, Revenue Dept. System

## 21) ANNEXURE: IT INFRASTRUCTURE MINIMUM TECHNICAL SPECIFICATIONS

The table below outlines the minimum technical specifications for the IT infrastructure required for the SMART solution.

S No	Features	Specifications Required	Compliant (Yes/No)
<b>A. Compute</b>			
1	Processor	Latest Intel Xeon Server with Gold Socket	
2	Form Factor	Chassis: 2U Rack Mountable	
3	Memory	Min. 1TB RAM scalable upto 6 TB	
4	Storage	2 x 480GB RI SSD	
5	Operating System	<ul style="list-style-type: none"> <li>Windows Server</li> <li>Red Hat Enterprise Linux (RHEL)</li> <li>SUSE Linux Enterprise Server (SLES)</li> <li>VMware ESXi</li> <li>Ubuntu</li> <li>Oracle Linux and Oracle VM</li> <li>Citrix</li> </ul> Or equivalent to meet solution requirement	
6	Support	5 Years OEM support	
7	Certificates	The offered server should have certification with latest OS version of Microsoft, VMWare, RHEL, SUSE and CITRIX.	
8	Power	Redundant hot-swappable power supplies for fault tolerance. Power Rating shall be 2.5 KVA or lower	
9	GPU Compatibility	Should be compatible with GPU Chip	
<b>B. Storage</b>			
1	Solution type	Bidder is expected to provide Unified Storage solution should have block and file access with host connectivity for FC, iSCSI, CIFS and NFS. Storage should have the capability to scale up.	
2	Form Factor	Chassis: Standard Rack Mountable	
2	Disk type and Tiering	NVMe disks with multitiered architecture	
4	Sizing	Storage should be supplied with 0.5 PB (30 % SSD) of usable space upgradable up to 2 PB in same ratio with same drives excluding all overhead configuration like RAID (RAID 6 or equivalent) configuration formatting and hot spare disk (Required min. disk size of 7.4 TB)	
5	Hardware Platform	Scale-Out/Scalable design to support additional disk drive capacity upto 2 PB.	
6	Supported software and license from day one for the configured capacity	<ul style="list-style-type: none"> <li>Auto-tiering, Thin Provisioning, Compression on SSD, Snapshot, Restore Snapshot, Cloning, and Application</li> <li>Quality of Service Software for IOPS/Response Time and bandwidth.</li> </ul>	
7	Management Software	All the necessary software to configure and manage the storage space, RAID configuration, logical drives allocation, snapshots etc.	
8	Support	5 Years OEM support	

**22) ANNEXURE: FORMAT FOR SUBMITTING REQUIRED INFORMATION FOR EVALUATION**

{all the details are required to be submitted by the Bidder on it's letterhead}

**A. Centre of Excellence/ Other Investments/ Partnerships in the Technology Landscape**

The bidder shall share brief of its COEs/partnerships/ commitments/ other investments (including global) in the technology space relevant to the scope of the RFP in below format.

S. No	About CoE/Partnership/ Relationship/Investment, etc. (not more than one/ two lines)	Firm / Institute/ Entity/ Govt., Name	Valid Proof (Website Link/ Press Release/ Agreement copy/ OEM- Tech. Partner Confirmation)	Year of Partnership	Valid Upto	No of Resources in the COE	Benefits for DoIT&C/ RISL (one/ two line)
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

**Note:-** Supporting documents along with copy of Agreements/ MoUs are required in case of external partnerships/ Relationships. In case of CoE, declaration by authorized representative of the bidder is required along with proofs.

**B. Exposure in Technology Sub-Domains as covered in the scope of the RFP**

S. No	Sub-Domains	Years of Experience in the Sub-Domain	Month-Year of First assignment in the Sub-Domain
1	Data Ingestion & Preparation (ETL/ ELT)		
2	Master Data Management (MDM)		
3	Data Lake/ Data Lakehouse		
4	Data Science (AI, ML)		
5	Data Science (GenAI)		
6	Data Quality & Data Governance		
7	Data Visualization (BI, Reporting, etc.)		

