2023

RajCOMP Info Services Limited (RISL)

Request for Proposal (RFP) Document for Design, Development & Implementation Integrated Excise Management System 2.0

Contents

ABBREVIATIONS & DEFINITIONS

Act	The Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012) and Rules thereto including subsequent amendment, if any.
Authorized Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
Bid/ e-Bid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid
BoM	Bill of Material
CMC/ PC	Contract Monitoring Committee/ Procurement Committee
Competent Authority	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement. MD, RISL in this bidding document.
Contract/ Procurement Contract	A contract entered into between the procuring entity and a successful bidder concerning the subject matter of procurement
Contract/ Project Period	The Contract Period shall commence from the date of signing of Agreement with the bidder and will remain valid for Three (3) Years from the date of agreement/ contract
COTS	Commercial Off the Shelf Software
CPFM	Contributory Provident Fund Management
Day	A calendar day as per GoR/ GoI.
DoIT&C	Department of Information Technology and Communications, Government of Rajasthan.
GoI/ GoR	Govt. of India/ Govt. of Rajasthan
Goods	All articles, material, commodities software, and any other category of goods 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
GST	Goods and Services Tax
ICT	Information and Communication Technology.
IFB	Invitation for Bids (A document published by the procuring entity inviting bids relating to the subject matter of procurement and any amendment thereto and includes notice inviting bid and request for proposal)
INR	Indian Rupee
ISI	Indian Standards Institution
ISO	International Organization for Standardization
IT	Information Technology
ITB	Instruction to Bidder
LD	Liquidated Damages
LoI	Letter of Intent
NIB	Notice Inviting Bid

Notification	A notification published in the Official Gazette
PAN	Permanent Account Number
PC	Procurement/ Procurement Committee
Procurement Process	The process of procurement extending from the issue of invitation to bid till the award of the procurement contract or cancellation of the procurement process, as the case may be
Procurement/ Public Procurement	The acquisition by purchase, lease, license or otherwise of works, goods or services, including award of Public Private Partnership projects, by a procuring entity whether directly or through an agency with which a contract for procurement services is entered into, but does not include any acquisition without consideration, and "procure" or "procured" shall be construed accordingly
Project Site	Wherever applicable, means the designated place or places.
Performance Security Deposit (PSD)	Performance Security Deposit is the security which is submitted by the bidder against the work order received.
Purchaser/ Tendering Authority/ Procuring Entity	Person or entity that is a recipient of a service provided by a seller (bidder) under a purchase order or contract of sale. Also called buyer. MD, RISL in this RFP document.
RISL	RajCOMP Info Services Limited
RSDC	Rajasthan State Data Centre, New IT Building, Jaipur
Services	Any subject matter of procurement other than goods or works and includes physical, maintenance, professional, intellectual, consultancy and advisory services or any service classified or declared as such by a procuring entity and does not include appointment of any person made by any procuring entity
State Government	Government of Rajasthan (GoR)
State Public Procurement Portal	http://sppp.raj.nic.in
Subject Matter of Procurement	Any item of procurement whether in the form of goods, services or both.
TIN	Tax Identification Number
VAT/ CenVAT	Value Added Tax/ Central VAT
WO/ PO	Work Order/ Purchase Order
WPM	Works monitoring and Project Management

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

Ref No.: F 4.3 (507)/RISL/Tech/22 /6862   Date: 09-01-2023

Unique Bid Ref No.	
Name & Address of the Procuring Entity	• Name: RajCOMP Info Services Limited (RISL) • Address: First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)
Name & Address of the Project Officer In-charge (POIC)	• Name: Indra Prakash Jha • Designation: ACP Dy Director • Address: Ground Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan) • Email: indraprakashjha.doit@rajasthan.gov.in
Subject Matter of Procurement	Design, Development & Implementation of Integrated Excise Management System 2.0
Bid Procedure	Single-stage: Two part (envelop) open competitive eBid procedure at http://eproc.rajasthan.gov.in
Bid Evaluation Criteria (Selection Method)	QCBS
Websites for downloading Bidding Document, Corrigendum's, Addendums etc.	• Websites:http://sppp.raj.nic.in, http://eproc.rajasthan.gov.in, http://risl.rajasthan.gov.in • Bidding document fee: Rs 5,000 (Rupees Five Thousand) in Demand Draft in favour of "Managing Director , RISL" Payable at "Jaipur" • RISL Processing Fee: Rs. 1000 (Rupees One Thousand only) in Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur".
Estimated Procurement Cost	Rs. 75,00,00,000 (Rupees Seventy-Five crores only)
Bid security and Mode of Payment	• 2.5% of the estimated procurement cost, i.e. Rs. 1,87,50,000/ • 1%, i.e. Rs. 75,00,000/- for Sick Industries, other than S.S.I., whose cases are pending with Board of Industrial & Financial Reconstruction. • 0.5%, i.e. Rs.37,50,000/- for S.S.I. of Rajasthan 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"
Upload of draft RFP	09-Jan-2023
Date / Time for Pre bid Meeting	• Date: 16-Jan-2023 • Time: 11:30 A.M. Place: RISL, Board Room, First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)
Manner, Start/ End Date for the submission of Bids	• Manner: Online at eProc website (http://eproc.rajasthan.gov.in) • Start Date: 09-Jan-2023

	• End Date: 08-Feb-2023
Submission of Banker's Cheque/ Demand Draft for Processing Fee*	Up to 03:00 P.M., 08-Feb-2023
Date/ Time/ Place of Bid Opening	• Date: 08-Feb-2023 • Time: 04:00 P.M. • Place: RISL, Board Room, First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)
Date/ Time/ Place of Financial Bid Opening	Will be informed later
Bid Validity	180 days from the bid submission deadline

Note:

1) Bidder (authorised signatory) shall submit their offer on-line in Electronic formats both for technical and financial proposal. However, DD for RISL Processing Fees should be submitted physically at the office of Tendering Authority as prescribed in the NIB and scanned copy of same should also be uploaded along with the technical Bid/ cover.

2) * In case, any of the bidders fails to physically submit the Banker's Cheque/ Demand Draft for RISL Processing Fee upto the time as mentioned in the NIB, its Bid shall not be accepted. The Banker's Cheque/ Demand Draft for RISL Processing Fee should be drawn in favour of "Managing Director, RajCOMP Info Services Ltd." payable at "Jaipur" from any Scheduled Commercial Bank.

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

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

5) Bidders are also advised to refer "Bidders Manual Kit" available at e-Procurement website for further details about the e-Tendering process.

6) Training for the bidders on the usage of e-Tendering System (e-Procurement) is also being arranged by DoIT&C, GoR on a regular basis. Bidders interested for training may contact e-Procurement Cell, DoIT&C for booking the training slot.

Contact No: 0141-4022688 (Help desk 10 am to 6 pm on all working days)

e-mail: eproc@rajasthan.gov.in

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

7) The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bids.

8) No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a formal contract is signed and executed between the procuring entity and the successful bidder.

9) 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.

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

Indra Prakash Jha

ACP Dy Director

2. PROJECT PROFILE & BACKGROUND

2.1 About RISL

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

2.2 Project Profile

The Excise department is the state government's second-largest tax revenue earning department. It deals with the administration of the laws and rules relating to the manufacture, possession, sale, import, export and transport of Liquor, intoxicating drugs and collection of revenue from each of these sources. The department is not only involved in the collection of revenue, but it works to prevent illegal trade, trafficking and production of illicit Liquor.

The Excise department is headed by the Excise commissioner with its Head Quarter situated at Udaipur with jurisdiction over the whole state. At the headquarter, Excise Commissioner is assisted by Additional Commissioner (Administration), Additional Commissioner (Policy), Additional Commissioner (EPF), Financial Advisor and some other officers. For effective control over field-level functionaries, the state is divided into seven zones - Jaipur, Jodhpur, Udaipur, Ajmer, Bikaner, Bharatpur and Kota each headed by an Additional commissioner.

The project is envisaged to cater the Rajasthan state excise department and the PSUs / Manufacturing units under the Rajasthan excise department. Project shall be developed as a COTS product and maintained by the RISL. The user department shall pay to the RISL for its uses, RISL shall focus initially the state of Rajasthan for the process and the working of the excise department.

2.3 RSBCL

RSBCL is a company constituted on February 25, 2005, under the Companies Act, 1956 under the Excise Policy declared by the Government of Rajasthan for the financial year 2005-06. RSBCL has been provided exclusive rights for pricing, purchasing and selling Indian Made Foreign Liquor (IMFL), Beer and Foreign Made Foreign Liquor (FMFL) in the state of Rajasthan to the licensees authorized by Excise Department. The purpose of the creation of RSBCL was to provide proper quality and quantity of liquor at a uniform rate, and availability of a variety of liquor brands to the consumers throughout the state. Another important purpose was to remove the middlemen between manufacturers/suppliers and retailers so that Government can avoid revenue leakage.

RSBCL has been working in the business since April 1, 2005. RSBCL carry out its commercial activities as per its liquor sourcing & pricing policy and Liquor Sales Policy. RSBCL operates its activity through its head office at Jaipur and 40 depots in all districts of the State. The head office carries out the supervisory and controlling works and depots provide sourcing and supply of IMFL, Beer and FMFL to retail licenses approved by the Excise Department.

2.3.1 RSBCL Depots

At present, RSBCL is running its business through following 40 depots situated all over the state:

S. No.	District	No. of Depots	S.No.	District	No. of Depots
1.	Ajmer	02	18.	Jhalawar	01
2.	Alwar	01	19.	Jodhpur	02
3.	Behror	01	20.	Jhalawar	01
4.	Banawara	01	21.	Kota	01
5.	Baran	01	22.	Karauli	01
6	Barmer	01	23.	Nagaur	01
7.	Bharatpur	01	24.	Pali	01
8.	Bikaner	01	25.	Pratapgarh	01
9.	Bundi	01	26.	Jalore	01
10.	Chittorgarh	01	27.	Rajsamand	01
11.	Churu	01	28.	Sikar	01
12.	Dausa	01	29.	Sirohi	01
13.	Dholpur	01	30.	Sri Ganganagar	01
14.	Dungarpur	01	31.	Jhunjhunu	01
15.	Hanumangarh	01	32.	Tonk	01
16.	Jaipur	04	33.	Sawai Madhopur	01
17.	Jaisalmer	01	34	Udaipur	02
Total Depots : 40					

Location and number of depots are changed as per requirements of RSBCL as and when necessity arises.

2.4 RSGSM

RSGSM was initially incorporated in the year 1945 as "The Bikaner Industrial Corporation Ltd., Bikaner" in the private sector and privately run from 1945 to 1952. It was leased to the State Government of Rajasthan for 2 years.

The State Government purchased the shares of the managing agents and the control of the company was taken over by the Govt. of Rajasthan w.e.f. 1st July 1956. The name of the Company was changed to "The Ganganagar Sugar Mills Ltd." w.e.f. 21st Jan 1957 and it was further changed to "Rajasthan State Ganganagar Sugar Mills Ltd." w.e.f. 14th May 1993.

RSGSM has played a vital role in safeguarding the excise revenue of the state govt. by way of successful implementation of the excise policy and has earned a reasonable rate of return on the investments made. Presently Company is having two divisions.

2.4.1 Sugar Division

- Sugar Factory, Sriganganagar
- Responsible for purchasing of sugarcane, manufacture sugar from sugarcane. Sell of Sugar & Molasses.
- Rectified Spirit production through Molasses/ Grain Based

2.4.2 Liquor Division

- 17 Reduction Centers & 89 Depots across Rajasthan.
- Presently company manufactured Country Liquor/ RML / RHL through 17 Reduction Centers and Sell through 89 Depots. RSGSM is also selling the Country Liquor/ RML of Private Supplier through 89 Depots.

The Excise department of Rajasthan, as a part of their envisioned strategy, intends to improve the efficiency of the department and make more transparency in the State using IT-based technologies like Web, Mobile applications, analytics and SCADA technology which will cover all the aspects and schemes. The revamped IT platform shall enable the decision makers to view the details of various schemes of the department on one platform. The platform shall serve as a unique source of information for various schemes of the department and integrate various other data sources and scheme-related information, also this platform shall reduce all the AT&C losses.

In this context, the Excise department of Rajasthan had requested DoIT&C/ RISL to facilitate revamping existing Web and Mobile applications and the enhancement which shall cover the use of analytics and SCADA technology and come up as a single platform for the department.

To revamp the existing Integrated Excise Management System a high-level system study has been conducted to evaluate the feasibility of the revamped IT solution.

Earlier in 2002, Excise department has selected a service provider through RFP to implement a web-based solution for E-Pass & Permit Management. Later, in 2006 the government of Rajasthan changed the excise policy & brought in RSBCL (Rajasthan State Beverages Corporation Ltd) and RSGSM (Rajasthan State Ganganagar Sugar Mills Ltd) for supply chain management of IMFL & CL. Then system was enhanced with system driven documentation and permit passes.

The existing vendor was given single source procurement order to implement IEMS 1.0 with more advanced features and processes in 2006 and the contract was continued till 2010. During the period, all three organizations came on a single platform i.e, Integrated Excise Management System.

S.N.	Unit	District	District/Sub Depot
1	Jaipur	1. Jaipur	1. Jaipur City (Jhotwara)
			2. Chomu
			3. Phulera
			4. Shahpura
			5. Dudu
		2. Dausa	6. Dausa
			7. Bandikui
		3. Sikar	8. Sikar
			9. Fatehpur
			10. Neem Ka Thana
			11. Shrimadhopur
		4. JhunJhunu	12. Jhunjhunu
			13. Chirawa
			14. Khetri
			15. Nawalgarh
		5. Churu	16. Churu
			17. Taranagar

S.N.	Unit	District	District/Sub Depot
			18. Sujangarh
			19. Ratangarh
2	Ajmer	6. Ajmer	20. Ajmer
			21. Beawar
			22. Kekri
			23. Kishangarh
		7. Nagore	24. Parbatsar
			25. Didwana
			26. Nagour
			27. Merta Road
		8. Bhilwara	28. Bhilwara
			29. Shahpura (BHL)
			30. Asind
			31. Mandalgarh
			32. Gangapur
3	Udaipur	9. Udaipur	33. Udaipur
			34. Mawli
			35. Khairwara
			36. Dhariwad
		10. Chittorgarh	37. Chittoregarh
			38. Chotisadri
			39. Kapasan
			40. Dungla
			41. Begu
			42. Rawatbhata
			43. Partapgarh
		11. Dungarpur	44. Dungarpur
		12. Banswara	45. Banswara
		13. Rajsamand	46. Rajsamand
			47. Devgarh
4	Jodhpur	14. Jodhpur	48. Jodhpur
			49. Phalodi
			50. Pipad
		15. Sirohi	51. Sirohi
			52. Aburoad

S.N.	Unit	District	District/Sub Depot
		16. Barmer	53. Barmer
			54. Balotra
		17. Jaisalmer	55. Jaisalmer
			56. Pokhran
		18. Pali	57. Pali
			58. Rani
			59. Jetaran
			60. Sojat
		19. Jalore	61. Jalore
			62. Binmal
5	Bharatpur	20. Bharatpur	63. Bharatpur
			64. Deeg
			65. Bayana
		21. Swaimadhopur	66. Swaimadhopur
			67. Gangapur
		22. Alwar	68. Alwar
			69. Behror
			70. Bhiwadi
			71. Khairtal
			72. Rajgarh
			73. Laxmangarh
		23. Karoli	74. Karoli
			75. Hindon
		24. Dholpur	76. Dholpur
6	Kota	25. Kota	77. Kota
			78. Ramganjmandi
		26. Bundicity	79. Bundicity
		27. Baran	80. Baran
			81. Chhipabarod
		28. Jhalawar	82. Jhalawar
			83. Bhawanimandi
			84. Khanpur
		29. Tonk	85. Tonk
			86. Devli
			87. Malpura

S.N.	Unit	District	District/Sub Depot
7	Sriganganagar	30. Sriganganagar	88. Sriganganagar
			89. Karanpur
			90. Padampur
			91. Raisingh Nagar
			92. Anoopgarh
			93. Suratgarh
		31. Hanumangarh	94. Hanumangarh
			95. Nohar
			96. Bhadra
		32. Bikaner	97. Bikaner
			98. Nokha
			99. Lunkaransar

2.5 Project Outcomes

The objectives of the project are as mentioned below:

a. To provide an integrated system to cover all the schemes of the Excise department.

b. To increase transparency by provide better reporting and decision support systems using SCADA, Analytics with AI, and mobile technologies. The implemented SCADA system shall be able to supervise control and acquire data of the overall manufacturing process

c. To reduce the leakage in the system and increase the revenue of the department.

d. Real-time monitoring of movement of vehicles coming out of Distilleries, Bottling Plants and Breweries carrying excisable goods.

e. End-to-end end tracking of movement of liquor through Stakeholders thereby reducing thefts and illegal movement of liquor through Track & Trace System with the help of GPS implementation.

f. Citizen centric services like online License management system, lottery for retail and any services exists or envisaged for the better services to the citizen.

g. Revenue management online including lifting control in real-time.

h. Online payment gateway to facilitate the stakeholders to make duty and fee payments online.

i. Better financial planning forecasting and reconciliation.

j. Capacity Building & Training

2.6 Project Requirements

As a part of e-Governance initiative, Excise Department, has implemented a web-based solution for Excise Management System from an IT service provider in the year 2002 through tendering process. This solution was adopted as Web based Solution. The entire solution included Software, Implementation, Training and Project Management.

Presently department is using the Integrated Excise Management System which is handling varied departmental activities like:

- License Management,
- Revenue Management,
- Supply Chain of Liquor,

- Stock Monitoring and Liquor movement,
- Inventory Management etc

Existing Solution is currently catering the business requirements in different patched and need of new system followed by further enhancements.

The major activities to be undertaken as part of the scope of this RFP are listed below:

The selected bidder shall be responsible to develop complete solution for Excise Department.

During the period, in 2020, various new processes and modules were implemented such as E-Auction was implemented in place of Lottery Management, similarly, SCADA/IoT would be implemented for monitoring the system in real-time and AI-ML based

This Integrated Excise Management System was developed for Excise Department, Government of Rajasthan, Rajasthan State Beverages Corporation Limited (RSBCL) & Rajasthan State Ganganagar Sugar Mills Limited for the administration and regulation of various day-to-day routine official activities of respective organizations.

The project streamlined the core processes of industry administration through automation. This project contributed significantly to e-governance in the state. After successful completion of this phase, emerging business needs and the vision of the department wish to take this project to the next level of e-governance, as IEMS 2.0. The enhanced version of IEMS 2.0 will improve efficiency through mobility, and increase the control of stakeholders through this Application, the areas where last mile connectivity is a challenge.

2.7 Project Stakeholders

The following stakeholders will be involved in the project:

S. No.	Stakeholder	Benefits
1	**Manufactures (Distillery, Bottling Plants, Breweries)**	• They will know the quota allotted to them on a real time basis. • They will reduce interaction and follow being done with the department for the generation of e-permits and transport pass. • Brings transparent flow of information in terms of resources, policies and pricing process. • Reduces paper work • Transparency in movement of stocks. • Faster processing of Documentation. • Information available on a click of mouse
2	**Whole seller**	• Reduction in interaction with the department • Less paper work • Brings in more transparency • Information on availability of inventory/stocks viz. a viz. location • Information on duty paid/ payable to the department • Faster processing • Information available on a click of mouse
3	**Retailer**	• Application and renewal/ allotment of online license/ shops • Retailers will have information of stocks/ inventory on real time basis so that they can plan their lifting. • Reduces visits to the department • Able to track sales/ revenue • Faster processing • Information available on a click of mouse

4	**Citizens**	• On the implementation of this system citizens can get the genuine liquor instead of illegal liquor • Citizens can get the liquor at genuine price without any illegal involvement • Citizens can get the hassle free availability of stocks of all the brands. • Citizen's faith on department increases. • Citizen's faith on government increases. • Will reflect transparency resulting in improvement of Government image.
5	**Excise**	• Real time monitoring • Revenue leakage will be reduced • Sale of Illicit liquor will be monitored and controlled • End to End excisable goods stock will be monitored.
6	**RSBCL**	• Real Time Monitoring of depot wise stock position • Real time monitoring of depot wise sale • Real time Prediction of Fast selling stock • Stock reconciliation • Finance Reconciliation
7	**RSGSM**	• Real Time Monitoring of depot wise stock position • Real time monitoring of depot wise sale • Real time Prediction of Fast selling stock • Stock reconciliation • Finance Reconciliation
8	**Suppliers**	• Real time monitoring of stock position in depots • Planning for supply of Predicted Fast selling stock
9	**Licensees**	• Real Time stock availability in depots • Managing their stock in the shop
10	**Bank**	• On line challan receipt and reconciliation.

3. QUALIFICATION/ ELIGIBILITY CRITERIA

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

S. No.	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	A company registered under Indian Companies Act, 1956 OR A partnership firm registered under Indian Partnership Act, 1932. OR Limited Liability Partnership Firm Registered under Limited liability partnership Act- 2008	- Copy of valid Registration Certificates - Copy of Certificates of incorporation
2	Financial Turnover:	Average annual turnover of at least Rs 60 crores from IT /ITES Software Development and its O&M Business during the last five financial years (FY's 2017-18, 2018-19, 2019-20, 2020-21, 2021-2022) as per last audited balance sheets or statements.	CA Certificate with CA's Registration Number/ Seal and UDIN, Which mentions turnover of IT /ITE/Software Development and its O&M Business
3	Financial: Net Worth	The company must be positive net worth in last three financial years ending at 31st March 2022	CA Certificate with CA's Registration Number/ Seal and UDIN
4	Technical Capability	The Bidder should have been engaged and completed or in O&M phase (Portal/ Application status should be on production and live) for at least following numbers of projects for any Government Department / Government Agency / PSU: A. One Project of development, deployment, implementation and O&M of Web-Portal/ Application based Software Application having value of RS 30.00 Crores or more. OR B. Two projects of development, deployment, implementation and O&M of Web-Portal/ Application based Software Application having value of Rs. 15 crores per project or more. OR C. Three projects of development, deployment, implementation and O&M of Web-Portal/ Application based Software Application having value of Rs. 10 crores per project or more. D. Note:	Project reference And Work Completion Certificates from the client + Invoice with payment receipt statement (Certified by CA) OR Work Order + Self Certificate of Completion+ Invoice with payment receipt statement (Certified by the CA); OR Work Order + Phase Completion Certificate from the client + Invoice with payment receipt statement (Certified by CA) (The phase completion certificate should indicate that the

S. No.	Basic Requirement	Specific Requirements	Documents Required
		1. The date of the orders and completion of a project or go live of the project should remain between 1st Apr. 2012 and last date of bid submission. 2. Projects executed with in the agency's own company, group of companies, Joint Venture companies shall not be considered. 3. The cost of supply, installation and maintenance of hardware components will not be considered in project cost under this criterion.	development and deployment of the portal/application has been completed as per the Workorder. Values realised should be equal to or more than 35 Cr.)
5	Tax registration and clearance	The bidder should have a registered number of i. Income Tax / PAN number ii. GSTN where his business is located Note: Any certificate should belong to a date not later than the last day of bid submission. The bidder should have cleared his VAT/ GST dues up to June, 2022 to the Government	-Copies of relevant certificates of registration -Self undertaking for the clearance of VAT/ CST
6	Certifications	The bidder must possess at the time of bidding, A valid CMMi Level 5 Certification	Copy of a valid certificate
7	Mandatory Undertaking	Bidder should: - a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons; b) not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings; c) not have a conflict of interest in the procurement in question as specified in the bidding document. comply with the code of integrity as specified in the bidding document.	A Self Certified letter as per Annexure-2: Self-Declaration

3.1. Additional provisions for qualifications:

In addition to the provisions regarding the qualifications of the bidders as set out in (section 2) above: -

A. the procuring entity shall disqualify a bidder if it finds at any time that, -

   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

B. the procuring entity may require a bidder, who was pre-qualified, to demonstrate its qualifications again in accordance with the same criteria used to prequalify such bidder. The procuring entity shall disqualify any bidder that fails to demonstrate its qualifications again, if requested to do so. The procuring entity shall promptly notify each bidder requested to demonstrate its qualifications again as to whether or not the bidder has done so to the satisfaction of the procuring entity.

RISL reserves the right to verify all statements, information and documents submitted by the bidder in response to tender document. The bidder shall, when so required by RISL, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of verification by RISL shall not relieve the bidder of its obligations or liabilities hereunder nor it will affect any rights of RISL thereunder. If any statement, information and document submitted by the bidder is bound to be false, manipulated or forged during verification process, strict action shall be taken as per RTTP Act 2012, procurement rules 2013 and subsequent amendments.

4. SCOPE OF WORK, DELIVERABLES & TIMELINES

It is envisaged that there is a need of complete end-to-end computerization with process improvement by doing BPR of the supply chain process in Rajasthan considering the following scope of work:

1. The Bidder shall provide an integrated IT platform that shall include a web based application, public portal, GPS, mobile application, shall also provide SCADA application for supervise, control and data acquisition of the entire manufacturing process. AI and analytics for reporting and forecasting

2. An indicative FRS has been included in the Annexure 10 however the bidder shall conduct a Detailed System Study, Requirement & Gap Analysis on the process and the entire work flow and submit the SRS for the approval

3. The bidder shall design, develop, customised, testing and configure the application as required which shall include IEMS IT web based platform, SCADA application, mobile application, GPS tracking, and AI and Analytics, considering the number of departmental end user tentatively 1000 and citizens/public users, however at the time of implementation successful bidder shall asses the actual number of user for its implementation.

4. Training on Application Software & Web Portal

5. System Integration and Commissioning (Go-Live)

6. Support and Maintenance (O&M)

7. The bidder shall also be responsible for deploying resources for the project for undertaking various implementation activities as per Section 4.13 and 4.15.

4.1. Detailed System Study, Requirement & Gap Analysis

1. The bidder shall be responsible for conducting detailed system study, Gap Analysis in coordination with all stakeholders (key officials of selected organization/ PSUs/ Offices of different type) for all modules and features of the proposed Integrated IT Solution.

2. The Bidder shall deploy its team as per the supply schedule and assign the responsibility of system study in such a way that each group will conduct detail system study independent to other groups and will ensure that they cover all the modules and features planned to be developed. However, Bidder's core team shall review the outcome of system study of all groups and identify the common processes, inter-linked features & integration requirements for all the modules & features to interact and share data amongst themselves.

3. Bidder shall ensure that a comprehensive System study is conducted at multiple locations as and when required and cost shall be borne by the bidder only.

4. The bidder shall perform Gap Analysis with respect to the existing workflow/ processes of all the Organizations/ department included in the process or functionality as required .

5. After Gap Analysis and process mapping, Business Process Re-engineering (BPR) would be initiated for standardization of core processes as per existing workflows.

6. This report shall be submitted and get the sign off for the go-ahead

4.2. System Requirement Specification (SRS)

1. The Bidder shall be responsible for the preparation of System Requirement Specification (SRS) document for all modules & features planned/developed to be covered in the Integrated IT solution. The SRS document should be prepared as per the latest version of the IEEE Standards/ Template.

2. The Bidder shall obtain sign-off on SRS document from the designated authority/ Executive Committee for all the modules / features which shall be developed or already developed in the

system. The bidder shall ensure that the SRS document is prepared considering all provisions for future scalability in terms of functional & technical requirement/ enhancement of the all the modules planned to be covered and their integration with 3rd party applications, legacy application and other modules developed.

3. The Bidder is required to update the SRS documents of all modules as and when any enhancement/ modifications are made into the module/ system till the duration of contract.

4.3. Design, Development, Customized , Data Migration and Testing and Deployment of Software solution for the IEMS 2.0

Selected Bidder shall be responsible for Design, Development, Customized Testing and Deployment of Software solution (Web Application, Web Portal and Mobile Application) covering the process flows of IEMS2.0.

Detailed functional requirements and functional design of the Software solution is given in Annexure-10 (Functional Requirement Specifications) of the RFP. The bidder shall have to also consider the Design, Development, Customized Testing and Deployment of Software solution in a phase manner as mentioned in the annexure -12

4.3.1. Design

Selected Bidder shall deliver below listed design documents:-

(1) Software Design Document containing:
   (a) Brief Description of Module/Screen/functionality
   (b) Description of classes involved with properties and methods
   (c) Description of database objects—tables, stored procedures, functions etc
   (d) Bidder shall provide the high level and low level design document in the SRS or separately as required
   (e) Bidder shall also provide all technical architecture document for the development.
   (f) Other Miscellaneous objects/business rules involved
(2) Database design document
(3) While creating a design selected bidder shall keep the concept of microservices into consideration to keep the upcoming application should be
   (i) The details like the microservice framework e.g. Spring Boot, Vert.x, Helidon, Quarkus its utilisation should mention in solution section to understand the design in context to the microservices
   (ii) The application should be highly maintainable and testable application
   (iii) The application should be Loosely coupled
   (iv) The application should be Independently deployable
   (v) The application should be Organized around business capabilities
   (vi) Design pattern selected for the IT platform shall be clearly mentioned and elaborated in the design document and both low level and high level shall be provided with Technical architect document
   (vii) Technology like Containerization, its orchestration, API management tool and other tools and technology should be clearly mentioned and designed for the solution

Selected Bidder shall also maintain a RTM (Requirement Traceability Matrix) and shall provide the same to RISL, as and when requested for.

The SI shall design the solution in such a way that the solution shall be responsive in nature for all the available devices. Also ensure the availability of licences if any required to maintain availability

of the solution for tentatively 1,000 end users considering 10% concurrent users for IEMS, SCADA, AI ML, GPS. These shall be at least three users for AI engine who may work for machine learning and or AI development.

4.3.1.1. Expected technical design solution for IEMS2.0

The IEMS2.0 application is to be deployed and run on a modern and Microservices based standardized enterprise application platform that is easily scalable, maintainable and deployable, highly available and support multiple technologies based on polyglot paradigm and is fault tolerant.

An Enterprise container platform would enable to create, deploy, and run the microservices applications in containers for portability across heterogeneous environments.

The setup broadly should provide:

- Microservices based application.
- Containerization of the microservices.
- Run microservices in local container engine.
- Push container images to a container registry.
- Deploy, run and orchestrate microservices in a container orchestration engine such as Kubernetes.
- Implement a Monitoring and Observability framework.
- Implement DevOps framework for CI/CD

The solution would be deployed on-premise, it should provide complete set of offerings and components under support and service as licenses or support subscription from the OEM.

Provide open standards, specifications and APIs defined by the Open Container Initiative (OCI) and Cloud Native Computing Foundation (CNCF) and deliver a simplified framework for installations, updates, upgrades and configuration of key features for orchestrating microservices.

The complete solution should have various components for:
- Solution to use the suite of open-standard software technologies that is tested, integrated, and supported on desired deployment as on-premise.
- Solution to simplify the adoption of cloud native solutions for the on-premise deployment.
  Core solution components and capabilities:
  - Microservices Platform: The platform should Support for multiple microservices solutions such as Spring Boot, Micronaut, Helidon.
  - The Enterprise Container Platform to support for Multicluster or hybrid application management platform as required.
  - Simplified container infrastructure lifecycle management and runtime
  - Offer and support Secure and scalable multiple Operating system.
  - The Platform to provide enterprise grade in-memory data grid.
  - The Underneath Infrastructure with management and Monitoring tools on X86 platform.
  - The solution should use the multitenant based (container database architecture) to provide DB isolation in-sync with microservices architecture.
  - Complete, Integrated and OEM Supported Framework
  - Can run multiple operating systems.
  - Simple and much lesser time for installation
  - Considerations for backward compatibility
  - Tight integration with the Observability stack
  - Support and unified observability across complex multicluster deployment scenarios (such as containerized, traditional, on-premise, hybrid)

- Provides an application modernization, management and DevOps capability, that can run on premises.
- Relies on industry standard Open Application Model (OAM) specifications.
- Curated stack approach makes applying all patches to all underlying technologies at once.
- To deploy and manage Container orchestration platform operators in cluster.
- The service mesh module on top of the Container orchestration cluster.
- Should provide native DevOps, from application development to deployment.
- Set up persistent storage for applications in a cluster.
- Ephemeral and batch jobs to expose their metrics to Monitoring Tools.
- Deploying and managing In-memory data grid clusters.
- Support for deploying and managing domains.
- Automates the management and issuance of TLS certificates.
- Collects logs and sends them to Search and Analysis tool.
- Distributed tracing system for monitoring and troubleshooting distributed systems.
- Handles alerts sent by client applications.
- Management console for the service mesh.
- Manages multiple Kubernetes clusters.
- Plug-in for implementing Open Application Model (OAM) control plane.
- Monitor hardware and OS metrics.
- Distributed full-text search engine.
- Provides event monitoring and alerting.
- Provides metrics about the state of Kubernetes API objects.
- Provides metrics in support of pod/package autoscaling.
- Provides search and data visualization capabilities for data indexed for search tool.
- Support for single sign-on with Identity and Access Management.
- Service mesh that layers transparently onto existing distributed applications.
- Synchronizes exposed container orchestration tool services and ingresses with DNS.
- Tools to help you examine, analyze, and monitor metrics.
- Traffic management solution for applications.
- Delivers improved security to application and services.
- Ease of management, deployment, and monitoring. An agile platform to manage applications and services.
- Provides improved performance, availability, and risk reduction.
- Autoscaling should improve workload demand.
- Microservces framework provides familiar APIs like JAX-RS, CDI and JSON-P/B.
- Microservces framework must be lightweight, flexible, and reactive and provide modern functional programming model.
- Microservces framework should provide faster startup time and low memory footprint
- Microservces framework provides support for health checks, metrics, tracing and fault tolerance and CI/CD tools like Prometheus, Zipkin.
- Microservces framework should supports the MicroProfile standard.
- Microservces framework should bundle its infrastructure requirements
- In addition the solution should be capable to containerize and run the traditional application running on enterprise grade application server platform with its lifecycle management.
- The solution should provide the in-memory data grid that can be deployed as containers and orchestrated using container orchestration tool. This should be Based on industry-leading standards offer a modern highly scalable and easily manageable platform.

The application stack should be able to run on-premises converged infrastructure platform that allows to efficiently consolidate business critical middleware and application workloads and supports curated set of CNCF projects.

Infrastructure should provide a converged compute, network, and storage technologies for hosting workloads in guest operating systems.

4.3.1.2. Data Management for Microservices:

Database management practices and capabilities of database

- Data management should be configured as container based multitenant architecture that allows microservices to have isolated databases but to be managed as one.
- Should support microservices design by providing transactional messaging for events
- Multi Model database engine supporting Relational, OLAP, JSON Document, XML, Graph, Spatial data.
- Configured for Industry leading security, scalability, analytics, and high availability

4.3.1.3. Migration and database design

Selected bidder has to design the data migration strategy from IEMS1.0 (Oracle) to 2.0 in such a way that there should be minimum down time and minimum loss of data. Using best practices in such a way that risk of downtime/ performance / read only issues/ table lock/ or any other if required use of DR infra may be used or any other way like multi tenancy of database.

4.3.1.4. Memory utilisation

For higher performance of OLTP and Analytics or MIS the database must use in-memory capabilities, such as for OLTP row wise whereas for analytics column wise data required data gets populated in-memory, this should ensure higher performance. SI also need to utilize the database tuning capability to tune the SQL statement as regular and ongoing process.

4.3.2. Development

The Selected bidder shall develop the application in accordance to the approved design and solution proposed, the selected bidder would be required to provide version control for code and database also. During the development SI should consider the feature like archiving facility for database and Software solution. Versioning should also allow contributors to know whether team is working with the latest version, and allow them to merge changes made in separate versions when needed.
SI shall deploy a code review automated tool to give audit report on regular basis in daily stand-up call with the RISL representative. Also update the RISL representative for the day to day development. SI shall also submit prototype and code review report to the RISL. All the UI should be responsive in nature across the devices and screen sizes. The solution will have a mobile application which will be built on android, and iOS platform. The application shall be deployed on the microservice based environment and selected bidder shall be responsible to maintain its reliability and operationality for 100% availability.

Any standard e-governance applications and/or existing applications of government or its client may be required and SI has to plan accordingly

The selected bidder shall ensure that the developed solution is meeting all system integration requirements with other following applications (but not limited to) of Government of Rajasthan/ third-party applications as mentioned below:

    i.   Raj Kaaj (State e-Office)
    ii.   RajERP
    iii.   Rajasthan Single Sign On (SSO)
    iv.   Rajasthan Sampark
    v.   e-Sign
    vi.   e-Vault
    vii.   Rajdharaa (State GIS platform)
    viii.   Aadhaar
    ix.   Jan Aadhaar
    x.   Rajasthan Payment Platform (RPP) and/ or Bank
    xi.   Authorized bank from respective organization
    xii.   eGras and IFMS
    xiii.   e-Mitra
    xiv.   SMS Gateway
    xv.   Email Gateway
    xvi.   Single Window Clearance System (SWCS)
    xvii.   Rajasthan Accountability Assurance System (RAAS)
    xviii.   Any other third-party tool (hardware / software) which need to be integrated as per the directions of the purchaser

The bidder shall ensure that all the integration of government applications and third-party solutions with developed solution shall be done through the Raj Sewa Dwar; the Enterprise Service Bus (ESB), which shall act for middleware functionality of the application. The access and control to the gateway for this purpose shall be provided by Purchaser to the selected bidder. All the services developed for integration with other Applications shall be routed through Raj Sewa Dwar.

4.4. **Data Migration (From IEMS1.0 to 2.0):**

The goal of the Data Assessment and Migration work is to produce a single validated and normalized relational staging database to be used as the source of data for a new IEMS during development, testing and implementation. The selected vendor shall develop the data migration process for the existing IEMS1.0 (oracle) to create the staging database and shall refresh the staging database as needed (usually monthly) through execution of the data migration process. The vendor selected to provide services ("data vendor") as outlined in this Request for Proposal ("RFP") will provide data quality assessment, profiling, and data migration services for the conversion to a new IEMS solution. The data profiling and migration process by conducting an initial assessment of current production data to identify what, if any, data problems exist, correct any missing or invalid data found, and create a single staging database that will be used to populate the new IEMS database created after migration from existing IEMS1.0 (oracle) and incorporating the new features also assist in resolving data issues during the migration. The Selected bidder has to ensure the appropriate tool and technology for minimum downtime migration

4.4.1. **Data Assessment**

This data Assessment plan shall be submitted with the SRS submission. The selected vendor shall perform the following Data Assessment activities:

4.4.1.1. Provide a Data understanding Plan

The selected vendor shall conduct a data assessment of production data for the purpose of uncovering data anomalies associated with content (including missing data), relationships, correctness, completeness, uniqueness, consistency, and validity. Types of problems identified may include but are not limited to, multiple spellings of the same content, numeric range analysis, discovery and validation of data patterns, identification of redundant data and primary/foreign key relationships, and duplicate records. The selected vender shall provide the following

- Data definitions of all the data included in the system
- Procedures/ jobs for comprehensive data
- Mapping of all the fields and Entity relationship for entire system

The results of this process will determine if production data passes the following tests:

- Accuracy
- Completeness
- Consistency
- Compliance

The selected data vendor will develop the acceptable criteria for measuring results of these tests.

4.4.1.2. Anomalies reporting

Provide reports which reflect the results of the data assessment results before, during, and after the data assessment has occurred.

4.4.2. Tools

Utilize appropriate data analysis based on data types and relationships utilizing automated tools to conduct analysis, report findings and make recommendations for correction. Data analysis efforts will include but are not limited to:

- Pattern analysis to determine if the data values in a field are in the expected format.
- Statistical analysis such as minimum/maximum values, mean, median, mode and standard deviation.
- Frequency count analysis to identify data outliers that may indicate data inconsistencies.
- Rule validation analysis using pre-built business rules within the data tools as well as customized business rules specific to IEMS.
- Relationship analysis of logical connections between pieces of data to determine potential problems related to primary/foreign key relationships, orphaned data, and duplicate records.

4.4.3. Data Cleaning

Analyze assessment results and report the findings, outlining what specific data problems were found, the extent of each type of problem, location of data problems and the overall impact on production data. For each type of data problem, propose a method of correction based on identified criteria to establish which data is critical, important, and significant to business operations. Utilize automated data profiling tools and customize the tools to ensure that data complies with old IEMS business and data rules.

4.4.4. Conversion Script

Based on data assessment selected vendor shall documented a mapping requirement, the vendor will be required to develop conversion script to transform the legacy data into a RDBMS data base. This script shall be tested on the staging database on the full legacy data and conversion issues will

be documented by the vendor in an Issues log. Excise department and RISL will assist the vendor in resolving documented issues. Based on the resolutions, the vendor will revise scripts to resolve the documented issues, with a goal to eliminate all issues the test results shall be shared to the RISL to evaluate. Vendor shall also submit the conversion scripts to the RISL as part of submission.

4.4.5. Data Migration

Utilizing the approved scripts by RISL on the basis of the results submitted by the vendor, the vendor will be required to execute the automated conversion of legacy data to RDBMS database. Tests will be executed on the full production legacy data, and conversion issues will be documented by the vendor in an Issues log. The vendor will revert the changes if desired results shall not be obtained and customised the conversion script till the desired results of the conversion scripts shall not be obtained and all issues shall not be eliminated

4.5. Testing:

The SI shall submit the testing plan which shall consists of the following:

1. Major Milestones & Dependencies – These are testing milestones with their dependencies and corresponding start and end dates. These tasks and dates should line up with the Project Plan
2. Testing Scope – The primary scope of testing should be to ensure the project objectives and requirements have been met. SI should also include the items below so everyone know what exactly is going to be part of the testing effort.
3. List the changes/features that will part of the testing effort
4. List the changes/features that will NOT be part of the testing effort
5. List the planned testing types
6. Number of cycles
7. Benchmarking to acceptability of the test results
8. List the configurations of the testing machines
9. Test Data – In order to test the AUT against the approved requirements there may need to have new test data created by another group. This section shall have a list of what data requirements are so they can be ready before testing starts.
10. List the data requirements for each of the planned testing types
11. Testing Deliverables – This sections should specify which testing deliverables will be created and delivered to the project team.
12. Logical & Physical Environments – This section should specify the different environments as well as which testing type will be executed in each.
13. Applications Affected – This section should list out any other application affected by the project from either incoming or outgoing interfaces.
14. Assumptions – This section should list out any & all assumptions that were used to create the test plan.
15. Resources – This section shows the staffing assumptions for the testing effort. Individuals may hold multiple roles. Refer to the QA Roles & Responsibilities for definitions of the responsibilities for each of the roles.
16. Acceptance Section for Sign Offs – After review of the test plan SI should request signoff.
17. Revision History – Just like any other document a revision history is very important so everyone can see what changes were done and why.
18. SI shall divide the overall testing in phases like smoke/retesting/sanity/regression
19. SI shall implement a automated tool to automate the testing process

4.6. Safe to Host Certification:

The Selected Bidder shall get the Safe to Host Certification done for Software solution (Web Application and Web Portal) (including all the pages) from the Cert-in empanelled vendors.

Selected Bidder shall remove the vulnerabilities identified during the Safe to Host certification and then deploy the Software solution at RSDC.

4.7. Assistance to Third Party Auditor (TPA) appointed by RISL:

RISL may appoint Third Party Auditor (TPA) at its own cost to conduct the technical review and audits of work performed by Selected Bidder. Selected Bidder shall provide access of the systems as required by TPA for conducting the audits etc. Gaps/ issues identified by the TPA will be decided mutually between RISL and Selected Bidder and shall further be taken up for resolution by Selected Bidder.

4.8. Deployment & Configuration of Integrated IT solution

1. The Bidder shall deploy the Integrated IT solution developed for the different PSUs/organisation.
2. On the basis of executive committee, if directed then bidder shall deploy it on Raj Megh – The Government of Rajasthan cloud architecture.
3. The Bidder shall be responsible to install requisite software/ utilities tools and configure web server, application server and database server clusters. These servers should be configured with load balancer to provide redundancy and high availability.
4. The Bidder shall be responsible to coordinate with RSDC operator to host, install and configure web portal and application at RSDC Jaipur. Bidder shall adhere with the rules and regulation of RSDC.
5. Configuration with RSDC infrastructure: The Bidder shall be responsible to configure the web portal and application with existing infrastructure at RSDC like DNS Server, backup server, EMS server, application load balancer etc.

4.9. User Acceptance Testing

1. The bidder shall assist RISL & its designated authority (Executive committee may also constitute a Committee to issue UAT/ Commissioning certificate) in successful completion of User Acceptance Testing (UAT) of the new developed modules & features of Integrated IT solution on the completion of the development work for each phase.
2. RISL may appoint Third Party Agency (TPA) at its own cost to conduct the technical reviews and audits of development work performed by the Bidder.
3. RISL & its designated authority/ TPA (if any) shall conduct functional, security & performance testing of the deployed Integrated IT solution for each Phase. RISL would be free to conduct such testing at any stage in addition to testing being done by the Bidder.
4. The bidder shall be responsible for:
   a) Preparation and submission of Test plan, Test cases and Test results
   b) Demonstration of module-wise functionalities/ features to RISL & its designated authority/ TPA (if any) after deploying the Integrated IT solution at RSDC for each module
   c) Support to RISL & its designated authority/ TPA (if any) for conducting the testing, audits etc. and provide access to entire system as required by them.
   d) Coordination with the Cert-in vendor appointed by RISL and assist RISL in obtaining the safe-to-host certification (if applicable).

e) Rectification in the Integrated IT solution for any issues/ bugs/ improvements/ enhancements/ up-gradations suggested by RISL & its designated authority/ TPA (if any) during the UAT at no additional cost.

f) Removal of all vulnerabilities/ security threats identified during the testing done for safe-to-host/ UAT/ technical audit/ testing, etc. by RISL & its designated authority/ TPA (if any) at no additional cost.

g) Submit the report/ testing documents including details of defects/ bugs/ errors found and corrective actions taken.

5. The bidder shall obtain sign-off from RISL on the UAT for each new module of Integrated IT solution after successful implementation of all the changes/ recommendations received from RISL & its designated authority/ TPA (if any).

6. The bidder shall coordinate with RISL for getting sign-off for all the modules as and when required.

4.10. Development of Mobile app

The bidder shall design, develop and deploy Mobile app(s) for the developed modules. The bidder shall also resolve all issues/ bugs reported in the Mobile App(s) developed. App should be compatible to iOS and Android platform on all the available devices in marketed supported by the android play store and iOS. The UI should be responsive for all the devices.

4.11. Training

SI shall submit the training plan to the RISl and Training shall be conducted as per the approved training plan and the Bidder shall assist the RISL for successfully organizing the training which shall include the below mentioned activities:

1. The bidder shall ensure a proper hands-on training to the team of selected trainers & end-users of the respective PSUs on the software solution developed by Bidder so as to make them well conversant with all the functionalities, features and processes built in the Integrated IT solution.

2. The bidder shall provide separate trainers other than the deployed manpower under implementation/ O&M/change request. In case any overlapping shall be found it shall be treated as unavailability of resources under that category and respective penalty shall be applicable

3. Training shall be conducted suggested by Excise department (or its authorised PSUs) in Jaipur / or respective Zone only. Training may be divided into multiple sessions as per the need and requirement of the project/ application.

4. The bidder in consultation with RISL shall conduct Training Needs Analysis based on the roles of all the respective staff during system study phase and drawing up a systematic training plan.

5. To meet the training requirement for successful implementation of project, the bidder shall perform following activities (but not limited to) in consultation with RISL:

a) Prepare a training plan and submit to respective stakeholders.

b) Design the Training session with sufficient training content for meaningful assimilation of training content by an average user.

c) One Training programme (batch) shall be of two days.

d) Each Training programme shall have two sessions of four hours duration each day. SI shall bear all the expenses towards its resource person/ faculty. SI shall provide tea and snacks twice a day and one lunch on each day of the training for both the batches .

e) There should be sufficient number of trainers (at least 2) in every training session for conducting the training program.

f) The preferred batch size should be of about 25 trainees.

g) Provide a training material (role based) and the language of training material shall be in Hindi and English. The Bidder shall ensure that all the training documentation in Soft copy is to be provided on the portal (user training, operation procedures, visual help-kit etc.) and available to all the users.

h) Propose different training modules for different user profiles at appropriate stages of the application development so that necessary module-based training is imparted once a module is implemented successfully in the production server.

i) Conduct the training to the designated staff and technical team.

6. RISL shall identify respective officers/ staff involved in various business areas. The respective officers/ staff shall be trained in relevant modules affecting their business areas. However, the top-level officers shall be given an overall training of all the modules.

7. The requisite training infrastructure like training space, computers, projector with screen, and connectivity to Server shall be provided by excise department.

8. Once a training program for a batch is completed, the bidder shall be responsible for collection of training feedbacks from the participants. In case more than 15% of the respondents suggest that the training provided to them was unsatisfactory or less than satisfactory, then bidder shall re-conduct the same training at no extra cost.

9. The bidder shall submit details of each training session including Attendance Record, Trainee feedback forms.

10. The training resource may also be required to travel to district level offices for providing training to the users on Integrated IT solution as per instructions of RISL and TA/ DA shall be borne by the selected bidder.

11. The expense towards TA/ DA shall be borne by excise department (or its authorised PSUs) as per Govt. rules for the trainees who shall be travel to the training locations.

4.12. Go-Live of Software Solution

1. Only after the Sign-off for particular module by RISL, the deployed Integrated IT solution for the respective module would be deemed as commissioned.

2. After the Go-Live of the complete Integrated IT solution, post Go-Live the Bidder needs to obtain a commissioning certificate from RISL. After the submission of this signed commissioning certificate, the Maintenance phase shall start and the Bidder will start providing O&M services as per the agreed SLA for Integrated IT solution developed as specified in this RFP.

3. The bidder shall be responsible for training of users (employees) for the implemented solution.

4.13. Project Implementation Team

The bidder shall deploy sufficient resources for Project Implementation to ensure successful implementation of the project and cater to the technical and functional issues arising with respect to the implementation of IEMS solution. A minimum number of below resources shall be deployed at the Headquarter/ User locations as per the requirements of the respective PSUs and supply schedule issued by RISL.

The bidder shall deploy resources from the following category of resources apart from development of IEMS. The following resources shall report the OIC and RISL representatives regarding the development and interact with different stakeholders as of required:

Resource Required	Place of Posting	Count

Delivery Head	Jaipur	1
Project Manger	Jaipur	1
Technical Solution Architect cum Tech lead	Jaipur	1
Sr. Database Administrator	Jaipur	1
Sr. Business Analyst	Jaipur	1
Business Analyst cum Coordinator	Jaipur/ three at different dep.	3
Sr Fintech Resource	Jaipur	1
Sr. QA	Jaipur	1
Sr. Data Analytics and AI Analytics Consultant (OEM)	Jaipur	1
Total		11

- The bidder shall provide a Delivery Head who shall be responsible for setup a core team and communication plan initially at the time of kick off meeting also he shall be responsible for the overall delivery. Accountable for consistent project & program management practices. communication plan, meeting with stakeholders, and overall management of the project, with working across departments and offices to ensure collaboration, communication, visibility, and successful delivery of business initiatives.

- Project Manager shall assist the delivery manager in timely delivery of the deliverables and manage the initiation, planning, execution, controlling, monitoring and also closing of each deliverable and day to day management of the team. He shall be responsible for the scrum meeting, daily stand-up meeting, overall documentation, conflict and issue resolution, coordination, team management.

- Technical Solution Architect cum Tech lead shall assist the delivery manager in managing scope, quality, impact and risk of the overall project, shall also evaluate any technical document like Technical Architecture Document (TAD) developed by the Team lead and also shall be responsible to release the technical documents. He shall be responsible to manage overall configuration management done by technical lead confirmation for infra management. He shall also be liable for giving sizing, fine tuning of application, and infrastructure configuration at SDC if required for its performance.

- Bidder shall provide Sr. Database administrator who shall be responsible to fine tune the database, normalization, optimization and creating procedures, functions, jobs etc. which are related to database activities. He shall also provide a migration plan, conversion scripts he shall be responsible for overall data migration, managing existing database and handling any performance related issues

- Bidder shall provide Sr. Business analysts (L1) who shall report to the Project manager and provide support to the O&M and development team, prepare use cases, FRS and support coordinators as required. He shall be primary responsible for the documentation which were submitted by coordinators, scrutinised and submitted to the project manager

- Bidder shall provide 3 Coordinators/Associate Project Manager according to the organizations/PSU where implementation needs to be done. These coordinators/Associate Project Manager shall be responsible to interact with the PSUs/ Organization on day-to-day basis and update them about the progress and issues if any PSUs/organization is facing. Same

shall be updated to the RISL and core team centrally located deployed by selected bidder. They have to ensure smooth implementation and functioning of the process and implementation at the local level.

- Bidder shall provide Sr. Fintech Resource he shall be primary responsible for drafting different financial reports , maintain financial transactions , help in designing the system to handle , rectify and reconcile the financial transactions happened in the software. He shall be primary responsible to submit any financial report to the client and shall be responsible to submit correct financial report and reconcile the ledger, balance sheet, any financial report or transaction happened in the system . He shall report to the Senior business analyst.

- Bidder shall provide Senior Quality assurance (Tester) who shall take responsibilities of testing the application and also write test cases which shall be approved by the project manager. He shall also be responsible for managing quality for the process and documentation for the team. Any bug shall be primary liability of the Senior QA to make sure its resolution. He shall manage the work done by the junior QA and also guide him in automatic testing

- Bidder shall provide a Sr. Data Analytics and AI Developer for six months started from development phase (tentatively after 6 months after project start date) from OEM in case providing the COTS product. He shall be solely responsible for the smooth implementation of entire AI/ML solution. He shall be released from the project only after go live and transition completed by the Sr. Data Analytics and AI Developer from the bidder for the O&M phase.

- Above Resources would be deployed for the complete duration of the project at the RISL for monitoring and coordination purpose only. However, additional resources may be required in development/ customisation/ deployment/ implementation then bidder shall provide.

- As per directions of POIC, selected bidder need to deploy this manpower at its local office. The Bidder should ensure availability of resources at RISL office whenever required.

4.14.   Operation and Maintenance Services for 5 years

The bidder shall establish centralized O&M team and provide Operation and Maintenance   Support services for the IEMS solution for a period of 5 years. The Bidder shall be responsible for the overall administration, day to day operations, monitoring, maintenance, MIS generation, backup, recovery, etc. of the deployed Application & the related Database and ensure the desired uptime. The Application maintenance support of the Integrated IT solution shall be taken care by O&M team which shall include (but not limited to):

a. Support of Integrated IT solution and maintenance of same
b. Modification in Front-end Application & User Interface as per the requirement and satisfaction of the Department
c. Updating Database related queries
d. Customization of the report format
e. Rectification Defect/ Bug Fixing reported by RISL
f. Integration with other applications (if required)
g. Maintain version control and archives of source code, SRS & associated technical documents and database
h. Providing Help desk support with Escalation matrix for registration of complaints & resolution
i. Business Intelligence Analytics & MIS Reports as per new format defined by procuring entity as per their requirement

As per directions of POIC, selected bidder need to deploy this manpower at its local office. The Bidder should ensure availability of resources at RISL office whenever required.

4.15. Deployment of resources under O&M services

The bidder shall also be responsible for deploying resources for IEMS implementation/ customization/ enhancement/ improvement/New development, training and maintenance for undertaking various IEMS implementation activities. The bidder shall ensure that minimum qualification as mentioned in the Annexure 9 of minimum qualification for deployed manpower, in addition to this selected bidder shall ensure that the resources shall be in capable to the solution proposed in the proposal.

Team shall be responsible to coordinate with the departments/ organizations/ PSUs, requirement gathering, participate in the executive committee meeting, overall project management. This O&M team shall also assist the RISL in smooth implementation, execution, monitoring and controlling of the entire project and shall be available in Jaipur and coordinators at the department levels.

The bidder shall be responsible for O&M for the entire Integrated IT solution for all PSUs/ organization. O&M Team shall be responsible to fix the bugs, improvement in the existing IEMS solution, customization up to the level of non-architectural changes. O&M team shall report to the Team of RISL and ensure the timely delivery of the deliverable with the agreed quality level. Bidder shall depute the following resources as per the mentioned duration:

S.No.	Resource Required	Location	Count
1	Project Head	Jaipur	1
2	Solution Architect	Jaipur	1
3	DevOps engineer/Microservice architect	Jaipur	4
4	Sr. Business Analyst	Jaipur	3
5	Business Analyst/Coordinator	Jaipur	3
6	Sr. Software Developer	Jaipur	3
7	Software Developer Web Application	Jaipur	6
8	Jr. Software Developer Web Application	Jaipur	18
9	Sr. Mobile App Developer	Jaipur	1
10	Mobile App Developer	Jaipur	1
11	UI/UX Designer	Jaipur	1
12	Sr. Database Administrator	Jaipur	1
13	Database Administrator	Jaipur	1
14	Sr. QA	Jaipur	1
15	Jr. QA	Jaipur	1
16	Fintech Resource	Jaipur	1
17	Jr Fintech Resource	Jaipur	1
18	Technical lead for SCADA	Jaipur	1
19	Sr. Developer	Jaipur	1
20	Software Developer	Jaipur	1
21	Jr Software Developer	Jaipur	2
22	ETL Expert	Jaipur	1
23	Sr. Data Analytics and AI Developer	Jaipur	1
24	Machine Learning Scientist /Engineer	Jaipur	1

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- The bidder shall provide a Project Head/ Delivery Head who shall be responsible for setup a core team and communication plan initially at the time of kick off meeting also he shall be responsible for the overall delivery. Accountable for consistent project & program management practices. communication plan, meeting with stakeholders, and overall management of the project, with working across departments and offices to ensure collaboration, communication, visibility, and successful delivery of business initiatives.

- Technical Solution Architect cum Tech lead shall assist the delivery manager in managing scope, quality, impact and risk of the overall project, shall also evaluate any technical document like Technical Architecture Document (TAD) developed by the Team lead and also shall be responsible to release the technical documents. He shall be responsible to manage overall configuration management done by technical lead confirmation for infra management. He shall also be liable for giving sizing, fine tuning of application, and infrastructure configuration at SDC if required for its performance.

- Project Manager shall assist the delivery manager in timely delivery of the deliverables and manage the initiation, planning, execution, controlling, monitoring and also closing of each deliverable and day to day management of the team. He shall be responsible for the scrum meeting, daily stand-up meeting, overall documentation, conflict and issue resolution, coordination, team management.

- Bidder shall provide two DevOps engineer/Microservice architect , shall be responsible for Implementing various development, testing, automation tools, and IT infrastructure, Setting up tools and required infrastructure, Defining and setting development, test, release, update, and support processes for DevOps operation, Encouraging and building automated processes wherever possible, Identifying and deploying cybersecurity measures by continuously performing vulnerability assessment and risk management, Incidence management and root cause analysis. Shall be able to select and deploy appropriate CI/CD tools. Strive for continuous improvement and build continuous integration, continuous development, and constant deployment pipeline (CI/CD Pipeline).

- Bidder shall provide two Senior Software Developers (L4) who shall be responsible for the following tasks:
  Meeting with Team lead to discuss the scope of software projects. Analyzing existing programs for modification purposes. Researching and designing new software systems, websites, programs, and applications. Writing and implementing, clean, scalable code. Troubleshooting and debugging code. Verifying and deploying software systems. Evaluating user feedback. Recommending and executing program improvements. Maintaining software code and security systems. Creating technical documents and training staff. They shall report to Technical Solution Architect cum Tech lead. Also resolve the issue escalated from Software Developer (L3)

- Bidder shall provide Software Developers (L3) who will write codes and make necessary changes as per the directions given by Senior software developers and the issue/ bug fixing. Also resolve the issue escalated from Junior Software Developer (L2) These shall report to senior software developer

- Bidder shall provide Junior Software Developer (L2) who will write codes and make necessary changes as per the directions given by software developers and the issue/bug fixing, also

resolve the issue escalated to him (L1) These shall report to senior software developer

- Bidder shall provide two Senior Software Developers- SCADA (L4) who shall be responsible for the following tasks:

  Meeting with Team lead to discuss the scope of software projects. Analyzing existing programs for modification purposes. Researching and designing new software systems, websites, programs, and applications. Writing and implementing, clean, scalable code. Troubleshooting and debugging code. Verifying and deploying software systems. Evaluating user feedback. Recommending and executing program improvements. Maintaining software code and security systems. Creating technical documents and training staff. They shall report to Technical Solution Architect cum Tech lead. Also resolve the issue escalated from Software Developer (L3)

- Bidder shall provide Software Developers -SCADA (L3) who will write codes and make necessary changes as per the directions given by Senior software developers and the issue/ bug fixing. Also resolve the issue escalated from Junior Software Developer (L2) These shall report to senior software developer

- Bidder shall provide Mobile App Developers (L3) who will write codes and make necessary changes in mobile app as per the directions given by Senior software developers and the issue/ bug fixing. Also resolve the issue escalated to him

- Bidder shall provide Sr. Database administrator who shall be responsible to fine tune the database, normalization, optimization and creating procedures, functions, jobs etc. which are related to database activities. He shall also provide a migration plan, conversion scripts he shall be responsible for overall data migration, managing existing database and handling any performance related issues

- Bidder shall provide Database administrators who shall be responsible to fine tune the database, normalization, optimization and creating procedures, functions, jobs etc. which are related to database activities

- Bidder shall provide Sr. Business analysts (L1) who shall report to the Project manager and provide support to the O&M and development team, prepare use cases, FRS and support coordinators as required. He shall be primary responsible for the documentation which were submitted by coordinators, scrutinised and submitted to the project manager

- Bidder shall provide 3 Coordinators/Associate Project Manager according to the organizations/PSU where implementation needs to be done. These coordinators/Associate Project Manager shall be responsible to interact with the PSUs/ Organization on day-to-day basis and update them about the progress and issues if any PSUs/organization is facing. Same shall be updated to the Central team of RISL centrally located. They have to ensure smooth implementation and functioning of the process and implementation at the local level.

- Bidder shall provide Sr. Fintech Resource he shall be primary responsible for drafting different financial reports , maintain financial transactions , help in designing the system to handle , rectify and reconcile the financial transactions happened in the software. He shall be primary responsible to submit any financial report to the client and shall be responsible to submit correct financial report and reconcile the ledger, balance sheet, any financial report or transaction happened in the system . He shall report to the Senior business analyst.

- Bidder shall provide Fintech Resource he shall be primary responsible for drafting different financial reports , maintain financial transactions , help in designing the system to handle , rectify and reconcile the financial transactions happened in the software he shall also assist the different

organisation/PSU during report generation and shall be responsible to submit correct financial report and reconcile the ledger, balance sheet, any financial report or transaction happened in the system. He shall report to sr. Fintech resource

- Bidder shall provide Senior Quality assurance (Tester) who shall take responsibilities of testing the application and also write test cases which shall be approved by the project manager. He shall also be responsible for managing quality for the process and documentation for the team. Any bug shall be primary liability of the Senior QA to make sure its resolution. He shall manage the work done by the junior QA and also guide him in automatic testing

- Bidder shall provide Junior Quality assurance (Tester) who shall take responsibilities of testing the application and also write test cases which shall be approved by the project manager. He shall also be responsible for managing quality for the process and documentation for the team. He shall perform the automatic testing and manual testing in different environments, types and phases

- Bidder shall provide one Sr. Data Analytics and AI Developer who shall be responsible for customize reports as and when required also implement the AI to provide any kind of forecasting, prediction or any decision support system as required by the organisation/ PSU and RISL. He shall also be responsible to implement a BI tool/reporting system for all the stakeholders he shall report to the Project Manager

- Bidder shall provide an ETL Expert who shall be responsible for designing and fill a data warehousing environment for the project. His responsibilities shall include consulting with the data management team, reviewing the storage needs of the company, creating a data warehouse, extracting data from company servers, filling the new warehouse, and testing it upon completion. He shall have extensive knowledge of coding languages and warehouse architecture and be able to clearly communicate ideas in the project. Also, he shall be responsible to Troubleshoot any issues that may arise.

- Bidder shall provide a Machine Learning Scientist /Engineer who shall be responsible for the developing machine learning (ML) processes also evaluating existing machine learning (ML) processes, performing statistical analysis to resolve data set problems, and enhancing the accuracy of our AI software's predictive automation capabilities.

- Bidder shall provide UI/UX Designer who shall be responsible for the user experience (UX) and user interface (UI) design of various digital assets. He will ensure that all elements of the online user experience are optimized for improved usability, usefulness, and exceptional visual design. Investigate user experience design requirements of digital assets. Developing and conceptualizing a comprehensive UI/UX design strategy for the brand. Producing high-quality UX design solutions through wireframes, visual and graphic designs, flow diagrams, storyboards, site maps, and prototypes

- Above Resources would be deployed for the complete duration of O&M of the project, however, additional resources may be required, in case there is any change required, RISL shall issue separate supply schedule(s) for the same.

4.16.   Resource requirements:

a) The minimum required technical qualifications and experience details for the aforementioned resources are provided in Annexure-9 of this RFP document.

b) The bidder shall arrange to discuss / interview of the resources by the OIC/ OIC designated officer before any deployment. Only approved resources by the OIC/ OIC designated officer shall be deployed by the bidder. Non approved resources shall not be considered for deployment and treated as non-availability of particular resource.

c) Also, it would be the responsibility of the bidder to retain the deployed resources for during currency of contract, in the event of a resource leaving the employment with bidder, the same shall be immediately replaced with another resource of equivalent capability in terms of qualifications and experience. Prior notification for all such events should be sent to RISL.

d) During and after the end of the project period, the bidder shall refrain from canvassing RISL/ GoR and any of its associates with any claim for employment of the bidder's personnel deployed under the project.

e) As Hindi is Official Language of the Government of Rajasthan, the bidder has to appoint personnel having proficiency in Hindi language also.

f) The staff provided by the bidder will perform their duties in accordance with the instructions given by the designated officers of GoR from time to time. RISL will examine the qualification, experience etc. of the personnel provided before they are put on positions. The bidder has to take approval from RISL for the proposed staff before their deployment. RISL has every right to reject the personnel, if the same is not acceptable, before or after commencement of the awarded work/ project.

g) At no time, the deployed resources should be on leave or absent from the duty without prior permission from the designated nodal officer of RISL. In case of long-term absence due to sickness, leave etc., the Bidder shall ensure replacements and deployment of all resources posts by without any additional liabilities to RISL. Substitute will have to be provided by the Bidder against the staff proceeding on leave/ or remaining absent and should be of equal or higher qualifications/ experience.

h) The bidder needs to ensure the availability of resources normally from 9:30 AM to 6:00 PM (except Sunday) but this timing may vary as per the requirement throughout the project period or as decided by RISL. In exception conditions or in urgency of work, the support might be required on holidays also.

i) The operational support will have to be provided through a suitable helpdesk system, to ensure that the solution is functioning as intended and that all problems associated with operation are resolved satisfactorily within the specified time limits.

j) Also, it would be the responsibility of the Bidder to retain the deployed resources for the entire Contract/ Project duration or in the event of a resource leaving the employment with the bidder, the same shall be immediately replaced with another resource of equivalent minimum qualifications and experience. All such events should be notified prior to RISL in writing and should be in accordance with the parameters mentioned in this RFP.

- The staff provided by the Bidder will perform their duties in accordance with the instructions given by the designated officers of RISL from time to time. RISL will examine the qualification, experience etc. of the personnel provided before they are deployed on the designated positions. The Bidder has to take approval from RISL for the proposed staff before their deployment. RISL has every right to reject the personnel, if resource is not suitable or not meeting the minimum

qualification criteria, before or after commencement of the awarded work/ project. Any resource if not performing as required, POIC shall direct the Successful bidder and bidder has to replace another resources after getting approval and interview from POIC.

4.17. Help Desk Support (Incident/ Problem management)

a. The bidder shall also provide Helpdesk support services for effective Facility management and Application maintenance.

b. The Bidder shall design, develop & implement a Helpdesk Management System (web enabled with SMS and e-Mail based alert system) to facilitate helpdesk team in extending operational support/ resolving problems of Integrated IT solution users.

c. The Bidder may also make use of existing helpdesk management system (web enabled with SMS and e-Mail based alert system) available at RSDC, GoR for Helpdesk Call management and SLA reporting for the IT helpdesk shall be provided by the RSDC/ RISL.

d. The end-users should be allowed to create a ticket for any problem faced by him and same should be closed by him after the resolution of the problem.

e. Solution shall be able to route the ticket to the resources in a manner that it can be auto assigned and reassigned by the resource whom it was originally assigned.

4.18. Performance Monitoring & Enhancement

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

    i. Concurrent users

    ii. CPU utilization

    iii. Memory utilization

    iv. Network utilization etc.

b. RISL may arrange for the security audits of the application through a third party agency on timely basis. Based on the findings of security audits, the Bidder shall make necessary changes in the application to ensure the compliance of the security of the application. These changes would have to be conducted by the Bidder at no extra cost to RISL. After making such changes, Bidder shall have to submit an undertaking stating compliance to the report.

4.19. Application Maintenance Reports

a. The Bidder shall have to submit certain key deliverables during the Project period which are mentioned hereunder. However, in addition to the reports/ deliverables as indicated below, the Bidder shall prepare and submit all other required information related to the project in desirable format as notified by RISL, whenever required.

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

S. No.	Activity	Deliverable	Frequency	Time Frame
	Table 2 : O&M and Application Maintenance MIS Reports			
1	Deployment of Resources	Copy of attendance on register issued by POIC of Application operation and Maintenance team deployed for Integrated IT solution project duly approved by POIC	Quarterly	Within 2 Weeks of end of each Quarter
2	Enhancement/ Customization/ Upgradation/ Modification in the Integrated IT solution	Enhancement/ Customization/ Upgradation/ Modification reports along with updated design documents & user manuals	Quarterly	Within 1 Week of end of each Quarter
3	Managed Services during Support and Maintenance Period	• Testing reports • Issue Tracker & Log reports of help desk, Call resolved, unresolved and escalated issues. • Consolidated Report on Calls Logged, Resolved and Escalated. •	Quarterly	Within 1 Week of end of each Quarter

4.20.   Project Duration

The project duration will be for 6 years, one year for development, data migration, implementation and go live (as per scope and timelines) after deployment subsequently 5 years O&M . RISL may extend the contract further by 3 year on mutually agreeable terms, subject to satisfactory performance of the bidder during the initial contract period subject to approval from executive committee.

4.21.   Roles & Responsibilities of Stakeholders/ Implementation Agency

a) Responsibilities of RISL

- Constitute executive committee which shall be governing body for the entire implementation of the project. This shall include high level officials of the all the organization parties where implementation shall take place with members of RISL, this shall be headed by the MD RISL
- Provide necessary support, sharing of manual templates and explain the functional requirements in detail to the Bidder
- Provide technical advice to the department during the project implementation
- Assist the department in monitoring the progress of the project
- Provide necessary infrastructure required at the State Data Centre for hosting the Integrated IT solution portal application
- Extend necessary support to bidder by coordinating with agencies/vendors for
- integration and data migration from existing applications
- Facilitate Acceptance Testing, security audit and performance audit
- Review/approval of deliverables and Payment processing as per milestone

b) Responsibilities of executive committee
- On every 10th day of the month there shall be a meeting of executive committee
- Members available in the meeting shall monitor and analysis of the progress of the project.
- Committee shall take the decision on the pending issues and also decides the priorities of the issues which need to be completed by the next executive committee meeting.
- Any pendency on behalf of the executive committee shall not attract penalty on the selected vender

c) Responsibilities of respective PSU/ Department
- Identify and appoint Nodal officer(s) and nodal team for facilitating the project execution
- Overall Project Management
- Conduct Project Implementation meeting
- Coordination with all the stakeholder involved for successful implementation of the project
- Provide administrative support to the implementation agency
- Review and approve project management plan and deliverables of the implementation agency
- Monitor the progress of the project
- Provide feedback on changes to be made in the solution to improve usability of the application software.
- Report problem/ bugs in solution to Bidder for immediate action/ rectification
- Assist in getting statutory approval from the respective authority
- Change Management Initiatives
- Selection of the trainees
- Participation in the executive meeting on every 15th of the month
- Any other help/ assistance/ co-ordination required for the successful implementation and operation of the work/ project.

d) Responsibilities of Implementation Agency

As per the Scope of work defined in this RFP.

4.22. Change Request Management Services

RISL may at any time, by a written order given to the Bidder, make changes within the general scope of the Agreement in any one or more of the following: -

- Designs, specifications, requirements which software or service to be provided under the Agreement are to be specifically developed and rendered for the project

The steps to be followed in change request/ management procedure has been described in 3.3 of special terms and conditions for Change Requests/ Management in this RFP.

4.23. Project Deliverables, Milestones & Time Schedule

Milestone	Deliverables	Timelines
Deployment of resources for Central team	• Deployment of Central team (implementation Team) resources at RISL as per supply schedule issued by RISL • Scrutiny and interview by OIC/ Designated authority and their sign off • Attendance Report of deployed resources verified by POIC (monthly)	T0+15 Days
Preparation of SRS for Software solution (for phas-1) , its submission and approval from POIC	• Conduct study and submit the SRS weighted by the department nodal officers/ Executive committee for the processes • SRS Sign off by the OIC / designated authority by the OIC for its completeness in terms of process , policies and technical aspects	T0+45 days
Preparation of SRS for Software solution (for phas-2) , its submission and approval from POIC	• Conduct study and submit the SRS weighted by the department nodal officers/ Executive committee for the processes • SRS Sign off by the OIC / designated authority by the OIC for its completeness in terms of process , policies and technical aspects	T0+60 days
Preparation of SRS for Software solution (for phas-3) , its submission and approval from POIC	• Conduct study and submit the SRS weighted by the department nodal officers/ Executive committee for the processes • SRS Sign off by the OIC / designated authority by the OIC for its completeness in terms of process , policies and technical aspects	T0+75 days
Preparation of SRS for Software solution (for phas-4) , its submission and approval from POIC	• Conduct study and submit the SRS weighted by the department nodal officers/ Executive committee for the processes • SRS Sign off by the OIC / designated authority by the OIC for its completeness in terms of process , policies and technical aspects	T0+75 days
Design, Development, Testing and Deployment of Application (for phase-1) at RSDC at staging	• Software Design Document • High Level and Low level design including AI-ML engine/ SCADA/GPS • Technical architecture including AI-ML engine/ SCADA/GPS • ER diagrams and data definitions • All reports shall be sign off by the OIC/ designated authority by the OIC • UAT Test cases	T0+135 days
Design, Development, Testing and Deployment of Application (for phase-2)at RSDC at staging	• Software Design Document • High Level and Low level design including AI-ML engine/ SCADA/GPS • Technical architecture including AI-ML engine/ SCADA/GPS • ER diagrams and data definitions • All reports shall be sign off by the OIC/ designated authority by the OIC • UAT Test cases	T0+150 days

Design, Development, Testing and Deployment of Application (for phase-3) at RSDC at staging	• Software Design Document • High Level and Low level design including AI-ML engine/ SCADA/GPS • Technical architecture including AI-ML engine/ SCADA/GPS • ER diagrams and data definitions • All reports shall be sign off by the OIC/ designated authority by the OIC • UAT Test cases	T0+165 days
Design, Development, Testing and Deployment of Application (for phase-4) at RSDC at staging	• Software Design Document • High Level and Low level design including AI-ML engine/ SCADA/GPS • Technical architecture including AI-ML engine/ SCADA/GPS • ER diagrams and data definitions • All reports shall be sign off by the OIC/ designated authority by the OIC • UAT Test cases	T0+180 days
Test Results and UAT of Software solution	• Submission of test results • UAT Sign off of Software solution from RISL • Submit build for UAT after reaching the test result benchmarking • Beta version deployment report including AI-ML engine/ SCADA/GPS • sign off by the OIC for the release/ designated authority by the OIC	T0+195 days
Data Migration	• Sign off of all Conversion Scripts • Results of complete production data • sign off by the OIC for the entire data migration/ designated authority by the OIC	T0+270
Go Live	• State wide Roll out for all the offices and end user • Sign off certificate for GO-Live from OIC	T0+360
O&M	• Copy of attendance on register issued by POIC of Application operation and Maintenance team deployed for Integrated IT solution project duly approved by POIC • Enhancement/ Customization/ Upgradation/ Modification reports along with updated design documents & user manuals • Testing reports • Issue Tracker & Log reports of help desk, Call resolved, unresolved and escalated issues. • Consolidated Report on Calls Logged, Resolved and Escalated. Results of complete production data • sign off by the POIC or authority by the POIC for the above reports	Quarterly after Go Live certificate issued by the POIC
Training	• Training attendance of employees attending the training program	T0+300
Change Request/ Development of New Modules	• Additional design and development work as per change request issued by RISL • UAT Sign off from RISL	As per supply schedule issued by RISL

Note: - T0 is the date of issuance of work order

- Deliverables/ Reports, if any, mentioned elsewhere in this RFP document would also be accounted for while ascertaining the successful completion of the project and bidder would submit the same as per the requirement of RISL**/** PSUs**.**
- It may be also be noted that the time schedule for each milestone shown in the table above would be enforced independently, even though some of them are inter-dependent. This would have a cascading effect of penalties for delays in all other milestones dependent on the precedent milestone. Any delay in the approval of the deliverable(s) submitted by the bidder to RISL and dependency on tendering authority shall not account for the delay on bidder's part.
- The above timelines would be tentative and during executive committee outcome it may vary.

4.24. DEVELOPMENT STACK FOR THE SOFTWARE SOLUTION ALREADY AVAILABLE IN RSDC

1. It is suggested that the technology stack, available with RISL as part of RSDC Infrastructure, as mentioned below may be utilized for the purpose of development and deployment of the Application.
   a) App Server –IBM Web Sphere on PureApp/ MS-Windows Server (IIS)/ Tomcat / Weblogic Suite
   b) Web Server – IIS/ Apache /IBM/ Oracle Web Tier
   c) Database - MS-SQL Server 2016 Enterprise Edition x64 / Oracle database with RAC on Exadata
   d) Cloud - Microsoft Azure
   e) Email - MS-Exchange Server 2016 CU5 x64
   f) ESB - IBM Enterprise Service Bus
   g) Mobile App - IBM Worklight
   h) DMS-IBM Filenet, Omnidocs, Oracle
   i) Forms - Adobe e-Forms
   j) CMS -Adobe (AEM), MS-SharePoint
   k) BI/ Analytical Tools – SAS, Tableau, SAP, Power BI, Oracle Analytics
   l) Data Management Tool – MDM (IBM)
   m) EMS – HP Openview
   n) On-premise Infrastructure – Oracle PCA
   o) Data Integration and Migration- GoldenGate / Oracle Data Integrator

   Note: These components shall be provided by RISL/ RSDC/ DoIT&C and bidder need not to include the cost of these products in the financial bid.

2. All necessary licenses of the above-mentioned technology stack, available with RISL as part of RSDC Infrastructure, will be provided by the Purchaser. The available technology stack may be shared with other government applications. Any additional licenses or hardware if required, RISL shall bear the cost.

1. **INSTRUCTION TO BIDDERS (ITB)**

1) **Sale of Bidding/ Tender Documents**
   a) The sale of bidding documents shall be commenced from the date of publication of Notice Inviting Bids (NIB) and shall be stopped one day prior to the date of opening of Bid. The complete bidding document shall also be placed on the State Public Procurement Portal and e-Procurement portal. The prospective bidders shall be permitted to download the bidding document from the websites and pay its price while submitting the Bid to the procuring entity.
   b) The bidding documents shall be made available to any prospective bidder who pays the price for it in cash or by bank demand draft, banker's cheque.
   c) Bidding documents purchased by Principal of any concern may be used by its authorised sole selling agents/ marketing agents/ distributors/ sub-distributors and authorised dealers or vice versa.

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

3) **Format and Signing of Bids**
   a) Bidder 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, eligibility & technical documents
      b. Financial Bid
   d) The technical bid shall consist of the following documents: -

S. No.	Documents Type	Document Format
Fee Details		
1.	RISL Processing Fee (e-Procurement)	Instrument/ Proof of submission (PDF)
Technical Documents		

2.	Bidder's Authorisation Certificate along with copy of PoA/ Board resolution stating that Auth. Signatory can sign the bid/ contract on behalf of the firm.	As per Annexure-1 (PDF)
3.	All the documents mentioned in the "Eligibility Criteria", in support of the eligibility	As per the format mentioned against the respective eligibility criteria clause (PDF)
4.	Self-declaration	As per Annexure-2 (PDF)
5.	Certificate of Conformity/ No Deviation	As per Annexure-3
6.	Covering Letter	On bidder's letter head duly signed by authorized signatory as per Annexure-4

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 as per Annexure-5 (PDF)
2.	Financial Bid– Format	As per BoQ (.XLS) format available on e-Procurement portal

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

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.

5) **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.

6) **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.

7) **Withdrawal, Substitution, and Modification of Bids**

a) If permitted on e-Procurement portal, a Bidder may withdraw its Bid or re-submit its Bid (technical and/ or financial cover) as per the instructions/ procedure mentioned at e-Procurement website under the section "Bidder's Manual Kit".

b) Bids withdrawn shall not be opened and processes further.

c) No bid shall be withdrawn, substituted, or modified after the last time and date fixed for receipt of Bid.

8) **Opening of Bid**

a) The Bid 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 processing fee;

    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 processing fee.

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.

9) **Clarification of Bids**

a) To assist in the examination, evaluation, comparison and qualification of the Bids, the bid evaluation committee may, at its discretion, ask any bidder for a clarification regarding its Bid. The committee's request for clarification and the response of the bidder shall be through the e-Procurement portal.

b) Any clarification submitted by a bidder with regard to its Bid that is not in response to a request by the committee shall not be considered.

c) No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the committee in the evaluation of the financial Bids.

d) No substantive change to qualification information or to a submission, including changes aimed at making an unqualified bidder, qualified or an unresponsive submission, responsive shall be sought, offered or permitted.

10) **Selection Method**

Bidder would be selected on the basis of Quality Cum Cost Based Selection Method (QCBS) i.e. Quality weightage shall be 70 and cost shall have weightage of 30. Technical evaluation is mentioned in the "Evaluation & Tabulation of Technical Bid" and Cost factor shall be evaluated as specified in section "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 on 70:30 basis .

The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve at least 70 marks in the technical evaluation would be eligible for the next stage, i.e. Financial Bid opening. Final scoring shall be done by adding proportionate weightage viz-a-viz technical evaluation (70) and financial evaluation (30)

11) **Evaluation & Tabulation of Technical Bids**

a) **Determination of Responsiveness**

a. The bid evaluation committee shall determine the responsiveness of a Bid on the basis of bidding document and the provisions of pre-qualification/ eligibility criteria of the bidding document.

b. A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where: -

i. "deviation" is a departure from the requirements specified in the bidding document;

ii. "reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and

iii. "omission" is the failure to submit part or all of the information or documentation required in the bidding document.

c. A material deviation, reservation, or omission is one that,

i. if accepted, shall:-

1. affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or

2. limits in any substantial way, inconsistent with the bidding documents, the procuring entity's rights or the bidder's obligations under the proposed contract; or

ii. if rectified, shall unfairly affect the competitive position of other bidders presenting responsive Bids.

d. The bid evaluation committee shall examine the technical aspects of the Bid in particular, to confirm that all requirements of bidding document have been met without any material deviation, reservation or omission.

e. The procuring entity shall regard a Bid as responsive if it conforms to all requirements set out in the bidding document, or it contains minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirements set out in the bidding document, or if it contains errors or oversights that can be corrected without touching on the substance of the Bid.

f. The bid evaluation committee shall evaluate the bid on the below parameters and award marks on these basis

g. The final marks shall be evaluated in proportionate to 70 and financial evaluation shall be carried out only for the bidders obtained at least 70% marks in the technical evaluation

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria / Sub Criteria Points	Form to be used
1	**Past Experience of the responding firm**			**49**	
A.	**Past Experience in similar activity** In case of Consortium credentials can be met collectively	At least three client references for Software development experience excluding O&M	Weighted average to be used for only 3 case studies. For each project the marks would be based on the following: • >=INR 8 crores= 3 points; • >=INR 5 crores but less than INR 8 crores=2 points; • >=INR 3 crores but less than INR 5 crores=1 point; • else = 0 • Client certificate for each Microservice based architecture project shall be awarded additionally = 2 marks	**15**	supporting document as an evidence. Project citation shall not be for more than five case studies. In case bidder is providing any COTS solution/product then project can be considered from the OEM submitted by the bidder
B.		At least TWO client references for SCADA/IoT development and /or implementation excluding O&M.	Weighted average to be used for only 2 case studies. For each project the marks would be based on the following: • >=INR 1 crores= 3.5 points; • >=INR 50 Lacs but less than INR 1 crores=2.5 points; • >=INR 25 Lacs but less than INR 50 Lacs=1.0 point; else = 0	**7**	
C.		At least FOUR client references for AI/BI/Analytics development and/ or implementation, excluding O&M	Weighted average to be used for only 4 case studies. For each project the marks would be based on the following: • >=INR 1 crores= 2.5 points; • >=INR 50 Lacs but less than INR 1 crores=1 points; • >=INR 25 Lacs but less than INR 50 Lacs =0.5 point;	**10**	

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria / Sub Criteria Points	Form to be used
			else = 0		
D.		At least TWO client references for development or /and GPS/VTS/Tracking system project, excluding O&M	Weighted average to be used for only 2 case studies. For each project the marks would be based on the following: • >=INR 1 crores= 3.5 points; • >=INR 50 lacs but less than INR1 crores=2.5 points; • >=INR 25 lacs but less than INR 50 lacs =1 point; else = 0	7	
E.		At least FOUR client references for O&M project excluding any COTS project procurement or hardware procurement	Weighted average to be used for only 4 case studies. For each project the marks would be based on the following: • >=INR 30 crores= 2.5 points; • >=INR 15 crores but less than INR 30 crores=1 points; • >=INR 5 crores but less than INR 15 crores=0.5 point; else = 0	10	

Note :
1. For all the above, the Completion Certificate of the projects which are completed in the last 5 years (as on bid submission date) need to be provided (issued to the responding firm by the respective customer). In case of ongoing project(s), the bidder has to provide Work Order along with Certificate of Satisfaction issued by client/ OEM Undertaking (CA Certified).

The value of the projects considered in the above criterion would be based on the Purchase Order / Work Order/OEM Undertaking (CA Certified) issued to the responding firm. In absence of supporting documents, the projects would not be considered for evaluation.

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria / Sub Criteria Points	Form to be used
2	**Solution proposed for the IEMS Project**			36	
A	Proposed solution	Requirements addressed as mentioned in different parts of the RFP and quality of the solution	Evaluation Committee will evaluate whether all the points/ requirements mentioned in the RFP are addressed well and award points accordingly, the important parameters being evaluated in context of	15	Proposal shall include the proposed technical solution. Any resources additionally required

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria / Sub Criteria Points	Form to be used
			microservice based architecture: - • Auto scalability of the solution =3 point • Continuous integration/continuous delivery with Deployment independency=2 points • Availability of the IT platform in case of any risk =2 points • Addressing the Latency and keep it minimum = 2 point • Modularity of the software addressing it is loosely coupled =3 points • Data Availability in active-active mode= 3 Points		shall be manged by the bidder
B	Proposed Approach and methodology	Evaluation Committee will evaluate whether the implementation methodology is in line with the requirement. The important parameters being:- - Plan for meeting the SLA norms. - Redundancy and failover options.	In this section, the responding firm should: • Explain the understanding of the project requirements, highlight the expected support from the State, approach to the services, SLA management methodology, methodology for carrying out the activities for expected output = 1.25 points • Highlight the associated risks / problems and plans for mitigation and explain the technical approach it would adopt to address them = 1.25points • Explain the methodologies the responding firm proposes to adopt and highlight the compatibility of those methodologies with the proposed approach = 1.25points	5	-

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria / Sub Criteria Points	Form to be used
			• Planning and Building risk mitigation and architectural design = 1.25points		
C	Training	Proposed Training and Change Management plan description to be looked into	The Evaluation will be based on: • Proposed Training Schedule = 0.5 points • Plan to develop Training Manuals = 1 points • Areas/domains covered = 0.5 points • Number & Quality of dedicated personnel to be deployed for training at the site of Implementation of the Project = 3 points	5	-
D	Demonstration	Demonstration of the capabilities of the solution proposed in the solution section	• The Evaluation will be based on : • Software development for Government department or government PSU -3 Points • GPS/VTS/Tracking system for any Government department or government PSU -1 Point • SCADA implementation in Government department or government PSU – 1 Point • AI/BI/Analytics based Revenue Forecasting for Government department or government PSU -1 Points • Experience in excise project implementation - 3 Point • Show case of credentials like certification and standards like Gartner, forrester, IDC ,IEEE, ISO , CMMi level etc and show case its implementation use cases of the	11	**Credentials should showcased and demonstrated from last 4 years**

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria / Sub Criteria Points	Form to be used
			mentioned credentials / process excellence in differentiation of the product etc – 2 Points		
3	**Proposed Work Plan, Approach & Methodology**			5	
A	Project Management	The overall approach to be looked into	The overall project management approach adopted by the responding firm to implement the project to meet the timelines. • Program & project plans = 1 points • Program & Project Management tools = 0.5 points • Monitoring and evaluation = 0.5 points • Draft manuals of operations = 0.5 points	2.5	-
B	Detailed Work Plan	The description and quality of the work plan to be looked into.	Evaluation will be based on the detailed Project Plan including day wise, week wise activities with Work Breakdown Structures, Project estimates, milestones etc. • Understanding of the project = 0.5 points • Arrange project execution infrastructure = 0.5 points • Prepare project plan including schedule and deployment methodology = 0.5 points • Quality Assurance and defect prevention plan = 0.5 points • Build a team with properly skilled personnel = 0.5 points	2.5	Proposal Shall be included with a detailed work plan
4	**Resource Deployment**			10	
A	Marks on each CV shall be awarded as:	o Maximum of 10 CVs who would be working full time on project	Qualification/relevant certification of the People Involved • Experience: Number of Turnkey IT web-based transaction systems	10	CV shall be included for the resources need to be deployed for

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria / Sub Criteria Points	Form to be used
		o Change in this shall be considered as change in resource and applicable penalty shall be imposed	involving delivery of citizen services from multiple locations • > 3 projects = 0.5 Marks • 1 to 3 projects = 0.25 marks • Else = 0 Marks • Certification: Project Management Professional (PMP) or Prince 2 Certification OR Sun Java certified OR Microsoft certified dot net developer OR Product certification in AI/data Analytics like SAS, Tableau, SAP, Power BI Certificate for AI/Data analytics resources OR Oracle / Microsoft/ certified for database positions Whichever applicable as per solution provided and role = 0.5 marks		the entire project period. In case any change in the proposed CV from the deployment it shall be considered as change in resources and conditions shall be prevailed for the same
	Total Points			**100**	

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

12) **Evaluation & Tabulation of Financial Bids**
   Subject to the provisions of "Acceptance of Successful Bid and Award of Contract" below, the procuring entity shall take following actions for evaluation of financial Bids:-

a) the financial Bids of the bidders who qualified in technical evaluation shall be opened online at the notified time, date and place by the bid evaluation committee in the presence of the bidders or their representatives who choose to be present;

b) the process of opening of the financial Bids shall be similar to that of technical Bids.

c) the names of the bidders, the rates given by them and conditions put, if any, shall be read out and recorded;

d) conditional Bids are liable to be rejected;

e) the evaluation shall include all costs and all taxes and duties applicable to the bidder as per law of the Central/ State Government/ Local Authorities, and the evaluation criteria specified in the bidding documents shall only be applied;

f) 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.

g) RISL can ask for clarification from the bidder in case bidders quote exceptionally low for manipulating the healthy competition. Also, if reason found unreasonable then the bid shall be considered as non-competitive

h) In the financial bid evaluation, the evaluation shall be done on LFB/F*30 where LFB shall be Lowest Financial Bid and F shall be financial quotation of each bidder.

13) **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.

14) **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.

15) **Exclusion of Bids/ Disqualification**

a) A procuring entity shall exclude/ disqualify a Bid, if: -
   a. the information submitted, concerning the qualifications of the bidder, was false or constituted a misrepresentation; or
   b. the information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and
   c. the bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;
   d. the Bid materially departs from the requirements specified in the bidding document or it contains false information;
   e. the bidder, submitting the Bid, his agent or any one acting on his behalf, gave or agreed to give, to any officer or employee of the procuring entity or other governmental authority a gratification in any form, or any other thing of value, so as to unduly influence the procurement process;
   f. a bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.

b) A Bid shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.

c) Every decision of a procuring entity to exclude a Bid shall be for reasons to be recorded in writing and shall be: -
   a. communicated to the concerned bidder in writing;
   b. published on the State Public Procurement Portal, if applicable.

16) **Acceptance of the successful Bid and award of contract**

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

b) Decision on Bids shall be taken within original validity period of Bids and time period allowed to procuring entity for taking decision. If the decision is not taken within the original validity period or time limit allowed for taking decision, the matter shall be referred to the next higher authority in delegation of financial powers for decision.

c) Before award of the contract, the procuring entity shall ensure that the price of successful Bid is reasonable and consistent with the required quality.

d) A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid.

e) The procuring entity shall award the contract to the bidder whose offer has been determined to be the lowest or most advantageous in accordance with the evaluation criteria set out in the bidding document and if the bidder has been determined to be qualified to perform the contract satisfactorily on the basis of qualification criteria fixed for the bidders in the bidding document for the subject matter of procurement.

f) Prior to the expiration of the period of bid validity, the procuring entity shall inform the successful bidder, in writing, that its Bid has been accepted.

g) As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value and deposit the amount of performance security or a performance security declaration, if applicable, within a period specified in the bidding documents or where the period is not specified in the bidding documents then within fifteen days from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.

h) If the issuance of formal letter of acceptance is likely to take time, in the meanwhile a Letter of Intent (LOI) may be sent to the bidder. The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/ or sent by email (if available) to the address of the bidder given in the bidding document. Until a formal contract is executed, the letter of acceptance or LOI shall constitute a binding contract.

i) After the contract, contract /agreement with the successful bidder is signed and its performance security is obtained.

17) **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.

18) **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.

19) **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 been titled for any claim or compensation.

b) Repeat orders for extra items or additional quantities may be placed on the rates and conditions given in the contract. Delivery or completion period may also be proportionately increased. The limits of repeat order shall be as under: -

    a. 50% of the quantity of the individual items and 20% of the value of original contract in case of works; and

    b. 25% of the value of goods or services of the original contract.

20) **Performance Security**

a) Prior to execution of agreement, Performance security shall be solicited from all successful bidders except the departments of the State Government and undertakings, corporations, autonomous

bodies, registered societies, co-operative societies which are owned or controlled or managed by the State Government and undertakings of the Central Government. However, a performance security declaration shall be taken from them. The State Government may relax the provision of performance security in particular procurement or any class of procurement.

b) The amount of performance security shall be 5% 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.

d) Performance security furnished in the form specified in clause [b.] to [e.] of (c) above shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder, including warranty obligations and maintenance and defect liability period.

e) Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases:-
   a. When any terms and condition of the contract is breached.
   b. When the bidder fails to make complete supply as per the scope of tender document.
   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.

21) **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.

22) **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.

23) **Cancellation of procurement process**

a) If any procurement process has been cancelled, it shall not be reopened but it shall not prevent the procuring entity from initiating a new procurement process for the same subject matter of procurement, if required.

b) A procuring entity may, for reasons to be recorded in writing, cancel the process of procurement initiated by it -
   a. at any time prior to the acceptance of the successful Bid; or
   b. after the successful Bid is accepted in accordance with (d) and (e) below.

c) The procuring entity shall not open any bids or proposals after taking a decision to cancel the procurement and shall return such unopened bids or proposals.

d) The decision of the procuring entity to cancel the procurement and reasons for such decision shall be immediately communicated to all bidders that participated in the procurement process.

e) If the bidder who's Bid has been accepted as successful fails to sign any written procurement contract as required, or fails to provide any required security for the performance of the contract, the procuring entity may cancel the procurement process.

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

24) **Code of Integrity for Bidders**

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

b) The code of integrity include provisions for: -

    a. Prohibiting

        i. Any offer, solicitation or acceptance of any bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;

        ii. any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;

        iii. any collusion, bid rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process;

        iv. improper use of information shared between the procuring entity and the bidders with an intent to gain unfair advantage in the procurement process or for personal gain;

        v. any financial or business transactions between the bidder and any officer or employee of the procuring entity;

        vi. any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;

        vii. any obstruction of any investigation or audit of a procurement process;

    b. disclosure of conflict of interest;

    c. disclosure by the bidder of any previous transgressions with any entity in India or any other country during the last three years or of any debarment by any other procuring entity.

c) Without prejudice to the provisions below, in case of any breach of the code of integrity by a bidder or prospective bidder, as the case may be, the procuring entity may take appropriate measures including: -

    a. exclusion of the bidder from the procurement process;

    b. forfeiture or encashment of any other security or bond relating to the procurement;

    c. recovery of payments made by the procuring entity along with interest thereon at bank rate;

    d. cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity;

    e. debarment of the bidder from participation in future procurements of the procuring entity for a period not exceeding three years.

25) **Conflict of Interest**

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

a) they have controlling partners in common;

b) they receive or have received any direct or indirect subsidy from any of them;

c) they have the same legal representative for purposes of the bid;

d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another;

e) A bidder participates in more than one bid in the same bidding process. However, this does not limit the inclusion of the same sub-contractor, not otherwise participating as bidder/authorised partner, in more than one bid; or

f) A bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the subject matter of procurement of the bidding process. All bidder shall provide in Eligibility Criteria documents, a statement that the bidder is neither associated nor has been associated directly or indirectly, with the consultant or any other entity that has prepared the

design, specifications and other documents for the subject matter of procurement or being proposed as Project Lead for the contract.

26) **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 there course 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.

27) **Appeals**

a) Subject to "Appeal not to lie in certain cases" below, if any bidder or prospective bidder is aggrieved that any decision, action or omission of the procuring entity is in contravention to the provisions of the Act or the rules or guidelines issued thereunder, he may file an appeal to such officer of the procuring entity, as may be designated by it for the purpose, within a period of 10 days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:
    a. Provided that after the declaration of a bidder as successful in terms of "Award of Contract", the appeal may be filed only by a bidder who has participated in procurement proceedings:
    b. Provided further that in case a procuring entity evaluates the technical Bid before the opening of the financial Bid, an appeal related to the matter of financial Bid may be filed only by a bidder whose technical Bid is found to be acceptable.
b) The officer to whom an appeal is filed under (a) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal.
c) If the officer designated under (a) above fails to dispose of the appeal filed under that sub-section within the period specified in (c) above, or if the bidder or prospective bidder or the procuring entity is aggrieved by the order passed, the bidder or prospective bidder or the procuring entity, as the case may be, may file a second appeal to an officer or authority designated by the State Government in this behalf within 15 days from the expiry of the period specified in (c) above or of the date of receipt of the order passed under (b) above, as the case may be.
d) The officer or authority to which an appeal is filed under (c) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal:
e) The officer or authority to which an appeal may be filed under (a) or (d) above shall be : First Appellate Authority: Principal Secretary, IT&C, GoR
Second Appellate Authority: Principal Secretary, Finance Department, GoR
f) Form of Appeal:
    a. Every appeal under (a) and (c) above shall be as per Annexure-8 along with as many copies as there are respondents in the appeal.
    b. Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
    c. Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.

g) Fee for Appeal: Fee for filing appeal:

    a. Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.

    b. The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank payable in the name of Appellate Authority concerned.

h) Procedure for disposal of appeal:

    a. The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.

    b. On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,-

        i. hear all the parties to appeal present before him; and

        ii. peruse or inspect documents, relevant records or copies thereof relating to the matter.

    c. After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.

    d. The order passed under (c) shall also be placed on the State Public Procurement Portal.

i) No information which would impair the protection of essential security interests of India, or impede the enforcement of law or fair competition, or prejudice the legitimate commercial interests of the bidder or the procuring entity, shall be disclosed in a proceeding under an appeal.

28) 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.

29) Vexatious Appeals & Complaints

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

30) 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.

31) **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) 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.

32) **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 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 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 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 Bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of procuring entity.

2. **GENERALTERMS 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 RISL and the successful/ 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 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 bidder to RISL in accordance with the terms and conditions set forth in the Contract.

f) "Completion" means the fulfilment of the related services by the 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 bidder is required to supply to RISL under the Contract.

h) "RISL" 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 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 bidder.

k) "Bidder" means the person, private or government entity, or a combination of the above, whose Bid to perform the Contract has been accepted by RISL and is named as such in the Agreement, and includes the legal successors or permitted assigns of the 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 RISL and the Supplier/ 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 bidder and RISL, 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 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**
   Joint venture, consortium is not allowed to bid.

5) **Eligible Goods and Related Services**
   a) For purposes of this Clause, the term "services" includes the services to be delivered by the Bidder as per scope of work and required to run the project successfully ,"goods" includes commodities, raw material, machinery, equipment, and industrial plants; and "related services" includes services such as insurance, transportation, supply, installation, integration, testing, commissioning, training, and initial maintenance.
   b) All articles/ goods being bid, other than those marked in the Bill of Material (BoM) should be the ones which are produced in volume and are used by a large number of users in India/ abroad. All products quoted by the bidder must be associated with specific make and model number, item code and names and with printed literature describing configuration and functionality. Any deviation from the printed specifications should be clearly mentioned in the offer document by the bidder/ supplier. Also, the bidder is to quote/ propose only one make/ model against the respective item.
   c) The OEM/ Vendor of the quoted product must have its own registered spares depot in India having adequate inventory of the equipment being quoted for providing the necessary spares as per the requirements of the bidding document.

d) The OEM/ Vendor of the quoted product should also have its direct representation in India in terms of registered office for at least past 3 years. The presence through any Distribution/ System Integration partner agreement will not be accepted.

e) Bidder must quote products in accordance with above clause "Eligible goods and related services".

6) **Notices**

a) Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the contract. The term "in writing" means communicated in written form with proof of dispatch and receipt.

b) A Notice shall be effective when delivered or on the Notice's effective date, whichever is later.

7) **Governing Law**

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

8) **Scope of Supply**

a) Subject to the provisions in the bidding document and contract, the goods and related services to be supplied shall be as specified in the bidding document.

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

9) **Delivery & Installation**

a) Subject to the conditions of the contract, the delivery of the goods and completion of the related services shall be in accordance with the delivery and completion schedule specified in the bidding document. The details of supply/ shipping and other documents to be furnished by the bidder are specified in the bidding document and/ or contract.

b) The contract for the supply can be repudiated at any time by the purchase officer, if the supplies are not made to his satisfaction after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.

10) **Supplier's/ Bidder's Responsibilities**

The Supplier/ 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.

11) **RISL's Responsibilities**

a) Whenever the supply of goods and related services requires that the Supplier/ Bidder obtain permits, approvals, and import and other licenses from local public authorities, RISL shall, if so required by the Supplier/ Bidder, make its best effort to assist the Supplier/ Bidder in complying with such requirements in a timely and expeditious manner.

b) RISL shall pay all costs involved in the performance of its responsibilities, in accordance with the general and special conditions of the contract.

12) **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/ Bidder for the Goods delivered and the Related Services performed under the Contract shall not vary from the prices quoted by the Supplier/ Bidder in its bid, with the exception of any price adjustments authorized in the special conditions of the contract.

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

14) **Taxes & Duties**
   a) The TDS, etc., if applicable, shall be deducted at source/ paid by RISL as per prevailing rates. All other taxes, duties, license fee and levies shall be included in the bid price excluding GST.
   b) For services supplied, the selected bidder shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted services to the Purchaser.
   c) If any tax exemptions, reductions, allowances or privileges may be available to the selected bidder, the Purchaser shall use its best efforts to enable the selected bidder to benefit from any such tax savings to the maximum allowable extent.

15) **Copyright/ Intellectual Property Rights (IPR)**
   The copyright/ Intellectual Property Rights (IPR) in all drawings, design documents, source code and other materials containing data and information furnished to the Purchaser by the Supplier/ Selected Bidder herein shall remain vested in the Purchaser.

16) **Confidential Information**
   a) RISL and the 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 Bidder may furnish to its Subcontractor, if permitted, such documents, data, and other information it receives from RISL to the extent required for the Subcontractor to perform its work under the Contract, in which event the Bidder shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Supplier/ Bidder.
   c) RISL shall not use such documents, data, and other information received from the Supplier/ Bidder for any purposes unrelated to the Contract. Similarly, the Supplier/ Bidder shall not use such documents, data, and other information received from RISL 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. RISL or Supplier/ 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 completion or termination, for whatever reason, of the Contract.

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

a) Except as provided under clause "Force Majeure", if the supplier/ Bidder fails to deliver any or all of the Goods or perform the Related Services within the period specified in the Contract, RISL may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in (d) below for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in the bidding document and/ or contract. Once the maximum is reached, RISL may terminate the Contract pursuant to clause "Termination".

b) The time specified for delivery in the bidding document shall be deemed to be the essence of the contract and the supplier/ Bidders hall arrange goods supply and related services within the specified period.

c) Delivery and installation/ completion period may be extended with or without liquidated damages, if the delay in the supply of goods or service is on account of hindrances beyond the control of the supplier/ Bidder.

i. The supplier/ Bidder shall request in writing to RISL giving reasons for extending the delivery period of service, if he finds himself unable to complete the supply of goods or service within the stipulated delivery period or is unable to maintain prorate progress in the supply of goods or service delivery. This request shall be submitted as soon as a hindrance in delivery of goods and service occurs or within 15 days from such occurrence but before expiry of stipulated period of completion of delivery of goods and service after which such request shall not be entertained.

ii. RISL shall examine the justification of causes of hindrance in the delivery of goods and service and the period of delay occurred due to that and recommend the competent authority on the period of extension which should be granted with or without liquidated damages.

iii. Normally, extension in delivery period of goods and service in following circumstances may be considered without liquidated damages:

a. When delay has occurred due to delay in supply of drawings, designs, plans etc. if RISL was required to supply them to the supplier of goods or service provider as per terms of the contract.

b. When delay has occurred in supply of materials etc. if these were required to be supplied to the supplier or service provider by RISL as per terms of the contract.

iv. If the competent authority agrees to extend the delivery period/ schedule, an amendment to the contract with suitable denial clauses and with or without liquidated damages, as the case may be, shall be issued. The amendment letter shall mention that no extra price or additional cost for any reason, what so ever beyond the contracted cost shall be paid for the delayed supply of goods and service.

v. It shall be at the discretion of the concerned authority to accept or not to accept the supply of goods and/ or services rendered by the contractor after the expiry of the stipulated delivery period, if no formal extension in delivery period has been applied and granted. The competent authority shall have right to cancel the contract with respect to undelivered goods and/ or service.

vi. If RISL is in need of the good and/ or service rendered after expiry of the stipulated delivery period, it may accept the services and issue a letter of extension in delivery period with usual liquidated damages and denial clauses to regularize the transaction.

d) In case of extension in the delivery and/ or installation/ completion/ commissioning period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of goods and/ or service which the supplier/ Bidder has failed to supply/ install/ complete : -

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

i. Fraction of a day in reckoning period of delay in supplies, successful installation and completion of work shall be eliminated, if it is less than half a day.

ii. The maximum amount of liquidated damages shall be 10% of the contract value.

iii. *The percentage of LD is applicable on the payment due for a particular milestone of design and development of the Software solution.

18) **Patent Indemnity**

a) The supplier/ Bidder shall, subject to RISL's compliance with sub-clause (b) below, indemnify and hold harmless RISL 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 RISL 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/ 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/ Bidder, pursuant to the Contract.

b) If any proceedings are brought or any claim is made against RISL arising out of the matters referred to above, RISL shall promptly give the supplier/ Bidder a notice thereof, and the supplier/ Bidder may at its own expense and in RISL's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.

c) If the supplier/ Bidder fails to notify RISL within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then RISL shall be free to conduct the same on its own behalf.

d) RISL shall, at the supplier's/ Bidder's request, afford all available assistance to the supplier/ Bidder in conducting such proceedings or claim, and shall be reimbursed by the supplier/ Bidder for all reasonable expenses incurred in so doing.

e) RISL shall indemnify and hold harmless the supplier/ 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/ 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 RISL.

19) 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/ Bidder to pay liquidated damages to RISL; and

b) the aggregate liability of the supplier/ Bidder to RISL, 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/ Bidder to indemnify RISL with respect to patent infringement.

20) Force Majeure

a) The supplier/ Bidder shall not be liable for forfeiture of its PSD, LD, or termination for default if and to the extent that it's 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/ 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/ Bidder. Such events may include, but not be limited to, acts of RISL in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

c) If a Force Majeure situation arises, the supplier/ Bidder shall promptly notify RISL in writing of such conditions and cause thereof within 15 days of occurrence of such event. Unless otherwise directed by RISL, the supplier/ Bidder shall continue to perform its obligations under the contract as far as reasonably practical.

d) If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side.

e) In case a Force Majeure situation occurs with RISL, RISL may take the case with the supplier/ Bidder on similar lines.

21) Change Orders and Contract Amendments

a) RISL may at any time order the supplier/ Bidder through Notice in accordance with clause "Notices" above, to make changes within the general scope of the Contract where the goods and services are to be provided by the supplier/ Bidder.

b) If any such change causes an increase or decrease in the cost of, or the time required for, the supplier's/ Bidder's performance of any provisions under the Contract, an equitable adjustment shall

be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly should be amended. Any claims by the supplier/ Bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the supplier's/ Bidder's receipt of RISL's change order.

c) In case, a new functionality/ modification is done in the Integrated IT solution, the Bidder shall identify the effort (in man–month) required for making the change(s). Rates for the man month shall be the composite man-month rates quoted by the Bidder in the financial bid. Changes shall however be done by the Bidder after approval of effort estimates by the designated authority of RISL.

d) Prices to be charged by the supplier/ 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/ Bidder for similar services.

22) Termination

a) Termination for Default

i. The tender sanctioning authority of RISL may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the supplier/ Bidder, terminate the contract in whole or in part: -

    a. If the supplier/ Bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by RISL; or

    b. If the supplier/ 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/ Bidder, in the judgement of RISL, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.

    d. If the supplier/ Bidder commits breach of any condition of the contract.

ii. If RISL terminates the contract in whole or in part, amount of PSD may be forfeited.

iii. Before cancelling a contract and taking further action, advice of senior most finance person available in the office and of legal adviser or legal assistant posted in the office, if there is one, may be obtained.

iv. As on effective date of termination, RISL shall pay:

    a) the unpaid value of all the assets supplied by the Bidder and accepted by RISL in accordance with the RFP specifications in order to take over the possession of the assets/ application.

    b) all the services delivered by the Bidder and accepted by RISL, the consideration payable shall be based on service rate as per agreement.

b) Termination for Insolvency

RISL may at any time terminate the Contract by giving a written notice of at least 30 days to the supplier/ Bidder, if the supplier/ Bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the supplier/ Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to RISL.

c) Termination for Convenience

i. RISL, by a written notice of at least 30 days sent to the supplier/ Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for RISL's convenience, the extent to which performance of the supplier/ Bidder under the Contract is terminated, and the date upon which such termination becomes effective.

    ii. As on effective date of termination, RISL shall pay all the services delivered by the Bidder and accepted by RISL, the consideration payable shall be based on service rate as per agreement.

23) Exit Management

  a) Preamble

    i. The word 'parties' include the procuring entity and the Bidder.

    ii. This Schedule sets out the provisions, which will apply on expiry or termination of the Project Implementation and Operations and Management of SLA.

    iii. In the case of termination of the Project Implementation and/ or Operation and Management SLA due to illegality, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.

    iv. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

  b) Transfer of Assets

    i. The Bidder may continue work on the assets for the duration of the exit management period which may be a six months period from the date of expiry or termination of the agreement, if required by RISL to do so. During this period, the 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 Bidder will only be returned after the successful transfer of the entire project including its infrastructure (if any).

    ii. The Bidder, if not already done, will transfer all the Software Licenses under the name of RISL as desired by the procuring entity during the exit management period.

    iii. RISL during the project implementation phase and the application management phase shall be entitled to serve notice in writing to the Bidder at any time during the exit management period requiring the 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 Bidder, the Bidder shall ensure that all such liens and liabilities have been cleared beyond any doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to RISL or its nominated agencies.

      b. All title of the assets to be transferred to RISL or its nominated agencies pursuant to clause(s) above shall be transferred on the last day of the exit management period. All expenses occurred during transfer of assets shall be borne by the Bidder.

      c. That on the expiry of this clause, the 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 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 Bidder to other locations apart from the locations mentioned in the this bidding document without prior written notice and approval of RISL. Supplied hardware, software & documents etc., used by Bidder for RISL shall be the legal properties of RISL.

  c) Cooperation and Provision of Information during the exit management period

i. The 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 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 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 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 Bidder and to assist appropriate knowledge transfer.

d) Confidential Information, Security and Data

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

i. Documentation relating to Intellectual Property Rights;

ii. Project related data and confidential information;

iii. All current and updated data as is reasonably required for purposes of RISL or its nominated agencies transitioning the services to its replacement 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 Bidder shall deliver to RISL or its nominated agencies all new or up-dated materials from the categories set out above and shall not retain any copies thereof, except that the 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 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 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 Bidder's premises, the 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 Bidder

i. The 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 Bidder shall commit adequate resources to comply with its obligations under this Exit Management Clause.

   g) Exit Management Plan

    i. The 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 Bidder's, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on RISL operations as a result of undertaking the transfer; and

    iv. If applicable, proposed arrangements and Plans for provision of contingent support in terms of business continuance and hand holding during the transition period, to RISL or its nominated agencies, and Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.

    v. The Bidder shall re-draft the Exit Management Plan annually after signing of contract to ensure that it is kept relevant and up to date.

    vi. Each Exit Management Plan shall be presented by the 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 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 Bidder to support new operator during the transition period.

24) **Settlement of Disputes**

   a) General: If any dispute arises between the supplier/ 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/ 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/ 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/ Bidder.

   b) Standing Committee for Settlement of Disputes: If a question, difference or objection arises in connection with or out of the contract/ agreement or the meaning of operation of any part, thereof or the rights, duties or liabilities of either party have not been settled by mutual discussions or the decision of tender sanctioning Procurement Committee, it shall be referred to the empowered standing committee for decision, as per the Arbitration and Conciliation Act 1996, if the amount of the claim is more than Rs. 50,000/-. The empowered standing committee shall consist of following members: - (RISL)

- Chairman of BoD of RISL : Chairman
- Secretary, DoIT&C or his nominee,
  not below the rank of Joint Director : Member
- Managing Director, RISL : Member
- Director (Technical)/ Executive Director, RISL : Member
- Director (Finance),RISL : Member
- A Legal Expert to be nominated by the Chairman : Member

c) Procedure for reference to the Standing Committee: The supplier/ Bidder shall present his representation to the Managing Director, RISL along with a fee equal to two percent of the amount of dispute, not exceeding Rupees One Lakh, within one month from the date of communication of decision of the tender sanctioning Procurement Committee. The officer-in-charge of the project who was responsible for taking delivery of the goods and/ or service from the supplier/ Bidder shall prepare a reply of representation and shall represent RISL's stand before the standing committee. From the side of the supplier/ Bidder, the claim case may be presented by himself or through a lawyer. After hearing both the parties, the standing committee shall announce its decision which shall be final and binding both on the supplier/ Bidder and RISL. The standing committee, if it so decides, may refer the matter to the Board of Directors of RISL for further decision.

d) Legal Jurisdiction: All legal proceedings arising out of any dispute between both the parties regarding a contract shall be settled by a competent court having jurisdiction over the place, where agreement has been executed and by no other court, after decision of the standing committee for settlement of disputes.

3. **SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT**

   3.1. Payment Terms and Schedule

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

Scope of Work	Milestone	Deliverables	Timelines	Billable Payment
Design, Development, Testing, Deployment& UAT of Software solution	Deployment of resources for Central team	• Deployment of Central team (implementation Team) resources at RISL as per supply schedule issued by RISL • Scrutiny and interview by OIC/ Designated authority and their sign off • Attendance Report of deployed resources verified by POIC (monthly)	T0+15 Days	5% of [Design, Development and Deployment of Software solution i.e. item no.1] of financial bid/ contract agreement paid every quarterly equally distributed for a year of implementation on the basis of the attendance approved by the OIC
	Preparation of SRS for Software solution (for phas-1) , its submission and approval from POIC	• Conduct study and submit the SRS weighted by the department nodal officers/ Executive committee for the processes • SRS Sign off by the OIC / designated authority by the OIC for its completeness in terms of process , policies and technical aspects	T0+45 days	5% of [Design, Development and Deployment of Software solution i.e. item no.1] of financial bid/ contract agreement
	Preparation of SRS for Software solution (for phas-2) , its submission and approval from POIC	• Conduct study and submit the SRS weighted by the department nodal officers/ Executive committee for the processes • SRS Sign off by the OIC / designated authority by the OIC for its completeness in terms of process , policies and technical aspects	T0+60 days	5% of [Design, Development and Deployment of Software solution i.e. item no.1] of financial bid/ contract agreement
	Preparation of SRS for Software solution (for phas-3) , its submission and approval from POIC	• Conduct study and submit the SRS weighted by the department nodal officers/ Executive committee for the processes • SRS Sign off by the OIC / designated authority by the OIC for its completeness in terms of process , policies and technical aspects	T0+75 days	5% of [Design, Development and Deployment of Software solution i.e. item no.1] of financial bid/ contract agreement
	Preparation of SRS for Software solution (for phas-4) , its submission and approval from POIC	• Conduct study and submit the SRS weighted by the department nodal officers/ Executive committee for the processes • SRS Sign off by the OIC / designated authority by the OIC for its completeness in terms of process , policies and technical aspects	T0+90 days	5% of [Design, Development and Deployment of Software solution i.e. item no.1] of financial bid/ contract agreement

Design, Development, Testing and Deployment of Application (for phase-1) at RSDC at staging	• Software Design Document • High Level and Low level design including AI-ML engine/ SCADA/GPS • Technical architecture including AI-ML engine/ SCADA/GPS • ER diagrams and data definitions • All reports shall be sign off by the OIC/ designated authority by the OIC • UAT Test cases	T0+135 days
Design, Development, Testing and Deployment of Application (for phase-2)at RSDC at staging	• Software Design Document • High Level and Low level design including AI-ML engine/ SCADA/GPS • Technical architecture including AI-ML engine/ SCADA/GPS • ER diagrams and data definitions • All reports shall be sign off by the OIC/ designated authority by the OIC • UAT Test cases	T0+150 days
Design, Development, Testing and Deployment of Application (for phase-3) at RSDC at staging	• Software Design Document • High Level and Low level design including AI-ML engine/ SCADA/GPS • Technical architecture including AI-ML engine/ SCADA/GPS • ER diagrams and data definitions • All reports shall be sign off by the OIC/ designated authority by the OIC • UAT Test cases	T0+165 days
Design, Development, Testing and Deployment of Application (for phase-4) at RSDC at staging	• Software Design Document • High Level and Low level design including AI-ML engine/ SCADA/GPS • Technical architecture including AI-ML engine/ SCADA/GPS • ER diagrams and data definitions • All reports shall be sign off by the OIC/ designated authority by the OIC • UAT Test cases	T0+180 days
Test Results and UAT of Software solution	• Submission of test results • UAT Sign off of Software solution from RISL • Submit build for UAT after reaching the test result benchmarking • Beta version deployment report including AI-ML engine/ SCADA/GPS	T0+195 days

7.5% of [Design, Development and Deployment of Software solution i.e. item no.1] of financial bid/ contract agreement
7.5% of [Design, Development and Deployment of Software solution i.e. item no.1] of financial bid/ contract agreement
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		• sign off by the OIC for the release/ designated authority by the OIC		
	Data Migration	• Sign off of all Conversion Scripts • Results of complete production data • sign off by the OIC for the entire data migration/ designated authority by the OIC	T0+270	7.5% of [Design, Development and Deployment of Software solution i.e. item no.1] of financial bid/ contract agreement
	Go Live	• State wide Roll out for all the offices and end user • Sign off certificate for GO-Live from OIC	T0+360	10% of [Design, Development and Deployment of Software solution i.e. item no.1] of financial bid/ contract agreement
O&M	O&M	• Copy of attendance on register issued by POIC of Application operation and Maintenance team deployed for Integrated IT solution project duly approved by POIC • Enhancement/ Customization/ Up gradation/ Modification reports along with updated design documents & user manuals • Testing reports • Issue Tracker & Log reports of help desk, Call resolved, unresolved and escalated issues. • Consolidated Report on Calls Logged, Resolved and Escalated. Results of complete production data • sign off by the POIC or authority by the POIC for the above reports	Quarterly after Go Live certificate issued by the POIC	5% of [O&M for 5 years i.e. item no.2] of financial bid/ contract agreement + 1% of [Design, Development and Deployment of Software solution i.e. item no.1] of financial bid/ contract agreement
Training	Training	• Training attendance of employees attending the training program	T0+300	100% of [Training and capacity building i.e. item no 3] of financial bid/ contract agreement shall be done on actual basis as per the point

b) The bidder's request for payment shall be made to RISL in writing, accompanied by invoices describing, as appropriate, the related services performed, and by the required documents submitted pursuant to general conditions of the contract and upon fulfilment of all the obligations stipulated in the Contract.

c) Due payments shall be made promptly by RISL, generally within sixty (60) days after submission of an invoice or request for payment by the supplier/ Bidder.

d) The currency or currencies in which payments shall be made to the supplier/ Bidder under this Contract shall be Indian Rupees (INR) only.

e) A "Quarter" is defined as a financial year quarter i.e. April-June, July-September and so on.

f) All remittance charges will be borne by the supplier/ Bidder.

g) In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.

h) The training payment shall be done on the actual basis of the trainees attended the training program on per trainee basis. Any additional training above the required shall be additionally paid without any change request.

i) Payment in case of those goods which need testing shall be made only when such tests have been carried out, test results received conforming to the prescribed specification.

j) Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.

k) GST, as applicable, will be paid as per actuals.

3.2. Service Level Standards/ Requirements/ Agreement

Penalty would be deducted from the applicable payments. All applicable penalties will be in addition to liquidated damages. Fraction of a day in reckoning period in supplies shall be eliminated if it is less than half a day.

a) **Purpose & Duration of SLA**: The SLA purpose is to enforce a contract between the bidder and RISL. The SLA would come into effect during following:

- Support & Maintenance period of Integrated IT solution after Go-Live of the solution.

The successful bidder has to comply with Service Level Agreements (SLAs) to ensure adherence to project timelines, quality and availability of services.

b) **Service Window**:

Software solution (Web Application and Web Portal) shall be available 24*7 after their respective Go-Live(s).

Any application window/ form or application itself should respond to the user input not more than 3 seconds in its fullness, i.e. if user gives an input window/form or application should completely loaded and then responded as required within 3 seconds

c) **Hours of Operation (Help Desk)**:

Hours of Helpdesk operation: 9.00 AM to 7:00 PM as per working days of the organization/ PSUs. The problems encountered during the usage of the Software solution would be reported at the Helpdesk established by the Bidder as designated by RISL. This would enable the Helpdesk staff to log complaints and take action as per the severity of the reported problem.

d) **Dependencies**:

The dependencies on the performance of services beyond the control of either party and where default is due to reasons beyond the control of the Bidder or due to reasons attributable to RISL or third parties, the Bidder would not be penalized. For example, if uptime of a particular equipment/ application is desired and this is due to non-availability of power (which is out of scope of work of the Bidder), then the time period during which a service was unavailable due to non-availability of power would be removed while calculating the uptime.

e) **Penalty Clauses**: If the Bidder fails to deliver the required services due to reasons attributable to him like non-accessibility of the web-portal/ application, non-availability/ attrition of the technical personnel/ operational resources, etc. the cumulative penalty, as applicable, would be imposed as mentioned below while processing the payment for respective milestone.

f) **Resource Replacement**

The resources shall be deployed within 15 days from the date of issue of Work Order. The replacement of a resource by the selected bidder after deployment shall generally not be allowed. However replacement will be allowed only in case, the resource leaves the organization by submitting resignation with the present employer/ due to poor health condition (supported by certificate issued by a Government Doctor)/ in case of Death/ in special cases based on the approval received from the competent authority then penalty clause for replacement may be effective. Penalty of non availability of the resource may be effective in case of non availability of resource till the replacement take the place of outgoing resource.

The outgoing resource would complete the knowledge transfer with the replaced resource as per the satisfaction of RISL.

g) **Monitoring & Evaluation**: The Bidder shall provide and make use of following system for monitoring and evaluation

S. No.	Service Levels	Monitoring System
1	Down Time of Software solution (Web portal & Web Application)	Through EMS application available at RSDC
2	Non-Availability of Manpower	Attendance Register at project location
3	Delay in performing software support like upload content/ defect fixing/ minor change request/ response time of application / response time of team	Through a web based/ phone line call log available at IT help desk/O&M team

h) **Review /executive Committee and Review Mechanism**: The designated review committee/ members, on a quarterly basis, shall review and discuss the services delivery and performance standard compliance of the Bidder. The review would include but not be limited to:
   i. Service provided during the review period
   ii. Major incidents during the review period
   iii. Problems that remains outstanding
   iv. Review of Change requests/ Variation and progress for enhancements
   v. Future events or business developments that will affect the Service
   vi. Review any potential changes required to the SLA
   vii. Agree items for submission to the executive decision making
   viii. Review schedules for Services provided

i) **Penalty Clauses**: If the Bidder fails to deliver the required services due to reasons attributable to him like non-functioning of the system, non-accessibility of the web-portal/ application, non-availability/ attrition of the technical personnel/ operational manpower, etc. the cumulative penalty, as applicable, would be imposed as mentioned below while processing the payment for respective milestone.

j) **Penalty for Downtime**

S. No.	Measurement Parameter	Downtime in a Quarter	Penalty
1	Number of hours the Integrated IT solution is non-functional/ non-accessible/ non-available/ non-responsive in each case of outage	0-4 hours	No penalty
2		4-8 hours	2% of applicable quarterly Payment for Support and Maintenance of Software solution as quoted in Financial Bid
3		8-12 hours	4% of applicable quarterly Payment for Support and Maintenance of Software solution as quoted in Financial Bid
4		12-24 hours	6% of applicable quarterly Payment for Support and Maintenance of Software solution as quoted in Financial Bid
5		24-48 hours	8% of applicable quarterly Payment for Support and Maintenance of Software solution as quoted in Financial Bid

6		> 48 hours	10% of applicable quarterly Payment for Support and Maintenance of Software solution as quoted in Financial Bid

In case the non-availability of Software solution (Web portal or Web Application or Combination of both) in any quarter is greater than 48 hours, it may be treated as breach of Service Level Standards, which may lead to termination on default

k) **Penalty for Non-Availability of deployed Personnel/ Resources/ Manpower**: A Maximum of 18 leave per year (4.5 per quarter on prorate basis) shall be allowed for resource deployed. In case resource needs to take off/ leave from the duty, he has to take due approval from department authorities. Leave accrued, if any, shall be carried forward to the next year, subject to a maximum of 25 leaves. Also selected bidder shall ensure availability of the mentioned resources for IEMS project only, in case any resource shall be found working on any other task without written permission from POIC it shall be treated as unavailability for the specific period of time and below penalties shall be applicable. under this section, In case any overlapping of resources(Trainers/ Central team/O&M team/Change request team) shall be found it shall be treated as unavailability of resources under that category and respective penalty shall be applicable and payment shall be made for the category pertains to lower rate. The penalty shall be levied as per following:

S. No.	Resource Required	Penalty Per Day of absence (to be deducted from the total quarterly payable amount)
1.	Delivery Head	5,000.00
2.	Project Manager	4,000.00
3.	Technical Solution Architect cum Tech lead	4,000.00
4.	Sr. Software Developer	3,000.00
5.	Software Developer	3,000.00
6.	Jr. Software Developer	2,000.00
7.	Sr. Software Developer – SCADA	3,000.00
8.	Software Developer SCADA	3,000.00
9.	Mobile App Developer	3,000.00
10.	Sr. Database Administrator	2,000.00
11.	Jr. Database Administrator	1,000.00
12.	Sr. Business Analyst	2,000.00
13.	Business Analyst cum Coordinator	1,000.00
14.	Sr. Fintech Resource	1,000.00
15.	Fintech Resource	1,000.00
16.	Sr. QA	2,000.00
17.	Jr. QA	1,000.00
18.	Sr. Data Analytics and AI Developer	3,000.00
19.	ETL Expert	3,000.00
20.	Machine Learning Scientist /Engineer	4,000.00
21.	UI/UX Designer	1,000.00

l)   Penalty for non-timely performing software support service like Update Content Management on Software solution (Web Portal or Web Application)/ Defect fixing/ Change Management (Application Software) i.e. Minor Change Requests

S. No.	Time	Penalty
1	Upto 2 day	No penalty
2	More than 2 day and less than 5 days	Rs. 20000 per incident per day
3	More than 5 days	Rs. 50000 per incident per day

m)   Penalty for attrition of key resources during the project duration: Bidder shall make sure that the key personnel involved in the development, operation and maintenance of the software solution are designated to the project for the entire project duration. In case, any key person listed below has to leave the project, the following penalties shall be applicable:

S. No.	Resource Required	Penalty for attrition
1.	Delivery Head	2,00,000.00
2.	Project Manager	2,00,000.00
3.	Technical Solution Architect cum Tech lead	2,00,000.00
4.	DevOps Engineer	2,00,000.00
5.	Sr. Software Developer	2,00,000.00
6.	Software Developer	1,00,000.00
7.	Jr. Software Developer	1,00,000.00
8.	Sr. Software Developer – SCADA	2,00,000.00
9.	Software Developer SCADA	1,00,000.00
10.	Mobile App Developer	1,00,000.00
11.	Sr. Database Administrator	1,00,000.00
12.	Jr. Database Administrator	80,000.00
13.	Sr. Business Analyst	1,00,000.00
14.	Business Analyst cum Coordinator	80,000.00
15.	Sr. Fintech Resource	80,000.00
16.	Fintech Resource	60,000.00
17.	Sr. QA	1,00,000.00
18.	Jr. QA	80,000.00
19.	Sr. Data Analytics and AI Developer	1,00,000.00
20.	ETL Expert	1,00,000.00
21.	Machine Learning Scientist /Engineer	2,00,000.00
22.	UI/UX Designer	80,000.00

n)   The maximum total penalty in any quarter (excluding non-availability of deployed manpower/ resources/ personnel) shall not be more than 20% of the total amount due for the quarter beyond which the tendering authority will be free to initiate action as per RFP terms and condition for breach of SLA. The tendering authority may also forfeit the PSD and also debar the bidder from bidding (for all types and form of bids) for at least three years in RISL and DoIT&C.

3.3. CHANGE REQUESTS/ MANAGEMENT

a) An institutional mechanism will be set up for taking decisions regarding requests for changes submitted in the executive committee. The executive Committee will set up a Change Control Committee with members from the procurement agency and the Bidder. If it is unable to reach an agreement, the decision of the executive Committee will be final.

b) RISL may at any time, by a written order given to the bidder, make changes within the general scope of the Agreement in any one or more of the following: -

- Designs, specifications, requirements which software or service to be provided under the Agreement are to be specifically developed and rendered for RISL.
- Schedule for Installation Acceptance.

c) The change request/ management procedure will follow the following steps: -

- Identification and documentation of the need for the change - The information related to initiator, initiation date and details of change required and priority of the change will be documented by RISL.
- Analysis and evaluation of the Change Request - Impact of the change in terms of the estimated effort, changed schedule, cost and the items impacted will be analysed and documented by the bidder.
- Approval or disapproval of the change request – RISL will approve or disapprove the change requested including the additional payments for software development, quoted man-month rate shall be used for cost estimation, efforts of all technical resources- project lead, analyst, software developer, testing engineer, database architecture etc. shall be taken into account for total man-month estimation to carry out the s/w development resulting from the change request. For all technical resources irrespective of their experience and specialisation, the quoted man-month rate shall be used. Efforts of support staff shall not be taken into consideration for this purpose.
- Implementation of the change – The change will be implemented in accordance to the agreed cost, effort, and schedule by the Bidder.
- Verification of the change - The change will be verified by RISL on implementation of the change request.

d) All changes outside the scope of supplies agreed to herein which may have likely financial implications in terms of the overall cost/ time of the project shall be undertaken by Bidder only after securing the express consent of RISL. In the event that the consent of RISL is not received then the change will not be carried out.

e) While approving any change request, if required, RISL may ask the bidder to deploy the required resources on-site.

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

g) In case bidder is not agreeing in time/cost/ conditions RISL may ask any other party through open tender or the RISL empanelled vendors to carry out the operations.

h) The select bidder shall ensure that deployed manpower for O&M shall be liable for all the changes including all UI/UX, application changes in software, development of new or existing modules , any type of changes in the process shall be part of O&M tasks for the contractual periods. Any change

request shall be awarded only for architectural changes for application and database subject to approval from the executive committee. Without architectural changes no changes shall be considered as change request.

3.4. RESOURCES DEPLOYMENT

In the section of manpower deployment and minimum qualification, only tentative and minimum number and qualification is mentioned. However selected bidder has to provide resources on the proposed solution, technology and tools as it is mentioned in the solution section of the proposal submitted or the technical architect document, all the resource should be hands-on on the tools/ technology proposed by the bidder. In case it was found during the implementation or O&M that deployed resources are not as per the solution provided, bidder has to change the resource on its own cost and applicable penalty of change in resource shall be applicable and till resource shall not be replaced it shall be treated as non-availability of resource and penalty for the same shall be applicable. In case POIC found any resource not competent in delivering his duties POIC can ask the selected bidder to change the resource and selected bidder has to change the resource on its own cost and applicable penalty of change in resource shall be applicable and till resource shall not be replaced it shall be treated as non-availability of resource and penalty for the same shall be applicable.

In case bidder is proposing the solution/tools provided by the OEM, it is the responsibility of the bidder to ensure that manpower specially like Technical Solution Architect cum Tech lead for complete development and , Sr. Data Analytics and AI Analytics Consultant (OEM) shall be provided by the OEM for atleast six months. The resources are provided by the OEM shall be established by the fact of employment on the paper. In contradiction of any fact the resource shall be treated as non-available.

3.5. LOCAL OFFICE

As per the condition in the covering letter of the bid submission format, selected bidder has to establish a local office in Jaipur if not then establish it within 30 days from the date of issuance of Work Order. Selected bidder has also need to make provision of sitting space of required manpower during O&M and during the implementation sitting space of the central team. However, sitting of the team members shall be solely at the discretion of POIC direction that team shall sit at RISL provisioned space or at the local office of the selected vendor. Selected bidder has also made a provision in case team shall sit at its own local office than the team members can be asked any time to visit RISL/BSDC at its own cost and without any delay.

ANNEXURE-1: BIDDER'S AUTHORIZATION CERTIFICATE

To,
{Procuring entity},

_____,

_____,

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

Thanking you,

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

ANNEXURE-2: SELF-DECLARATION

To,

{Procuring entity},

_____,

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

   a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;

   b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;

   c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.

   d) does not have any previous transgressions with any entity in India or any other country during the last three years

   e) does not have any debarment by any other procuring entity

   f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;

   g) does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;

   h) does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.

   i) will comply with the code of integrity as specified in the bidding document.

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

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

ANNEXURE-3: CERTIFICATE OF CONFORMITY/ NO DEVIATION

To,
{Procuring Entity},
_____,

CERTIFICATE

This is to certify that, the qualification of resources and other information which I/ We have mentioned in the Technical bid, and which I/ We shall provide/ supply if I/ We am/ are awarded with the work, are in conformity with the minimum qualifications of the bidding document and that there are no deviations of any kind from the required qualifications.

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

Thanking you,

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

ANNEXURE-4: COVERING LETTER OF THE BID

(To be submitted on the Company Letter head of the Tenderer, sealed and signed)

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

[Reference No. <<>>, Dated: <<>>]

Dear Sir,

Ref: Request for Proposal (RFP) Notification dated............... No..........

1. I/We, the undersigned bidder, Having read & examined in detail, the Bid Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, Technical specifications, Service Level Standards & in conformity with the said bidding document for the same.

2. I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

3. I/ we hereby submit our token of acceptance to all the tender terms & conditions without any deviations. Hence, we are hereby submitting our Bid and offer to provide services to RISL for carrying out the project in accordance with your RFP.

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

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

6. I/ We undertake, for timely establishment of a local office in Jaipur (if the award is made to us) and within 30 days from the date of issue of Work Order.

<div align="center">Or</div>

<div align="center">(strike out whichever is not applicable)</div>

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

   ....

7. I/We understand that RISL is not bound to accept any bid received in response to this RFP.

8. In case we are engaged by RISL, we shall provide any assistance/cooperation required by RISL, appointed auditing agencies (if any), state government officials and Other Stakeholders of the project for performing their duties with respect to this project. We understand that our non-cooperation for the same shall be grounds for termination of service.

Signature…………………

In the capacity of………………………

Duly authorised to sign Proposal for And on behalf of……………………….

Seal of the Organization: -

Date………………….

Place………………….

ANNEXURE-5: FINANCIAL BID COVER LETTER & FORMAT
COVER LETTER (to be submitted by the bidder on his Letter head)

To,
{Procuring Entity},
_____,

Reference: NIB No. :_____   Dated:_____

Dear Sir,
We, the undersigned bidder, Having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, Bill of Material, Technical specifications, Service Level Standards & in conformity with the said bidding document for the same.

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

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

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

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

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

I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

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

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

Date:
Authorized Signatory
Name:
Designation:

Financial Bid Format

(To be submitted by the bidder only in BoQ format (.XLSX) available at e-Procurement portal)

S. No.	Description	Unit	Quantity	Per Unit Rate in INR (incl. all incidental charges and all Taxes but excl. GST)	Total in INR (incl. all incidental charges and all Taxes but excl. GST)	Total GST applicable in INR	Total in INR (incl. all incidental charges, all Taxes & GST)
A	B	C	D	E	F = D x E	G	H=F+G
1.	IEMS Software development with SCADA application, AI and Analytics application, GPS tracking		1				
2.	O&M for 5 years		1				
3.	Training	1000 personal	1				
	O&M Team						
4.	Delivery Head	Per Man-month	1				
5.	Project Manager	Per Man-month	1				
6.	Technical Solution Architect cum Tech lead	Per Man-month	1				
7.	DevOps Engineer/ Microservices Architect	Per Man Month	1				
8.	Sr. Software Developer	Per Man-month	1				
9.	Software Developer	Per Man-month	1				

10.	Jr. Software Developer	Per Man-month	1				
11.	Sr. Software Developer – SCADA	Per Man-month	1				
12.	Software Developer SCADA	Per Man-month	1				
13.	Mobile App Developer	Per Man-month	1				
14.	Sr. Database Administrator	Per Man-month	1				
15.	Jr. Database Administrator	Per Man-month	1				
16.	Sr. Business Analyst	Per Man-month	1				
17.	Business Analyst cum Coordinator	Per Man-month	1				
18.	Sr. Fintech Resource	Per Man-month	1				
19.	Fintech Resource	Per Man-month	1				
20.	Sr. QA	Per Man-month	1				
21.	Jr. QA	Per Man-month	1				
22.	Sr. Data Analytics and AI Developer	Per Man-month	1				
23.	ETL Expert	Per Man-month	1				
24.	Machine Learning Scientist /Engineer	Per Man-month	1				
25.	UI/UX Designer	Per Man-month	1				
26.	Training	One training	1				

		for 25 person					
	Total in Figures (1+2+3)						
	Total in Words (1+2+3)						

Note:-

a) The cost quoted by the bidder for development, deployment, integration with other modules and implementation shall be irrespective of no. of users.

b) The bidder shall quote lump-sum development, deployment and integration with other modules, cost inclusive of supply of all third-party tools used by bidder to run the application.

c) The resources for Project Implementation/ Training/ Change Request/ Development of New Modules or additional requirement shall be deployed as and when required and RISL shall issue separate supply schedule(s) for the same, as per the rates mentioned above for the resource for the specific period.

d) The above-mentioned quantities are indicative only, however, the payment shall be made to the Bidder on actuals.

e) GST shall be paid as per actuals.

ANNEXURE-6: BANK GUARANTEE FORMAT

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 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 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 RISL. Any such demand made on the bank by 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 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 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 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 RISL that 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 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 RISL or any indulgence by 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 RISL in writing.

8. This performance Guarantee shall remain valid and in full effect, until it is decided to be discharged by RISL. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs........................... (Rupees...............................only).

9. It shall not be necessary for 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 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 RISL
For and on behalf of RISL

Signature

(Name & Designation)

ANNEXURE-7: DRAFT AGREEMENT FORMAT

This Contract is made and entered into on this _____day of _____, 2022 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 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,

RISL 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 RISL from time to time.

And whereas

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

And whereas

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

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

1. The NIB Ref. No. _____ dated _____ and RFP document dated _____ issued by RISL along with its enclosures/ annexures, wherever applicable, are deemed to be taken as part of this contract and are binding on both the parties executing this contract.
2. In consideration of the payment to be made by RISL to supplier at the rates set forth in the work order no. _____ dated _____ will duly supply the said deliverables set forth in "Scope of Work" 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. RISL do hereby agree that if supplier shall duly supply the said deliverables and provide related services in the manner aforesaid observe and keep the said terms and conditions of the RFP and Contract, RISL will pay or cause to be paid to supplier, at the time and the manner set forth in the said conditions of

the RFP, the amount payable for each and every project milestone & deliverable. The mode of Payment will be as specified in the RFP document.

4. The timelines for the prescribed Scope of Work, requirement of services and deployment of technical resources shall be effected from the date of work order i.e. _____ and completed by supplier within the period as specified in the RFP document.

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

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

Note:

i. Fraction of a day in reckoning period of delay in supplies/ maintenance services shall be eliminated if it is less than half a day.

ii. The maximum amount of agreed liquidated damages shall be 10%.

iii. 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.

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

Signed By:	Signed By:
   () Designation:, Company:	 () Managing Director, RISL
  In the presence of:	 *In the presence of:*

() Designation: Company:	() Designation: RISL
() Designation: Company:	() Designation: RISL

ANNEXURE-8: 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 again stand name and designation of the officer/ authority who passed the order (enclose copy), or a statement of a decision, action or omission of the procuring entity in contravention to the provisions of the Act by which the appellant is aggrieved:<please specify>

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

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

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

7. Prayer:<please specify>

Place …………………………………….

Date …………………………………

Appellant's Signature

ANNEXURE-9: MINIMUM QUALIFICATION OF DEPLOYED RESOURCES

Resource Required	Qualification	Experience
Delivery Head	MBA+BE (Computer engineering/ Computer science / Information technology) /B.Tech (Computer engineering/ Computer science / Information technology)	Atleast total 15 Years of experience with more than 5 years of experience with government sector or large size industries or corporates after qualifying examination. Must worked with in one of the government PSU/ utility PSUs. Must have knowledge of project management practices
Project Manager	MBA+BE (Computer engineering/ Computer science / Information technology) /B.Tech (Computer engineering/ Computer science / Information technology) / MCA	Atleast total 12 Years of experience with more than 5 years of experience with government sector or large size industries or corporates after qualifying examination. Must worked with one of the government PSU/ utility PSUs. Must have knowledge of project management practices. Must have expert level of project management practices and documentation. Must have hands-on experience on projects developed in microservice.
Technical Solution Architect cum Tech lead	MTech in (Computer engineering/ Computer science / Information technology)	Must have 12 Years of experience in software engineering and 5 years in software architecture design after qualifying examination. Must have knowledge of different design patterns and able to design low level design with different design patterns for IT platform Sound knowledge of various operating systems, databases, design patterns and latest technologies. He must have hands-on with multiple technologies and able to use cross technologies Efficient communication skills. Strong organizational and leadership skills. Must be able to design architecture for microservice based application using different technologies like orchestration tool, container etc
DevOps Engineer/ Microservices Architect	BTech/BE in (Computer engineering/ Computer science / Information technology)/MCA	Must have 8 Years of experience in software engineering and 3 years in developing and deploying container images, deploying and maintain orchestration tool, Expert level of competence with container orchestration frameworks and automate manual operations using PythonGo, Bash, puppet, chef or any other

		automation scripting and orchestration pipelines. Solid experience using configuration management frameworks (e.g., Ansible/Chef/Puppet) and scripting languages like Bash & PowerShell. working knowledge of various DevOps toolset (Like GitHub, Bitbucket, Jenkins), open-source technologies and tools like Grafana , Kibana , Prometheus.
Sr. Software Developer	BE (Computer engineering/ Computer science / Information technology))/B Tech (Computer engineering/ Computer science / Information technology) / MCA	Must have at least 10 years of experience and atleast 2 years of experience in microservices also he must have good knowledge of rest services after qualifying examination. To develop technical interfaces, specifications, and architecture to develop client displays and user interfaces, to develop and test software prototypes, to assist software personnel in handling project related work and other requirements To coordinate with other software professionals and developers. Must be able to write code for microservice based application using orchestration tool, container, creating images to be deployed.
Software Developer	BE (Computer engineering/ Computer science / Information technology))/B Tech(Computer engineering/ Computer science / Information technology) / MCA	Must have at least 5 years of experience and atleast 1 years of experience in microservices after qualifying examination also he must have good knowledge of rest services. To develop technical interfaces, specifications, and architecture to develop client displays and user interfaces, to develop and test software prototypes, to assist software personnel in handling project related work and other requirements To coordinate with other software professionals and developers. Must be able to write code for microservice based application using orchestration tool, container , creating images to be deployed.
Jr. Software Developer	BE (Computer engineering/ Computer science / Information technology))/B Tech (Computer engineering/ Computer science / Information technology)/ MCA	Must have at least 3 years of experience after qualifying examination also Must have good knowledge of rest services. To develop technical interfaces, specifications, and architecture to develop client displays and user interfaces, to develop and test software prototypes, to assist software personnel in handling project related work and other requirements

		To coordinate with other software professionals and developers. Must be able to write code for microservice based application using orchestration tool, container , creating images to be deployed.
Sr. Software Developer SCADA	MCA/BE (Computer engineering/ Computer science / Information technology)/BTech (Computer engineering/ Computer science / Information technology)	Must have at least 10 years of experience after qualifying examination also Must have good knowledge development of SCADA software. To develop technical interfaces, specifications and architecture to develop client displays and user interfaces, to develop and test software prototypes, to assist software personnel in handling project related work and other requirements To coordinate with other software professionals and developers
Software Developer SCADA	MCA/BE (Computer engineering/ Computer science / Information technology)/BTech(Computer engineering/ Computer science / Information technology)	Must have at least 5 years of experience after qualifying examination also Must have good knowledge development of SCADA software. To develop technical interfaces, specifications and architecture to develop client displays and user interfaces, to develop and test software prototypes, to assist software personnel in handling project related work and other requirements To coordinate with other software professionals and developers
Mobile App Developer	MCA/BE(Computer engineering/ Computer science / Information technology)/BTech(Computer engineering/ Computer science / Information technology)	Must have at least 5 years of experience after qualifying examination also Must have good knowledge of mobile app development in hybrid environment and native environment for android and iOS. Must have knowledge to develop technical interfaces, specifications, and architecture to develop client displays and user interfaces, to develop and test software prototypes, to assist software personnel.
Sr. Database Administrator	MCA/BE(Computer engineering/ Computer science / Information technology)/BTech(Computer engineering/ Computer science / Information technology)	Must have at least 10 years of experience after qualifying examination and must have good skills in writing procedures, functions, jobs, optimisation techniques with normalisation and other DBA related activities. Also have the experience to migrate large database, and able to reduce the migration time. Able to formulise strategy to migration should be seamless and continuous in nature.
Database Administrator	MCA/BE(Computer engineering/ Computer science / Information	Must have at least 5 years of experience after qualifying examination and must

	technology)/BTech(Computer engineering/ Computer science / Information technology)	have good skills in writing procedures, functions, jobs, optimisation techniques with normalisation and other DBA related activities
Sr. Business Analyst	MBA+BE (Computer engineering/ Computer science / Information technology)/BTech (Computer engineering/ Computer science / Information technology) / Graduate in specific domain	Must have at least 10 years of experience after qualifying examination in implementation supply chain/ Utility / eGov.
Business Analyst cum Coordinator	MBA/MCA/BE (Computer engineering/ Computer science / Information technology)/BTech (Computer engineering/ Computer science / Information technology) / Graduate in specific domain	Must have at least 5 years of experience after qualifying examination in implementation supply chain/ Utility / eGov.
Sr. Fintech Resource	Mcom	Must have good accounting knowledge and experience of at least 10 years after qualifying examination of handling books of accounting, a charted accountant or experience in BFSI domain shall be preferred for this role.
Jr Fintech Resource	Mcom	Must have good accounting knowledge and experience of at least 3 years of handling books of accounting after qualifying examination, a charted accountant or experience in BFSI domain shall be preferred for this role.
Sr. QA	BE(Computer engineering/ Computer science / Information technology)/MCA	Must have at least 10 years of experience after qualifying examination in testing, able to create test cases. Must have ability to test application on atleast one of the automation tools like selenium/ load runner etc. He must be able to write test cases for microservices based application, and test the application on orchestration tool
Jr. QA	BE (Computer engineering/ Computer science / Information technology)/MCA	Must have at least 3 years of experience after qualifying examination in testing, able to create test cases. Must have ability to test application on atleast one of the automation tools like selenium/ load runner etc. He must be able to write test cases for microservices based application, and test the application on orchestration tool
Sr. Data Analytics and AI Analytics Consultant (OEM)	MTech/MS in (Data Science/ Data Analytics/ AI)	• Provides guidance on reliable delivery of targeted project results through role as expert in the application of specific analytics methodologies, projects, and technologies.

		• Should be able to communicate and understand client requirements and help the ground team to generate reports based on the client / business needs. • Responsible for overseeing the management and maintenance of analytics and Open-Source product implementations and maintenance across projects. • Coordinate internal resources for the flawless execution of projects • Developing project scopes and objectives • Develop a detailed project plan to track progress • Use appropriate verification techniques to manage changes in project scope, schedule and costs • Measure project performance using appropriate systems, tools and techniques • Report and escalate to management as needed • Perform risk management to minimize project risks • Create and maintain comprehensive project documentation. • Proven working experience as a project administrator in the information technology sector • Solid technical background, with understanding or hands-on experience in BI and analytics tool proposed by bidder. • Excellent written and verbal communication skills • Proven ability to solve problems • Excellent analytical skills • Solid organizational skills including attention to detail and multi-tasking skills • Strong working knowledge of Microsoft Office
Sr. Data Analytics and AI Analytics Consultant)	MTech/MS in (Data Science/ Data Analytics/ AI)	Must have 7 years of experience after qualifying examination and responsible for organizing data related to sales numbers, market research, logistics, linguistics, or other behaviours. His technical expertise shall be utilized to ensure data in accurate and high-quality form in the system. Data shall be then analysed, designed, and presented in a

		way that assists individuals, businesses, and organizations make better decisions.
		• Good exposure in Proposed Base, Macro, SQL.
		• Experience in Proposed Enterprise AI solution
		• Should be certified Proposed certification.
		• Expert in Proposed AI Engine tool like BASE SAS/R programming or equivalent tool proposed by bidder, data management concept, SQL, Experience in RDBMS like Oracle, SQL Server, OS Unix, Unix shell scripts Windows.
		• Must be able to build and maintain Proposed AI Engine DI Studio jobs, job flows within Platform, and troubleshoot job failures.
		• Developing data quality metrics and standards for different types of data to ensure that it is high quality and error-free
		• Developing data quality models to identify issues with the data and recommending solutions to improve the data quality
		• Reviewing data quality protocols, procedures, and policies to ensure compliance with industry standards
		• Design dashboards to monitor data quality • Create data dictionaries that outline data terminology
		• Conducting data quality audits to identify any issues with accuracy, completeness, and consistency of data within an organization's databases
		• Recommending data quality solutions that may include automating manual processes or developing a new application to handle the data more efficiently
		• Monitoring the quality of incoming data to identify any errors or inconsistencies that may need to be corrected

		• Should have worked on AI / ML based project for Data Management (ETL / ELT) activities • To keep up with constant change & conduct their own research to identify any new trends that will help them develop solutions for data quality faster and in a more accurate way. • Should be able to understand client requirements and generate reports based on the client / business needs.
ETL Expert	BE (Computer engineering/ Computer science / Information technology))/B Tech (Computer engineering/ Computer science / Information technology) / MCA	Must have at least 5 years of experience after qualifying examination in implementation ETL in a large-scale project.
Machine Learning Scientist /Engineer	BE (Computer engineering/ Computer science / Information technology))/B Tech (Computer engineering/ Computer science / Information technology)/ MCA	Must have 5 years of experience after qualifying examination in design and create the AI algorithms capable of learning and making predictions that define machine learning (ML). Should be able to generate AI/ML model using database native capabilities.
UI/UX Designer	Any Graduate	Must have 5 years of experience after qualifying examination in developing UI UX especially responsive UI UX. Proficiency in graphic design software including Adobe Photoshop, Adobe Illustrator, and other visual design tools. Proficiency in front-end development web programming languages such as HTML and CSS, JQuery, and JavaScript. Proficient understanding of cross-browser compatibility issues. Excellent visual design skills. Up-to-date experience with international web protocols, standards, and technologies. Adaptable and willing to learn new techniques. Excellent communication skills.

ANNEXURE-10: INDICATIVE FUNCTIONAL REQUIREMENT SPECIFICAN

The below given FRS is indicative in nature to support the bidder to get more understanding of the features and modules required. Any mentioned or modules like Payroll/ Financial accounting which are not given in FRS, scope shall not limited to the given FRS as mentioned FRS is indicative only. Selected bidder shall conduct a study which may curtail or expand the features/ modules. SI shall prepare the final FRS and get the approval as mentioned in the scope of the project.

	Manufacturing/Supplier Unit Registration Master
	This Module Use for Register/ Edit Manufacture/ Supplier
ID	**Description**
MSUR.01	System should have Select option for Manufacturing Unit Type From Manufacturing Type Master
MSUR.02	System should have Select Option for State of Manufacturing Unit Located from State Master
MSUR.03	System should have Select Option for Type of Liquor Product from Liquor Product Type Master
MSUR.04	Licensee Number Should Be Autogenerated from System
MSUR.05	System should have Option to Enter Licensee Unit Name in Text format
MSUR.06	System should have Option to Enter Licensee Unit Address in Text format
MSUR.07	System should have Select Option for State of Manufacturing Unit Located from State Master
MSUR.08	System should have Select Option for District of Manufacturing Unit Located from District Master according to Selected State
MSUR.09	System should have Select Option for City of Manufacturing Unit Located from City Master According to Selected State & District
MSUR.10	System should have Option to Enter Details Like Contact Person Name, Mobile No, e-Mail Id etc..
MSUR.11	System should have Option to Enter GST Details
MSUR.12	System should have Option to Select DEO from DEO Master
MSUR.13	System should have Option to Select Circle from Circle Master According to DEO Selected.
MSUR.14	System should have Option to enter License Validity Period From & Till Date
MSUR.15	System should have Option for Enter Licensee Fee
MSUR.16	System should have Option for Enter Production Capacity
MSUR.17	System should have Option for Select Manufacturing Type Like (Self, Franchises, Sublet etc) from Master
MSUR.18	If Manufacturing Type is Franchises the Option to Select Main Manufacturer
MSUR.19	If Manufacturing Type is Sublet the Option to Select Main Manufacturer & Sublet By Option
MSUR.20	System should have Option to fill Remark
MSUR.21	System should have option to Change Status Active / DE active
MSUR.22	List of all Saved Data Should be available on same form
MSUR.23	User Can Update Data from Saved List
MSUR.24	All Fields are mandatory
MSUR.25	License Fee field should be numeric only
MSUR.26	GST Numbers should be Validated
MSUR.27	e-Mail Should be Valid
MSUR.28	Before Submission Form will be Validated
MSUR.29	System should have the validation and capability to restrict any duplicate entries in the System
	Manufacturing/Supplier Unit Renewal/Suspend
	This Module Used for Renew Or Suspend Existing Manufacture/Suppler
ID	**Description**
MSUS.01	System should have Select option for Manufacturing Unit Type From Manufacturing Type Master

MSUS.02	System should have Select Option for Manufacture Unit
MSUS.03	System should Display Unit Details Like Address & Contact Detail On the Basis of Manufacture Unit Selection
MSUS.04	System should have Option to Select a Action From Master
MSUS.05	System should have Option to enter License Validity Period From & Till Date
MSUS.06	System should have Option to enter Order No &Order Date
	Licensee Generation (Liquor Shop License Generation)
	This Module is Used To Generate Retail Licensee
ID	**Description**
LSLG.01	Licensee Number Should Be Autogenerated from System
LSLG.02	System should have Option for Enter Licensee Name in Text format
LSLG.03	System should have Option for Enter Licensee Address in Text format
LSLG.04	System should have Select Option for State from State Master
LSLG.05	System should have Select Option for District from District Master according to Selected State
LSLG.06	System should have Select Option for City from City Master According to Selected State & District
LSLG.07	System should have Option to Enter Details Like Mobile No, e-Mail Id etc..
LSLG.08	System should have Option to Enter GST Details
LSLG.09	System should have Option to Enter PAN Card Details
LSLG.10	System should have Option to Enter Adhar Card Details
LSLG.11	System should Have Option to Enter Nominee Details
LSLG.12	System should Have Option to Enter Residence Address Details
LSLG.13	System should have Option to Select DEO From DEO Master
LSLG.14	System should have Option to Select Circle From Circle Master According to DEO Selected.
LSLG.15	System should have Option to enter License Validity Period From & Till Date
LSLG.16	System should have Option for Enter Licensee Fee
LSLG.17	System should Have option to Enter Shop Details
LSLG.18	System should Have Option to select Shop Type from Shop Type Master
LSLG.19	System should Have Option to Select Panchayat Samiti From Master According to District & City Selection
LSLG.20	System should Have Option to Select Shop Number From Master
LSLG.21	System should Have Option to Display Shop Detail From Master
LSLG.22	System should Have Option to Capture Licensee Details like Licensee Number, Issue Date, Issue Order no, Valid From & Till Date, Licensee Contract Value, Total Composite Fee, Advance Deposit Amount, Security Deposit ETC
LSLG.23	System should Have Option to Capture Licensee Partner Details
LSLG.24	System should Have Option to Capture Challan Details
LSLG.25	System should Have Option to Capture Security Deposit Details
LSLG.26	System should Have Option to Update Sanction Date
LSLG.27	System should have option to Change Status Active / DE active
LSLG.28	List of all Saved Data Should be available on same form
LSLG.29	User Can Update Data from Saved List
LSLG.30	All Fields are mandatory
LSLG.31	License Fee field should be numeric only
LSLG.32	GST Numbers should be Validated
LSLG.33	e-Mail Should be Valid
LSLG.34	Before Submission Form will be Validated
LSLG.35	System should have the validation and capability to restrict any duplicate entries in the System

	Misc. Licensee Master
	This Module is used for Generate Licensee Other then Retail Like Institute, Lab, Pharma, Hospitals etc.

ID	Description
MLMG.01	Licensee Number Should Be Autogenerated from System
MLMG.02	System should Have Option to select Licensee Type from Licensee Type Master excluding(Liquor Contractor & Retail On & Retail Off)
MLMG.03	System should Have Option to Select Issue Date From Calendar
MLMG.04	System should Have Option to enter Licensee Name
MLMG.05	System should Have Option to Enter Licensee Address
MLMG.06	System should Have Option to Select Licensee State from State Master
MLMG.07	System should Have Option to Select Licensee District From District Master According to selected State
MLMG.08	System should Have Option to Select Licensee City From City Master According to State & District Selected
MLMG.09	System should Have Option to Enter Contact Person Name
MLMG.10	System should Have Option to Enter Contact Person Contact Details Like e-Mail, Mobile No
MLMG.11	System should Have Option to Enter Licensee GST & PAN Details
MLMG.12	System should Have Option to Select DEO From DEO Master
MLMG.13	System should Have Option to Select Excise District From District Master According to Selected DEO
MLMG.14	System should Have Option to Select Excise Circle From Circle Master According to DEO & District Selection
MLMG.15	System should Have Option to Enter Validity Period From & Till Date
MLMG.16	System should Have Option to Search a registered Licensee through DEO, Circle & Licensee Name
MLMG.17	System should Have Facility to Extend Validity Period of Previously Registered Licensee With Log
MLMG.18	List of all Saved Data Should be available on same form
MLMG.19	User Can Update Data from Saved List
MLMG.20	All Fields are mandatory
MLMG.21	License Fee field should be numeric only
MLMG.22	GST Numbers should be Validated
MLMG.23	e-Mail Should be Valid
MLMG.24	Before Submission Form will be Validated
MLMG.25	System should have the validation and capability to restrict any duplicate entries in the System
	Retail On Licensee Master
	This Module Used For Generate Retail On Licensee (Hotel Bar & Restaurant Bar)

ID	Description
ROLM.01	Licensee Number Should Be Autogenerated from System
ROLM.02	System should Have Option to select Licensee Type from Licensee Type Master excluding(Liquor Contractor & Retail On)
ROLM.03	System should Have Option to Select Issue Date From Calendar
ROLM.04	System should Have Option to enter Licensee Name
ROLM.05	System should Have Option to Enter Licensee Address
ROLM.06	System should Have Option to Select Licensee State from State Master
ROLM.07	System should Have Option to Select Licensee District From District Master According to selected State

ROLM.08	System should Have Option to Select Licensee City From City Master According to State & District Selected
ROLM.09	System should Have Option to Enter Contact Person Name
ROLM.10	System should Have Option to Enter Contact Person Contact Details Like e-Mail, Mobile No
ROLM.11	System should Have Option to Enter Licensee GST & PAN Details
ROLM.12	System should Have Option to Select DEO From DEO Master
ROLM.13	System should Have Option to Select Excise District From District Master According to Selected DEO
ROLM.14	System should Have Option to Select Excise Circle From Circle Master According to DEO & District Selection
ROLM.15	System should Have Option to Enter Validity Period From & Till Date
ROLM.16	System should Have Option to Select Licensee Category from Category Master
ROLM.17	System should Have Option to Select Licensee sub Category From Sub Category Master
ROLM.18	System should Have Option to Search a registered Licensee through DEO, Circle & Licensee Name
ROLM.19	System should Have Facility to Extend Validity Period of Previously Registered Licensee With Log
ROLM.20	List of all Saved Data Should be available on same form
ROLM.21	User Can Update Data from Saved List
ROLM.22	All Fields are mandatory
ROLM.23	License Fee field should be numeric only
ROLM.24	GST Numbers should be Validated
ROLM.25	e-Mail Should be Valid
ROLM.26	Before Submission Form will be Validated
ROLM.27	System should have the validation and capability to restrict any duplicate entries in the System
RTDC Retail On Licensee Master	
	This Module is Used to Generate RTDC Retail On Licensee
ID	**Description**
RROL.01	Licensee Number Shoud Be Autogenerated from System
RROL.02	System should Have Option to select Licensee Type from Licensee Type Master excluding(Liquor Contractor & Retail On)
RROL.03	System should Have Option to Select Issue Date From Calendar
RROL.04	System should Have Option to enter Licensee Name
RROL.05	System should Have Option to Enter Licensee Address
RROL.06	System should Have Option to Select Licensee State from State Master
RROL.07	System should Have Option to Select Licensee District From District Master According to selected State
RROL.08	System should Have Option to Select Licensee City From City Master According to State & District Selected
RROL.09	System should Have Option to Enter Contact Person Name
RROL.10	System should Have Option to Enter Contact Person Contact Details Like e-Mail, Mobile No
RROL.11	System should Have Option to Enter Licensee GST & PAN Details
RROL.12	System should Have Option to Select DEO From DEO Master
RROL.13	System should Have Option to Select Excise District From District Master According to Selected DEO
RROL.14	System should Have Option to Select Excise Circle From Circle Master According to DEO & District Selection
RROL.15	System should Have Option to Enter Validity Period From & Till Date
RROL.16	System should Have Option to Select Licensee Category from Category Master
RROL.17	System should Have Option to Search a registered Licensee through DEO, Circle & Licensee Name

RROL.18	System should Have Option to Capture Retail Shop Details
RROL.19	System should Have Facility to Extend Validity Period of Previously Registered Licensee With Log
RROL.20	List of all Saved Data Should be available on same form
RROL.21	User Can Update Data from Saved List
RROL.22	All Fields are mandatory
RROL.23	License Fee field should be numeric only
RROL.24	GST Numbers should be Validated
RROL.25	e-Mail Should be Valid
RROL.26	Before Submission Form will be Validated
RROL.27	System should have the validation and capability to restrict any duplicate entries in the System
	Bhang Licensee Master
	This Module is used to Generate Bhang Licensee
ID	**Description**
BLM.01	Licensee Number Should Be Autogenerated from System
BLM.02	System should Have Option to select Licensee Type from Licensee Type Master (Only Bhang)
BLM.03	Sytem should Have Option to Select Issue Date From Calendar
BLM.04	System should Have Option to enter Licensee Name
BLM.05	System should Have Option to Enter Licensee Address
BLM.06	System should Have Option to Select Licensee State from State Master
BLM.07	System should Have Option to Select Licensee District From District Master According to selected State
BLM.08	System should Have Option to Select Licensee City From City Master According to State & District Selected
BLM.09	System should Have Option to Enter Contact Person Name
BLM.10	System should Have Option to Enter Contact Person Contact Details Like e-Mail ,Mobile No
BLM.11	System should Have Option to Enter Licensee GST & PAN Details
BLM.12	System should Have Option to Select DEO From DEO Master
BLM.13	System should Have Option to Select Excise District From District Master According to Selected DEO
BLM.14	System should Have Option to Select Excise Circle From Circle Master According to DEO & District Selection
BLM.15	System should Have Option to Enter Validity Period From & Till Date
BLM.16	System should Have Option to Select Licensee Category from Category Master
BLM.17	System should Have Option to Search a registered Licensee through DEO, Circle & Licensee Name
BLM.18	System should Have Option to Enter Contract Value
BLM.19	System should Have Option to Enter Monthly L.F.(Rs.)
BLM.20	System should Have Option to Enter Cash Security(%)
BLM.21	System should Have Option to Enter Cash Security Amt(Rs.)
BLM.22	System should Have Option to Enter Bank Guarantee(%)
BLM.23	System should Have Option to Enter Bank Guarantee Amt(Rs.)
BLM.24	System should Have Option to Capture Retail Shop Details
BLM.25	System should Have Facility to Extend Validity Period of Previously Registered Licensee With Log
BLM.26	List of all Saved Data Should be available on same form
BLM.27	User Can Update Data from Saved List
BLM.28	All Fields are mandatory
BLM.29	License Fee field should be numeric only
BLM.30	GST Numbers should be Validated
BLM.31	e-Mail Should be Valid

BLM.32	Before Submission Form will be Validated
BLM.33	System should have the validation and capability to restrict any duplicate entries in the System
	Private Bhang Bond Godown Entry
	This Module is Used for capture Private Bhang Godown Details
ID	**Description**
PBBG.01	System should Have Option to Enter License Number
PBBG.02	System should Have Option to Select Issue Date From Calendar
PBBG.03	System should Have Option to Select License For From Master
PBBG.04	System should Have Option to Select Licensee Name From Saved Licensee Of Bhang
PBBG.05	System should Have Option to Enter Validity From & Till Dates
PBBG.06	System should Have Option to Select DEO From DEO Master
PBBG.07	System should Have Option to Select Excise District From District Master According to Selected DEO
PBBG.08	System should Have Option to Select Excise Circle From Circle Master According to DEO & District Selection
PBBG.09	System should Have Option to Select Status (Active/DE active)
PBBG.10	System should Have Option to Enter Contact Person Name
PBBG.11	System should Have Option to Enter Contact Person Contact Details Like e-Mail, Mobile No
PBBG.12	System should Have Option to Capture Contact Person Address
PBBG.13	System should Have Option to Capture Fee Deposit Details
PBBG.14	All Fields are mandatory
PBBG.15	e-Mail Should be Valid
PBBG.16	Before Submission Form will be Validated
PBBG.17	System should have the validation and capability to restrict any duplicate entries in the System
	Liquor Bond Godown Entry
	This Module is used for Bonded Warehouse for Liquor
ID	**Description**
LBGE.01	System should Have Option to Enter License Number
LBGE.02	System should Have Option to Select Issue Date From Calendar
LBGE.03	System should Have Option to Select License For From Master
LBGE.04	System should Have Option to Enter Licensee Name
LBGE.05	System should Have Option to Enter Validity From & Till Dates
LBGE.06	System should Have Option to Select DEO From DEO Master
LBGE.07	System should Have Option to Select Excise District From District Master According to Selected DEO
LBGE.08	System should Have Option to Select Excise Circle From Circle Master According to DEO & District Selection
LBGE.09	System should Have Option to Enter Capacity
LBGE.10	System should Have Option to Select Unit From Master
LBGE.11	System should Have Option to Enter Licensee Fee(Rs.)
LBGE.12	System should Have Option to Enter Power of Attorney Holder
LBGE.13	System should Have Option to Select Status (Active/DE active)
LBGE.14	System should Have Option to Enter Company Name
LBGE.15	System should Have Option to Enter Contact Person Name
LBGE.16	System should Have Option to Enter Contact Person Contact Details Like e-Mail, Mobile No
LBGE.17	System should Have Option to Capture Company Address
LBGE.18	System should Have Option to Capture Bond Godown Address Information

LBGE.19	System should Have Option to Enter Contact Person Name
LBGE.20	System should Have Option to Enter Contact Person Contact Details Like e-Mail, Mobile No
LBGE.21	System should Have Option to Capture Fee Deposit Details
LBGE.22	All Fields are mandatory
LBGE.23	e-Mail Should be Valid
LBGE.24	Before Submission Form will be Validated
LBGE.25	System should have the validation and capability to restrict any duplicate entries in the System
	Retail Shop Master
	This Module is Used for Register Retail Shop Details
ID	**Description**
RSM.01	System should Have Option to Select DEO From DEO Master
RSM.02	System should Have Option to Select Excise District From District Master According to Selected DEO
RSM.03	System should Have Option to Select Excise Circle From Circle Master According to DEO & District Selection
RSM.04	System should Have Option to Enter Shop Name
RSM.05	System should Have Option to Enter Shop Location
RSM.06	System should Have Option to Enter Shop City/Town
RSM.07	System should Have Option to Select Retail For from Type Master
RSM.08	System should Have Option to Enter Running From (Year)
RSM.09	System should Have Option to Capture Rule Violation If violative of rule 75 then specify the detail
RSM.10	List of all Saved Data Should be available on same form
RSM.11	User Can Update Data from Saved List
RSM.12	All Fields are mandatory
RSM.13	Before Submission Form will be Validated
RSM.14	System should have the validation and capability to restrict any duplicate entries in the System
	Categories Master
	This Module is used for define Liquor category Like (CL,IMFL,BEER etc)
ID	**Description**
CM.01	System should Have Autogenerated Category Code in Background Number Form
CM.02	System should Have Option to Enter Unique Category Name
CM.03	List of all Saved Data Should be available on same form
CM.04	User Can Update Data from Saved List
CM.05	All Fields are mandatory
CM.06	Before Submission Form will be Validated
CM.07	System should have the validation and capability to restrict any duplicate entries in the System
	Budget Head Master
	This Module is used for define Budget Head Master for Accounting Purpose
ID	**Description**
BHM.01	System should Have Autogenerated Budget Head Code in Background Number Form
BHM.02	System should Have Option to Enter Unique Budget Head Name
BHM.03	System should Have option to Enter Budget Head Code According to Finance
BHM.04	List of all Saved Data Should be available on same form
BHM.05	User Can Update Data from Saved List

BHM.06	All Fields are mandatory
BHM.07	Before Submission Form will be Validated
BHM.08	System should have the validation and capability to restrict any duplicate entries in the System
	Product Group Master
	This Module is Used for Define Product Group Master
ID	**Description**
PGM.01	System should Have Autogenerated Product Group Code in Background Number Form
PGM.02	System should Have Option to Enter Unique Product Group Name
PGM.03	System should Have Option to Select Budget Head Code According to Finance
PGM.04	List of all Saved Data Should be available on same form
PGM.05	User Can Update Data from Saved List
PGM.06	All Fields are mandatory
PGM.07	Before Submission Form will be Validated
PGM.08	System should have the validation and capability to restrict any duplicate entries in the System
	Product Category Master
	This Module is Used for Define Product Category Master
ID	**Description**
PCM.01	System should Have Autogenerated Product Category Code in Background Number Form
PCM.02	System should Have Option to Enter Unique Product Category Name
PCM.03	System should Have Option to Select Product Group From Product Group Master
PCM.04	List of all Saved Data Should be available on same form
PCM.05	User Can Update Data from Saved List
PCM.06	All Fields are mandatory
PCM.07	Before Submission Form will be Validated
PCM.08	System should have the validation and capability to restrict any duplicate entries in the System
	Brand Category Master
	This Module is Used for Define Brand Category Master
ID	**Description**
BCM.01	System should Have Autogenerated Brand Category Code in Background Number Form
BCM.02	System should Have Option to Select Category Name From Categories Master
BCM.03	System should Have Option to Select Product Group From Product Group Master
BCM.04	System should Have Option to Select Product Category From Product Category Master on Selected Product Group
BCM.05	System should Have Option to Enter Rate From (in Rs.)
BCM.06	System should Have Option to Enter Rate Up To (in Rs.)
BCM.07	System should Have Option to Select Fee Type From Fee Type Master
BCM.08	System should Have Option to Enter Applicable Duty in Number format.
BCM.09	System should Have Option to Select Duty Per Unit Of From Unit Master
BCM.10	System should Have Option to Select Applicable Date
BCM.11	List of all Saved Data Should be available on same form
BCM.12	User Can Update Data from Saved List
BCM.13	All Fields are mandatory
BCM.14	Before Submission Form will be Validated
BCM.15	System should have the validation and capability to restrict any duplicate entries in the System

	FEE TYPE Master
	This Module is Used for Define Various type of Excise Fee Master
ID	**Description**
FTM.01	System should Have Autogenerated Fee Type Code in Background Number Form
FTM.02	System should Have Option to Enter Unique Fee Type Name
FTM.03	System should Have Option to Select Sub Fee Type
FTM.04	If Sub Fee Type is Selected Then System should Have Option to Enter Main Fee Type
FTM.05	List of all Saved Data Should be available on same form
FTM.06	User Can Update Data from Saved List
FTM.07	All Fields are mandatory
FTM.08	Before Submission Form will be Validated
FTM.09	System should have the validation and capability to restrict any duplicate entries in the System
	Packing Detail Master
	This Module is Used for Define Various type of Packing Size Master
ID	**Description**
PDM.01	System should Have Autogenerated Packing Code in Background Number Form
PDM.02	System should Have Option to Select Product Group From Product Group Master
PDM.03	System should Have Option to Enter Unique Packing Name
PDM.04	System should Have Option to Enter Quantity Per Bottle (ML) in Number format Only
PDM.05	System should Have Option to Enter No of Bottle In a Case
PDM.06	System should Have Option to Enter Bulk Litre (In Litres)
PDM.07	List of all Saved Data Should be available on same form
PDM.08	User Can Update Data from Saved List
PDM.09	All Fields are mandatory
PDM.10	Before Submission Form will be Validated
PDM.11	System should have the validation and capability to restrict any duplicate entries in the System
	Brand Master
	This Module is used for Define Brand Master
ID	**Description**
BM.01	System should Have Autogenerated Brand Code in Background Number Form
BM.02	System should Have Option to Enter Unique Brand Name
BM.03	System should Have Option to Select Product Group From Product Group Master
BM.04	System should Have Option to select Product Category from Product Category Master on Selected Product Group
BM.05	System should Have Option to Select Brand Category From Brand Category Master on Selected Product Category
BM.06	System should Have Option to Select Brand Main Group From Brand Main Group Master
BM.07	System should Have Option to Select Strength Unit from Strength Unit Master
BM.08	System should Have Option to Enter Strength in number only format
BM.09	System should Calculate LPL(London Proof Litre) on Strength & Strength Unit
BM.10	List of all Saved Data Should be available on same form
BM.11	User Can Update Data from Saved List
BM.12	All Fields are mandatory
BM.13	Before Submission Form will be Validated
BM.14	System should have the validation and capability to restrict any duplicate entries in the System

	Fee Applicable Master
	This Module is used to define Fee Applicable of Brand As per their Group & Category & consigner & Consignee Category
ID	**Description**
FAM.01	System should Have Autogenerated Fee Applicable ID in Background Number Form
FAM.02	System should Have Option to Select Product Group From Product Group Master
FAM.03	System should Have Option to Select Product Category From Product Category Master on Selected Product Group
FAM.04	System should Have Option to Enter Effective Date From Calendar
FAM.05	System should Have Option to Select Consigner Licensee Category From Licensee Category Master
FAM.06	System should Have Option to Select Consigner Location From Master (Within State / Inter State)
FAM.07	System should Have Option to Select Consignee Licensee Category From Licensee Category Master
FAM.08	System should Have Option to Select Consignee Location From Master (Within State / Inter State)
FAM.09	System should Have Option to Capture Fees details Like (Fees Type, Rate, Unit)
FAM.10	System should Capture Multiple Fees Details For One Product Type in Once
FAM.11	List of all Saved Data Should be available on same form
FAM.12	User Can Update Data from Saved List
FAM.13	All Fields are mandatory
FAM.14	Before Submission Form will be Validated
FAM.15	System should have the validation and capability to restrict any duplicate entries in the System
	License Category Master
	This Module is used for Define Licensee Category
ID	**Description**
LCM.01	System should Have Autogenerated License Category ID in Background Number Form
LCM.02	System should Have Option to Enter Unique License Category Name
LCM.03	List of all Saved Data Should be available on same form
LCM.04	User Can Update Data from Saved List
LCM.05	All Fields are mandatory
LCM.06	Before Submission Form will be Validated
LCM.07	System should have the validation and capability to restrict any duplicate entries in the System
	License Sub Category Master
	This Module is used for Define Licensee Sub Category
ID	**Description**
LSCM.01	System should Have Autogenerated License Sub Category ID in Background Number Form
LSCM.02	System should Have Option to Select Licensee Category From Licensee Category Master
LSCM.03	System should Have Option to Enter Unique License Sub Category Name
LSCM.04	System should Have Option to Select Group From Group Master
LSCM.05	List of all Saved Data Should be available on same form
LSCM.06	User Can Update Data from Saved List
LSCM.07	All Fields are mandatory
LSCM.08	Before Submission Form will be Validated
LSCM.09	System should have the validation and capability to restrict any duplicate entries in the System
	Brand & Label Approval Request Master
	This Module is used for requesting new Brand & Their Label by Manufacturer

ID	Description
BLAR.01	System should Have Autogenerated Request ID in Background Number Form
BLAR.02	System should Have Option to Select Supplier Type From Supplier Type Master
BLAR.03	System should Have Option to Select State From State Master
BLAR.04	System should Have Option to Capture Challan Entry From Here
BLAR.05	System should Have Option to Select Brand Category From Brand Category Master
BLAR.06	System should Have Option to Owner Of Brand From Manufacture Master
BLAR.07	System should Have Option to Add New Manufacture From Same
BLAR.08	System should Have Option to Select Brand Owner (Self/ Other)
BLAR.09	System should Have Option to Display Supply Source If Multiple Source then Show Selection For Supply Source
BLAR.10	System should Have Option to Capture Multiple Brand Details Like Brand Name, Packing, Packing Type, Approval For, Approval For State list, EDP
BLAR.11	System should Have Provision to Calculate Automatically Brand Approval Fee & Label Approval Fee
BLAR.12	System should Have Provision for Check Brand Fee & Label Fee Balance. If Balance is Low then Request is not submitted.
BLAR.13	System should Have Provision for Check Opening Balance of Brand Approval Fee & Label Approval Fee.
BLAR.14	System should Have Provision to Add Multiple Supply Source for a Brand.
BLAR.15	System should Have Provision to Approve Request on Various Level
BLAR.16	System should Have e-Mail & SMS Alert for Every Level Of Request Process.
BLAR.17	System Shel Have Provision to Track the application with Unique Application ID
BLAR.18	List of all Saved Data Should be available on same form
BLAR.19	User Can Update Data from Saved List
BLAR.20	All Fields are mandatory
BLAR.21	Before Submission Form will be Validated
BLAR.22	System should have the validation and capability to restrict any duplicate entries in the System
	Manufacture Unit Renewal Request Master
	This Module is used for Request for Manufacture Unit Renewal By manufacturer
ID	Description
MURR.01	System should Have Autogenerated Request ID in Background Number Form
MURR.02	System should Have Option to Select Main Unit Name From Manufacture Master
MURR.03	System should Have Option to Automatic Select Unit Type on the Behalf of Main Unit
MURR.04	System should Have Option to Display Selected Unit Name & Address
MURR.05	System should Have Option to Manufacturing Type From Master.
MURR.06	System should Have Option to Select Rule as Per Applicable From Rule Master.
MURR.07	System should Have Option to Select Fee Deposited Or Not
MURR.08	System should Have Option to Display Selected Unit Date of establishment of Plant
MURR.09	System should Have Option to Display Selected Unit Date of commencement of production
MURR.10	System should Have Option to Select Financial Year For which license is to be renewed from Master
MURR.11	System should Have Option to Capture Renewal Fee Details Like GRN,GRN Date, Fee Type, Deposited Amount etc.
MURR.12	System should Have Option to Upload Multiple Scanned Challan Copy.
MURR.13	System should Have Option to Capture Late Fee Details, if any Like GRN, GRN Date, Fee Type, Amount Deposited etc.
MURR.14	System should Have Option to Upload Multiple Scanned Challan Copy.

ID	Description
MURR.15	System should Have Option to Capture Production Capacity like IMFL (in B.L.),CL (in B.L),IMFL and CL (in B.L.)(In Case Of Common CTO/CTE),IMFL and CL (in Cases)(In Case Of Common CTO/CTE),Spirit (in K.L.D) (as per CTO/CTE),Production Capacity (in KL Spirit),Production Capacity IMFL (in Cases),Production Capacity CL (in Cases) etc
MURR.16	System should Have Option to Select Production Type Like Per Day, Per Month, Per Annum
MURR.17	System should Have Option to Capture Production Capacity Rajasthan Pollution Control Board Like IMFL (in B.L.) (as per CTO/CTE), CL (in B.L) (as per CTO/CTE), IMFL (in Cases) (as per CTO/CTE), CL (in Cases) (as per CTO/CTE), IMFL and CL (in B.L.)(In Case Of Common CTO/CTE),IMFL and CL (in Cases)(In Case Of Common CTO/CTE),Spirit (in K.L.D) (as per CTO/CTE),CTO/CTE Issue Date, Validity From CTO/CTE (CL),Validity Up to CTO/CTE (CL),Validity From CTO/CTE (IMFL),Validity Upto CTO/CTE (IMFL),Validity From CTO/CTE (RS/ENA),Validity Up to CTO/CTE (RS/ENA) etc.
MURR.18	System should Have Option to Upload Previous FY's License
MURR.19	System should Have Option to Upload Order regarding Consent to Operate/Consent to Establish issued by Rajasthan Pollution Control Board
MURR.20	System should Have Option to Upload Other documents if any (including verified check list)
MURR.21	System should Have Option to Capture Stock Details for Sprit, IMFL, CL in Production, Import, Export, Dispatch & Closing Stock
MURR.22	System should Have Option to Capture Details of income in last financial year (in Lacs) Like Income from Bottling Fee,Export Fee, Import Fee ,Other Fee etc.
MURR.23	System should Have Option to Multiple Select Applying For Category List.
MURR.24	System should Have Option for Self Declaration Check.
MURR.25	System should Have Option to Approval on Different Levels Like AEO, DEO, AC Policy, EC etc.
MURR.26	List of all Saved Data Should be available on same form
MURR.27	User Can Update Data from Saved List
MURR.28	All Fields are mandatory
MURR.29	Before Submission Form will be Validated
MURR.30	System should have the validation and capability to restrict any duplicate entries in the System
	Sprit Sanction Generation
	This Module is used for generate Sprit Sanction Qty For Import/Export
ID	**Description**
SSG.01	**Ordering within the state (Import)** :- The Unit (Distillery or Bottling Plant) submits an application with checklist and concern list (format available in screenshots). The application is forwarded to the Excise Department representative in distally who forwards it to the District Excise Officer (DEO) along with consent letter and checklist. After approval, DEO forwards the application to the Additional Zone In charge of the concerning zone who forwards it to the Excise Commissioner. The Excise Commissioner sanctions a permit with 30 days validity. If, for any reason, the order can't be delivered in time then they apply for the extension of the validity.
SSG.02	**Ordering outside the state (Import)** :-The above process is repeated and the application is send to the Excise Commissioner through the same channel. The Excise Commissioner sanctions a permit with 45 days validity. If, for any reason, the order can't be delivered in time then they apply for the extension of the validity.
SSG.03	**Ordering of the spirit (Export)** :-The above process is repeated and the application is send to the Excise Commissioner through the same channel. The Excise Commissioner approves the validity date which is mentioned in the permit. If by any reason the order can't be delivered in time then they apply for the extension of the validity.
SSG.04	**Ordering of the Molasses (Export)** :- The above process is repeated and the application is send to the Excise Commissioner through the same channel. The Excise Commissioner approves the validity date which is mentioned in the permit. If by any reason the order can't be delivered in time then they apply for the extension of the validity.

SSG.05	**1. Application**: Party will submit an application for either import or export.
	Field details:
	• Application No.
	• Application date.
	• Import/Export Type (Whether Importing or Exporting)
	• State Type (Within State /outside State).
	• Supplier Name
	• Qty (Bulk litre they require)
	• Subject
	• Attachments(Check list/concern list)
	The concern list (concern letter of the party to whom they are import/exporting) and the check list /permit copy will be submitted to the excise unit in charge. The excise unit in charge forwards the application to the DO. Refer GUI-1 for the reference.
SSG.06	**Approval Process**: On entering the application no, the application date and quantity will be displayed and the DO will approve the application and that application will be forwarded to the Additional Commissioner otherwise if the details are not filled it means the application is not approved by the in charge and DO can't approve it and can't forward it ahead.
	Field details:
	• Application No.
	• Application Date.
	• Qty.
	• Approval Date.
	Approval Done on Various Level 3. Additional zone in charge,4. Commissioner
	After Approval received from Commissioner Sanction Will be Generated.
	Sprit Permit Generation
	This Module is used for generate Permit request for Sprit By Manufacturer

ID	Description
SPG.01	Registered Supplier Or Manufacture May Request With Pre Approved Sanction of Sprit Import Or Export
SPG.02	According to Balance Qty in Sanction Qty Permit(FL 4) Will be Issued after Approval from CI,AEO,DEO or Any required Approval.
SPG.03	After Receive FL-4 Supplier May Request For FL-5 Permit With corresponding FL-4 Balance Qty
SPG.04	Multiple FL-4 Request may done on a single Sanction according to balance qty.
SPG.05	If Consigner is Within State Then FL-6 (Transport Pass) Also Generated after Fl-5 Approval
SPG.06	After successfully received Vehicle Supplier will submit EVC online .
SPG.07	Supplier May Have a option to pay permit fee online when generating FL-5.

	Corporation Permit Generation
	This Module is used for generate Corporation Permit from Manufacturer Level

ID	Description
CPG.01	Registered Supplier may request for FL-4 (OFS(Order For Supply) for their Approved Brands to Various Depot
CPG.02	One OFS May have more then one Brand for one Depot
CPG.03	OFS Issued for only single Depot.
CPG.04	OFS required various approval from Respective department (RSBCl & RSGSM)
CPG.05	After Approval of OFS supplier may generate Transport Pass Request
CPG.06	Only one TP request generated against one OFS, Multiple TP request not permitted.
CPG.07	Supplier have a option to pay permit fee online when generating TP request

CPG.08	After approval of TP request by Excise Officer FL-6 will generate for the OFS
	CSD/Retail On/ Bhang Permit
	This Module is used for Generate CSD/Retail On(BAR)/Bhang Permit on Excise Level
ID	**Description**
CRBP.01	Registered Licensee may request for FL-4 (Performa Invoice) for Approved Brands From Depot
CRBP.02	One Performa Invoice May have more then one Brand
CRBP.03	Before Apply for Performa Invoice Licensee Balance also Checked if Not Sufficient Balance then option to Make Online Payment.
CRBP.04	Performa Invoice require approval from Respective department (RSBCl & RSGSM)
CRBP.05	After Approval of Performa Invoice Depot may generate ITP
	OFS
	This Module is used for Generate Order For Supply Request From Supplier Level
ID	**Description**
OFS.01	Registered Supplier Request For Supply Order of Their Approved Brands for running financial year to Depot
OFS.02	Supplier Can Request More then One Brand in a single OFS
OFS.03	One OFS is Applied for a single Location , Multiple Location Not Allowed in Single Location
OFS.04	OFS applied with Validity days as per Distance of Depot from Supply location.
OFS.05	Minimum & Maximum Quantity of case is Fix as per Excise in per ofs
OFS.06	OFS needs various approval from Respective Department (RSBCl/RSGSM) as per supply depot Using Digital Signature
OFS.07	A supplier can apply multiple OFS at a time
OFS.08	Before Submission Form will be Validated
OFS.09	System should have the validation and capability to restrict any duplicate entries in the System
OFS.10	System should Have facility to generate MIS Using BI/AI tool
	Distillery Management (SCADA)
	This Module is used to capture Distillery day to day production Activity
ID	**Description**
DMSC.01	System should have option to Capture all RAW material like Grain, sprit with their weight & other parameter required
DMSC.02	System should have option to capture weight from Electronic Weighbridge
DMSC.03	System should have option to define Storage Tank (VAT/ CYLO) and their Capacity
DMSC.04	System should Have Option to define Storage Tank Nature (RAW Material/ Finish goods/Fermentation etc)
DMSC.05	System should Have Option to Issue Raw material and Capture its quantity from sensors installed
DMSC.06	System should have option to capture Fermentation process and in defined Storage Tank
DMSC.07	System should Have option to capture Storage tank quantity from level Sensors installed.
DMSC.08	System should have option to capture Sprit Production process and in defined Storage Tank
DMSC.09	System should Have option to capture Storage tank quantity from level Sensors installed.
DMSC.10	System should have option to capture Sprit Issue process and in defined Storage Tank
DMSC.11	System should Have option to capture Storage tank quantity from level Sensors & Flow Meters installed.
DMSC.12	System should have option to capture Bottling Issue process and in defined Storage Tank
DMSC.13	System should Have option to capture Storage tank quantity from level Sensors & Flow Meters installed.

DMSC.14	System should Have option to capture Received Holograms (Track & Trace)
DMSC.15	System should Have option to Issue Hologram for production
DMSC.16	System should have option to capture Bottling process and Brand which is going to produce
DMSC.17	System should have option to capture Scanned Hologram for Predefined Case Size (Track & Trace)
DMSC.18	System should have option to assign a Case code to Scanned Case Size Bottles
DMSC.19	System should have option to capture wastage on every above level
DMSC.20	System should have option to Send Produced stock in Supplier Brand Stock Automatically
DMSC.21	System should have option to manage stock on above all process automatically.
DMSC.22	Before Submission Form will be Validated
DMSC.23	System should have the validation and capability to restrict any duplicate entries in the System
DMSC.24	System should Have facility to generate MIS Using BI/AI tool
	Brewary Management (SCADA)
	This Module is Used to Capture Brewary day to day Production Activity
ID	**Description**
BMSC.01	System should have option to Capture all RAW material like Grain, sprit with their weight & other parameter required
BMSC.02	System should have option to capture weight from Electronic Weighbridge
BMSC.03	System should have option to define Storage Tank (VAT/ CYLO) and their Capacity
BMSC.04	System should Have Option to define Storage Tank Nature (RAW Material/ Finish goods/Fermentation etc)
BMSC.05	System should Have Option to Issue Raw material and Capture its quantity from sensors installed
BMSC.06	System should have option to capture Blanding process and in defined Storage Tank
BMSC.07	System should Have option to capture Storage tank quantity from level Sensors & Flow Meters installed.
BMSC.08	System should have option to capture Sprit Production process and in defined Storage Tank
BMSC.09	System should Have option to capture Storage tank quantity from level Sensors & Flow Meters installed.
BMSC.10	System should have option to capture Sprit Issue process and in defined Storage Tank
BMSC.11	System should Have option to capture Storage tank quantity from level Sensors & Flow Meters installed.
BMSC.12	System should have option to capture Bottling Issue process and in defined Storage Tank
BMSC.13	System should Have option to capture Storage tank quantity from level Sensors & Flow Meters installed.
BMSC.14	System should Have option to capture Received Holograms (Track & Trace)
BMSC.15	System should Have option to Issue Hologram for production
BMSC.16	System should have option to capture Bottling process and Brand which is going to produce
BMSC.17	System should have option to capture Scanned Hologram for Predefined Case Size (Track & Trace)
BMSC.18	System should have option to assign a Case code to Scanned Case Size Bottles
BMSC.19	System should have option to capture wastage on every above level
BMSC.20	System should have option to Send Produced stock in Supplier Brand Stock Automatically
BMSC.21	System should have option to manage stock on above all process automatically.
BMSC.22	Before Submission Form will be Validated
BMSC.23	System should have the validation and capability to restrict any duplicate entries in the System
BMSC.24	System should Have facility to generate MIS Using BI/AI tool
	Reduction Centre Management/ Bottling (SCADA)

	This Module is Used to Capture Reduction Centre day to day Production Activity
ID	**Description**
RCSC.01	System should have option to Capture all RAW material like sprit, Packing Material with their weight & other parameter required
RCSC.02	System should have option to capture weight from Electronic Weighbridge
RCSC.03	System should have option to define Storage Tank (VAT/ CYLO) and their Capacity
RCSC.04	System should Have Option to define Storage Tank Nature (RAW Material/ Finish goods/Fermentation etc)
RCSC.05	System should Have Option to Issue Raw material and Capture its quantity from sensors installed
RCSC.06	System should have option to capture Blanding process and in defined Storage Tank
RCSC.07	System should Have option to capture Storage tank quantity from level Sensors & Flow Meters installed.
RCSC.08	System should Have Option to Define Brand Wise Recipe (Required Raw Material & Packing Material)
RCSC.09	System should have option to capture Daily Production Plan and Brand
RCSC.10	System should Have option to Issue Raw material According to Production Plan and Predefined Brand Wise Racacpy
RCSC.11	System should have option to capture Sprit Issue process and in defined Storage Tank
RCSC.12	System should Have option to capture Storage tank quantity from level Sensors & Flow Meters installed.
RCSC.13	System should have option to capture Bottling Issue process and in defined Storage Tank
RCSC.14	System should Have option to capture Storage tank quantity from level Sensors & Flow Meters installed.
RCSC.15	System should Have option to capture Received Holograms (Track & Trace)
RCSC.16	System should Have option to Issue Hologram for production
RCSC.17	System should have option to capture Bottling process and Brand which is going to produce
RCSC.18	System should have option to capture Scanned Hologram for Predefined Case Size (Track & Trace)
RCSC.19	System should have option to assign a Case code to Scanned Case Size Bottles
RCSC.20	System should have option to capture wastage on every above level
RCSC.21	System should have option to Send Produced stock in Supplier Brand Stock Automatically
RCSC.22	System should have option to manage stock on above all process automatically.
RCSC.23	Before Submission Form will be Validated
RCSC.24	System should have the validation and capability to restrict any duplicate entries in the System
RCSC.25	System should Have facility to generate MIS Using BI/AI tool
	Supply & Dispatch
	This Module is used to Capture Supply & Dispatch Activity at Supplier Level
ID	**Description**
SD.01	Supplier May dispatch only against Approved OFS
SD.02	Supplier may dispatch from only their available stock quantity
SD.03	Supplier dispatch as per OFS quantity not more then OFS quantity.
SD.04	Supplier have a option to see all pending Approved OFS & their qty
SD.05	Supplier select from pending list of Approved OFS
SD.06	Supplier should have option to deposit Duty ONLINE
SD.07	System should maintain supplier Duty Ledger (Supplier Balance Register)
SD.08	Supplier May Generate a dispatch Note from System As per OFS & Available Duty Amount in his ledger
SD.09	Supplier May Generate Transport Permit After Generate Dispatch Note & Duty payment.
SD.10	Supplier May Generate a Supplier Invoice From System after generation of Transport Permit.

SD.11	OFS Validity check before generating Dispatch Note & Transport Permit.
SD.12	Supplier should have a option to apply for validity extension of OFS
SD.13	Supplier should have a option to apply for validity extension of Transport Permit
SD.14	Before Submission Form will be Validated
SD.15	System should have the validation and capability to restrict any duplicate entries in the System
SD.16	System should Have facility to generate MIS Using BI/AI tool
	DEPOT MIS(Material Inward)
	This Module is used to Capture Depot Material Inward Activity
ID	**Description**
DMI.01	System should have option to show list of pending Dispatch note to be received on respective depot
DMI.02	System should have option to show Dispatch Note Data on selection
DMI.03	System should have option to make a Draft MIS for Selected Dispatch Note
DMI.04	System should have Option to enter Damage & Shortage in Draft Mis
DMI.05	System should have option to Scan Received Cases to verify received Consignment (Track & Trace)
DMI.06	System should have option to make offline stock if stock not verified
DMI.07	System should have option to final a draft MIS.
DMI.08	After doing any Draft MIS to Final stock will add automatically to saleable stock of Depot
DMI.09	All stock will be maintain in FIFO basis & also Issued in FIFO & Batch Wise
DMI.10	System should have Option to take Sample from Saleable stock
DMI.11	System should have option to make Nonsalable stock which Sample is failed in testing.
DMI.12	System should have option to show Saleable & Non saleable stock
DMI.13	System should have option to capture Depot damage
DMI.14	System should have option to capture Depot Drainage as per excise guideline.
DMI.15	System should have option to maintain MIS wise & Batch Wise Stock
DMI.16	Before Submission Form will be Validated
DMI.17	System should have the validation and capability to restrict any duplicate entries in the System
DMI.18	System should Have facility to generate MIS Using BI/AI tool
	DEPOT Sale
	This Module is used to Capture Depot Sale Outward Inward Activity
ID	**Description**
DSO.01	System should have option to show depot Saleable stock to their Registered Licensee
DSO.02	System should have option to Licensee to Deposit Amount Online or Offline
DSO.03	System should have option to Verify Deposited Amount From Bank from Back to Back Process (Bank Integration)
DSO.04	System should have option to Maintain Licensee Balance On Depot
DSO.05	System should have option to Make indent from licensee to available stock
DSO.06	System should have option to freeze stock for indents
DSO.07	System should have option to unfreeze stock of freeze stock
DSO.08	System should have option to show all indents
DSO.09	System should have Generate Bank Challan for any indent
DSO.10	in case of Country Liquor System should have option to Pay Before Indent through Bank Challan or Online Payment
DSO.11	System should have option to change Indent Quantity
DSO.12	System should have option to final Indent

DSO.13	System should have option to cancel Indent before final.
DSO.14	System should Have option to Scan Depot Saleable Stock as per indent (Track & Trace)
DSO.15	System should Have option to Generate ITP(Invoice cum Transport Pass) for final Indent
DSO.16	System should maintain FIFO of stock while issuing.
DSO.17	System should ensure that Expired Material not issued.
DSO.18	System should maintain Depot Stock & Licensee Balance Ledger
DSO.19	Before Submission Form will be Validated
DSO.20	System should have the validation and capability to restrict any duplicate entries in the System
DSO.21	System should Have facility to generate MIS Using BI/AI tool
	DEPOT Drainage
	This Module is used for Capture Depot Drainage Activity
ID	**Description**
DD.01	System should have an option to Drain Expired or Sample Failed Material As per Excise Guidelines
DD.02	System should capture All information about to Drain material Like Brnd Name, Packing Code , Batch No, MFG Date,Drain Order no etc..
DD.03	System should have option to capture Drain Panchnama Information Like Duty Officer and other Staff Details
DD.04	System should have maintain Stock when Drain activity recorded.
DD.05	Before Submission Form will be Validated
DD.06	System should have the validation and capability to restrict any duplicate entries in the System
DD.07	System should Have facility to generate MIS Using BI/AI tool
	DEPOT Transfer Out/ Transfer In
	This Module is used for Capture Depot Transfer Out/In activity
ID	**Description**
DTOI.01	System should have a option to request to stock transfer from one Depot to another Depot at Registered Supplier for their Approved Brands
DTOI.02	System should have a option to List all Pending Transfer Out List to Respective Department
DTOI.03	System should have a option to Approve or Reject Transfer Out Request
DTOI.04	System should Have a option to Pay Duty Online and Supplier End After approval of request if licensee have balance in his ledger then direct pay otherwise option to pay online
DTOI.05	System should have a option to make Transport Pass after Request approval and Duty Paid
DTOI.06	System should Have a option to Generate Transfer Out Order from Source Depot to Destination Depot
DTOI.07	System should have option to Manage Transfer Out Stock Ledger
DTOI.08	System should have option to List pending Transfer In at Depot
DTOI.09	System should Have Option to display All Information about Transfer Out
DTOI.10	System should Have Option to Save Draft Transfer In
DTOI.11	System should have option to capture Damage & Shortage in Draft Transfer In
DTOI.12	System should have Option to Final Transfer In after Damage & Shortage
DTOI.13	System should have Option to Ensure Transport Pass Validity before Transfer In
DTOI.14	If Transport Pass Validity is expired then Supplier have an option to request Validity Extension
DTOI.15	Before Submission Form will be Validated
DTOI.16	System should have the validation and capability to restrict any duplicate entries in the System
DTOI.17	System should Have facility to generate MIS Using BI/AI tool
	DEPOT Stock Return to Supplier

	This Module is used for Capture Depot Stock Return to Supplier Activity At Dept Level
ID	**Description**
DSRS.01	System should have a option to request to stock Return from one Depot to Registered Supplier for their Approved Brands
DSRS.02	System should have a option to List all Pending Return Out List to Respective Department
DSRS.03	System should have a option to Approve or Reject Return Out Request
DSRS.04	System should Have a option to Pay Duty Online and Supplier End After approval of request if licensee have balance in his ledger then direct pay otherwise option to pay online
DSRS.05	System should have a option to make Transport Pass after Request approval and Duty Paid
DSRS.06	System should Have a option to Generate Return Out Order from Source Depot to Supplier
DSRS.07	System should have option to Manage Return Out Stock Ledger
DSRS.08	System should have Option to Ensure Transport Pass Validity before Transfer In
DSRS.09	If Transport Pass Validity is expired then Supplier have an option to request Validity Extension
DSRS.10	Before Submission Form will be Validated
DSRS.11	System should have the validation and capability to restrict any duplicate entries in the System
DSRS.12	System should Have facility to generate MIS Using BI/AI tool
	DEPOT Demurrage
	This Module is used to Capture Depot Demurrage
ID	**Description**
DDEM.01	System should Have a option to Calculate Demurrage for Stock which is not sale after Permitted time
DDEM.02	System should Have option to Set Permitted Time Limit to Demurrage
DDEM.03	System should Have option to Set Permitted Time Limit to Demurrage
DDEM.04	System should Have Option to Manage Supplier Wise Brand Wise Demurrage
DDEM.05	Before Submission Form will be Validated
DDEM.06	System should have the validation and capability to restrict any duplicate entries in the System
DDEM.07	System should Have facility to generate MIS Using BI/AI tool
	MNTP Licensee Registration & Renewal
	This Module is used to Capture MNTP Licensee Registration & Renewal Process At Excise Level
ID	**Description**
MNTP.01	System should Have option for Manufacture to Register their Unit and fill Information about List of medicine ,Certificate from the drug control, license fee submit copy, map of the plant and the amount of narcotic it contain in the medicine, credibility of the pharmacy, Registration copy, Employee educational certification whether they are suitable for preparing these kinds of medicines or not, Work Experience certificate of the supervisor under whose supervision these medicine would be prepared
MNTP.02	System should Have Option to Upload All Above Documents In PDf/JPG format
MNTP.03	System should Have Option to application is forwarded to the excise unit in charge who further forwards it to the District Excise Officer (DO) with the entire document list attached along with. The DO inspects the sites on the basis of submitted map, verifies the document and forwards the application to the Additional Zone In charge of the concerning zone along with his recommendation (approval). The Additional Zone In charge further forwards it to the commissioner with his recommendation (approval) for generating the license. The Excise Commissioner finally approves and the license is issued to the party and the copy is send to the District office
MNTP.04	System should Have Option to Manufacture to Apply for Renewal Of their Existing Licenses

MNTP.05	System should Have Option to upload Statement of medicine they prepared last year, stock that had been sold last year, Amount of spirit/bhang/narcotic that is remaining in the stock (plant), list on which they had paid the excise duty, if any case is registered against the manufacturing company, any excise due is remaining for the last year, on inspection of excise in charge or DO if any irregularity is found. These documents are verified by the excise in charge and the DO officer and all documents must be the approved copy from the respective department).
MNTP.06	System should Have Option to capture Applicant Basic Info Like Name, Contact Person Name, Contact Info, Address, Manufacture Period, Challan Details etc.
MNTP.07	System should Have Option to Upload Site Plan.
MNTP.08	System should Have Different Level of Approval as required.
MNTP.09	Before Submission Form will be Validated
MNTP.10	System should have the validation and capability to restrict any duplicate entries in the System
MNTP.11	System should Have facility to generate MIS Using BI/AI tool
	Legal Case Management
	This Module is used for Capture all Legal Case management activity at Excise Level

ID	Description
LCM.01	System should Have Option to about handling the legal case that are filed either by Plaintiff (Any general public, shopkeeper, Contractor, etc) or by the Excise employee.
LCM.02	System should Have Option to divided Cases in two main categories 1. Service Matter – Under this category all the cases related to the Excise employee are heard and records are maintained. The employee can file a case because of some reasons like against chart sheet, salary related etc. And these cases are being handled under the service matter category.
	2. Outside Matter – Under this category all the cases other than the service matter are heard and records are maintained. The cases that are filed by any general public, shopkeeper, Contractor, etc are considered.
LCM.03	System should Have Option to applicant (of any above mentioned category) can file a case either in the sub-ordinate court or in High /Supreme Court. The process of the court hearing (in both categories) is carried out in the following manner:
	Sub-ordinate Court: After filing the case in the court by the applicant, the government appoints their representative for the case. The OIC (Officer In charge) is appointed by the Excise department who would be the representative of them and the GA (Government Advocate) is appointed by the collector. The applicant also appoints his responded against the government in charge. After that court hearing process gets started.
	The first hearing date is announced and case proceeds further. After the announcement of case result, either party can further apply in the high court or if the decision is not in favour then apply for the stay. In both the cases the same procedure is followed.
	High/Supreme Court: In this, after filing the case in the court by the applicant (either Single Bench/Double Bench) Excise Department appoints OIC as their representative. The SLP is also appointed. After this, court hearing process gets started.
	The first hearing date is announced and case proceeds further. After the announcement of case result, either party can further apply in the high court or if the decision is not in favour then apply for the stay. In both the cases the same procedure is followed
LCM.04	System should Have option to keep track of the status of all cases going in courts
LCM.05	System should have option to Monthly statement of Subordinate Courts
LCM.06	System should have option to Monthly statement of against Subordinate
LCM.07	System should have option to Monthly statement of High/Supreme Courts
LCM.08	System should Have option to Monthly statement of against High/Supreme Court
LCM.09	System should have option for Monthly Report
LCM.10	System should have option for 6. Monthly summary report:
	i. Monthly court case review.

	ii. List of important case- Sensitive/ policy matters
	iii. Reply not filed- Pending up to months
	iv. Reply not filed- Pending more than 3 months
	v. Summary of stay orders
	vi. List of the cases pending for implementation of the court's order/Judgments
	vii. List of the cases wherein Appeal is filled and stay not obtained.
	viii. Notice of Contempt of court
LCM.11	System should Have option to Quarterly statement of pending court cases
LCM.12	System Should Have option to Compounding Application report
LCM.13	Before Submission Form will be Validated
LCM.14	System should have the validation and capability to restrict any duplicate entries in the System
LCM.15	System should Have facility to generate MIS Using BI/AI tool
	FIR Management
	This Module is used for Capture all FIR management activity at Excise Level
ID	**Description**
FMS.01	System Should have process management of illegal liquor seized. In this, if any vehicle is traced out as illegal then the action will take place in following manner:
	For two-wheeler - the process is carried and solved by the DEO
	For light vehicle - the process is carried and solved by the Additional commissioner in charge
	For heavy vehicle - the process is carried and solved by the Commissioner
FMS.02	System Should have option to The accused submits the application (pre-defined format) in the governing office with FIR copy and copy of vehicle's Registration Certificate. The governing officer forwards a copy of application and a blank format of application to DEO for the details about the case
FMS.03	System Should have option to DEO provide necessary information and sends it back to the head office. After receiving the copy, the council (in case of heavy vehicle Commissioner) decides a hearing date for the accused. The hearing date is communicated to the accused. On the hearing day the case is heard by the head and result is announced (next hearing date may also be announced). The penalty is imposed on the applicant and 15 days time is given to him for the submission of the money. The penalty order is generated. If accused deposits the amount, a notice is issued for the release of vehicle. If penalty is not submitted within this time span, vehicle is transferred for auction
FMS.04	System Should Have option to in case, if no one submits the application for the release of the vehicle or if the applicant did not submit the penalty amount then the vehicle is sent for the auction
FMS.05	System Should have option to DEO to generate the details of all the vehicles that are pending for auction and send it to Excise Head Office. Excise Head Office then declares auction date
FMS.06	System should have option to FIR Case Registration: The process to register FIR in System is part of existing System. It contains the complete detail like in which district case register, vehicle no, owner name, goods details in the vehicle
FMS.07	System should have option to Application for vehicle released: The accused will submit the application and the record of the application details are maintained in the System.
	Field details:
	• Application number
	• Application date
	• Case number
	• Case date
	• Vehicle number
	• Applicant name

FMS.08	System Should have option to Case Details & Action on vehicle released: On the basis of the application no and the case no, full details related to the case will be available to the in charge by clicking on show detail(Refer GUI -2) which would open the GUI-3. He will add the details related to the result and the hearing date in this in the GUI-3.
	This form will contain following fields:
	• Application Number
	• Application date
	• Case no
	• Case date
	• Vehicle number
	• Applicant name
	• Hearing date
	• Result announced
	• Penalty
	• Remarks
FMS.09	System Should have Penalty Amount Paid: This will display the list containing the details of the application and vehicle for which result will be announced and if the penalty amount has been paid by the accused then click on OK button will remove his name from the list.
	Field details:
	• Case number
	• Case date
	• Application number
	• Application date
	• Vehicle number
FMS.10	System Should Have Option to Auction List: This list contains the details of all vehicles that are available in the auction.
	Field details:
	• Case number
	• Case date
	• Application number
	• Application date
	• Vehicle number
	• Auction date
FMS.11	System Should Have option to Auction Details: This form contains details of the auctions of the liquor seizure. Entries of amount for the vehicle for which auction has been held will be done.
	Field details:
	• Case number
	• Case date
	• Application number
	• Application date
	• Vehicle number
	• Owner
	• Initial value
	• Amount
FMS.12	System Should have option to Auction List: This list contains the details of all vehicles that are available in the auction.
	Field details:
	• Case number

	• Case date
	• Application number
	• Application date
	• Vehicle number
	• Auction date
FMS.13	Before Submission Form will be Validated
FMS.14	System should have the validation and capability to restrict any duplicate entries in the System
FMS.15	System should Have facility to generate MIS Using BI/AI tool
	Licensee Stock Management
	This Module to used for Licensee Stock Management at All Type Of Licensee
ID	**Description**
LSM.01	System Should Have Option to Register/ Empanel Vendor For POS Integration
LSM.02	System Should Have Option to Capture POS Vendor Basic Contact & Business Details like Name, Contact Person Name, Contact Details , Address
LSM.03	System Should Have option to Verify Registered POS Vendor When Accessing any API
LSM.04	System Should have Option to Register Licensee Shop through Web using OTP Verification from Licensee
LSM.05	System Should have option to list all registered licensee Shop of POS Vendor
LSM.06	System should have option to Licensee to Deregister their shop from POS Vendor in Licensee Panel
LSM.07	System Should have option to a API for POS Vendor to Get Licensee Last day Closing Stock From Excise
LSM.08	System Should have option to a API For POS Vendor to get all Approved Brands & their Rate From Excise
LSM.09	System Should have option to a API to POS Vendor to push Licensee Sale stock to Server
LSM.10	System Should Have option to Maintain Licensee Brand Wise Stock Automatically from Purchase & Sale
LSM.11	System should have option to API for POS Vendor to Get Current day Purchase Data.
LSM.12	Before Submission Form will be Validated
LSM.13	System should have the validation and capability to restrict any duplicate entries in the System
LSM.14	System should Have facility to generate MIS Using BI/AI tool
	Licensee Shop Guarantee Management
	This Module is Used to manage Shop Wise Guarantee Fulfilment
ID	**Description**
LSGM.01	System Should Have option to enter Shop Wise yearly Guarantee
LSGM.02	System Should Have option to Edit Shop Wise Guarantee
LSGM.03	System Should have option to maintain Shop Wise Lifting
LSGM.04	System Should Have option to List Monthly, Quarterly, Half Yearly, Yearly Shortfall
LSGM.05	System Should Have option to List Monthly, Quarterly, Half Yearly, Yearly Defaulters
LSGM.06	System Should Have option to Update Amnesty Data If Any in Guarantee.
LSGM.07	Before Submission Form will be Validated
LSGM.08	System should have the validation and capability to restrict any duplicate entries in the System
LSGM.09	System should Have facility to generate MIS Using BI/AI tool
	Overtime Management of Production Units
	This Module is used for Overtime management at manufacturer Level for Production

ID	Description
OVMP.01	System Should have option to Apply For Overtime Hours Working in System at Supplier End Level
OVMP.02	System Should have option to Select Logged in Supplier Production Units
OVMP.03	System should have option to Select Date Range for Overtime to be Applied
OVMP.04	System Should have option to Enter Per Day Overtime Hours
OVMP.05	System Should have option to Calculate Total Hours Automatically
OVMP.06	System Should have option to Calculate Fee To be Deposit for Total Hours
OVMP.07	System Should have option to Pay Fee online From Bank & e-Grass or Ledger Balance
OVMP.08	System Should Maintain Supplier Fee Deposit & Pay Ledger
OVMP.09	System Should have option to Auto Generate Request Id
OVMP.10	System Should have option to display all pending Request at Excise officer as per their Circle
OVMP.11	System Should have option to approve or Reject Request on Excise Officer Level
OVMP.12	Before Submission Form will be Validated
OVMP.13	System should have the validation and capability to restrict any duplicate entries in the System
OVMP.14	System should Have facility to generate MIS Using BI/AI tool
	Model Shop & Airport Shop Management
	This Module is used for manage Model Shop & Airport Shop management
ID	**Description**
MSAS.01	System Should Have option to Capture Licensee Basic Details Like Name, Address, Contact Person Name, Contact Person Mobile No etc
MSAS.02	System Should Have option to Capture Licensee Licenses Fee Details and Deposit Details
MSAS.03	System Should have option to Capture Licensee Shop Details like Shop Address , Location and Other Parametres
MSAS.04	System Should Have option to Login Licensee with Using SSO/OTP or Userid Password
MSAS.05	System Should have option to licensee after login he/she can apply for indent of applicable brands
MSAS.06	System Should have option to licensee to deposit required Fee and Amount Online Or through Bank Challan
MSAS.07	System Should have option to maintain Licensee Balance Ledger Automatically on Deposit & Invoice
MSAS.08	System Should have option to Check that Licensee can apply only for Allowed Brands
MSAS.09	System Should have option to Maintain Licensee Shop Stock through Licensee Stock Management \
MSAS.10	Before Submission Form will be Validated
MSAS.11	System should have the validation and capability to restrict any duplicate entries in the System
MSAS.12	System should Have facility to generate MIS Using BI/AI tool
	Shop Location Approval
	This Module is used to Manage Retail licensee Shop Location
ID	**Description**
SLA.01	System Should Have option to Licensee to apply for Shop Location Approval Request through Licensee Login
SLA.02	System Should have option to prefill Licensee Name, Deo, Circle, Shop name from Login
SLA.03	System Should have option to fill Shop details like Shop Address, Shop type(Own/ Rented/Leased), Size, Latitude, Longituted
SLA.04	System Should have option to fill Shop Owner Agreement Details & Also Have option to Upload Agreement in PDF format
SLA.05	System Should have option to fill Stamp Duty paid details and also have option to Upload Stamp Duty Paid Details in PDf format

SLA.06	System Should have option to submit Request with unique Request Id for future referance
SLA.07	System Should have option to track Request status from licensee login with request id
SLA.08	System Should have option to Approve / Reject From Different Level of Excise officers as required (CI,DEO,AC)
SLA.09	System should have option to list out all Request Id at Excise Officer Level
SLA.10	Before Submission Form will be Validated
SLA.11	System should have the validation and capability to restrict any duplicate entries in the System
SLA.12	System should Have facility to generate MIS Using BI/AI tool
	Shop Nokarnama Approval
	This Module is used for manage retail Licensee Shop Nokarnama
ID	**Description**
SNA.01	System Should Have option to Licensee to apply for Shop Nokarnama Approval Request through Licensee Login
SNA.02	System Should have option to prefill Licensee Name, Deo, Circle, Shop name from Login
SNA.03	System Should Have option to Enter Employee Details Like Name, Father Name, Adhar Card, Pan, Photo, Police Varification, Address, Mobile No
SNA.04	System Should have option to Upload Police Verification & photo in JPEG format
SNA.05	System Should Have option to Forward Request to Excise Department For Approval
SNA.06	System Should have option to submit Request with unique Request Id for future reference
SNA.07	System Should have option to track Request status from licensee login with request id
SNA.08	System Should have option to Approve / Reject From Different Level of Excise officers as required (CI,DEO,AC)
SNA.09	System should have option to list out all Request Id at Excise Officer Level
SNA.10	Before Submission Form will be Validated
SNA.11	System should have the validation and capability to restrict any duplicate entries in the System
SNA.12	System should Have facility to generate MIS Using BI/AI tool
	Excise Permit Validity Extension (Manufacture/Supplier)
	This Module is used for Various type to Permit Validity Extension & Cancelation
ID	**Description**
EPVE.01	System Should have option to Request for Permit Validity Extension in Manufacture/Supplier Login
EPVE.02	System Should have option to Show all details of Permit when Permit No Selected for Extension
EPVE.03	System Should have option to select New Validity Date
EPVE.04	System Should Have option to enter Resign for Extension
EPVE.05	System Should have option to calculate fee to be deposit on Validity Extension request
EPVE.06	System Should have option to Pay Fee Online Or through Egrass or Bank Challan
EPVE.07	System Should Have option to maintain Manufacture/Supplier Ledger Automatically
EPVE.08	System Should have option to submit Request with unique Request Id for future reference
EPVE.09	System Should have option to track Request status from licensee login with request id
EPVE.10	System Should have option to Approve / Reject From Different Level of Excise officers as required (CI,DEO,AC)
EPVE.11	System Should have option to Check Whether Supplied Done or not before approval of request.
EPVE.12	System should have option to list out all Request Id at Excise Officer Level
EPVE.13	Before Submission Form will be Validated
EPVE.14	System should have the validation and capability to restrict any duplicate entries in the System
EPVE.15	System should Have facility to generate MIS Using BI/AI tool

	Excise Laboratory Management
	This Module is used to Capture All laboratory activity (Sample Testing) At Excise Level
ID	**Description**
ELM.01	System Should Have Option to Select Sample Type (Legal Case/ Regular Sample)
ELM.02	System Should Have option to Receipt Sample Collected from Depot Level or Manufacturing Unit Level or From Licensee Shop/ Other
ELM.03	System Should have option to Select Lab for Testing By Excise Officer
ELM.04	System Should Have option to Enter Sample Collection Date
ELM.05	System Should Have option to Capture Name of Messenger
ELM.06	System Should Have option to Capture Post of Messenger
ELM.07	System Should have option to Select Manufacturing Unit /Licensee/Other Name
ELM.08	System Should have option to Capture Permit & Strength Details, Tanker No in case of Sprit
ELM.09	System Should have option to capture Batch No & Expiry date
ELM.10	System Should Have Option to Capture Test Method and Result Done at Lab
ELM.11	System Should Have Option to capture quantity (In Ml /In Case/In Bottle) of Sample
ELM.12	System Should have option to Capture Brand Name to be sampled
ELM.13	System Should Have Option to Capture Multiple Brand in a Single Sample Receipt
ELM.14	System Should Have Option to Generate a Unique Receipt no
ELM.15	System Should Have Option to Capture Accused Name if Type is Legal Case
ELM.16	System Should Have Option to Capture Accused Father Name if type is legal case
ELM.17	System Should Have Option to Find FIR No From FIR Module if Exist otherwise option to Enter FIR No
ELM.18	System Should have option to Capture Order No and Order Date if type is legal case
ELM.19	System Should Have option to Capture Case Type
ELM.20	System Should have Option to enter Remark optional
ELM.21	System Should Have Option to generate Sample Summary Report
ELM.22	System Should Have Option to generate Case Work CI Recovery
ELM.23	System Should Have Option to generate Case Summary Report
ELM.24	System Should Have Option to generate Case Detail Report
ELM.25	System Should Have Option to generate QC Receipt Print
ELM.26	System Should Have Option to generate QC Summary & Detail Reports
ELM.27	Before Submission Form will be Validated
ELM.28	System should have the validation and capability to restrict any duplicate entries in the System
ELM.29	System should Have facility to generate MIS Using BI/AI tool
	Cane Development (RSGSM)
	This Module is used to Capture All Cane Development Activity at RSGSM level
ID	**Description**
CDR.01	System should have option to Cane Variety Definition
CDR.02	System Should have option to Cane Variety Priority
CDR.03	System Should have option to Chak Definition
CDR.04	System Should Have option to Kila Definition
CDR.05	System should Have option to Murba Definition
CDR.06	System Should Have option to Vehicle Master Entry
CDR.07	System Should Have option to Farmer Registration With Farmer Basic Details Like Name, Father Name, Address, Check ,Kila, Murba, Bank Account Details
CDR.08	System Should Have option to Add Multiple Land Details to add in Farmer Registration

CDR.09	System Should Have option to Capture Farmer Adhar Card & Bhamsah Details On Farmer Registration
CDR.10	System Should Have Facility to Register Farmer through e-Mitra
CDR.11	System Should have option to Generate a Unique Farmer Id on Registration
CDR.12	System Should Have option to Update Farmer Bank Account Numaber
CDR.13	System Should Have option to Update Farmer Bhamash Number
CDR.14	System Should Have option to Farmer Vehicle Updation
CDR.15	System Should Have Option to Fill First Cane Servery According to Farmer and Capture Total Land Size which is cropped from Which Cane Variety
CDR.16	System Should Have Option to Fill Second Cane Servery According to Fist Servery and Capture Actual Cropped Quantity & First Cane Brix and Verity of Cane
CDR.17	System Should Have Option to Fill Third & Final Servery According to Second Servery and Capture Final Brix
CDR.18	System Should Have Option to Auto Generate Cane Priority List according to Cane Variety Priority & Brix
CDR.19	System Should Have Option to fill Cane Rate For Financial Year
CDR.20	System Should Have Option to Send SMS Cane Priority no on Farmer Registered Mobile no
CDR.21	System Should Have Option to Generate Demand Slip according to Priority List
CDR.22	System Should Have Option to enter Pending Vehicle For Weighment Details
CDR.23	System Should Have option to Capture Weighment of Cane (Gross & Tear) from Weighment Bridge
CDR.24	System Should Have Option to Capture Other item Weighment (Bags, Cole etc) From Weighment Bridge
CDR.25	System Should Have Option to Generate Daily Cane Receipt Register
CDR.26	System Should Have Option to Generate Chak Wise , Brix Wise Cane Receipt Register
CDR.27	System Should Have Option to Generate Cane Servery Reports
CDR.28	System Should Have Option to Generate Demand Slip Register
CDR.29	Before Submission Form will be Validated
CDR.30	System should have the validation and capability to restrict any duplicate entries in the System
CDR.31	System should Have facility to generate MIS Using BI/AI tool
	Sugar Production (RSGSM)
	This Module is used to Capture Sugar Production Activity at RSGSM Level
ID	**Description**
SPR.01	System Should Have Option to Capture Daily Cane Crushed According to Crop day(Factory Running Day)
SPR.02	System Should Have Option to Capture Cane indent
SPR.03	System Should Have Option to Capture Mill Working & Closure Entry
SPR.04	System Should Have option to Capture Juice Weighment
SPR.05	System Should Have Option to Capture Water Weighment
SPR.06	System Should Have Option to Capture Juice Brix Analysis per hour
SPR.07	System Should Have Option to Capture Juice Analysis
SPR.08	System Should Have Option to Capture Massecuite Analysis
SPR.09	System Should Have Option to Capture Total Water Mix Weighment Details
SPR.10	System Should Have Option to Capture Molasses Production Entry
SPR.11	System Should Have Option to Capture Molasses Analysis
SPR.12	System Should Have option to Capture Molasses Weight
SPR.13	System Should Have Option to Capture Pending Vehicle Entry
SPR.14	System Should Have Option to Capture Press Mud Production

SPR.15	System Should Have Option to capture Sugar Production Shift wise, Variety wise & Godown & total No of Bag Produce
SPR.16	System Should Have Option to Capture Bags Production
SPR.17	System Should Have Option to generate Cane Crushing Register
SPR.18	System Should Have Option to generate Juice Analysis Register
SPR.19	System Should Have Option to generate Massecuite Analysis Register
SPR.20	System Should Have Option to generate Mixed Juice Weighment Register
SPR.21	System Should Have Option to generate Molasses Analysis Register
SPR.22	System Should Have Option to generate Molasses Production Register
SPR.23	System Should Have Option to generate RT 7(C)Report
SPR.24	System Should Have Option to generate To Date Brix Analysis Register
SPR.25	System Should Have Option to generate To Date Juice Analysis Register
SPR.26	System Should Have Option to generate To Date Massecuite Analysis Register
SPR.27	System Should Have Option to generate To Date Mixed Juice Weighment Register
SPR.28	System Should Have Option to generate To Date Molasses Analysis Register
SPR.29	System Should Have Option to generate To Date Molasses Analysis
SPR.30	System Should Have Option to generate Daily Manufacturing Report
SPR.31	System Should Have Option to generate Daily Manufacturing Summary Report
SPR.32	System Should Have Option to generate Daily Sugar Production Report
SPR.33	System Should Have Option to generate Form R. T. 8©
SPR.34	Before Submission Form will be Validated
SPR.35	System should have the validation and capability to restrict any duplicate entries in the System
SPR.36	System should Have facility to generate MIS Using BI/AI tool
Sugar Sales (RSGSM)	
	This Module Is used to Capture Sugar Sales Activity At RSGSM Level
ID	**Description**
SSR.01	System Should Have Option to Enter Sugar Sales Type through Sales Type Master
SSR.02	System Should Have option to Add a News Paper through News Paper Master
SSR.03	System Should Have Option to Add a New Licensee Type from Licensee Type Master
SSR.04	System Should Have Option to Add New Licensee For Purchase of Sugar
SSR.05	System Should Have Option to Add New Sugar Fee Structure
SSR.06	System Should Have Option to Add Sales Tender
SSR.07	System Should Have Option to Enter Sugar Sale Rate With Effective Date
SSR.08	System Should Have option to Enter Sugar Sale Targets
SSR.09	System Should Have Option to Licensee Deposit Details through Bank Challan
SSR.10	System Should Have Option to Enter Sugar Auction Details
SSR.11	System Should Have Option of generate Invoice Of Different type of Sugar Sales
SSR.12	System Should Have Option to generate Bank Challan Register
SSR.13	System Should Have Option to Generate Sugar Sale Bill Register
SSR.14	System Should Have Option to Generate Sugar Auction Register
SSR.15	System Should Have Option to Generate Sugar Issue Control Register
SSR.16	System Should Have Option to Generate Sugar Licensee Ledger
SSR.17	System Should Have Option to Generate Sugar Variety Ledger
SSR.18	System Should Have Option to Generate Weekly Sales Report
SSR.19	System Should Have Option to Generate Sugar Sale Bill Print
SSR.20	Before Submission Form will be Validated
SSR.21	System should have the validation and capability to restrict any duplicate entries in the System

ID	Description
SSR.22	System should Have facility to generate MIS Using BI/AI tool
	Payroll (RSBCL,RSGSM)
	This Module Is used to run Payroll & HRMS Activity in RSBCL & RSGSM
ID	**Description**
PPY.01	System Should Have option to capture Employee Information like Name, Father Name, Material Status, DOB etc.
PPY.02	System Should have option to capture Employee Bank Details
PPY.03	System Should Have option to capture Employee Statuary Details Like PF No, GPF No , CPF No
PPY.04	System Should have option to capture Employee Salary Details.
PPY.05	System Should have Automatic Pay Runs
PPY.06	System Should have option to Off-Cycle Pay Runs
PPY.07	System Should Have option to Prorate Paycheck for First and Last Check
PPY.08	System Should Have option to Calculate Overtime Pay
PPY.09	System Should have option to Pay Cards
PPY.10	System Should have Option to Cancel Payroll Record or Void Check
PPY.11	System Should Have Option to Pay Groups
PPY.12	System Should Have Option to Record Ad-Hoc Manual Paycheck
PPY.13	System Should Have Option to Create or Print Checks
PPY.14	System Should Have Option to Payroll Journal Series Entries
PPY.15	System Should Have Option to Recurring Payment Types
PPY.16	System Should Have Option to Deduction Codes
PPY.17	System Should Have Option to Payroll Preview
PPY.18	System Should Have Option to Salary Structure Rules
PPY.19	System Should Have Option to Direct Deposits
PPY.20	System Should Have Option to Payroll Register
PPY.21	System Should Have Option to Split Payments Between Multiple Bank Accounts
PPY.22	System Should Have Option to Pay Stubs
PPY.23	System Should Have Option to Tax Credits
	Store Inventory (RSGSM)
	This Module Is used to manage Store Inventory at RSGSM Level
ID	**Description**
SI.01	System Should Have Option to Product Categorization
SI.02	System Should have Option to Product Measurement
SI.03	System Should Have Option to Product History
SI.04	System Should Have Option to Stock Inquiries
SI.05	System Should Have Option to Cycle Counting
SI.06	System Should Have Option to Collaborative Inventory
SI.07	System Should Have Option to Automatic Stock-out Reports
SI.08	System Should Have Option to Vendor Wise Inventory
SI.09	System Should Have Option to Multi-Location Tracking
SI.10	System Should Have Option to Stock Transfer
SI.11	System Should Have Option to Order Picking
SI.12	System Should Have Option to Kitting and Product Bundling
SI.13	System Should Have Option to Pick-To-Light (PTL)
SI.14	System Should Have Option to manage Purchase Order
SI.15	System Should Have Option to manage Bulk Purchase Orders
SI.16	System Should Have Option to Partial Receiving

SI.17	System Should Have Option to Supplier Management	
SI.18	System Should Have Option to Back-ordering	
SI.19	System Should Have Option to Dashboards as per users	
SI.20	System Should Have Option to Customized Reports	
SI.21	System Should Have Option to Price Policy Formulation	
SI.22	System Should Have Option to Order and Fulfilment Automation	
SI.23	System Should Have Option to Sourcing Management	
SI.24	System Should Have Option to Manage Listings	
SI.25	System Should Have Option to Inventory Forecasting	
SI.26	System Should Have Option to Inventory Alerts on Minimum Stock level	
SI.27	System Should Have Option to manage Inventory Valuation	
SI.28	System Should have Option to Bookkeeping	
SI.29	System Should Have Option to manage (FIFO/LIFO) as required	
SI.30	System Should have Option to Purchase return to supplier	
SI.31	System Should Have Option to Issue Return to stock	
SI.32	System Should Have Option to Stock Transfer return	
SI.33	System Should Have Option to Manage Stock Location Wise/ RC Wise/ Zone Wise/ Central	
SI.34	Before Submission Form will be Validated	
SI.35	System should have the validation and capability to restrict any duplicate entries in the system	
SI.36	System Shell Have facility to generate MIS Using BI/AI tool	
	Online Lottery Application Submission	
	This Module Is used to manage Online Lottery at Excise Level	
ID	**Description**	
OLA.01	System Should Have Option to Capture User Details Like Name ,Father Name, Address etc..	
OLA.02	System Should Have Option to capture User PAN Card	
OLA.03	System Should Have Option to capture User Adhar Card Details	
OLA.04	System Should have Option to User to Select Shop from Data	
OLA.05	System Should Have Option to Pay Fees Online Or Offline	
OLA.06	System Should Have Option to generate Automatic Lottery no after successful Payment of fees	
OLA.07	System Should Have Option to manage shop wise Applications	
OLA.08	System Should Have Option to Send SMS/WhatsApp Messages as required to Users	
OLA.09	System Should Have Option to Approve Application at Excise Officers	
OLA.10	System Should Have Option to List all Approved Applications Shop Wise	
OLA.11	System Should Have option to maintain Selected Application Data For Licensee generation	
OLA.12	Before Submission Form will be Validated	
OLA.13	System should have the validation and capability to restrict any duplicate entries in the system	
OLA.14	System Shell Have facility to generate MIS Using BI/AI tool	
	AI Analytics Engine	
	This Module Is used to manage data analytics	
ID	**Description**	
	General and Administrative	
A1	The Proposed AI Analytics Engine should be a pre-integrated, on-premise deployable solution containing Data Management, Data Quality, Advanced Analytics and Visualization capabilities. There should be no bolt-on applications.	

A2	The proposed solution should combine data wrangling, data exploration, visualization, feature engineering, statistical techniques, data mining and machine learning techniques all in a single, integrated in-memory processing pipeline environment.
A3	The AI Analytics Engine solution provider OEM should be in Gartner's Leaders Quadrant for Data Science and Machine Learning Platforms for the last 3 years i.e. 2021, 2020, 2019
A4	The solution should support a containerized analytics like Docker that allows data scientists and analytical teams a flexible DevOps environment for working with containerized, Analytics in the cloud as well as on premise. It should be in accordance to the solution perposed by the bidder.
A5	The proposed solution should be a easy-to-use GUI and Visual interface for the entire analytical life cycle process from data preparation and exploration to model development, assessment and deployment in integrated environment with no coding requirement having drag and drop like features.
A6	Solution should support In-memory, fast processing of data: It should combine advanced analytics, data visualization and data preparation capabilities to help users to prepare data quickly for analysis.
A7	Solution should have Machine learning & AI suggestions: It should scan data and make intelligent transformation suggestions using machine learning and AI where user can accept suggestions and complete transformations at the click of a button, no advanced or complex coding required.
A8	The solution should provide following transformation nodes as pre-built: - Clustering - Pattern Analysis - Basic Statistics - Frequency Distribution - Identification Analysis
A9	The solution should provide multiple data quality transformation leveraged for data standardization and enrichment
A10	The solution should have the ability to clean, standardize and enrich data in terms of the vocabularies, grammars, phonetics, standardization rules, etc.
A11	The solution should have out of the box capabilities to visualize end to end data lineage covering entire analytical life cycle starting from data ingestion, data transformation, visualization, model creation and model deployment
A12	The solution should comprise of an interative web-based interface for rapid building of descriptive and predictive models
A13	The solution should provide visual interface access to Decision tree model, a hierarchical segmentation of input data based on a series of rules applied to each observation
A14	The solution should provide visual interface access to Linear regression, which attempts to predict the value of an interval response as a linear function of one or more effect variables
A15	The solution should provide visual interface access to generalized linear model, an extension the traditional linear model that allows the population mean to depend on a linear predictor through a nonlinear link function
A16	The solution should provide visual interface access to generalized additive model, an extension of generalized linear model that allows spline terms in order to predict an interval response
A17	The solution should provide visual interface access to logistic regression, which predicts the probability that a binary or ordinal response will acquire the event of interest as a function of one or more effects
A18	The solution should provide visual interface access to nonparametric logistic regression, an extension of the logistic regression model that allows spline terms to predict a binary response.
A19	Solution should provide access to develop code in different programming environments (Python, R, Lua etc.) and execute on in-memory runtime engine as distributed processes

A20	Solution should have ability to access the In-memory runtime engine for building custom applications using public REST APIs
A21	The proposed solution should provide customizable in-memory algorithms in interactive and programming interfaces to analyse large, complicated data
A22	The proposed solution should provide best practice templates (basic, intermediate or advanced) to help end-users to quickly develop machine learning pipeline.
A23	The solution should also provide features for automatic pipeline generation in order to automate the machine learning process i.e. to automatically performs data feature engineering, feature selection, model building, model comparison, and model selection.
A24	The proposed solution should be open to coding language selection like python, R, Java and Lua
A25	The proposed solution should use the most advanced techniques to detect rare events, outliers and/or influence points to help you determine, capture or remove them from downstream analysis (e.g., models).
A26	The proposed solution should have modern statistical, data mining and machine-learning techniques like: - Unsupervised and supervised learning algorithms, such as clustering, principal component analysis, linear and nonlinear regression, GLM, logistic regression - Automated ensemble of decision trees, - Gradient boosting with automated generation of weighted averages, iterative search and stopping criteria, - Random forests with automated intelligent tuning of parameter set to identify optimal model - Customizable neural networks architecture and weights with ability to use an arbitrary number of hidden layers to support deep learning, - Support vector machines with linear and polynomial kernels and automated intelligent tuning of parameter set to identify optimal model - Factorization machines to allow customized recommendation systems - Bayesian network structures, including naive, tree-augmented naive (TAN), Bayesian network-augmented naive (BAN), parent-child Bayesian networks and Markov blanket to select best model automatically from specified parameters - Ensemble modeling: develop ensemble model based on combination of other machine learning or statistical models - Model comparison – compare multiple machine learning models based on defined error metrics and select champion model based on lowest error and also identify respective challenger models. T-distributed stochastic neighbor embedding (t-SNE)
A27	The proposed solution should provide various out-of box supports for feature engineering and dimension reduction techniques such as - interactive grouping methods based on WoE, information value - feature generation based on PCA, robust PCA, SVD, or autoencoders; - best variable transformation (based on exponential, log, quantile binning, inverse, tree based binning etc.) - Unsupervised learning with clustering analysis and mixed variable clustering - imputation of missing values in features with user-specified values, mean, pseudo median and random value of nonmissing values
A28	The solution should provide for model selection based on either the training, validation (default) or test data using several criteria such as profit or loss, AIC, SBC, average square error, misclassification rate, ROC, Gini, or KS (KolmogorovSmirnov)
A29	Solution should provide standard machine learning interpretability reports to be included such as variable importance,LIME, ICE, PD plots, Kernal SHAP etc.

A30	The proposed solution should provide integrated text analytics with features like support of multiple languages, automatic identification of term part of speech, entity extraction, detection of noun groups and multi-term lists, uses default start and stop lists, machine-learned topics represent the term-by-document, matrix-generated text processing as a structured numeric representation of the document collection, extract Boolean rules from large-scale transactional data, deep learning capabilities in NLP like BERT, transformers, word to vec etc.
A31	The proposed solution should provide easy-to-implement score code that is automatically generated for all machine-learning models
A32	The solution should provide features for intelligent auto-tuning the model parameter for supervised machine learning algorithm to automate the model development process.
A33	Results of ML models should be tightly coupled and can be analyzed further in a dashboarding environment
A34	Solution should have NLG capabilities to automatically generate insights on the results produced by champion model (best fit model)
A35	Solution should be able to generate REST API in multiple languages like python, SAS etc. for model consumption on new data
A36	The solution should have the ability to be configured on commodity hardware which gives the scalability and brings down upfront capital investments for an organization
A37	The solution must be available in the Cloud environment for deploying, managing, orchestrating machine learning models.
A39	The proposed solution should provide built-in workload management ensures efficient use of compute resources and built-in failover management guarantees submitted jobs always finish.
A40	The solution should be cloud compliant and must provide cloud native capabilities like direct integration with Meity approved CSP services
A41	The entire solution should be able to deployed on kubernetes on-prem (Open Source / OpenShift / Rancher) as well as CSP native kubernetes services like GKE/EKS/AKS, It should be in accordance to the solution perposed by the bidder.
A42	The solution should be multi-tenant and should provide native multi-tenancy with minimum external support
A43	The solution should provide scaling of microservices related to underlying the model building engine.
A44	The solution must provide an external registry that can be integrated with devops solutions of the clients to install frequent updates / new features to the system
A45	The proposed solution should provide flexible algebraic syntax for intuitive model formulation and provide direct invocation for linear, nonlinear, quadratic, integer and mixed integer solvers
A46	The proposed solution should provide aggressive presolvers techniques to reduce effective problem size.
A47	Proposed optimization Solution should provide optimization solvers which run on a scalable and distributed in-memory engine of the analytics platform. Provides distributes analysis, multithreading and data tasks across multiple computing nodes.
A48	Proposed solution should provide single language for a wide range of optimization models and constraint programming; i.e. one set of statements/ commands to build and solve a wide range of optimization models. As analysts adjust formulations to address evolving requirements, the constraints and/or objectives can change from linear to nonlinear expressions and vice versa.
A49	The Proposed solution should provide powerful solvers for various type of optimization problems such as: - Linear solution algorithms: primal and dual simplex, network simplex, interior point with crossover, and concurrent solve capability. - Mixed-integer linear programming solution algorithm: branch-and-bound integer with cutting planes, primal heuristics, conflict search and option tuning.

	- Decomposition algorithm (automated Dantzig-Wolfe) for linear programming and mixed-integer linear programming problems with block-angular, block-diagonal or embedded network structure. - Quadratic solution algorithm: interior point with state-of-the-art solver tailored for large-scale optimization problems. - Nonlinear solution algorithms: active set, interior point. Concurrent solve capability. Multistart algorithm for nonconvex problems.
A50	The Proposed solution should provide flexibility to add custom loops and procedures such as DO while, For, COFOR, IF then Else, etc. within Optimization models to effective computations
A51	Solution shall support Global/Local Search/ Blackbox Optimization and Constraint Programming - Local search optimization or Black box optimization: hybrid parallel algorithm, including generic algorithms, global GA-type heuristics and pattern search. Multiobjective optimization to identify a set of non-dominated solutions, for which no other solution delivers better values for all objectives. - Solve constraint satisfaction problems using domain reduction/constraint propagation and a choice of search strategies (look ahead and backtracking).
A52	Solution shall provide various network optimization & diagnostics algorithms such as: - Connected components and biconnected components (with articulation points) - Clique and cycle enumeration - Transitive closure - Minimum cut - Minimum spanning tree - Minimum-cost network flow - Shortest path - Traveling salesman problem - Path enumeration
A53	Solution should provide capability an open analytics coding environment; analytical professional can use Python, Java, R or Lua as language of their choice, and can call/access the power of optimization algorithms as actions/functions.
A54	Results of optimization should be tightly coupled and can be analyzed further in a dashboarding environment
A55	Solution should provide capability to develop custom application to capture user inputs and run optimization code on the fly and visualize the results.
A56	Solution should be a easy-to-use GUI and Visual interface for the entire analytical life cycle process from data preparation and exploration to model development and deployment, everyone works in the same, integrated environment.
A57	Solution should produce Large-scale time series analysis and forecasting. It should generate large quantities of statistically based forecasts in a distributed, in-memory environment.
A58	Solution should support time series forecasting methods such as : A) Hierarchical Forecasting B) Structural time series models or unobserved components models C) Dynamic regression or transfer function models D) Joint forecasting of multiple time series using vector time series analysis and general E) State space models. Linear state space modeling and forecasting of time series and longitudinal data. Enhanced capabilities for analyzing panel data. F) Time series decomposition and seasonal adjustment G) Automatic time series modeling - Seasonal & non-seasonal H) Naive modeling such as moving average, random walk, seasonal random walk

A59	Solution should have capability to develop auto-forecasting & hierarchical forecasting using more appropriate and optimized forecasting models from a wide range of behaviors using an extensible model repository that includes unobserved components models, ARIMAX models, dynamic regression, Intermittent demand models with Croston's method, exponential smoothing models with optimized parameters, as well as user-defined models. Create ensemble models by combining two or more other models, often leading to more accurate forecasts.
A60	Solution should have automatic time series & machine learning modeling ; i.e. automatic model generation; automatic input variable selection; event selection; model selection; parameter optimization and generating automatic forecasting. .
A61	Solution should have features to create business events or holiday or promotions using pre-defined events and create customized events. Events can be defined using various types based on their behavior such as Pulse, Level shift, Ramp, Temporary Change.
A62	Solution should have automatic time series modeling; i.e. automatic model generation; automatic input variable selection; event selection; model selection; parameter optimization and generating automatic forecasting. Select Champion model based on pre-defined error metric by comparison of multiple models with in and across pipelines
A63	Solution should provide capability to define holdout samples so that forecasting models are selected not only by how well they fit past data, but how well they are likely to predict the future.
A64	Solution should provide features for hierarchical reconciliation to develop multi-level hierarchical forecasting:(Bottom Up, Top Down, Middle Out) • Models and forecasts each series in the hierarchy individually. • Reconciles forecasts at multiple levels of the hierarchy.
A65	Solution should provide machine learning & time series capabilities to generate the forecast and utilize various out-of-box techniques to generate forecast output: - Panel Forecast - fully connected neural network model to generate forecasts with autotune capability to select best parameters. - Stacked forecasting - modeling strategy tries to address problems that have both time series characteristics and a non-linear relationship between the dependent and independent variables. - Multistage forecasting - forecasting methodology that combines signals from different types of models i.e. time series and machine learning models
A66	Solution should provide feature to demand classification using pre-defined time series segmentation to classify demand into logical group based on their behavior and applies appropriate modeling strategy to each segment.
A67	Solution should also provide feature to utilize external defined segmentation and applies appropriate modeling strategy for each segment.
A68	Solution should provide capabilities to make customized forecast adjustments (flexible override facility) that are not limited by the structure of the forecasting hierarchy. Define override specifications with respect to time period(s) or time series attribute, product attributes, hierarchy etc. as a filter. Provides disaggregation of override using optimization model.
A69	Solution should provide ease of visualize final forecast at multiple levels such as product attributes (i.e. category, sub-category, SKU, customer level), hierarchical attributes, segmentation, time series attributes etc. and provide overall forecast along respective confidence limits.
A70	Solution should provide various time series analysis: • Autocorrelation analysis. • Cross-correlation analysis. • Seasonal decomposition and adjustment analysis. • Count series analysis. • Diagnostic tests for seasonality, stationarity, intermittency and tentative ARMA order selection.

	• Singular Spectum analysis
	• Unit root test
A71	Solution should provide API support for working with open source; i.e. analytical functions and APIs are callable from Python, R, Java, and Lua. Also provide features to seamless integration of Python or R based time series programs into user environment.
A72	The proposed solution should combine text wrangling, text data exploration, visualization, text parsing, topics, concepts, categories and sentiment all in a single framework, integrated in-memory processing environment.
A73	The proposed solution should use natural language processing (NLP) to analyse and transform text into formal representations for text processing and understanding. This includes automated text parsing, word and sentence tokenization, segmentation, stemming, compound decomposition, synonym detection, part-of-speech tagging, categorization documents, named entity recognition, Text Summarization and semantic parsing. It should also directly support the use of regular expressions (REGEX) for matching purposes.
A74	The proposed solution should provide Natural Language Processing capabilities, such as text mining, entity and fact extraction, categorization, search and summarization, and provides flexibility to develop and deploy various text based AI applications
A75	The proposed solution should provide named entity recognition concepts. Predefined concepts are available – no rule writing is required. These address common entity definitions for date, location, time, etc. Custom concepts can be written using a suite of predefined operators.
A76	The proposed solution should provide automatic discovery of topics using machine learning for initial taxonomy development: • Automated machine discovery identifies the core themes in the input document collection with associated relevance scores. • Term relationships within topics can be interrogated and explored with term clouds (with configurable thresholds), interactive term maps and by drilling into topics to evaluate relevancy and refine discovered topics. • Automatic rule builders promote topics to categories with supervised machine learning.
A77	Solution should provide ability to generate configurable categorization rules, automate initial category rule definition based on user-refined generated topics, easy-to-understand Boolean rule definitions to create the categorization model (i.e., taxonomy).
A78	The proposed solution should employ sophisticated text parsing that enables to automatically text parsing, tokenization, part-of-speech tagging, stemming, mis-spelling correction, synonyms, ability to apply start & stop list, term relationships, term similarity using a single Visual node with minimal programming.
A79	The proposed solution should combine Statistics and linguistics to provide more accurate sentiment analysis results based on Statistical modelling: Provides predefined default parameters – that can also be configured – to identify the document sentiment from text. Linguistic rules: Lets subject-matter experts define the elements to be examined for sentiment assessment.
A80	The proposed solution should support English and Hindi languages
A81	Solution should be capable to generate APIs in multiple languages like python, REST etc. for real time scoring
A82	Solution should provide capability to call analytical procedures and actions using open source programming languages (R, Python etc.)
A83	The solution should allow users to bring their own custom interactive visualizations (e.g., D3.js graphs, C3 visualizations or Google charts)
A84	The solution should allow users to generate a forecast for time-series data
A85	The solution should enable users to perform GUI driven what-if analysis
A86	The solution should support Preview data prior to importing it, click-driven easy column transformations, New table and column profiling to help users understand the data and color-coded visual joins.

A87	The solution should provide a data acquisition wizard for previewing, filtering or sampling data prior to creating visualizations or reports
A88	The solution should provide the capability to export data to Excel, PDF, Text and CSV/TSV document formats
A89	The offering should have a single interface with integrated modules for in-database / in-memory analytics comprising data preparation, exploration, advanced analytics (including Text Analytics), Visualization and administration
A90	The solution should allow users to add content from the web (e.g., YouTube videos, web apps) and images (e.g., logos) to reports.
A91	System shall provide facility to summarize and present data using a variety of highly customizable charts, including vertical and horizontal bar, pie, donut, sub-grouped pie, star and block charts, plots like scatter, line, area bubble, multiple axis and overlay plots
A92	System shall provide dashboard facility with visual features like Metric Dials, Graphs, etc. for display and track of metrics
A93	System shall be scalable to incorporate any additional functional requirements and application of analysis capabilities of the BI tools
A94	The solution should provide flexibility of displaying the dashboards on third-party tools such as MS-Office applications
A95	The solution should allow generation of dashboard using ad-hoc queries by the user
A96	The Solution should enable different types of users to conduct fast, thorough explorations on all available data without the need to Subset / sample / create multiple views of data with minimal training for users
A97	Capability to import and integrate local text/csv/xls files with the data warehouse/ODS and be able to generate reports with no intervention from IT
A98	The solution should have the ability to be configured on open standard hardware
A99	The solution should provide a user friendly, web based , drag and drop interface for data preparation for data tables available in-memory
A100	The solution should provide Auto charting. Based on data items selected for analysis, the solution should automatically choose the chart best suited to display the type of data selected: E.g. one measure yields a frequency chart, two measures yield a scatter plot, three measures yield a bubble chart, etc.
A101	The solution should provide Geographical map views to provide a quick understanding of geospatial data.
A102	The solution should provide capabilities to subset data without intervention of IT or requirement for any specific skills / technology
A103	The solution should allow 'On-the-fly' hierarchy creation for being able to traverse to lowest information to undertake root cause analysis
A104	The solution should provide the capability to export data to Excel and CSV/TSV document formats
A105	The solution should have the ability for Interactive report viewing for information consumers using iPad and Android devices using a native application most popular gestures and capabilities, including zoom, swipe, etc., to optimize ease of use and user engagement.
A106	The solution should provide users the capability to save and share their analysis as exploration, report, or PDF
A107	The solution should not be dependent on data warehouse or data marts. The solution should be able to surface information directly from transactional systems
A108	The solution should visually prepare data for analysis, including joining tables, defining custom calculated columns and creating custom expressions for data tables available in-memory
A109	The solution should allow users to securely view reports on mobile devices while online or offline.

A110	The solution should be able to maintain Mobile device logging history and also be able to backlist/whitelist devices
A111	System shall have capability to generate analytical reports on the basis of defaulter history (across non-filers, defective, zero and short filers)
A112	The system shall have capability to generate MIS reports using GUI
A113	Department should be able to design reports and dashboards in a GUI based environment with automatic refresh based on changes in underlying data sources
A114	The solution should have feature wherein Reports can be designed without the need for an underlying cube / summarized data structure
A115	The solution should have feature wherein Report can be drill down to most granular level of detail as their access controls / profiles allow
A116	The solution should have feature wherein Reports can be populated / filtered based on sub-queries and interactive filters from previous selections.
A117	The solution should have feature wherein Parameters can be passed among reports to retrieve details and investigate specific entity.
A118	The solution should have feature wherein Based on need, users of the reporting portal can execute stored procedures through the reporting interface and visualize the reports
A119	The solution should have feature wherein Upon identification of actionable items (such as non-filers, address mismatches), report consumers can access procedures to carry out processes for customer contact / communication through the reporting interface
A120	The user interface should have the capability to integrate with Web-Services i.e. Should support sending and receiving web services
A121	The solution should provide flexibility of displaying the dashboards on third-party portals including MS-Office applications
A122	The solution should allow generation of dashboard using ad-hoc queries by the user
A123	License - Perpetual License
A124	Warranty/Technical Support : 5 Years Comprehensive onsite OEM Warranty with necessary updates, upgrades and patches
A 125	The Bidder should submit Authorised signed Manufacturing Authorisation Form as mention in Annexure 11 for AI Analytics Engine

ANNEXURE-11: MANUFACTURER /OEM's AUTHORIZATION FORM

[This form has to be provided by the OEMs of the solutions and the hardware proposed] Date:

To,

{Procuring entity},

_____,

_____,

Sub: OEM Authorization Letter Dear Sir:

Ref: Your RFP Ref: [*] dated [*]

We who are established and reputable manufacturers / producers of having factories / development facilities at (address of factory / facility) do hereby authorize M/s (Name and address of Agent) to submit a Bid and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services as per tender conditions offered by the above firm against this Bid Invitation.

We also declared that we have read all the conditions in RFP and also abide with the conditions as mentioned any section including the special conditions of RFP

We duly authorize the said firm to act on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name)

(Name of Producers/OEM)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

ANNEXURE-12: PHASES AND ITS RESPECTIVE MODULES

Sr No	Phase	Parent Module	Module
1.	Phase-I	IEMS	Online Licensee Generation
2.	Phase-I	IEMS	Online Duty Deposit
3.	Phase-I	IEMS	Retail Licensee Shop Allocation
4.	Phase-I	IEMS	Retail On & Other Licensee Location Passing
5.	Phase-I	IEMS	Manufacture Registration & Approval
6.	Phase-I	IEMS	Manufacture Unit Registration
7.	Phase-I	IEMS	Brand & Label Approval
8.	Phase-I	IEMS	Online Permit Generation
9.	Phase-I	IEMS	Sprit Import & Export
10.	Phase-I	IEMS	Online OFS
11.	Phase-I	IEMS	Manufacture Dispatch
12.	Phase-I	IEMS	Depot MIS
13.	Phase-I	IEMS	Depot Sale
14.	Phase-I	IEMS	Depot Transfer IN/Out
15.	Phase-I	IEMS	Depot Damage
16.	Phase-I	IEMS	Depot Supplier Return
17.	Phase-I	IEMS	Supplier Payment
18.	Phase-II	Scada	Manufacturing Process
19.	Phase-II	Scada	RSGSM Production module
20.	Phase-II	Track and Trace	Track & Trace
21.	Phasse-III	IEMS	Financial Accounting
22.	Phasse-III	IEMS	HR Payroll
23.	Phase-III	AI/ML	AI/ML with all supporting reports
24.	Phase-IV	GPRS	GPRS Tracking
25.	Phase-IV	IEMS	Store Module
26.	Phase-IV	IEMS	Cane Development
27.	Phase-IV	IEMS	Sugar Production
28.	Phase-IV	IEMS	Sugar Sales
29.	Phase-IV	IEMS	Online Lottery for Retail Licensee
30.	Phase-IV	IEMS	Online Auction for Retail Licensee
31.	Phase-IV	IEMS	Remaining Modules as per RFP