**Note:-** Details of the first assignment to be filled in Annexure '3' along with copy of the Work Order/ Completion Certificate.

C. Details of key/ marque assignments in the Technology Sub-Domain in the last 7 Years i.e. on/ after 1 Apr'18

S. No	Sub-Domains	Two relevant assignments in the Sub-Domain (On/after 1 Apr'18 until 31 Dec'24) Same assignment may also be considered for different sub-domains
1	Data Ingestion & Preparation (ETL/ ELT)	Project 1: Project 2:
2	Master Data Management (MDM)	Project 1: Project 2:
3	Data Lake/ Data Lakehouse	Project 1: Project 2:
4	A. Data Science (AI, ML)*	Project 1:
	B. Data Science (GenAI)*	Project 1:
5	Data Quality & Data Governance	Project 1: Project 2:
6	Data Visualization (BI, Reporting, etc.)	Project 1: Project 2:

**Note: -**

- (\*) One project for each Sno. 4A & 4B.
- Details of the first assignment to be filled in Annexure '3'. The bidder may be asked to validate/ substantiate any or all assignments.
- RISL reserves the right to shortlist the assignment.

D. HR Certificate for Resource Pool for key Skillsets (on Bidder's Payroll)

The bidder is required to share the details of the resource pool for the key skillsets as per the table below. The same shall be signed by a Director equivalent in the HR team. The categorization shall be as

Category	A	B	C	D	E
Number of Resources on Payroll	10 – 49	50 – 99	100 – 199	200 – 299	300+

S. No.	Resource Category	Count of Resources (as per category above)
1	Technical Architect (Solution/ Data)	A/ B/ C/ D/ E
2	Data Scientist	A/ B/ C/ D/ E
3	Data Engineer	A/ B/ C/ D/ E
4	BI Experts/ Report Developer	A/ B/ C/ D/ E
5	MLOps	A/ B/ C/ D/ E
6	SME for AI/ML	A/ B/ C/ D/ E
7	SME for GenAI/LLM	A/ B/ C/ D/ E

**Note:-**

- The same person shall not be counted twice against different categories.

- Count lesser than the mentioned criteria shall be scored '0'.

**E. Quality of Team proposed for SMART project**

The bidder is required to propose the 3 profiles each against key skillset like Project Manager, Solution Architect, Data Scientist, Data Engineer, Data Governance & Data Visualization for SMART and share their details as per the below format. Details of 5 relevant Projects shall be stated as part of the profile in below format.

S. No.	Name	Position Proposed	Highest Professional Education	Publications, Research Papers, etc.	Overall Experience (Yrs)	Relevant Experience (Yrs)	Details of Certifications (along)	Number of Relevant Projects	Project 1, 2, 3, 4 & 5				
									Project Name	Project Client	Role & Contribution	Project Duration (Months)	
1													
2													
3													
4													
..													





**23) ANNEXURE: UNDERTAKING FOR AGREEMENT TO CHANGE HARDWARE ORDER VOLUME AT THE TIME OF ORDER PLACEMENT BY DOIT&C/RISL**

{To be filled by the bidder and submitted on letterhead}

To,

The Managing Director,

RajCOMP Info Services Limited (DoIT&C/RISL),

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

In response to the NIB Ref. No. \_\_\_\_\_ dated \_\_\_\_\_ for {Project Title}, as an Owner/ Partner/ Director/ Auth. Sign. of \_\_\_\_\_, I/ We hereby declare that we have thoroughly read the bidding document and by signing this certificate, we hereby submit our token of unconditional acceptance to the fact that DOIT&C/RISL may reduce the Order volume(CPU cores and/or Storage Space) as mentioned in Item Description at SNo 2 & SNo 3 of BOQ 1 of Financial Bid Format. The payment shall be made against the Actual Order placed for these line items, on pro-rata basis of the quoted price.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date:

Place: