

2025

RajCOMP Info Services Limited (RISL)

RFP for Selection of Agency for
Upgradation and O&M of Integrated
IT Solution (RajERP) For IT
Enablement of Various PSUs Under
the Govt. of Rajasthan



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RFP for Selection of Agency for Upgradation and O&M of Integrated IT Solution (RajERP) For IT Enablement of Various PSUs Under the Govt. of Rajasthan

ReferenceNo.:F4.3(633)/RISL/Tech/2025/2644

Dated: 28-07-2025

UBN-RIS2526SLOB00021

Mode of Bid Submission	Online through the eProcurement/ e-Tendering system at http://eproc.rajasthan.gov.in
Procuring Authority	Managing Director, RISL, Second Floor, New IT Building, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)
Date & Time of Pre-Bid Meeting	06 August 2025 11.00 AM
Last Date & Time of Submission of Bid	01 September 2025 01.00 PM
Date & Time of Opening of Technical Bid	01 September 2025 03.00 PM

RISL Processing Fee: Rs. 2500/- (Rupees Two Thousand Five Hundred only)

Bidding document fee: Rs. 5000.00/- (Rupees Five Thousand only)

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

RajCOMP Services Limited (RISL)

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

Phone: 0141-5153224 Fax: 0141-2228701

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

ABBREVIATIONS & DEFINITIONS

Act	The Rajasthan Transparency in Public Procurement Act, 2012 (Act No.21 of 2012) and Rules there to, including subsequent amendments, 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
Bid Security	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents.
Bidder/ Service Provider/Supplier	Any person/ firm/ agency/ company/ contractor/ supplier/ vendor participating in the procurement/ bidding process with the procurement entity
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and include the invitation to bid
BoM	Bill of Materials
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 deciding 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 the Agreement with the bidder and will remain valid for five (5) Years from the date of the 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.
ERP	Enterprise Resource Planning
GoI/GoR	Govt. of India/Govt. of Rajasthan

Government organization	Government organization is broadly defined as any entity owned or controlled by the state or central government, including departments, agencies, and public sector undertakings.
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 service 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 a notice inviting bids and a request for proposal)
INR	Indian Rupee
ISI	Indian Standards Institution
ISO	International Organization for Standardization
IT	Information Technology
ITB	Instructions to Bidder
LD	Liquidated Damages
LoI	Letter of Intent
NCB	A bidding process in which qualified bidders only from within India are allowed to participate
NeGP	National e-Governance Plan of the Government of India, Department of Information Technology (DIT), Ministry of Communications and Information Technology (MCIT), New Delhi.
NIB	Notice Inviting Bid
Notification	A notification published in the Official Gazette
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PC	Procurement/Procurement Committee
PSUs	Various PSUs Under Govt. Of Rajasthan (RISL, RSMML, JMRC, RSAMB, JVVNL, JVVNL, AVVNL, RVUNL, and DAM) and up to the 5 other PSUs
Procurement Process	The process of procurement extends 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 that 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 the buyer. MD, RISL in this RFP document.
RajSWAN/ RSWAN	Rajasthan Statewide Area Network
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 including physical, maintenance, professional, intellectual, consultancy, and advisory services, or any service classified or declared as such by a procuring entity, and does not include the appointment of any person made by any procuring entity
SLA	A Service Level Agreement is a negotiated agreement between two parties wherein one is the customer, and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
SSDG	State Services Delivery Gateway
State Government	Government of Rajasthan(GoR)
State Public Procurement Portal	http://sppp.rajasthan.gov.in
STQC	Standardization Testing and Quality Certification, Govt. of India
Subject Matter of Procurement	Any item of procurement, whether in the form of goods, services, or both.
TIN	Tax Identification Number
TPA	Third-Party Auditors
VAT/CenVAT	Value Added Tax/Central VAT
WO/PO	Work Order/Purchase Order
WCAG	Web Content Accessibility Guidelines
WPM	Works Monitoring and Project Management

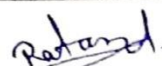
1. INVITATION FOR BID (IFB) & NOTICE INVITING BID (NIB)

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

Reference No.: F4.3(633)/RISL/Tech/2025/ 26414
 UBN: RIS 2526 SLOB 00021 Dated: 28-07-2025

Name & Address of the Procuring Entity	- Name: Managing Director, 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 (FOIC)	- Name: Ratan Lal - Designation: SA (Joint Director) - Address: First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan) - Email: rajerp_helpdesk@rajasthan.gov.in rdhorawat.doit@rajasthan.gov.in
Subject Matter of Procurement	RFP for Selection of Agency for Upgradation and O&M of Integrated IT Solution (RajERP) For IT Enablement of Various PSUs Under the Govt. of Rajasthan
Bid Procedure	Single-stage: Two-part (envelop) open competitive e-Bid procedure at http://eproc.rajasthan.gov.in
Bid Evaluation Criteria (Selection Method)	Quality-cum Cost Based Selection (QCBS)
Websites for downloading the Bidding Document, Corrigendum, Addendum Fee, etc.	- Websites: http://sppp.rajasthan.gov.in/, http://doltr.rajasthan.gov.in, http://risl.rajasthan.gov.in/, http://eproc.rajasthan.gov.in - Bidding document fee: Rs. 5000.00 (Rupees Five Thousand only) in Cash/ Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur". - RISL Processing Fee: Rs. 2500.00 (Rupees Two Thousand five hundred only) in Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur".
Estimated Procurement Cost	INR 20,00,00,000 (Rupees Twenty crores only)
Bid Security and Mode of Payment	2% of the estimated procurement cost 0.5% of the estimated procurement cost for the S.S.I. unit of Rajasthan 1% of the estimated procurement cost for Sick Industries, other than S.S.I., whose cases are pending with the Board of Industrial & Financial Reconstruction - Mode of Payment: Banker's Cheque or Demand Draft, or Bank Guarantee of a Scheduled Bank - Bid Security shall be in favour of "Managing Director, RISL", payable at "Jaipur".
Upload Date of Draft RFP	30 July 2025
Period of Sale of Bidding Document (Start/ End Date)	- Start Date: 30 July 2025 5:00 PM - End Date: 25 August 2025 01:00 PM
Date/ Time/ Place of Pre-bid Meeting	- Date/ Time: 06 August 2025 at 11:00 AM - Place: RISL, Board Room, First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan) - Last date of submitting clarification requests by the bidder: 06 August 2025 05:00 PM - Response to clarifications by procuring entity: 08 August 2025
Manner, Start/ End Date for the submission of Bids	- Manner: Online at e-Proc website (http://eproc.rajasthan.gov.in) - Start Date: 09 August 2025 11:00 AM - End Date: 25 August 2025 01:00 PM
Submission of Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and Processing Fee*	Up to 01:00 P.M., 25 August 2025
Date/ Time/ Place of Technical Bid Opening	- Date: 25 August 2025 ; Time: 03:00 PM - Place: 1st Floor, e-Proc cell, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur (Rajasthan)

Date/ Time/ Place of Presentation	Will be intimated later to the technically qualified bidders
Date/ Time/ Place of Financial Bid Opening	Will be intimated later to the technically qualified bidders
Bid Validity	90 days from the bid submission deadline
Note: 1) The RISL processing fees may be deposited through single challan on e-GRAS as per F.D. circular no. F.6(5) Finance/GF&AR/2018 dated 27-04-2020 or in the form of Demand Draft / Banker's Cheque in the name of Managing Director, RISL payable at Jaipur along with Bid Document Fee from the bidders. 2) Bidder (authorised signatory) shall submit their offer on-line in electronic formats both for technical and financial proposal. However, DD for Tender Fees, RISL Processing Fees and Bid Security should be submitted physically at the office of Tendering Authority as prescribed in NIB and scanned copy of same should also be uploaded along with the technical Bid/ cover. 3) In case, any of the bidders fails to physically submit the Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and RISL Processing Fee up to date/time mentioned in NIT, its Bid shall not be accepted. The Banker's Cheque/ Demand Draft for Bidding document fee, RISL Processing Fee and Bid Security should be drawn in favour of "Managing Director, RajCOMP Info Services Ltd." payable at "Jaipur" from any Scheduled Commercial Bank. 4) To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Type III) as per Information Technology Act-2000 using which they can digitally sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e. TCS, Safecrypt, Ncode etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC. Also, bidders must register on http://eproc.rajasthan.gov.in (bidders already registered on http://eproc.rajasthan.gov.in before 30-09-2011 must register again). 5) RISL will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid well advance in time so as to avoid 11th hour issues like slow speed; choking of web site due to heavy load or any other unforeseen problems. 6) Bidders are also advised to refer "Bidders Manual Kit" available at e-Procurement website for further details about the e-Tendering process. 7) 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 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 8) The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bids. 9) No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a LoI has been issued or a formal contract is signed and executed between the procuring entity and the successful bidder. 10) Procuring entity disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual bidders to verify such information) and the information provided therein are intended only to help the bidders to prepare a logical bid-proposal. 11) The provisions of RTPP Act, 2012 and Rules, 2013 thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTPP Act 2012 and Rules thereto, the later shall prevail. 12) The sale of bidding documents shall be commenced from the date of publication of Notice Inviting Bids (NIB) and shall be stopped one day prior to the date of opening of Bid. The complete bidding document shall also be placed on the State Public Procurement Portal and e-Procurement portal. The prospective bidders shall be permitted to download the bidding document from the websites and pay its price while submitting the Bid to the procuring entity. 13) Bidding documents purchased by Principal of any concern may be used by its authorised sole selling agents/ marketing agents/ distributors/ sub-distributors and authorised dealers or vice versa.	


(Ratan Lal)
SA (Joint Director)

2. PROJECT PROFILE & BACKGROUND INFORMATION

2.1. About RISL

RajCOMP Info Services Ltd. (formerly RajCOMP) is a fully owned Government of Rajasthan Company; it is a leading consulting organization in the field of Information Technology. RajCOMP Info Services Ltd. (RISL) operates under the aegis of the Government of Rajasthan. RISL is designated State Designated Agency (SDA) for the implementation of NeGP Components, i.e., State Data Centre (SDC), State wide Area Network (SWAN), Common Service Centre (CSC), State Service Delivery, and other States' Mission Mode Projects (MMPs). RISL is also a 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/Organizations (users).

2.2. Project Background:

Information Technology has an increasing impact on how business is conducted in the areas of Enterprise management, Resource utilization, and Customer relationship. Technology has become a tool for organizational growth and development. ICT as a tool for the empowerment of the PSUs has been envisioned to help improve human capability, integrate various sections of the PSUs, and modernize the provision of services. The proposed solution will benefit the citizens, departments, and employees alike.

The PSUs in Rajasthan are committed to automating the internal processes that are being followed regularly by the organization and its employees. Therefore, it is proposed to implement an Integrated IT solution (ERP package). The package would include standard ERP modules, which the solution will be configurable, scalable, and accessible according to industry standards, allowing different PSUs to define roles for admins and other stakeholders so that all the activities can be executed through a single solution.

The ERP solution will feature a robust, multi-layered management system for stakeholders, alongside a role-based user management framework that ensures controlled access to the system based on user roles. This will allow different levels of access and functionalities for administrators, PSUs heads, staff, and other key personnel, ensuring that sensitive data is protected while providing the necessary tools to manage daily operations effectively. Additionally, the system will include intelligent alerts for potential duplications that will help mitigate the risk of data redundancy and improve overall operational accuracy.

The solution will offer a user-friendly, at-a-glance dashboard that provides real-time updates and actionable insights. Role-based logins will ensure that each user receives customized notifications and alerts relevant to their specific responsibilities. At the core of the ERP system is a centralized, database-driven platform that will keep all departments and key stakeholders up to date with real-time information.

The Key features and functionalities of the RajERP are likely to include:

- ❖ Real-time Analytics Dashboard to monitor by authorities at all levels.

- ❖ Centralized repository of the data for reporting and decision making.
- ❖ Management of Employee records, Payroll, Pension, Leave and Attendance, Procurement, Inventory, Finance & Accounting, Sales & Marketing, etc.
- ❖ By leveraging digital technologies and providing a centralized platform, it aims to improve the overall quality and effectiveness of PSUs, thereby contributing to the development of a workforce and supporting the state's socio-economic growth.
- ❖ Encourage innovation by adopting a flexible ERP system that can integrate with emerging technologies for predictive analytics and automation.
- ❖ Streamline business processes.
- ❖ Ensures secure access based on roles and permissions, supporting compliance and internal control.
- ❖ Automates repetitive tasks such as payroll processing, invoicing, procurement workflows, and stock updates.
- ❖ Enables access to essential ERP functions from mobile devices and remote locations, enhancing flexibility.

The project is envisaged to cater to the PSUs of the Government of Rajasthan. The project shall be developed as a COTS product and maintained by the RISL. The PSUs shall pay to the RISL for its use. RISL shall initially focus on the state of Rajasthan for the process and the working of the PSUs. Currently, nine (9) PSUs (DISCOMs, RSMML, RISL, JMRC, DAM, RSAMB, and RVUNL) are on boarded on RajERP, with approx. 70,000 registered users and an estimated 25,000 concurrent users on the system.

2.3. RSMML:

Rajasthan State Mines and Minerals Limited (RSMML) is one of the leading and progressive undertakings of the Government of Rajasthan. It occupies a place of pride in the production and marketing of non-metallic minerals of India. RSMML is a multi-mineral and multi-location enterprise engaged in the mining of Rock Phosphate, Lignite, SMS grade Limestone, and Gypsum. RSMML is not only the leader in Mining & Selling of Rock Phosphate and gypsum across the country, but also a global pioneer in technology in open-cast mining and mineral beneficiation of Carbonate Rock Phosphate.

Besides minerals, RSMML has also forayed into the Energy Sector and has set up a 106.3 MW installed capacity Wind Power Project at Jaisalmer, Rajasthan. The Company has successfully installed a 5 MW Solar Power Plant near Gainer, district Bikaner.

Rajasthan State Mines and Minerals Limited (RSMML) has been effectively utilizing key ERP modules such as Human Resource Management System (HRMS), Finance & Accounts (FA), Material Management (MM), and Sales & Marketing Management to streamline its core business operations. The HRMS module supports employee lifecycle management, including attendance, payroll, and performance appraisals, while the FA module ensures accurate budgeting, financial accounting, and statutory compliance. The MM module enables efficient procurement, inventory control, and supplier coordination, and the Sales &

Marketing module facilitates lead management, sales tracking, and promotion of services or products across departments.

These modules have helped RSMML digitize workflows, enhance transparency, and improve overall operational efficiency across its mining and administrative units. Additional offices, etc., may be added in the PSU in the future, and it shall be the responsibility of the selected bidder to incorporate these offices into the system accordingly.

Office Hierarchy:

S.No	Name	Office Type	Parent
1	Rajasthan State Mines and Minerals Limited		Rajasthan State Mines and Minerals Limited (RSMML)
2	Limestone	SBU	RSMML
3	BAJRI	SBU	RSMML
4	Superannuation Fund Trust	SBU	RSMML
5	Head Office	SBU	RSMML
6	Gypsum	SBU	RSMML
7	Phosphate	SBU	RSMML
8	Lignite	SBU	RSMML
9	Delhi	Sub Location	CO
10	Green Marble, Kesar	Sub Location	CO
11	Jaipur-Head Office	Sub Location	CO
12	Udaipur	Sub Location	CO
13	Kolkata	Sub Location	CO
14	Jhamarkotra	Sub Location	CO
15	Deri	Sub Location	CO
16	Jaisalmer	Sub Location	LST
17	BHINMAL	Sub Location	LST
18	GOTAN	Sub Location	LST
19	Jodhpur	Sub Location	LST
20	Sonari, Barmer	Sub Location	Lgn
21	Kasnau Mine, Nagaur	Sub Location	Lgn
22	Giral, Barmer	Sub Location	Lgn
23	Jaipur-Lignite	Sub Location	Lgn
24	Matasukh, Nagaur	Sub Location	Lgn
25	IBP	Sub Location	PHOS
26	Jhamarkotra-MINES	Sub Location	PHOS

27	Bikaner	Sub Location	GYP
28	Pallu Office	Sub Location	GYP
29	Bhadwasi Mines	Sub Location	GYP
30	Nagaur- Gypsum	Sub Location	GYP
31	Jaipur-Gypsum	Sub Location	GYP
32	Thob Mines	Sub Location	GYP
33	Rawla Office	Sub Location	GYP
34	Ramka Mines	Sub Location	GYP
35	Purabsar Mines	Sub Location	GYP
36	Lunkarnsar Mines	Sub Location	GYP
37	Kishanpura Mines	Sub Location	GYP
38	Larewala Mines	Sub Location	GYP
39	Jhakardla Mines	Sub Location	GYP
40	Jhamarkotra Mines Gypsum	Sub Location	GYP
41	Jaipur Mines- Gypsum	Sub Location	GYP
42	Halibao Office	Sub Location	GYP
43	Gotmanglod Mines	Sub Location	GYP
44	Dhani Abdullawali Mines	Sub Location	GYP
45	Deheriya Mines	Sub Location	GYP
46	Bhurasar Mines	Sub Location	GYP
47	Bharu Mines	Sub Location	GYP
48	Ballar Mines	Sub Location	GYP

2.4. RISL:

RajCOMP Info Services Ltd. (RISL), (formerly RajCOMP) is a Government of Rajasthan undertaking which was incorporated under the Companies Act 1956 on 27-10-2010. RajCOMP Info Services Limited (RISL) is the premier IT agency of the Government of Rajasthan, tasked with implementing large-scale e-Governance initiatives and providing technology solutions across various departments. As a technology-driven organization with a diverse workforce and multiple ongoing projects, RISL has adopted ERP modules like Human Resource Management System (HRMS) and Finance & Accounts (FA) to ensure streamlined internal operations. The HRMS module has facilitated seamless handling of employee on boarding, service record management, leave workflows, and automated payroll processing, enhancing administrative efficiency. Simultaneously, the FA module has enabled RISL to manage its financial transactions, project-wise budgeting, vendor payments, and audit compliance in a transparent and accountable manner. These modules have collectively strengthened RISL's operational control, improved

data-driven decision-making, and supported its role as a model for digital governance. Additional offices, etc., may be added in the PSU in the future, and it shall be the responsibility of the selected bidder to incorporate these offices into the system accordingly.

2.5. JMRC:

Jaipur Metro Rail Corporation (JMRC) is a state-owned enterprise responsible for the development, operation, and maintenance of the metro rail system in Jaipur, providing safe, reliable, and eco-friendly urban transport. To support its growing operational and administrative needs, JMRC has implemented the Human Resource Management System (HRMS) module as part of its ERP framework over the past few years. This module has enabled JMRC to digitize employee-related processes such as attendance tracking, shift management, payroll processing, and service record maintenance. By automating these HR functions, JMRC has reduced manual dependencies, ensured greater accuracy in employee data, and improved the timeliness of HR services, thereby enhancing workforce efficiency and organizational productivity. Additional offices, etc, may be added in the PSU in the future, and it shall be the responsibility of the selected bidder to incorporate these offices into the system accordingly.

2.6. DAM:

The Directorate of Agricultural Marketing (DAM) is a key agency under the Government of Rajasthan responsible for implementing agricultural market reforms, managing mandi operations, and ensuring transparency in market transactions to benefit farmers and traders alike. To enhance efficiency and bring uniformity in administrative processes, DAM has been using ERP solutions over the last few years, specifically tailored for mandi operations. Modules like Human Resource Management System (HRMS), Finance & Accounts (FA), and CPF/GPF have been instrumental in digitizing core functions. The HRMS module supports streamlined handling of personnel records, attendance, and payroll across various mandi offices; the FA module enables real-time monitoring of financial activities such as revenue collection, budgeting, and expenditure, while the CPF/GPF module ensures accurate and timely management of employee provident fund contributions and settlements. This integrated ERP framework has helped DAM improve operational control, strengthen financial accountability, and support mandi-level digital transformation initiatives. Additional offices, divisions, and mandis, etc, may be added in the PSU in the future, and it shall be the responsibility of the selected bidder to incorporate these offices into the system accordingly.

Office Hierarchy:

Sr. No.	DIVISION NAME
<u>1</u>	<u>AJMER D.D.</u>
<u>2</u>	<u>ALWAR D.D.</u>
<u>3</u>	<u>BIKANER D.D.</u>
<u>4</u>	<u>HANUMANGARH D.D.</u>
<u>5</u>	<u>JAIPUR J.D.</u>



6	JODHPUR J.D.
7	KOTA J. D
8	SIKAR D.D.
9	SRI GANGANAGAR J.D.
10	UDAIPUR D.D.

Sr. No.	KUMS NAME
<u>DIV. : AJMER D.D.</u>	
1	AJMER (F & V)
2	AJMER (GRAIN)
3	BEAWAR
4	BHILWARA
5	BIJAY NAGAR
6	BIJOLIYA
7	DEOLI
8	DOONI
9	GANGAPUR
10	GULABPURA
11	KEKRI
12	MADANGANJ KISHANGARH
13	MALPURA
14	MANDALGARH
15	NIWAI
16	SHAHUPURA
17	TONK
18	UNIYARA
<u>DIV. : ALWAR D.D.</u>	
19	ALWAR
20	BARODA MEV
21	BANSUR
22	BAYANA
23	BHARATPUR
24	BHUSAWAR VEIR
25	BEHROR

26	DEEG
27	DHOLPUR
28	GOVINDGARH
29	KAMAN
30	KHAIRTHAL
31	KISHANGARHBAS
32	KHERLI
33	KUMHER
34	NADWAI
35	NAGAR
36	PAHARI
37	SIKRI
38	TIJARA
<u>DIV.: BIKANER J.D.</u>	
39	BIKANER (GRAIN)
40	BIKANER (F& V)
41	Bajju
42	CHURU
43	KHAJUWALA
44	LUNKARANSAR
45	NOKHA
46	PUGAL ROAD
47	RATANGARH
48	SADULPUR
49	SARDAR SHAHAR
50	SRI DUNGARGARH
51	SUJANGARH
<u>DIV :HANUMANGARH D.D.</u>	
52	BHADARA
53	DABLIRATHAN
54	GOLUWALA
55	HANUMANGARH
56	HANUMANGARH TOWN



57	NOHAR
58	PILIBANGA
59	RAWATSAR
60	SADULSHAHAR
61	SANGARIYA
62	TIBBI
63	SURATGARH
DIV. : JAIPUR J.D.	
64	BAGRU
65	BANDIKUI
66	BASSI
67	CHAKSU
68	CHOMU (GRAIN)
69	CHOMU (F&V)
70	DAUSA
71	DUDU
72	JAIPUR (F & V)
73	JAIPUR (GRAIN)
74	KISHANGARH RENWAL
75	RAJDHANI KUKARKHEDA
76	KOTPUTLI
77	LALSOT
78	MANDAWAR
79	MANDAWARI
80	MAHUWA
DIV. : JODHPUR J.D.	
81	BALOTRA
82	BARMER
83	BHINMAL
84	BHAGAT KI KOTI
85	BILARA
86	DHORIMANNA
87	CHOHATAN



88	JAISALMER
89	JAITARAN
90	JALORE
91	JODHPUR (F & V)
92	JODHPUR (GR.)
93	MOHANGARH
94	OSIYAN MATHANIYA
95	PALI
96	PEEPAR CITY
97	PHALODI
98	RANI
99	RANIWARA
100	SANCHORE
101	SOJAT CITY
102	SOJAT ROAD
103	SUMERPUR
DIV. KOTA J.D	
104	ANTA
105	ATRU
106	BARAN
107	BHAWANI MANDI
108	BUNDI
109	CHABRA
110	CHOMEHLA
111	DEI
112	DAG
113	GANGAPUR CITY
114	HINDOUN
115	IKLERA
116	ITAWA
117	JHALRAPATAN
118	KESHORAIPATAN
119	KHANDAR

120	KHANPUR
121	KHATOLI
122	KOTA (GRAIN)
123	KOTA (F&V)
124	MANOHAR THANA
125	NAHARGARH
126	RAMGANJMANDI
127	SAWAI MADHOPUR
128	SAMRANIA
129	SUMERGANJ
DIV. SIKAR D.D.	
130	CHIRAWA
131	DEEDWANA
132	DEGANA
133	FATEHPUR
134	GUDA GODJI
135	JAYAL
136	JHUNJHUNU
137	KUCHAMAN CITY
138	MERTA CITY
139	NAGAU
140	NAWALGARH
141	NEEM-KA-THANA
142	PALSANA
143	SIKAR
144	SRI MADHOPUR
145	SURAJGARH
DIV. SRI GANGANAGAR J.D.	
146	ANOOPGARH
147	GAJSINGHPUR
148	GHARSANA
149	JAITSAR
150	KESRISINGHPUR

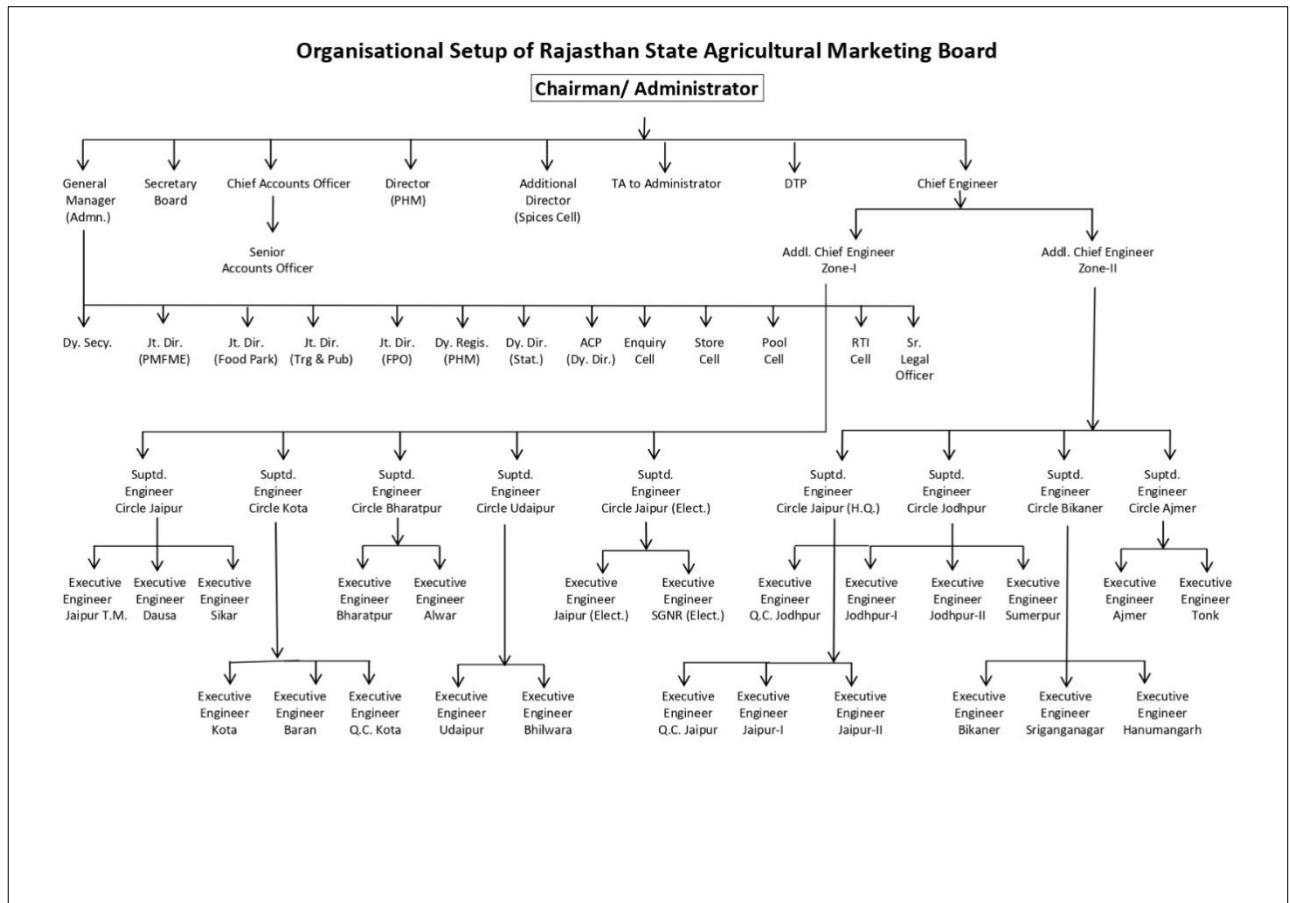
151	PADAMPUR
152	RAISINGHNAGAR
153	RAWLA
154	RIDMALSAR
155	S.GANGANAGAR(FV)
156	S.GANGANAGAR(G)
157	SRI KARANPUR
158	SRI VIJAYNAGAR
DIV. UDAIPUR D.D.	
159	ABU ROAD
160	ARNOD
161	BANSWARA
162	BARISADARI
163	BEGU
164	CHITTORGARH
165	CHOTISARDRI
166	DUNGARPUR
167	FATEHNAGAR
168	KAPASAN
169	NIMBAHERA
170	PRATAPGARH
171	RAJSAMAND
172	UDAIPUR (GRAIN)
173	UDAIPUR (F&V)

2.7. RSAMB:

The Rajasthan State Agricultural Marketing Board (RSAMB) is responsible for the regulation, development, and promotion of agricultural produce markets across the state. Its mandate includes establishing and maintaining market yards, ensuring fair trade practices, and improving market infrastructure for farmers and traders. RSAMB plays a vital role in strengthening the agricultural economy of Rajasthan.

RSAMB has successfully adopted ERP modules such as Human Resource Management System (HRMS), Finance & Accounts (FA), Works Management, and CPF/GPF to streamline its operations. The HRMS module enables efficient management of employee records, payroll, and attendance; the FA module ensures transparent and accurate budgeting, accounting, and financial reporting; the Works module

manages tendering, project execution, and contractor billing for market infrastructure development; and the CPF/GPF module handles provident fund contributions, withdrawals, and related employee services. These integrated modules have helped RSAMB enhance operational transparency, improve administrative efficiency, and ensure better governance across its state-wide operations. Additional offices, divisions, etc., may be added in the PSU in the future, and it shall be the responsibility of the selected bidder to incorporate these offices into the system accordingly.



2.8. Other PSUs:

- The ERP solution will be used for five existing PSUs, which are mentioned in points 2.3 to 2.7.
- The ERP solution may be extended for use by up to 5 additional PSUs. The modules to be implemented for these PSUs are listed in Section **2.10 – Existing Modules**, with only minor enhancements, which will be handled by the O&M team deployed at RISL.
- The timeline for the onboarding of new PSUs will be 3 months.
- Thereafter, if any other PSUs wish to use the ERP system, they can be onboarded as per the provision mentioned in clause 5.24 (5).

2.9. Project Outcomes:

The objectives of the project areas are mentioned below:

- Streamlined and automated internal processes across departments
- Unified digital platform for integrated operations
- Enhanced transparency and accountability through role-based workflows
- Real-time access to data and dashboards for informed decision-making
- Improved financial control and compliance with statutory norms
- Employee empowerment through self-service features (leave, salary, GPF, etc.)
- Better project and work management with end-to-end tracking
- Standardized modules with configurable workflows across PSUs
- Scalable system architecture to support future expansion
- Reduced data duplication and improved data accuracy
- Strengthened risk mitigation and data security
- Support for e-Governance and digital transformation initiatives

2.10. Existing Modules:

RISL has already developed the standard modules of ERP, such as Finance & Accounting management, Material management, Human Resources management system & Pension, CPF/GPF, Sales & Marketing, Ticket management, and Works & Project management, which are currently in use by the various PSUs. The existing modules are designed and developed using .NET (MVC) environment with database DB2 (Version 11.5) for all existing PSUs. The selected bidder may use the existing business logic if needed.

Key Components of the Project:

- Role / User Access Management
- Master Management
- Workflow Management
- Unified Dashboard
- MIS/Report Management
- SLA / Alert Management
- Finance & Accounting Management
- Human Resource Management and Pension Management
- Sales and Marketing Management
- Material Management
- CPF/GPF Management
- Works & Project Management

- Ticket Management
- Mobile application
- Conversion/Migration of the Current DB2 database to Oracle/MSSQL/PostgreSQL

3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA

3.1. Pre-Qualification 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	The selected bidder shall be incorporated/registered and in operation for a period of at least five (5) years as of the published date of the RFP. A company registered under the Indian Companies Act, 1956/2013 OR A partnership firm registered under the Indian Partnership Act, 1932. OR Limited Liability Partnership Firm Registered under the Limited Liability Partnership Act 2008 AND The selected bidder shall not be blacklisted/debarred/banned/suspended by any Central or State Department, including the Centre or State PSUs in India as on the date of bid submission.	- Copy of valid Registration Certificates - Copy of Certificates of Incorporation -Copy of the Affidavit Certificate for the selected bidder is not blacklisted. As per ANNEXURE-16
2.	Financial: Turnover	The average annual turnover of the bidder should be at least Rs 45 crores from IT/ITes during the last three audited FY 2022-23,2023-24,2024-25 OR 2021-22,2022-23, 2023-24 if 2024-25 is Unaudited. From the above average annual turnover, Rs. 15 crores should be from the software development business.	CA Certificate with CA's Registration Number/ Seal and UDIN(Please Refer Annexure-14)

S.No.	Basic Requirement	Specific Requirements	Documents Required
3.	Financial: Net Worth	The net worth of the bidder should be Positive as per audited balance sheet as on 31st March 2025 OR 31st March 2024 if 2024-25 is unaudited.	CA Certificate with CA's Registration Number/ Seal and UDIN(Please Refer Annexure-14)
4.	Technical Capability-I	The bidder should have successfully completed ERP Implementation/ERP Upgrade & ERP O&M for minimum of two organizations in India during the last ten (10) years, with a minimum value of Rs. 5 crores each. Both These projects must have been implemented for Central Govt/State Govt PSUs or Government or Govt. Organization in India.	Annexure-5 per project reference And Work Completion Certificates from the client. OR Work Order + Self-Certificate of Completion OR Work Order + Phase Completion Certificate from the client (The phase completion certificate should indicate that the development, O&M and deployment of the modules have been completed as per the Work Order. Values realized should be equal to or more than 5 Cr.)
5.	Technical Capability-II	The ERP Products shall have a cumulative 1500 transactional users in two eligible ERP projects. At least 3 modules out of the following functions/modules of the ERP Product must have been implemented– 1) Finance and Accounting 2) Human Resource Management & Pension 3) Material Management 4) CPF/GPF 5) Sales & Marketing Management 6) Works & Project Management	Annexure-5 per project reference And Work Completion Certificates from the client. OR Work Order + Self-Certificate of

S.No.	Basic Requirement	Specific Requirements	Documents Required
		Out of the two, ERP Implementation /ERP Upgrade & ERP O&M projects, at least one (1) project should be successfully completed (Go-live achieved followed by completion of at least one year O&M) & remaining project should achieve go-live. The ERP up-gradation project shall be considered to be completed if it achieves go-live.	Completion OR Work Order + Phase Completion Certificate from the client (The phase completion certificate should indicate that the development, O&M, and deployment of the modules have been completed as per the Work Order. Values realized should be equal to or more than 5 Cr.)
6.	Tax registration	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.	Copies of relevant certificates of registration
7.	Certifications	The bidder must possess at the time of bidding a valid (SEI-certified) CMMI Level 5 Certification or better in software development/ software engineering.	Copy of a valid certificate
8.	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 do 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 five 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	A Self-Certified letter as per Annexure-6: Self-Declaration

S.No.	Basic Requirement	Specific Requirements	Documents Required
		procurement in question as specified in the bidding document. d) Comply with the code of integrity as specified in the bidding document.	
10.	Project Understanding	A proposal document on the understanding of the scope of the project mentioned in the RFP	A self-certified proposal document with the details as per Annexure- 18

3.2. Technical Evaluation Criteria:

Only bidders who meet all the pre-qualification criteria shall be evaluated for the technical evaluation.

Sr. No.	Technical Evaluation Criteria	Max. Marks.
A.	Past Experience in ERP, Financial Strength, User Base, Bidder Experience (Presentation in front of Technical Committee of RISL)	60
B.	Project Understanding & Proposed Implementation Methodology (Presentation in front of Technical Committee of RISL)	40
Total Marks		100

In order to determine whether the bidders are qualified, and the technical aspects of the bidder are substantially responsive to the requirements set forth in the bidding documents, the Tendering Authority will examine the information supplied by the Bidders and shall award points to the bidders on the basis of the following criteria of presentation cum demonstration:

Sr. No	Criteria	Parameters	Max Score
A1	Brief Experience in ERP Projects	Number of ERP implementation/upgrade projects for Govt./PSUs in the last 10 years.	
		≥3 similar projects	15
		2 similar projects	10
		None:	0
	5 minutes with Max 2 slides for section 1 of this table		15

A2	Financial Strength	The bidder's average turnover from ICT/IT/ITeS Services during the last three audited FY 2022-23,2023-24,2024-25 OR 2021-22,2022-23, 2023-24 if 2024-25 is Unaudited.	
		>= 55 Crores	10
		>=50 Crores	7
		>=45 Crores	5
	2 Minutes with Max 1 slide for section 2 of this table		10
A3	Experience with ERP modules	Experience in the implementation/O&M below mentioned ERP modules. 1. HRMS & Pension 2. Material Management or Inventory Management 3. Financial Accounting 4. Works and Project Management 5. CPF/GPF 6. Sales & Marketing	
		>=5 Modules	20
		4 Modules	15
		3 Modules	10
		Less than 3 Modules	0
	5 minutes with Max 3 slides for section 3 of this table		20
A4	Cumulative User Base	The Cumulative User Base of the ERP Solution, which has been implemented in different PSUs.	
		>=50000	10
		25000-50000	7

		10000-25000	5
		10000=<	0
	5 minutes with Max 2 slides for section 4 of this table		10
A5	Total Experience of the Bidder	Document proof to be submitted - a copy of the certificate of incorporation.	
		More than 10 Years	5
		5 to 10 Years	3
		Up to 5 Years	2
	5minutes with Max 2 slides for section 5 of this table		5
B1	Project Understanding & Proposed Implementation Methodology	A. Study & Understanding of our project:	5
		Problem Statement & objective	5
		Project deployment & architecture understanding	5
		Understanding of all the parts of the Project i.e., Desktop Application, Web Application, Mobile Application, Web Services, or Scheduler.	5
		B. Proposed Solution	7
		Proposed Plan for migration of DB2 database to Oracle/MSSQL/PostgreSQL with proposed Timeline for all purpose PSUs.	5
		Storage & Server solution with Architecture and data sync policy with the centralised server at the State data centre	5
		Demonstration of AI capabilities as per the ERP requirement mentioned in the scope.	5
		Proposed architecture plan for ERP solution with a Scalable solution.	8
	10minutes with Max 10 slides for section 5 of this table		40
		Total	100

Note: Technical Presentation and Hard Copy of an authenticated document detailing the criteria mentioned above shall be submitted by the bidder at the time of presentation.

- a) Scoring shall be done by the technical evaluation committee on the technical presentation and document submitted for the above-mentioned Technical Qualification Criteria.

- b) Marking for a given criteria may be given based on sufficient proof towards said criteria based on demonstration of the same in the presentation.
- c) Each technical bid will be awarded a technical score out of a maximum of 100 marks as per the Technical Evaluation Criteria table above.
- d) Commercial bid of only those bidders who obtain a minimum 70% in the overall technical score shall be opened.

3.3. Additional provisions for qualifications:

In addition to the provisions regarding the qualifications of the bidders as set out in (3.1) above: -

- 3.3.1. The procuring entity shall disqualify a bidder as per the provisions under “Clause: Exclusion/ Disqualification of bids in Chapter 5: ITB”; and
- 3.3.2. The procuring entity may require a bidder, who was pre-qualified, to demonstrate its qualifications again in accordance with the same criteria used to pre-qualify such bidder. The procuring entity shall disqualify any bidder that fails to demonstrate its qualifications again, if requested to do so. The procuring entity shall promptly notify each bidder requested to demonstrate its qualifications again as to whether or not the bidder has done so to the satisfaction of the procuring entity.
- 3.3.3. RISL reserves the right to verify all statements, information, and documents submitted by the bidder in response to the tender document. The bidder shall, when so required by RISL, make available all such information, evidence, and documents as may be necessary for such verification. Any such verification or lack of verification by RISL shall not relieve the bidder of its obligations or liabilities hereunder, nor will it affect any rights of RISL thereunder. If any statement, information, or document submitted by the bidder is found to be false, manipulated, or forged during the verification process, strict action shall be taken as per the RTTP Act 2012, procurement rules 2013, and subsequent amendments.

4. SCOPE OF WORK, DELIVERABLES & TIMELINES

The Raj ERP system serves as a comprehensive enterprise resource planning solution designed to streamline operations, enhance efficiency, and improve data management across various Rajasthan Government Public Sector Undertakings (PSUs). Over time, multiple modules have been implemented to support key functions such as:

- | | |
|--|---------------------------------|
| • Human Resource Management System & Pension | • User Management |
| • Finance & Account Management System | • Workflow Management |
| • Material Management System | • Master Management |
| • Sales & Marketing Management System | • MIS / Report Management |
| • Contributory Provident Fund / General Provident Fund | • Web-Based Helpdesk Management |
| | • RGHS: Employee ID |

- Works & Project Management System

These objectives are outlined to provide an initial understanding of the project scope. However, it will be the bidder's key responsibility to propose and incorporate additional elements and enhancements over time, ensuring ongoing implementation and long-term value delivery.

The aim of the scope of work for the ERP system is to provide a comprehensive framework that aligns with the strategic objectives, service requirements, stakeholder expectations, and functional features defined in the project documentation. The ERP solution will be designed to support the implementation of a Smart Enterprise approach, emphasizing informativeness, accessibility, interactivity, and personalization. By integrating and automating key business processes, the system will enhance operational efficiency, improve data visibility, and empower decision-makers to deliver more responsive and tailored services across all departments and functions.

4.1. The Indicative Scope of Work (SoW) for the selected bidder is given below:

RISL intends to engage with a qualified and experienced agency for the upgradation of the Enterprise Resource Planning System "RajERP" for the PSUs of the Government of Rajasthan with Operations & Maintenance Services for a period of five years. The objective is to enhance automation, streamline workflows, and improve overall operational efficiency across the state's public sector ecosystem.

The broad requirement is to upgradation and O&M of the existing integrated "RajERP" system, focusing on enhancing automation, optimizing workflows, and improving overall operational efficiency in the State public sector ecosystem, while also contributing to improving citizen satisfaction.

The selected bidder shall play a key role in advancing digital transformation initiatives by implementing intelligent automation, refining workflow processes, and improving functional efficiency across public sector units. These efforts are expected to result in more responsive governance and a significant enhancement in citizen experience and satisfaction.

Under this project, a Contract will be entered for the following services:

- a. Upgradation of Web and development of Mobile applications in RajERP.
- b. O&M of existing and upgradation of RajERP solution for the respective PSUs.
- c. O&M of upgraded RajERP solution.
- d. Conversion/Migration of the current DB2 database to the Oracle/MSSQL/PostgreSQL database.
- e. The selected bidder shall be responsible for the enhancement, feature requests, and creation of various reports for all respective modules as per requirements.

Along with following indicative base modules, the Role & Access Management, Master Management, Workflow Management, SLA, Alert Management, MIS/ Report Management, ticket management, and Integrations will be part of the solution. User management, workflow management, and other modules (which will be related or linked to the main modules) will be developed as initial priorities. In contrast, MIS and reporting features will be developed in parallel with their respective modules.

The expected features in the part of the required solution will broadly include, but not be limited to:

- 1) On boarding & configuration of the user department.
- 2) Creation & configuration of Department Hierarchy
- 3) Creation, assigning, and mapping of all Users (SSOIDs) and respective stakeholders with the required workflow.
- 4) Real-time Analytics management with various reports
- 5) Dashboards and comprehensive MIS for decision makers and operational users across user departments
- 6) The solution shall be modular and configurable to implement in part or in total for existing and on boarding department/ organization.
- 7) All processes within each module shall be configurable in accordance with the defined workflow.
- 8) Integrable with third-party application as per the requirement and IT architecture of Rajasthan State

The web/Desktop/POS as well as mobile application design, development, and implementation services for the modules mentioned at point number 4 shall broadly include, but not be limited to, the following:

A. Study, Design, and Development Phase

- a. Study of business & system requirements
- b. Design & Development of modules considering the requirements.
- c. Integration with other applications/ modules
- d. Testing of Developed Modules/ Functionalities
- e. User Acceptance Testing (UAT)
- f. Security Audit / Safe to Host Certification of Developed Modules
- g. Implementation and Support
- h. Training and Capacity Building as and when required.

B. Operations & Maintenance and Support: The selected bidder shall provide continuous O&M support for five years for the existing RajERP solution and upgraded solution.

C. Conversion/Migration of Existing Database: The selected bidder shall be responsible for converting/migrating the existing DB2 database to Oracle/MSSQL/PostgreSQL for all existing PSUs.

4.1.1. Study, Design & Development Services:

The selected bidder shall be responsible for conducting a comprehensive assessment and requirement study in consultation with the respective departments and stakeholders to understand existing workflows, processes, data structures, and integration points. This study will form the foundation for the upgradation of a robust, scalable, and user-friendly ERP system tailored to the specific operational needs of the participating PSUs of the Government of Rajasthan. The selected bidder will be responsible for

converting/migrating the entire legacy data from the current DB2 database to the Oracle/MSSQL/PostgreSQL database. In this context, the selected bidder must propose the methodology for migrating the existing data.

Following the requirement analysis, the bidder shall upgrade and O&M the ERP solution in compliance with the applicable IT architecture, security policies, and standards prescribed by RISL, MeitY, GIGW, WCAG, and any other relevant regulatory or industry guidelines. The system must be modular, configurable, and capable of supporting phased or full-scale deployment across various departments.

The development shall include the creation of all necessary modules, user interfaces, backend logic, databases, and integration components, ensuring interoperability with existing systems and third-party applications as required. The bidder will also ensure that the ERP system is responsive, accessible, and optimized for both web and mobile platforms.

4.1.1.1. Study of business & system requirements:

The selected bidder has to conduct a detailed study of services, processes, priority areas, technology, existing applications, legacy data & other systems, people, etc., to identify and finalize requirements, development & implementation methodology and strategy.

The bidder shall conduct a proper study and requirement gathering with the departments and document the requirements as follows:

- a. Conducting a detailed assessment of the functional, technical, and operational requirements as per the details mentioned in this bidding document.
- b. Prepare different use case scenarios.
- c. Detailed study of the requirements of application components and solutions
- d. Assess existing applications and third-party systems from the perspective of integration with other applications.
- e. Shall define the methodology for data migration/conversion of the existing DB2 database.
- f. Shall adopt an industry standard methodology for Software Engineering, covering the entire SDLC (Software Development Life Cycle)
- g. It is envisaged that the overall requirement would be developed on an incremental basis with the changing scenarios and requirements of RISL.
- h. Prepare User requirement specification, Software requirement specification document (SRS), Function/Non-Functional requirement document (FRS), System design document (SDD(Including HLD, LLD)), Project plan, Gap analysis report, Test case documents (UTP, SIT, UAT), Integration Document, User Manual (Bilingual), and other documents if request generate by the RISL or Stakeholders.

- i. The selected bidder will take approval from the project OIC for SRS, technical architecture, deployment architecture, and other documents for the new upgraded system.
- j. Obtaining Sign-off of URS from the designated authority of the Department/ RISL.

4.1.1.2. Design & Development of modules / Submodules of ERP System:

- A. The selected bidder will initiate the development of modules as per the approved SRS & FRS and upgradation of modules as per the requirement for web/desktop/POS as well as mobile app (Android& IOS).
- B. Based on the feedback or testing phase, changes in spirals and the design document will also be made by the selected bidder with the respective functionalities of the module/ submodules of the ERP system. The version should be maintained by the selected bidders for those documents and the codes from baseline to finalization.
- C. The bidder is responsible for providing a technical solution for the technical requirements and scope of work, with all existing modules and working functionalities.
- D. The software development work should be in compliance with the best practices, applicable industry standards, and respective guidelines issued by the Department of Information Technology (DIT), GOI, and RISL, GOR
- E. Bidder would involve competent and qualified personnel for the fulfilment of the deliverables mentioned in the bidding document.
- F. The development of various application modules shall be done by the selected bidder, keeping the essence of the objectives of the application.
- G. Wherever required, data migration from any existing systems shall be done with cleansing of data.
- H. To maintain business continuity, the selected bidder shall make use of the existing development stack available at he BSDC.
- I. The existing Development Stack for design/development, customization, and deployment of the solution is already available at the BSDC.
- J. The preferred technology with respect to the application and mobile app shall be proposed and discussed by the bidder as per the latest technology & features.

4.1.1.3. Integration with Other Applications / Modules:

- A. The bidder shall be responsible for providing integration support and/ or complete integration activities for integrating the application's modules/ submodules with other applications/ modules that may be decided in the future course of action by RISL during the entire contract period.
- B. The modules shall be designed and developed considering integration possibilities with the following tentative list of third-party applications/ systems in RISL:

S.No.	Third-Party Application	Purpose of Integration
1.	RajSSO	Authenticated access to users
2.	E-Mitra	User registration/Payments
3.	Rajasthan Payment Platform(RPP)	If required for payment receipt/transfer
4.	E-Sanchar & Raj-Mail	SMS and e-mailgateway
5.	E-Sign	To integrate E-Sign services for the authentication of documents
6.	RajDharaa	Rajasthan state's GIS platform for user mapping/dashboards
7.	Raj-Master	Source of administrative boundaries
8.	RGHS	To facilitate employee registration on the RGHS portal using the RajERP ID
9.	JanAadhaar	To facilitate OTP based authentication
10.	Raj Sewa Dwar (RSD)	To expose APIs to the outside world and consume the outside world API's
11.	Integration with the GST service provider	To facilitate GST services
12.	Aadhaar	To authenticate by Aadhaar
13.	RajeVault	To access documents
14.	DMS	To switch off files and other documents
15.	Any Other Application	To maintain a single source of information/ process

- C. The integration layer will consist of various web APIs of various third-party applications, which will be on the enterprise service bus (ESB), i.e., Raj Sewadwar.
- D. The integration possibilities/ solutions will be envisaged and deployed gradually during the entire period of the contract.

4.1.1.4. Testing of Developed Modules / Functionalities:

Testing of the developed software application, majorly covering performance, security, load, and integration testing, and undertaking the following activities: -

- The selected bidder will be responsible for preparing the test strategy, test plan, and test cases and submitting the same to RISL. Bidder will also prepare the test automation plan and all new build will be sent for deployment post successful test result from automated test cases covering all key functionalities of RajERP Solution.
- Conducting testing of various components/ modules of the software developed. The bidder shall be required to share the testing documents and standards with the designated third-party auditor (TPA), wherever applicable/ required.
- Execute and perform various application/module testing, like performance, load, security, quality testing, etc.

- D. The selected bidder shall ensure that no breakdown of any services or business loss in between testing and implementation of the new upgraded version of RajERP. The selected bidder will be responsible for any business loss of all existing PSUs.

4.1.1.5. User Acceptance Testing (UAT):

- A. Prepare and submission of detailed UAT plans/ schedules/ procedures/ formats.
- B. Obtaining sign-off on testing approach and plan from the designated departmental authority.
- C. Performing Software Testing: Conducting and demonstrating testing of various components/ modules of the software developed.
- D. The bidder shall be required to share the testing documents and standards with RISL, wherever applicable/ required.
- E. Rectifying the Software issues/ bugs reported during the testing up to the satisfaction of RISL/ User Department.
- F. During UAT, the developed application shall be deployed in the BSDC Staging Server.
- G. The testing & commissioning shall be done by the selected bidder; however, the environment of the development/ staging server will be provided by RISL.

4.1.1.6. Security Audit / Safe to Host Certification of Developed Modules:

The selected bidder will ensure and submit a Security Audit report / Safe to Host Certification of the developed application by CERT-In empanelled agency, as and when required.

The bidder will also provide assistance to the RISL team in undertaking Security Audit / Safe to Host Certification of the developed application software by a third-party external agency selected by RISL as and when required, and undertake the following activities:

- A. Ensure developed application software is free from vulnerabilities/bugs/defects, etc., mandatory for clearing Security Audit / Safe to Host Certification as per the direction of RISL.
- B. Share all the relevant documents like URS / Test Cases as required by the third-party external agency.
- C. Incorporate desired changes in the developed software suggested by the third-party external agency.
- D. The security audit shall be performed every six (6) months by the selected bidder as per RISL compliance and ensure that all security issues are fixed on RajERP production and staging.
- E. The selected bidder shall be responsible for maintaining the application security at various stages (User Level security, Application-Level security, network Level security, Audit Trail& Log Management, Role-based data reduction policy)

Based on the audit reports submitted by the TPA (if any), the selected bidder shall make the required changes to the application software at no extra cost, and subsequently, final spiral and design documents will be submitted to RISL for sign-off.

4.1.1.7. Implementation and Support:

- A. The bidder shall be responsible for the upgradation and O&M of the existing & Upgraded RajERP system as per the mentioned modules in section 2.10.
- B. The upgraded solution must be on an Oracle/MSSQL/PostgreSQL database.
- C. The bidder shall be responsible for the implementation and deployment of upgraded modules, as well as any other required changes in the application during the entire period of the contract. All deployments shall be carried out on the BSDC infrastructure.
- D. The bidder shall coordinate and provide support to all stakeholders of the project for successful implementation.
- E. The selected bidder must deploy the required resources at RISL to provide O&M of the existing/upgraded solution.

4.1.2. Upgradation and Provide Operation & Maintenance Services (O&M):

Selected Bidder shall upgrade the existing solution and provide O&M for a period of five years, including 1 year for upgradation (from work order issue date), including the following major activities, but not limited to:

The bidder shall manage complete operations and maintenance of the developed application and ensure that the developed application is bug/error-free, running smoothly, and simultaneously incorporate necessary changes in the application functionality as approved by RISL. Broad activities would include: -

- A. The bidder shall provide the dedicated resources at RISL/User Departments as mentioned in the Section 4.1.3 for day-to-day operations and maintenance of the overall project as per the awarded scope of work. The bidder, if required, may also deploy additional resources for the smooth functioning of the project at no extra cost.
- B. The bidder, with the help of the deployed manpower, shall be responsible for: -
 - a. End-to-end management of the ticket management/helpdesk by logging and resolving the complaints of the various users to ensure that the solution is functioning as intended and that all the problems associated with the operations are resolved satisfactorily.
 - b. Overall administration, operations, monitoring, MIS generation, etc. of the Application software, and to ensure the desired uptime. This would also include bug fixing, content management, database management, minor changes to the application software, and replies to the queries/ feedback/ suggestions/ complaints from all the stakeholders.
 - c. The bidder shall maintain version control and archives of source code, content, and database.

- 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. 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 qualifications, experience, etc. of the personnel provided before they are put in positions. The bidder has to take approval from RISL for the proposed staff before their deployment. RISL reserves the right to reject the personnel if the same is not acceptable, before or after commencement of the awarded work/ project.
- f. At no time, the provided manpower should be on leave or absent from 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 management of all manpower posts without any additional liabilities to RISL. A 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.
- g. An absence of more than half an hour from the workplace, without having permission from OIC, shall be considered as absence from duty.
- h. The proposed services shall be normally manned from 9:30 AM to 6:00 PM, but may vary as per the requirement throughout the project period or as decided by RISL.
- i. New Development and Enhancement:

During this contract, the bidder shall be responsible for doing the upgradation with O&M (five Years) of the Raj ERP solution, including:

- I. Upgrade the existing modules/ mobile application for a complete ERP solution envisaged by the procuring entity in the existing ERP.
- II. Third-party Application integration
- III. Modification/ up-gradation/ enhancement in the Process or functionality to fix some complex problem requests or defects, fixing to upgrading the application performance.
- IV. Analytics& MIS Reports as per the new format defined by the procuring entity as per their requirement.
- V. The deployed resources shall work and undertake all the above-mentioned activities and beyond as per the requirements of RISL.
- VI. It is envisaged that the new requirements during the O&M phase would be developed on an incremental basis with the changing scenarios and requirements of RISL. The Bidder shall employ an AGILE methodology of application/ module development. Methodology of development and approval shall broadly include the following steps:

- a. The selected bidder must use a project management tool like JIRA/Slack, or any relevant application for effective project monitoring. The selected bidder shall be responsible to make necessary arrangement including licences if required to provide access to RISL users and the entire project team on the project management tool.
- b. At the initial level of the process, the bidder is expected to map all the current requirements of the PSU's/RISL through various meetings and convert these requirements into documents mentioning the approximate timelines for release of each point.
- c. The document shall be reviewed by the RISL for finalization of the time period for each activity mentioned.
- d. After finalization of the document, the bidder shall carry out necessary activities (including thorough testing) required for the release within the stipulated timeframe.
- e. PSU's/RISL shall conduct verification/ UAT of each requirement mentioned in the document and shall point out the failure points.
- f. All the failed/ rejected points in a particular requirement shall automatically be included in the immediate next version for necessary rectification.
- g. The above process shall be followed for finalization and release of all subsequent points during the entire project tenure.
- j. Ticket / Helpdesk Management:

The selected bidder shall be responsible for the upgradation, enhancement, and ongoing Operation & Maintenance of the existing Ticket Management System as a critical component of the ERP solution. The objective is to improve efficiency in handling user queries, complaints, and support requests by introducing new features, optimizing workflows, and ensuring robust service delivery with SLA adherence. The upgraded system must provide seamless multi-channel ticket generation, including WhatsApp integration, and comprehensive SLA management capabilities. The ownership of ticket management will be RISL. The key requirements:

- a. Multi-Channel Ticket Generation:
 - Upgrade the system to support ticket creation and tracking through multiple channels, including the existing web portal, email, and newly integrated WhatsApp messaging platform.
 - Ensure seamless, synchronized ticket updates across all channels for a consistent user experience.
- b. WhatsApp Integration:
 - Implement and maintain WhatsApp Business API integration for ticket generation, updates, and communication with users.
 - Utilize the official WhatsApp number provided by RISL, ensuring secure and reliable message handling.

- Enable automated and manual interactions through WhatsApp to facilitate quick user support and engagement.
- c. Ticket Lifecycle and SLA Management:
 - Automate the entire ticket lifecycle from creation, acknowledgment, assignment, escalation, resolution, to closure.
 - Define, monitor, and enforce SLA parameters for each ticket type and priority level, including response and resolution timelines.
 - Implement automatic SLA breach alerts and escalations to appropriate stakeholders to maintain service standards.
- d. User Access Control and Security:
 - Enhance role-based access controls to manage permissions for users, support agents, supervisors, and administrators, ensuring data privacy and system security.
 - Support multi-level authorization workflows for sensitive actions within the ticketing system.
- e. Alerts, Notifications, and Communication:
 - Provide real-time alerts and notifications on ticket status changes via email, SMS, and WhatsApp to users and support teams.
 - Enable configurable notification templates and scheduling.
- f. Knowledge Base Enhancement:
 - Upgrade the existing knowledge base with better search functionality and categorization to support self-service and faster resolution.
 - Allow integration of knowledge base articles directly in ticket responses for quick reference by support agents and end-users.
- g. Monitoring, Reporting, and Analytics:
 - Enhance MIS and dashboard capabilities for real-time monitoring of ticket volumes, resolution times, SLA compliance, TAT dashboard, user satisfaction, and support team performance.
 - Provide detailed SLA reports and trend analysis to identify bottlenecks and improve service delivery.
- h. Operation & Maintenance (O&M):
 - Provide ongoing maintenance, troubleshooting, and technical support to ensure high availability and reliability of the Ticket Management System.
 - Implement periodic updates, security patches, and feature upgrades as needed.
 - Ensure backup, disaster recovery, and data integrity for all ticket-related information.

4.1.3. Resource Deployment:

- A. To perform the tasks as per the scope of the RFP, the bidder shall provide a sufficient number of technical resources with minimum required technical qualifications and experience as mentioned in the RFP.
- B. Also, it would be the responsibility of the bidder to retain the deployed manpower for the entire Contract/ Project duration or in the event of a resource leaving the employment with the bidder, the same shall be notified well advance in time to DOITC/ RISL and thereafter be immediately replaced with another resource of equivalent minimum qualifications and experience after obtaining the approval of RISL.
- C. As Hindi is the Official Language of the Government of Rajasthan, the bidder has to appoint personnel having proficiency in Hindi and English.
- D. The selected bidder has to provide details of each resource to be deployed for the project in the format given at Annexure-11.
- E. The upgradation team (as mentioned in Table A) will be released from the project upon successful completion of the upgradation process within the stipulated timelines or as soon as the upgradation is finished. The selected bidder shall submit a formal letter to release the resources from the entire project and obtain approval from RISL.
- F. The selected bidder cannot replace or release a deployed resource from the project without notifying and obtaining approval from RISL. The RISL shall have the right to take action as mentioned in section 10.2. Also, RISL shall have the right to take action as mentioned in 10.2 if a deployed resource is on leave without any intimation and approval as per the RFP.
- G. The selected bidder has to deploy the technical manpower at RISL as mentioned in Tables B and C with Laptops/Connectivity and required resource experience and qualification as mentioned in Annexure 10.
- H. The details of the resources are as follows:

Table A:

Upgradation Resource List				
Sr. No.	Resource	Qualification & Experience	Quantity	Deployment
1	Senior Software Developer	As per Annexure 10	At least 3	
2	Software Developer	As per Annexure 10	At least 3	
3	Tester/QA	As per Annexure 10	At least 2	

4	Business Analyst	As per Annexure 10	At least 1	Upgradation Team: Offsite
5	UI/UX Designer	As per Annexure 10	At least 1	
6	Sr. Database Expert	As per Annexure 10	At least 1	
7	Mobile Developer	As per Annexure 10	At least 2	

Table B

O&M Resource List				
Sr. No.	Resource	Qualification & Experience	Quantity	Deployment
1	Senior Software Developer	As per Annexure 10	At least 4	O&M Team: Onsite (RISL)
2	Software Developer	As per Annexure 10	At least 3	
3	Tester/QA	As per Annexure 10	At least 2	
4	Business Analyst	As per Annexure 10	At least 1	
5	Sr. Database Expert	As per Annexure 10	At least 1	
6	Mobile Developer	As per Annexure 10	At least 1	

Table C

Common Resource List for Upgradation and O&M				
Sr. No.	Resource	Qualification & Experience	Quantity	Deployment
1	Sr. Project Manager (Technical)	As per Annexure 10	At least 1	Common Resources will be deployed at RISL premises.
2	Sr. Project Manager (Functional)	As per Annexure 10	At least 1	
2	Domain Expert	As per Annexure 10	At least 4	
3	DevOps Developer	As per Annexure 10	At least 1	
4	Support	As per Annexure	At least 8	

	Engineer/Technical Support	10		
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- I. In addition to the above, other required resources as per the SDLC process and scope mentioned in the RFP and requirements to be finalized in the project will be aligned by the selected bidder on-site. The list of resources (onsite) that will be involved in the project will be provided by the selected bidder as and when required by RISL.
- J. The selected bidder will have to deploy technical resources for documentation, development, designing, testing, database administration, deployment, or any other activity of the SDLC. The selected bidder may maintain sufficient manpower at any time, considering the scope of the work and SLAs defined in the RFP without any additional cost to RISL.
- K. Given that the RajERP is a PSU-centric application supporting essential business functions and considering the scale of association detailed in section 2.10 of the RFP so the selected bidder must ensure uninterrupted 24/7 system availability.

4.2. Roles and Responsibilities of Stakeholders:

4.2.1. Responsibilities of RISL:

- A. Coordination with all the stakeholders involved for the successful upgradation and O&M of the existing modules.
- B. Provide administrative support to the bidder for sharing existing technical documents, along with technical assistance such as access to the existing RajERP code repository, servers, databases, and any infrastructure hosted at BSDC. This will also include access to the deployment environment, internet connectivity, seating arrangements, and coordination with other supporting departments or software solutions.
- C. Review and approve the project management plan and deliverables of the implementation agency/ system integrator.
- D. Monitor the progress of the project.
- E. Assist in getting statutory approval from the concerned authority.
- F. Approval of change management upon requests received from the bidder.
- G. To ensure timely project milestones sign-offs.
- H. RISL shall be working as per the pure agent clause.
- I. Overall Project Management

4.2.2. Responsibilities of User Department / PSUs:

- A. To ensure active participation from the departmental users
- B. To identify and appoint a nodal officer for facilitating the project execution.

- C. Explain the functional requirements and provide required inputs/formats/documents/data in detail to the bidder.
- D. To conduct review meetings at defined regular intervals to monitor the overall progress of the project.
- E. Provide feedback on changes to be in the solution to improve usability of the application software.
- F. To ensure close coordination of all the participants and the external agencies involved in the project.

4.2.3. Responsibilities of the Selected Bidder:

- A. To design, develop, test, and implement a secure, scalable solution in a secure manner and in line with the IT Architecture and IT policy of the Government of Rajasthan.
- B. Adopting open, interoperable standards by following international and national industry and govt. standards.
- C. To perform activities in time time-bound manner as defined in the scope of the work and the RFP.
- D. To coordinate with all stakeholders of the project as per RISL/PSUs.
- E. Achieve milestones, deliver the deliverables (Softcopies & Hardcopies), and get sign off within the timelines defined in the RFP form PSUs/ RISL.
- F. Adhere to timelines and maintain the SLA mentioned in the RFP.
- G. Prepare a risk management plan and implement the plan whenever a risk occurs during the project.
- H. Submit soft copies and hard copies of all project-related documents to RISL.
- I. The selected bidder shall be responsible for the procurement of a licence for project management tools such as those mentioned in the RFP.
- J. The selected bidder will be responsible for submitting the project plan (resource-wise) of the O&M team to the POIC every month.
- K. The selected bidder will be responsible for the upgradation and O&M of the existing ERP solution as outlined in the RFP. The bidder must also provide all required documents (as mentioned in section 4.1.1.1 of the RFP). Upon completion of the contract, the selected bidder shall deliver a knowledge transfer document (both technical and functional) to RISL.
- L. The selected bidder shall be responsible for submitting the complete source code (unencrypted source code with versioning information) and providing the technical and business document with clear comments and structure to RISL.
- M. All rights and ownership of the solution developed by the bidder, including but not limited to all related documents, source code, designs, database structures, configuration files, and all other technical/functional components, shall rest solely with RISL.
- N. Upon completion or termination of the contract, the bidder shall be required to submit all such components in a structured and organized manner, along with proper and complete documentation

to RISL. The bidder shall be released from the project obligations only after the successful handover and satisfactory verification of all materials by RISL.

4.2.4. 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 Section 11 for Change Requests/ Management in this RFP.

4.3. Project Deliverables, Milestones, and Timelines:

Table A

S. No.	Milestone	Deliverable (Reports / Documents)	Time Schedule (T0 =Work Order Issue Date)
1	Onsite Team Deployment	Deployment / Joining Report of Team	T1=T0+15 Days
2	Undertake Activities Mentioned in SOW Section 4.	Submission SRS / FRS /URS Report	T2=T1+15 Days
3	Undertake Activities Mentioned in SOW Section 4.	- Upgradation & Mobile App Development, Integration, Testing, and Deployment - Migration of the current DB2 database to the Oracle/MSSQL/PostgreSQL database - UAT Report - Upgradation reports along with updated design documents & user manuals - Testing reports - Source Code - Go-liveof application by RISL/PSUs - Also, all parts will be deliverable,	T3=T2+335 Days

		which is mentioned in section 4\ Module-wise process-wise user manual of the upgraded RajERP Solution	
4	Undertake Activities Mentioned in SOW Section 4	O&M of Existing ERP Solution - Quarterly satisfactory performance reports, including report on Bugs/Problems/ Complaints reported and resolved/ - Copy of attendance on register issued by POIC of RajERP 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 - Also, all parts will be deliverable, which is mentioned in section 4	T3=T2+335 Days



5	Undertake Activities Mentioned in SOW Section 4	O&M of the upgraded RajERP Solution • Quarterly satisfactory performance reports, including a report on Bugs/Problems/ Complaints reported and resolved/ • Copy of attendance on register issued by POIC of RajERP 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 • Also, all parts will be deliverable, which is mentioned in section 4	T4=T3+1460 Days
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Table B:

S. No	Modules	Timeline in Months (T0 =Work Order Issue Date)
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1	User Management, Workflow Management, and HRMS & Pension	T1 = T0 + 4 Months
2	FA	T2 = T1 + 2 Months
3	MM	T3 = T2 + 3 Months
4	S&M	
5	WPCM	T4 = T3 + 3 Months
6	CPF/GPF	
7	Migration of the existing DB2 database to Oracle/MSSQL/PostgreSQL for all existing PSUs.	T5 = T0 + 12 Months

Table B is the bifurcation of the Upgradation timeline as mentioned in point no 3 of Table A

5. Instruction To Bidder (ITB):

5.1. Bidding Procedure:

The procedure of bidding in this RFP is National Competitive Bidding (NCB).

5.2. Sale of Bidding / Tender Documents:

- The sale of bidding documents shall commence from the date of publication of the Notice Inviting Bids (NIB) and shall be stopped one day prior to the date of opening of the Bid. The complete bidding document shall also be placed on the State Public Procurement Portal and the e-Procurement portal. The prospective Bidder shall be permitted to download the bidding document from the websites and pay its price while submitting the Bid to the procuring entity.
- 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.
- Bidding documents purchased by the principal of any concern may be used by its authorized sole selling agents/ marketing agents/ distributors/ sub-distributors, and authorized dealers or vice versa.

5.3. Pre-bid Meeting / Clarifications:

- Any prospective bidder may, in writing, seek clarification from the procuring entity in respect of the bidding documents.
- A pre-bid conference is also scheduled by the procuring entity as per the details mentioned in the NIB and to clarify doubts of potential Bidder in respect of the procurement, and the records of such conference shall be intimated to all Bidder and, where applicable, shall be published on the respective websites.
- The period within which the Bidder may seek clarifications under (a) above and the period within which the procuring entity shall respond to such requests for clarifications shall be as under: -

- a. Last date of submitting clarification requests by the bidder: as per NIB
- b. Response to clarifications by procuring entity: as per NIB.
- D. The minutes and response, if any, shall be provided promptly to all Bidder to whom the procuring entity provided the bidding documents, so as to enable those Bidder to take the minutes into account in preparing their bids, and shall be published on the respective websites.
- E. The prospective bidders have to submit their queries in the format given at Annexure-15

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

5.5. Period of Validity of Bids:

- A. Bids submitted by the Bidder 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 Bidder to extend the bid validity period for an additional specified period of time. A bidder may refuse the request and such refusal shall be treated as withdrawal of Bid and in such circumstances bid security shall not be forfeited.
- C. Bidder that agrees to an extension of the period of validity of their Bids shall extend or get extended the period of validity of bid securities submitted by them or submit new bid securities to cover the extended period of validity of their bids. A bidder whose bid security is not extended, or that has not submitted a new bid security, is considered to have refused the request to extend the period of validity of its Bid.

5.6. Format and Signing of Bid:

- A. Bidder must submit their bids online at the e-Procurement portal, i.e., <https://eproc.rajasthan.gov.in>.
- B. All the documents uploaded should be digitally signed with the DSC of the authorized signatory.
- C. A Single Stage-Two part/ cover system shall be followed for the Bid: -
 - I. Technical Bid, including fee details, eligibility & technical documents
 - II. Financial Bid
- D. Technical Bid, including fee details, eligibility & technical documents.
- E. Financial Bid
- F. The technical bid shall consist of the documents as per Annexure-2 in the sequence mentioned in the annexure.
- G. Financial bid shall include the following documents: -

S. No.	Documents Type	Document Format
1.	Financial Bid–Covering Letter	On bidder's letter head duly signed by authorized Signatory as per Annexure-7(FBCOVER.PDF)
2.	Financial Bid–Format	As per BoQ(.XLS)format available on e-Procurement portal(Annexure7)

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

5.7. Cost & Language of Bidding:

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

5.8. Alternative / Multiple Bids:

Alternative/ Multiple Bids shall not be considered at all.

5.9. Bid Security:

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

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

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

5.10. Deadline for the Submission of Bid:

- A. Bidders must submit their bids online at e-Procurement portal i.e. <http://eproc.rajasthan.gov.in>.
- B. All the documents to be uploaded should be digitally signed with the DSC of authorized signatory.
- C. The bidder should ensure that all the required documents, as mentioned in this bidding document, are submitted along with the Bid and in the prescribed format only. Non-submission of the required

documents or submission of the documents in a different format/ content may lead to the rejection of the Bid submitted by the bidder.

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.

- D. The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the procuring entity, shall be written in English or Hindi. 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, in which case, for purposes of interpretation of the Bid, such translation shall govern.

5.11. Withdrawal, Substitution, and Modification of Bid:

- A. If permitted on the 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 the Procurement website under the section "Bidder's Manual Kit".
- B. Bids withdrawn shall not be opened and processed further.
- C. No bid shall be withdrawn, substituted, or modified after the last time and date fixed for receipt of Bid.

5.12. Opening of Bid:

- A. The Bids shall be opened by the bid opening & evaluation committee on the date and time mentioned in the NIB in the presence of the Bidder 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 Bidder, 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 the corresponding Bidder's names and addresses. The authority letters, if any, brought by the representatives shall be attached to the list. The list shall be signed by all the members of the Bid opening committee with the 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 Bidder who has submitted the prescribed fee(s) to RISL).
- E. The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima facie responsiveness and ensure that the:-
 - a. Bid is accompanied by bidding document fee, bid security, or bid securing declaration, and processing fee (if applicable).

- b. Bid is valid for the period specified in the bidding document.
 - c. Bid is unconditional and the bidder has agreed to give the required performance security; and
 - d. Other conditions, as specified in the bidding document, are fulfilled.
 - e. Any other information which the committee may consider appropriate.
- F. No Bid shall be rejected at the time of Bid opening except the Bids not accompanied by the proof of payment or instrument of the required price of the bidding document, processing fee, and bid security.

5.13. Selection Method:

The selection method is the Least Cost Based Selection (LCBS) -L1 from the total of the BOQ.

5.14. Clarification of Bid:

- 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.
- E. All communications generated under this rule shall be included in the record of the procurement proceedings.

5.15. Evaluation & Tabulation of Technical Bid:

A. Determination of Responsiveness:

- a. The bid evaluation committee shall determine the responsiveness of a Bid on the basis of the bidding document and the provisions of the 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: -
 - a. Affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
 - b. 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 the bidding document have been met without any material deviation, reservation, or omission.
- e. The procuring entity shall regard a Bid as responsive if it conforms to all requirements set out in the bidding document, or it contains minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirements set out in the bidding document, or if it contains errors or oversights that can be corrected without touching on the substance of the Bid.

B. Non-material Non-conformities in Bid:

- 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 documents like an audited statement of accounts/ CA Certificate, Registration Certificate, ISO/ CMMI Certificates, etc., within a reasonable period of time. Failure of the bidder to comply with the request may result in the rejection of its Bid.
- c. The bid evaluation committee may rectify non-material nonconformities or omissions on the basis of the information or documentation received from the bidder under (b) above.

C. Technical Evaluation Criteria:

Bids shall be evaluated based on the documents submitted as a part of technical bid. Technical bid shall contain all the documents as asked in the clause "Format and Signing of Bids" and documents mentioned in the point 3.2.

D. Tabulation of Technical Bid:

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

5.16. Evaluation & Tabulation of Financial Bid:

Subject to the provisions of “Acceptance of Successful Bid and Award of Contract” below, the procuring entity shall take the 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 the financial Bids shall be similar to that of technical Bids.
- c. The names of the bidders, the rates given by them, and the conditions put, if any, shall be read out and recorded.
- d. Conditional Bids are liable to be rejected.
- e. The evaluation shall include all costs and all taxes and duties applicable to the bidder as per law of the Central/ State Government/ Local Authorities, and the evaluation criteria specified in the bidding documents shall only be applied.
- f. The offers shall be evaluated and marked L1, L2, L3, etc. L1 being the lowest offer and then others in ascending order in case price is the only criteria, or evaluated and marked H1, H2, H3, etc. in descending order.
- g. The bid evaluation committee shall prepare a comparative statement in tabular form in accordance with the rules, along with its report on the evaluation of financial Bids and recommend the lowest offer for acceptance to the procuring entity.
- h. It shall be ensured that the offer recommended for sanction is justifiable, looking to the prevailing market rates of the goods, works, or services required to be procured.

- i. The financial quotation shall be provided as per the BOQ mentioned in Annexure 7, wherein the cost of O&M, in Item No. 3, shall be compounded annually with an increment of 8% compounded.

For illustration, the “Quarterly Cost for O&M of the Upgraded ERP Solution after go-live i.e. (total cost of 4 years shall be calculated automatically with 8% increment every year)”. This shall be calculated as = “Quarterly Cost for O&M of the Upgraded ERP Solution for after go-live (total cost of 4 years shall be calculated automatically with 8% increment every year) $\times 4 \times (1 + 1.08 + 1.08 \times 1.08 + 1.08 \times 1.08 \times 1.08)$ ”.

The table below is provided for illustration purposes only, to elaborate the method of evaluation of each bidder at the time of financial evaluation. Actual evaluation shall be done only as per the bidder's financial quotation.

Table-Sample BOQ

SI · N o.	Item Description	Quantit y	Units	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)
1	2	3	4	5	6	7	8
1	Cost for Upgradation of all existing modules and mobile app development into a Standard Package solution	4	Per Quarter	11000000.00	44000000.00	7920000.00	51920000.00
2	Cost for O&M of the existing RajERP solution	4	Per Quarter	15000000.00	60000000.00	10800000.00	70800000.00
3	Quarterly Cost for O&M of the Upgraded ERP Solution after go-live (total cost of 4 years shall be calculated automatically with 8% increment every year)	16	Per Quarter	3500000.00	63085568.00*	11355402.24	74440970.24
4	Change Request Cost	30	Man Month	250000.00	7500000.00	1350000.00	8850000.00
Total *(Item 3 in 6th cell shall be calculated as amount quoted in cell 5 $\times 4 \times (1 + 1.08 + 1.08 \times 1.08 + 1.08 \times 1.08 \times 1.08)$.							206010970.24

5.17. Correction of Arithmetic Errors in Financial Bid:

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 clauses (a) and (b) above.

5.18. Price / Purchase Preference in Evaluation:

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

5.19. Negotiations:

- a. Except in the 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 the option to consider the original offer in case the bidder decides to increase rates originally quoted or impose 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.

5.20. 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 the 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 anyone acting on his behalf, gave or agreed to give to any officer or employee of the procuring entity or other governmental authority a gratification in any form, or any other thing of value, so as to unduly influence the procurement process.
 - 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.

5.21. Lack of Competition:

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

- e. The bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document.
- B. The bid evaluation committee shall prepare a justification note for approval by the next higher authority of the procuring entity, with the concurrence of the account's member.
- C. In case of dissent by any member of the bid evaluation committee, the next higher authority in the delegation of financial powers shall decide as to whether to sanction the single Bid or re-invite Bids after recording reasons.
- D. If a decision to re-invite the Bids is taken, market assessment shall be carried out for estimation of market depth, eligibility criteria, and cost estimate.

5.22. Acceptance of the Successful Bid and Award of Contract:

- A. The procuring entity, after considering the recommendations of the bid evaluation committee and the conditions of the 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 the delegation of financial powers, for decision.
- B. Decision on Bids shall be taken within the original validity period of Bids and the time period allowed to the procuring entity for taking a decision. If the decision is not taken within the original validity period or time limit allowed for taking a decision, the matter shall be referred to the next higher authority in delegation of financial powers for decision.
- C. Before award of the contract, the procuring entity shall ensure that the price of the 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 Bidder in the bidding document for the subject matter of procurement.
- F. Prior to the expiration of the period of bid validity, the procuring entity shall inform the successful bidder, in writing, that its Bid has been accepted.
- G. As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value and deposit the amount of performance security or a performance security declaration, if applicable, within a period specified in the bidding documents or where the period is not specified in the bidding documents then within

fifteen days from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.

- H. If the issuance of a formal letter of acceptance is likely to take time, in the meanwhile, a Letter of Intent (LOI) may be sent to the bidder. The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/ or sent by email (if available) to the address of the bidder given in the bidding document. Until a formal contract is executed, the letter of acceptance or LOI shall constitute a binding contract.
- I. The bid security of the Bidder whose Bids could not be accepted shall be refunded soon after the contract with the successful bidder is signed and its performance security is obtained.

5.23. Procuring Entity's Right to Accept or Reject Any or All Bids:

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

5.24. Right to Vary Quantity:

- 1. If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation except otherwise provided in the bidding documents.
- 2. Orders for extra items may be placed by the procuring entity in accordance with the Schedule of Powers as prescribed by the Finance Department, upto 5% of the value of the original contract.
- 3. Orders for additional quantities may be placed on the rates and conditions given in the contract and the original order was given after inviting open competitive bids. Delivery or completion period may also be proportionately increased. The limits of orders for additional quantities shall be as under :-
 - a. 50% of the quantity of the individual items and 50% of the value of original contract in case of works; and
 - b. 50% of the value of goods or services of the original contract.
- 4. If PSUs count utilizing RajERP Solution falls below 5 before the 5 years of O&M, Resources and O&M cost will be reduced as per the mutual agreement between the Project OIC and the selected bidder.
- 5. The additional work order can be made after 10 PSUs to the selected bidder from RISL as per the RTTP Act.

5.25. Performance Security:

- 1. Performance security shall be solicited from all successful bidders except the,-
 - i. Departments/Boards of the State Government or Central Government;
 - ii. Government Companies as defined in clause (45) of section 2 of the Companies Act, 2013;

- iii. Company owned or controlled, directly or indirectly, by the Central Government, or by any State Government or Governments, or partly by the Central Government and partly by one or more State Governments which is subject to audit by the Auditor appointed by the Comptroller and Auditor-General of India under sub-section (5) or (7) of section 139 of the Companies Act, 2013;
 - iv. Autonomous bodies, Registered Societies, Cooperative Societies which are owned or controlled or managed by the State Government or Central Government;
 - v. Bidder in procurement related to Panchayat Samiti Nandishala Jan Sahbhagita Yojana or Gram Panchayat Goshala/Pashu Asharya Sthal Jan Sahbhagita Yojana issued by the State Government. However, a performance security declaration shall be taken from them. The State Government may relax the provision of performance security in a particular procurement or any class of procurement.
2. The amount of performance security shall be five percent, or as may be specified in the bidding documents, of the amount of supply order in case of procurement of goods and services and ten percent of the amount of work order in case of procurement of works. In case of Small Scale Industries of Rajasthan it shall be one percent of the amount of quantity ordered for supply of goods and in case of sick industries, other than Small Scale Industries, whose cases are pending before the Board of Industrial and Financial Reconstruction (BIFR), it shall be two percent of the amount of supply order.
3. Performance security shall be furnished in any one of the following forms-
- i. deposit through eGRAS;
 - ii. Bank Draft or Banker's Cheque of a scheduled bank;
 - iii. 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;
 - iv. Bank guarantee or electronic bank guarantee (e-BG) 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 rule 42 for bid security;
 - v. Fixed Deposit Receipt (FDR) of a scheduled bank. It shall be in the name of procuring entity on account of bidder and discharged by the bidder in advance. The procuring entity shall ensure before accepting the Fixed Deposit Receipt that the bidder furnishes an undertaking from the bank to make payment/premature payment of the Fixed Deposit Receipt on demand to the procuring entity without requirement of consent of the bidder concerned. In the event of forfeiture of the performance security, the Fixed Deposit shall be forfeited along with interest earned on such Fixed Deposit.
 - vi. In case of procurement of works, the successful bidder at the time of signing of the contract agreement, may submit option for deduction of performance security from his each running and final bill @ 10% of the amount of the bill.

4. Performance security furnished in the form specified in clause (b) to (e) of sub-rule (3) shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the bidder, including warranty obligations and maintenance and defect liability period.
5. Additional Performance Security- In addition to Performance Security as specified in rule 75, an Additional Performance Security shall also be taken from the successful bidder in case of unbalanced bid. The Additional Performance Security shall be equal to fifty percent of Unbalanced Bid Amount. The Additional Performance Security shall be deposited in lump sum by the successful bidder before execution of Agreement. The Additional Performance Security shall be deposited through e-Grass, Demand Draft, Banker's Cheque, Government Securities, Bank guarantee or electronic Bank Guarantee (e-BG)

Explanation: For the purpose of this rule, - (i) Unbalanced Bid means any bid below more than fifteen percent of Estimated Bid Value. (ii) Estimated Bid Value means value of subject matter of procurement mentioned in bidding documents by the Procuring Entity. (iii) Unbalanced Bid Amount means positive difference of eighty five percent of Estimated Bid Value minus Bid Amount Quoted by the bidder.

6. In case of unbalanced bid relating to IT & e-Governance Project having cost of twenty crore rupees or more and approved by the State e-Governance Mission Team (SeMT), Department of Information Technology & Communication, Rajasthan as a High Tech Project, the Additional Performance Security shall not be required to be taken.
7. The Additional Performance Security shall be refunded to the contractor after satisfactory completion of the entire work. The Additional Performance Security shall be forfeited by the Procuring Entity when work is not completed within stipulated period by the contractor.

5.26. Execution of Agreement:

- A. A procurement contract shall come into force from the date on which the letter of acceptance or letter of intent is despatched to the bidder.
- B. The successful bidder shall sign the procurement contract within 15 days from the date on which the letter of acceptance or letter of intent is despatched to the successful bidder.
- C. If the bidder, whose 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 purchased from anywhere in Rajasthan only.

5.27. Confidentiality:

- A. Notwithstanding anything contained in this bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information, a procuring entity shall not disclose any information if such disclosure, in its opinion, is likely to: -
 - a. Impedes enforcement of any law.
 - b. Affect the security or strategic interests of India.
 - c. Affect the intellectual property rights or legitimate commercial interests of Bidder;
 - 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 Bidder related to the procurement process in such manner as to avoid their disclosure to competing Bidder or to any other person not authorised to have access to such information.
- C. The procuring entity may impose on Bidder 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.

5.28. Cancellation of Procurement Process:

- A. If any procurement process has been cancelled, it shall not be reopened but it shall not prevent the procuring entity from initiating a new procurement process for the same subject matter of procurement, if required.
- B. A procuring entity may, for reasons to be recorded in writing, cancel the process of procurement initiated by it –
 - a. At any time prior to the acceptance of the successful Bid; or
 - b. After the successful Bid is accepted in accordance with (d) and (e) below.
- C. The procuring entity shall not open any bids or proposals after taking a decision to cancel the procurement and shall return such unopened bids or proposals.
- D. The decision of the procuring entity to cancel the procurement and reasons for such decision shall be immediately communicated to all Bidder that participated in the procurement process.

- E. If the bidder who's Bid has been accepted as successful fails to sign any written procurement contract as required or fails to provide any required security for the performance of the contract, the procuring entity may cancel the procurement process.
- F. If a bidder is convicted of any offence under the Act, the procuring entity may: -
 - a. Cancel the relevant procurement process if the Bid of the convicted bidder has been declared as successful but no procurement contract has been entered into;
 - b. Rescind (cancel) the relevant contract or forfeit the payment of all or a part of the contract value if the procurement contract has been entered into between the procuring entity and the convicted bidder.

5.29. Code of Integrity for Bidder:

- 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 includes provisions for: -
 - 1. Prohibiting
 - a. 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.
 - b. Any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation.
 - c. Any collusion, bid rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process.
 - d. Improper use of information shared between the procuring entity and the Bidder with an intent to gain an unfair advantage in the procurement process or for personal gain.
 - e. Any financial or business transactions between the bidder and any officer or employee of the procuring entity.
 - f. 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.
 - g. Any obstruction of any investigation or audit of a procurement process.
 - 2. Disclosure of conflict of interest.
 - 3. 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 action in accordance with the provisions of subsection (3) of section 11 and section 46.

- a. Exclusion of the bidder from the procurement process.
- b. Calling-off of pre-contract negotiations and forfeiture or encashment of bid security.
- c. Forfeiture or encashment of any other security or bond relating to the procurement.
- d. Recovery of payments made by the procuring entity along with interest thereon at bank rate;
- e. Cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity.
- f. Debarment of the bidder from participation in future procurements of the procuring entity for a period not exceeding five years.

5.30. Verification of Eligibility Documents by RISL:

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

5.31. Interference with the Procurement Process:

A bidder, who: -

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

5.32. Conflict of Interest:

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

- a. They have controlling partners in common.
- b. They receive or have received any direct or indirect subsidy from any of them;
- c. They have the same legal representative for purposes of the bid;

- d. They have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another;
- e. A bidder participates in more than one bid in the same bidding process. However, this does not limit the inclusion of the same sub-contractor, not otherwise participating as bidder/authorised partner, in more than one bid; or
- f. A bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the subject matter of procurement of the bidding process. All bidder shall provide in Eligibility Criteria documents, a statement that the bidder is neither associated nor has been associated directly or indirectly, with the consultant or any other entity that has prepared the design, specifications and other documents for the subject matter of procurement or being proposed as Project Manager for the contract.

5.33. Appeals:

1. Subject to section 4 of RTPP Act, 2012, if any bidder or prospective bidder is aggrieved that any decision, action or omission of the procuring entity is in contravention to the provisions of this 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 ten days or such other period as may be specified in the pre-qualification documents, bidder registration documents or bidding documents, as the case may be, 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: Provided that after the declaration of a bidder as successful in terms of section 27 of RTPP Act, 2012, the appeal may be filed only by a bidder who has participated in procurement proceedings. 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.
2. If the officer designated under sub-section (1) fails to dispose of the appeal filed under that sub-section within the period specified in subsection (3), or if the bidder or prospective bidder or the procuring entity is aggrieved by the order passed under sub section (2), the bidder or prospective bidder or the procuring entity, as the case may be, may file a second appeal to an officer or authority designated by the State Government in this behalf within fifteen days from the expiry of the 31 period specified in sub-section (3) or of the date of receipt of the order passed under sub-section (2), as the case may be.
3. 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.
4. Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.

First Appellate Authority

Secretary/ Principal Secretary, IT&C, Govt. of Rajasthan

Second Appellate Authority

Secretary, Finance (Budget) Department, Govt. of Rajasthan.

5. Fee for filing appeal
 - i. 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.
 - ii. 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.
6. Whoever intentionally files any vexatious, frivolous or malicious appeal or complaint with the intention of delaying or defeating any procurement or causing loss to any procuring entity or any other bidder, shall be punished with fine which may extend to twenty lakh rupees or five per cent of the value of procurement, whichever is less.

5.34. BID PRICES/ COMPARISON OF RATES:

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

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

5.35. Risk & Cost Clause:

If the bidder, breaches the contract by failing to deliver goods, services, or works according to the terms of the agreement, the procuring authority may be entitled to terminate the contract and procure the remaining unfinished goods, services, or works through a fresh contractor or by other means, at the risk and cost of the CONTRACTOR. In such cases, the defaulting contractor bears the risk associated with their failure to fulfil their contractual obligations. If the cost of procuring the goods, services, or works from another source is higher than the original contract, the defaulting contractor is liable for the additional cost incurred by the procuring authority. The Risk & Cost amount payable by the contractor or recoveries in lieu of Risk Purchase may be recovered from supplier by encashing /invoking Bank Guarantee, Security Deposits available with PE against the same or any other contract or may be adjusted against dues payable to supplier by PE against other purchase orders/contracts/work orders etc. by any unit/region etc. of PE.

5.36. CHANGE IN LAW:

Unless otherwise specified in the Contract, if after the date of Bid submission, any law, regulation, ordinance, order or by law having the force of law is enacted, promulgated, abrogated, or changed in India, where the Site is located (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the price adjustment provisions.

5.37. 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.

5.38. 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.

5.39. Offenses by Firm / Company:

- 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 offences: 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.

5.40. General Instructions:

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

5.41. Debarment from Bidding:

- A. A bidder shall be debarred by the State Government if he has been convicted of an offence
 - a. Under the Prevention of Corruption Act, 1988 (Central Act No. 49 of 1988); or
 - b. Under the Indian Penal Code, 1860 (Central Act No. 45 of 1860) or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of the execution of a public procurement contract.

- B. A bidder debarred under (a) above shall not be eligible to participate in a procurement process of any procuring entity for a period not exceeding five 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 Bidder” above, it may debar the bidder for a period not exceeding five years.
- D. Where the entire bid security or the entire performance security or any substitute thereof, as the case may be, of a bidder has been forfeited by a procuring entity in respect of any procurement process or procurement contract, the bidder may be debarred from participating in any procurement process undertaken by the procuring entity for a period not exceeding five years.
- E. The State Government or a procuring entity, as the case may be, shall not debar a bidder under this section unless such bidder has been given a reasonable opportunity of being heard.

5.42. Monitoring of the Contract:

- A. An officer or a committee of officers named Contract Monitoring Committee (CMC) may be nominated by the 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 services is to be delivered in the form of completed work or an 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 a delay in the delivery of goods and services 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 forthwith by the contractor in writing to the procuring entity, and such change shall not relieve any former member of the firm, etc., from any liability under the contract.
- E. No new partner/ partners shall be accepted in the firm by the 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 purpose of the contract.
- F. The bidder shall not assign or sublet its contract or any substantial part thereof to any other agency without the permission of the procuring entity.

6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT:

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

Definitions

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

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

Note: The bidder shall be deemed to have carefully examined the 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.

6.1. 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.

6.2. QUALIFICATIONS / ELIGIBILITY OF BIDDERS:

1. Any bidder participating in the procurement process shall -
 - a. Possess the necessary professional, technical, financial and managerial resources and competence required by the bidding documents, pre-qualification documents or bidder registration documents, as the case may be.
 - b. 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.
 - c. 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;
 - d. A bidder should not have a conflict of interest in the procurement in question as stated in rule 81 and the bidding documents. The procuring entity shall take appropriate actions against the bidder in accordance with section 11 and Chapter IV of the Act, if it determines that a conflict of interest has flawed the integrity of any procurement process.
 - e. The bidder has to be a company/proprietor/LLP or partnership firm/ Society/Corporation/ Board etc. registered for this purpose under any Law/Act of Govt. of India/ Govt. of State. Supporting documentary evidence (Certificate of incorporation/ Registration, etc.) need to be enclosed.
 - f. A bidder may be a natural person, private entity, government owned entity or, where permitted in the bidding documents, any combination of them with a formal intent to enter into an agreement or under an existing agreement in the form of a Joint Venture. In the case of a Joint Venture: -
 - i. all parties to the Joint Venture shall sign the bid and they shall be jointly and severally liable; and
 - ii. a Joint Venture shall nominate a representative who shall have the authority to conduct all business for and on behalf of any or all the parties of the Joint Venture during the bidding process. In the event the bid of Joint Venture is accepted, either they shall form a

registered Joint Venture company/firm or otherwise all the parties to Joint Venture shall sign the Agreement.

- g. A bidder debarred under section 46 shall not be eligible to participate in any procurement process undertaken by, - (a) any procuring entity, if debarred by the State Government; and (b) a procuring entity if debarred by such procuring entity.
- h. In case of procurement of goods, bidder must be a manufacturer, distributor or bona-fide dealer in the goods, and it shall furnish necessary proof for the same. Where applicable, proof of authorisation by the manufacturer or country distributor in India, shall be enclosed.
 - i. Any other eligibility criteria like Experience, Turnover, Profitability, Net worth etc. may be incorporated taking in view the requirement of project or procurement subject.

6.3. Interpretation:

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

6.4. Language:

- a) The Contract as well as all correspondence and documents relating to the Contract exchanged by the successful/ selected bidder and the Purchaser, shall be written in English language only. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the

special conditions of the contract, in which case, for purposes of interpretation of the Contract, this translation shall govern.

- b) The successful/ selected bidder shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.

6.5. Notices:

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

6.6. Governing Law

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

6.7. Supplier’s/ Selected Bidder’s Responsibilities

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

6.8. Purchaser’s Responsibilities

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

6.9. Contract Price

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

6.10. Recoveries from Supplier/ Selected Bidder

- a) Recovery of liquidated damages, short supply, breakage, and rejected articles shall be made ordinarily from bills.

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

6.11. Taxes & Duties

- a) The TDS, GST, etc., if applicable, shall be deducted at source/ paid by RISL as per prevailing rates.
- b) For goods supplied from outside India, the successful/ selected bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the country.
- c) For goods supplied from within India, the successful/ selected bidder shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.
- d) If any tax exemptions, reductions, allowances, or privileges may be available to the successful/ selected bidder in India, the Purchaser shall use its best efforts to enable the successful/ selected bidder to benefit from any such tax savings to the maximum allowable extent.

6.12. Copyright/Intellectual Property Rights

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

6.13. Confidential Information

- a) The Purchaser and the Supplier/ Selected Bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any drawings, documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.
- b) The Supplier/ Selected Bidder may furnish to its Subcontractor, if permitted, such documents, data, and other information it receives from the Purchaser to the extent required for the Subcontractor to perform its work under the Contract, in which event the Supplier/ Selected Bidder shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Supplier/ Selected Bidder.
- c) The Purchaser shall not use such documents, data, and other information received from the Supplier/ Selected Bidder for any purposes unrelated to the Contract. Similarly, the Supplier/ Selected Bidder shall not use such documents, data, and other information received from the Purchaser for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.
- d) The obligation of a party under sub-clauses above, however, shall not apply to information that: -

- i. the Purchaser or Supplier/ Selected Bidder need to share with user department /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.

6.14. Sub-contracting

The bidder shall not assign or sublet their contract or any substantial part thereof to any other agency.

6.15. Joint Venture, Consortium, or Association

Joint venture, consortium is not allowed to bid.

6.16. Rejection:

- a) Module/ sub modules of the developed software not approved during inspection or testing shall be rejected and will have to be replaced by the selected bidder at their own cost within the time fixed by the Purchase Officer.
- b) If, however, due to exigencies of user department work, such replacement either in whole or in part, is not considered feasible, the Purchase Officer, after giving an opportunity to the selected bidder of being heard shall for reasons to be recorded, deduct a suitable amount from the approved rates. The deduction so made shall be final.
- c) The rejected Module/ sub modules of the developed software shall be removed by the supplier/ bidder/ selected bidder within 15 days of intimation of rejection or the timeline decided by the purchase officer, after which Purchase Officer shall not be responsible for any loss, shortage or damage and shall have the right to dispose of such modules/submodules of the developed software as he/she thinks fit, at the selected bidder's risk and on his account.
- d) The manpower deputed by the supplier shall be reviewed by the purchaser in terms of its qualification, experience, efficiency, cooperation, discipline and performance and services. The purchaser, upon finding any deficiency in any of the parameters, may reject any of the manpower by giving notice as per clause 10.2, as decided by the purchaser, which the selected bidder has to replace within the given time frame.

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

- a) Except as provided under clause “Force Majeure”, if the supplier/ selected bidder fails to deliver any or all of the Goods or perform the Related Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in (d) below for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in the bidding document and/ or contract. Once the maximum is reached, the Purchaser may terminate the Contract pursuant to clause “Termination”.
- b) The time specified for delivery in the bidding document shall be deemed to be the essence of the contract, and the supplier/ selected bidders shall arrange goods the supply and related services within the specified period.
- c) Delivery and installation/ completion period may be extended with or without liquidated damages, if the delay in the supply of goods or service is on account of hindrances beyond the control of the supplier/ selected bidder.
 - i. The supplier/ selected bidder shall request in writing to the Purchaser, giving reasons for extending the delivery period of service, if he finds himself unable to complete the supply of goods or service within the stipulated delivery period or is unable to maintain prorate progress in the supply of goods or service delivery. This request shall be submitted as soon as a hindrance in the delivery of goods and services occurs or within 15 days from such occurrence, but before expiry of the stipulated period of completion of delivery of goods and services, after which such request shall not be entertained.
 - ii. The Purchaser shall examine the justification of the causes of hindrance in the delivery of goods and services and the period of delay that occurred due to that and recommend to the competent authority on the period of extension which should be granted with or without liquidated damages.
 - iii. Normally, extension in the delivery period of goods and services in the following circumstances may be considered without liquidated damages:
 - a. When a delay has occurred due to a delay in supply of drawings, designs, plans, etc., if the user department or RISL was required to supply them to the supplier of goods or service provider as per the terms of the contract.
 - b. When a delay has occurred in the supply of materials, etc., if these were required to be supplied to the supplier or service provider by the RISL as per the 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, whatsoever beyond the contracted cost shall be paid for the delayed supply of goods and services.

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

No.	Condition	LD %*
a.	Delay up to one-fourth 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-fourths of the prescribed period of delivery, successful installation, and completion of work	7.5 %
d.	Delay exceeding three-fourths 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 associated works/ goods/services.
- iii. *The percentage refers to the payment due for the associated works/ goods/services.

6.18. Limitation of Liability

Except in cases of gross negligence or wilful misconduct: -

- a) Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and
- b) The aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the total contract value/amount/charges paid to the Supplier/ selected bidder until the time such claim was brought about, provided that this limitation shall not apply;
 - i) to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement, and ii) any damages payable due to the Gross Negligence or Wilful Misconduct of the Supplier/selected bidder. For the purpose of this clause, Gross Negligence or Wilful Misconduct shall mean;

"Gross Negligence" means any act or failure to act by a Party which was in reckless disregard of or gross indifference to the obligations of the Party under the Contract and which causes harmful consequences to life, personal safety or real property of the other Party which such Party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act. Notwithstanding the foregoing, Gross Negligence shall not include any action taken in good faith for the safeguard of life or property or a mistake made in good faith.

"Willful Misconduct" means an intentional disregard of any provision of this Contract which a Party knew or should have known if it was acting as a reasonable person, would result in harmful consequences to life, personal safety or real property of the other Party but shall not include any error of judgment or mistake made in good faith.

The above provision does not limit either Parties rights provided under applicable laws of the Government of India.

6.19. Force Majeure

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

6.20. Change Orders and Contract Amendments

- a) The Purchaser may at any time order the supplier/ selected bidder through Notice in accordance with clause "Notices" above, to make changes within the general scope of the Contract in any one or more of the following: -

- i. Designs or specifications or requirements, or functionalities of the application where services to be furnished under the Contract are to be specifically developed and deployed for the Purchaser;
 - ii. The place of delivery; and
 - iii. The related services to be provided by the supplier/ selected bidder.
- b) If any such change causes an increase or decrease in the cost of, or the time required for, the supplier's/ selected bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly should be amended. Any claims by the supplier/ selected bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the supplier's/ selected bidder's receipt of the Purchaser's change order.
- c) Prices to be charged by the supplier/ selected bidder for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier/ selected bidder for similar services.

6.21. Termination

a) Termination for Default

The Procuring Entity, without prejudice to any other remedy under the provisions of the Act, the Rules or for breach of Contract, by Notice of default giving two weeks' time to the Supplier, may terminate the Contract in whole or in part

- i. If the supplier/ selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by PE; or
- ii. If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
- iii. If the supplier/ selected bidder/authorised partner, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
- iv. If the supplier/ selected bidder commits breach of any condition of the contract.

If Procuring Entity terminates the contract in whole or in part, amount of PSD may be forfeited. In the event the Procuring Entity terminates the Contract in whole or in part, by Termination for Default, the Procuring Entity may procure, upon such terms and in such manner as it deems appropriate, the Goods , Services and Works similar to those undelivered or not performed, and the Supplier shall be liable to the Procuring Entity for any additional costs for such Goods, Works or Related Services and such additional cost shall be recovered from the dues of the Supplier with the Procuring Entity.

b) Termination for Insolvency

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

c) Termination for Convenience

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

6.22. Exit Management

a) Preamble

- i. The word 'parties' includes the procuring entity and the selected bidder.
- ii. This Schedule sets out the provisions which will apply on expiry or termination of the Project Implementation and Operations and Management of the SLA.
- iii. In the case of termination of the Project Implementation and/ or Operation and Management SLA due to illegality, the Parties shall agree at that time whether, and if so, during what period, the provisions of this Schedule shall apply.
- iv. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

b) Transfer of Assets

- i. The selected bidder may continue work on the assets for the duration of the exit management period, which may be as decided by the purchaser period from the date of expiry or termination of the agreement, if required by RISL to do so. During this period, the selected bidder will transfer all the assets in good working condition and as per the specifications of the bidding document including the ones being upgraded, to the department/ designated agency. The security deposit/ performance security submitted by the selected bidder will only be returned after the successful transfer of the entire project, including its infrastructure.

- ii. The selected bidder, if not already done, will transfer all the Software Licenses under the name of the RISL as desired by the procuring entity during the exit management period.
- iii. RISL during the project implementation phase and the operation and management phase shall be entitled to serve notice in writing to the selected bidder at any time during the exit management period requiring the selected bidder to provide RISL or its nominated agencies with a complete and up-to-date list of the assets within 30 days of such notice.
- iv. Upon service of a notice, as mentioned above, the following provisions shall apply: -
 - a. In the event, if the assets which to be transferred to RISL mortgaged to any financial institutions by the selected bidder, the selected bidder shall ensure that all such liens and liabilities have been cleared beyond any doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to RISL or its nominated agencies.
 - b. All titles of the assets to be transferred to RISL or its nominated agencies pursuant to the clause(s) above shall be transferred on the last day of the exit management period. All expenses incurred during the transfer of assets shall be borne by the selected bidder.
 - c. That on the expiry of this clause, the selected bidder and any individual assigned for the performance of the services under this clause shall hand over or cause to be handed over all confidential information and all other related material in their possession, including the entire established infrastructure supplied by the selected bidder to RISL.
 - d. That the products and technology delivered to RISL during the contract term or on expiry of the contract duration should not be sold or reused or copied, or transferred by the selected bidder to other locations apart from the locations mentioned in this bidding document without prior written notice and approval of RISL. Supplied hardware, software & documents, etc., used by the selected bidder for RISL shall be the legal property of RISL.

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

- i. The selected bidder will allow RISL or its nominated agencies access to the information reasonably required to define the current mode of operation associated with the provision of the services to enable RISL or its nominated agencies to assess the existing services being delivered.
- ii. The selected bidder shall provide access to copies of all information held or controlled by them which they have prepared or maintained in accordance with the Project Implementation, the Operation and Management SLA, and SOWs relating to any material aspect of the services provided by the selected bidder. RISL or its nominated agencies shall be entitled to copy all such information comprising details pertaining to the services rendered and other performance data. The selected bidder shall permit RISL or its nominated agencies and/ or any replacement operator to have reasonable access to its employees and facilities as reasonably required by RISL or its nominated agencies to understand the methods of delivery of the services employed by the selected bidder and to assist appropriate knowledge transfer.

d) Confidential Information, Security, and Data

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

- i. Documentation relating to Intellectual Property Rights;
- ii. Project-related data and confidential information;
- iii. All current and updated data as is reasonably required for purposes of RISL or its nominated agencies transitioning the services to its replacement selected bidder in a readily available format nominated by RISL or its nominated agencies; and
- iv. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable RISL or its nominated agencies, or its replacement operator to carry out due diligence in order to transition the provision of the services to RISL or its nominated agencies, or its replacement operator (as the case may be).
- v. Before the expiry of the exit management period, the selected bidder shall deliver to RISL or its nominated agencies all new or up-dated materials from the categories set out above and shall not retain any copies thereof, except that the selected bidder shall be permitted to retain one copy of such materials for archival purposes only.

e) Transfer of certain agreements

- i. On request by Procuring entity or its nominated agencies, the selected bidder shall effect such assignments, transfers, innovations, licenses and sub-licenses as Procuring entity or its nominated agencies may require in favour of procuring entity or its nominated agencies, or its replacement operator in relation to any equipment lease, maintenance or service provision agreement between selected bidder and third party lessors, operators, or operator, and which are related to the services and reasonably necessary for carrying out of the replacement services by RISL or its nominated agencies, or its replacement operator.
- ii. Right of Access to Premises: At any time during the exit management period and for such period of time following termination or expiry of the SLA, where assets are located at the selected bidder's premises, the selected bidder will be obliged to give reasonable rights of access to (or, in the case of assets located on a third party's premises, procure reasonable rights of access to RISL or its nominated agencies, and/ or any replacement operator in order to inventory the assets.

f) General Obligations of the selected bidder

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

g) Exit Management Plan

- i. The selected bidder shall provide RISL or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs.
- ii. A detailed program of the transfer process that could be used in conjunction with a replacement operator, including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and
- iii. Plans for the communication with such of the selected bidder's staff, suppliers, customers, and any related third party as are necessary to avoid any material detrimental impact on RISL operations as a result of undertaking the transfer; and
- iv. If applicable, proposed arrangements and Plans for the provision of contingent support in terms of business continuance and handholding during the transition period, to RISL or its nominated agencies, and the Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.
- v. The Bidder shall re-draft the Exit Management Plan annually after signing of contract to ensure that it is kept relevant and up to date.
- vi. Each Exit Management Plan shall be presented by the selected bidder to and approved by RISL or its nominated agencies.
- vii. In the event of termination or expiry of the SLA, Project Implementation, Operation, and Management SLA or SOWs, each party shall comply with the Exit Management Plan.
- viii. During the exit management period, the selected bidder shall use its best efforts to deliver the services.
- ix. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.

It would be the responsibility of the selected bidder to support new operator during the transition period.

7. Settlements of Disputes:

General: If any dispute arises between the supplier/ selected bidder and RISL during the execution of a contract that should be amicably settled by mutual discussions. However, if the dispute is not settled by mutual discussions, a written representation will be obtained from the supplier/ selected bidder on the points of dispute. The representation so received shall be examined by the concerned Procurement Committee which sanctioned the tender. The Procurement Committee may take legal advice of a counsel and then examine the representation. The supplier/ selected bidder will also be given an opportunity of being heard. The Committee will take a decision on the representation and convey it in writing to the supplier/ selected bidder.

8. Jurisdiction

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

9. Provision in Conflict:

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

10. Special Terms and Conditions of Tender & Contract:

10.1. Payment Terms and Schedule:

- A. Payment schedule - Payments to the bidder, after successful completion of the target milestones and delivery of the specified project deliverables, would be made as under: -

Deliverable linked to Project Activity:

S. No.	Milestone	Deliverable (Reports / Documents)	Payment Schedule
1.	Upgradation of all existing modules and mobile app development into a Standard Package solution	- Upgradation & Mobile App Development, Integration, Testing, and Deployment - Migration of the current DB2 database to the Oracle/MSSQL/PostgreSQL database - UAT Report - Upgradation reports along with updated design documents & user manuals - Testing reports - Source Code - Go-live of application by RISL/PSUs - Also, all parts will be deliverable, which is mentioned in section 4 - Module-wise process-wise user manual of the upgraded RajERP Solution - Quarterly payment shall be initiated by the POIC upon successful delivery of the aforementioned deliverables, tentatively at the end of the first quarter onwards following the award of the work order.	Quarterly payment as 20% of Upgradation & Mobile app development of BOQ item 1– Column-8

2.	O&M of the existing RajERP solution	O&M of Existing ERP Solution - Quarterly satisfactory performance reports, including report on Bugs/Problems/ Complaints reported and resolved/ - Copy of attendance on register issued by POIC of RajERP 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 - Also, all parts will be deliverable, which is mentioned in section 4 - Quarterly payment shall be initiated by the POIC upon successful delivery of the aforementioned deliverables, tentatively at the end of the first quarter onwards following the award of the work order.	Quarterly payment as 25% of quoted cost of item2 of BOQ[Cost for O&M of the existing RajERP solution] – Column-8
3.	Cost for O&M of the Upgraded ERP Solution after go-live	O&M of the upgraded RajERP Solution - Quarterly satisfactory performance reports, including a report on Bugs/Problems/ Complaints reported and resolved/ - Copy of attendance on register issued by POIC of RajERP operation and Maintenance team deployed for Integrated IT solution project duly approved by POIC - Enhancement/ Customization/ Upgradation/	Quarterly payment as 25% of quoted cost of item3 [Cost for O&M of the Upgraded ERP Solution] of BOQ – Column-8 + Quarterly payment

		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 • Also, all parts will be deliverable, which is mentioned in section 4 • Quarterly payment shall be initiated by the POIC upon successful delivery of the aforementioned deliverables, tentatively at the end of the every quarter following the award of the work order.	as 1.25% of Upgradation & Mobile Development cost quoted in BOQ item-1– Column-8
4.	Cost for O&M of the Upgraded ERP Solution for second year after go-live	O&M of the upgraded RajERP Solution • Quarterly satisfactory performance reports, including a report on Bugs/Problems/ Complaints reported and resolved/ • Copy of attendance on register issued by POIC of RajERP 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	Quarterly payment as 25% of quoted cost of item3 for each year considering 8% increment every year [Cost for O&M of the Upgraded ERP Solution for second year] of BOQ – Column-8 + Quarterly payment as 1.25% of Upgradation & Mobile Development cost

		for the above reports - Also, all parts will be deliverable, which is mentioned in section 4 - Quarterly payment shall be initiated by the POIC upon successful delivery of the aforementioned deliverables, tentatively at the end of the every quarter following the award of the work order.	quoted in BOQ item-1– Column-8
5.	Cost for O&M of the Upgraded ERP Solution for third year after go-live	O&M of the upgraded RajERP Solution - Quarterly satisfactory performance reports, including a report on Bugs/Problems/ Complaints reported and resolved/ - Copy of attendance on register issued by POIC of RajERP 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 - Also, all parts will be deliverable, which is mentioned in section 4 - Quarterly payment shall be initiated by the POIC upon successful delivery of the aforementioned deliverables, tentatively at the end of the every quarter following the award of the work order.	Quarterly payment as 25% of quoted cost of item3 for each year considering 8% increment every year [Cost for O&M of the Upgraded ERP Solution for third year] of BOQ – Column-8 + Quarterly payment as 1.25% of Upgradation & Mobile Development cost quoted in BOQ item-1– Column-8
6.	Cost for O&M of	O&M of the upgraded RajERP Solution	Quarterly payment

the Upgraded ERP Solution for forth year after go-live	- Quarterly satisfactory performance reports, including a report on Bugs/Problems/ Complaints reported and resolved/ - Copy of attendance on register issued by POIC of RajERP 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 - Also, all parts will be deliverable, which is mentioned in section 4 - Quarterly payment shall be initiated by the POIC upon successful delivery of the aforementioned deliverables, tentatively at the end of the every quarter following the award of the work order.	as 25% of quoted cost of item3 for each year considering 8% increment every year [Cost for O&M of the Upgraded ERP Solution for forth year] of BOQ – Column-8 + Quarterly payment as 1.25% of Upgradation & Mobile Development cost quoted in BOQ item-1 -Column-8
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Special Payment Terms:

- Payments for upgradation and O&M will be released on a quarterly basis. If the Selected Bidder does not complete the upgradation within the timelines (as per Table B), RISL reserves the right to withhold quarterly payments due for upgradation.
- The upgraded solution will go live as per the module with organization-wise; thereafter, O&M of the upgraded live module will start.
- If the selected bidder fails to complete the upgradation and data migration within the upgrade timelines as mentioned in above Table(B), RISL will not make Operation & Maintenance (O&M) payments for existing RajERP solution from the 5th quarter onward still the completion of the upgradation and migration.

- d. If any PSU left before the 5 years of O&M, payment to the selected bidder will be made as per Clause 5.24 (4).
- e. RISL is acting merely as a Pure Agent who neither intends to hold or holds any title to the goods and services being procured or provided. So all the goods and services are required to be delivered in the name of participating PSUs along with invoices of supplied items, although payment will be made by RISL on behalf of said department/company.

Please Note: Formats of all the deliverables shall be proposed by the bidder, which shall be further approved by RISL.

- a. The bidder's request for payment shall be made to the purchaser in writing, accompanied by invoices describing, as appropriate, the related services performed, and by the required documents submitted pursuant to the general conditions of the contract and upon fulfilment of all the obligations stipulated in the Contract.
- b. The currency or currencies in which payments shall be made to the bidder under this Contract shall be Indian Rupees (INR) only.
- c. All remittance charges will be borne by the bidder.
- d. In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.
- e. Any payment of submitted invoices will only be processed once the sign-off will be provided by RISL on the required submitted deliverables as per RFP.
- f. 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.
- g. Taxes, as applicable, at the time of billing, will be deducted/ paid as per the prevalent rules and regulations.
- h. The payment for the last quarter of the contract period will be released only & after a decision taken by RISL towards the O&M of the system. The selected bidder shall hand over all intellectual assets/ source code/ any other project-related properties and get sign off from the agency appointed by RISL.
- i. Attendance of deployed resources should be maintained, and it should be produced when asked by the department.

10.2. Service Level Standards / Requirements / Agreement:

Total penalties, except those defined in "Penalty on absence of Resources", shall not be higher than 20% of the Agreed Quarterly Payment for the respective quarter, whereas total penalty, including penalties towards "Penalty on absence of Resources", shall not be higher than the Agreed Quarterly Payment for the respective quarter. SLA will be applicable to both the upgradation and O&M phases.

1. Penalty on Non-Availability / Non-Accessibility of the Application:

- The bidder shall also ensure that the application is accessible and available 24/7.
- In case of Non-Availability/ Non-Accessibility of the application, a penalty shall be deducted as follows:

S. No.	Measurement Parameter	Downtime in a Quarter	Penalty in % of the quarterly payable amount
1	Number of hours the Integrated IT solution (Existing web Application, developed mobile application, and upgraded solution) is non-functional/non accessible/non-available/non-responsive in each case of outage	0-4hours	No penalty
2		4-8hours	2% of applicable quarterly Payment
3		8-12hours	4% of applicable quarterly Payment
4		12-24 hours	6% of the applicable quarterly Payment
5		24-48 hours	8% of the applicable quarterly Payment
6		> 48 hours	10% of the applicable quarterly Payment
In case the non-availability of a Software solution (Web portal or Web Application or a Combination of both)in any quarter is greater than 48 hours, it may be treated as a breach of Service Level Standards, which may lead to termination by default.			

Note:

- a. Onsite resource working days will be 6 days (Monday to Saturday), and Helpdesk working days will be 6 days (Monday to Saturday), and support will be available 24*7.
- b. Non-availability/ non-accessibility of the application will be considered if any module/sub-module/ functionality/ services of the deployed application are not available/ accessed by any individual/ group of users of the application.

2. Penalty on Delay in Resolution of Issue / Bug Sheet:

- As mentioned in the Scope of Work, the bidder is responsible for the resolution of all Issue/ Bug within the specified timelines mentioned in the Issue/ Bug Sheet.
- In case of Delay in the resolution of issues and bugs in the Software/ Application, mentioned in/Issue/Bug Sheet, a penalty shall be deducted as follows:

S. No.	Time	Penalty
1	Up to 2 days	No Penalty
2	> 2 days	Rs. 200 per incident per day

3. Penalty for Replacement / Exit of a Resource:

- Replacement of resources shall generally not be allowed. The replacement of a resource by a bidder will be allowed (with all applicable penalties) only in case the resource leaves the organization by submitting a resignation to their present employer.
- The replacement of a resource within 15 days by a bidder/purchaser will be allowed (without penalty) only in case of the illness/ death of the resource. If the bidder fails to replace the resource within 15 days, then after 15 days, all applicable penalties will be applied to the bidder.
- In case of failure to meet the standards of the purchaser (which includes efficiency, cooperation, discipline, and performance), the bidder will be responsible to provide a suitable replacement (without any applicable penalties) within 15 days; after 15 days all applicable penalties will be applied to the bidder.
- The replaced resource will be accepted by the purchaser (RISL) only if he/she fulfills the minimum eligibility criteria as per RFP and are found suitable to the satisfaction of the purchaser. The outgoing resource should complete the knowledge transfer with the replaced resource as per the satisfaction of the purchaser (RISL).
- The penalty per resource would be imposed in case of exit/replacement of the resource from the project within mentioned below period starting from the date of deployment of the respective resource:
 - Within 5 Month: Rs. 20,000 (Rupees Twenty Thousand Only) per resource per instance.
 - After 5 Months and up to 1 Year: Rs. 15,000 (Rupees Fifteen Thousand) per Resource
 - After 1 Year and up to 2 Years: Rs. 10,000 (Rupees Ten Thousand) per Resource

4. Penalty on Absence of Resource:

- Every resource shall be eligible for 18 leaves per year (proportionately divided for period of engagement in case not engaged for whole year). However, leave is not a right and, as per requirement of the project, project OIC may deny leave(s) to a particular resource(s).
- In the case of the absence of a resource (apart from Government Holidays and eligible allowed leave in a year) during the project period, no payment will be made for the days a resource is absent.
- In addition, the following penalties will be levied for all absences (Apart from the eligible allowed leaves in a year) of the respective resource:

S.No.	Resource Deployment Description	Penalty for non-availability of resource per day
-------	---------------------------------	--

1	Sr. Project Manager(Technical)	Rs.11800/-
2	Sr. Project Manager (Functional)	Rs.11800/-
3	Sr. Software developer	Rs.7670/-
4	Software developer/Domain Expert/DevOps	Rs. 7300/-
5	Business Analyst	Rs. 5500/-
6	Tester/QA	Rs.3200/-
7	UI/UX Designer	Rs.3200/-
8	Support Engineer/Technical Support	Rs. 2700/-
9	Mobile app developer	Rs.4500/-
10	Sr. Database Developer	Rs. 8900/-

- Penalty would be deducted from the applicable payments. All applicable penalties will be in addition to liquidated damages.

10.3. Special Conditions of the Bid:

- a. Price Validity- The quoted rate will remain unchanged during the entire contract period. However, the Contract may be extended further for another one (01) Year on the basis of the same terms and conditions.
- b. In-house development model
 - I. The selected onsite Resources will be deployed at RISL, Jaipur or the location decided by RISL in Rajasthan.
 - II. The Resource has to follow the working hours, working days and public Holidays of Government of Rajasthan. However, resource shall be available on a holiday if so, is required by the purchaser. No extra payments will be made for working on extended hours / Saturdays / Sundays / Holidays to meet the committed/required time schedules.
 - III. For special events like Site Visit/ Non-availability of Bio-metric application/ Attendance application etc, the resources would be responsible to submit written application and take approval from OIC for those particular days.
- c. Resource shall get prior approval of purchaser before leaving headquarter, even if it is on a holiday.

11. CHANGE REQUESTS/ MANAGEMENT

- a) An institutional mechanism will be set up for taking decisions regarding requests for changes. The Purchase 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 Purchase 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 analyzed 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.
- 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) 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.

f) The cap on the total change request may be provided during RFP period shall be the cost of 30 man month effort as per the man month rate in the work order/Agreement



ANNEXURE-1: COVERING LETTER FOR TECHNICAL BID

Date:

[Signature of staff member or authorized representative of the staff] Day/Month/Year

Full name of authorized representative:

To,
Managing Director,
RajCOMP Info Services Ltd.,
C-Block, 1st Floor, Yojna Bhawan, Tilak Marg, C-Scheme, Jaipur
Rajasthan

Reference. RFP No.Dated.....

Sir,

We, the undersigned, offer to provide the consulting services for the above in accordance with your Request for Proposal dated _____, and our proposal. We are hereby submitting our proposal, which includes this Technical proposal and Financial Proposal submitted through e-Procurement Portal. Our proposal is binding upon us. We understand that you are not bound to accept any Proposal you receive.

We hereby offer to provide the Services at the quoted rates mentioned in the Financial Bid.

We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.

We enclose herewith the complete Technical Bid as required by you. This includes: This Bid Letter and Bid Particulars.

We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Technical Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the RFP and the conditions of the Contract applicable to this RFP and we do hereby undertake to provide services as per these terms and conditions.

Certified that the Bidder is a Company and the person signing the tender is the duly constituted attorney. Bid Security (Earnest Money) for an amount equal to Rs. _____ is enclosed in the cover containing the letter for Technical Bid.



We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this *DD/MM/YYYY* (Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company)
Seal/Stamp of bidder

Witness Signature: Witness Name:

Witness Address:

ANNEXURE-2: TECHNICAL BID DOCUMENTS

S.No.	Particular	List of Documents (To be filled by bidder)	Reference Page No. (To be filled by bidder)
	Fee Details		
1.	Technical Bid Cover letter, Bidding document Fee (Tender Fee), RISL Processing Fee (e-Procurement), Bid Security Fee	Instrument/ Proof of submission (FEE.PDF) • Scanned copy of Fee Receipt/DD/Banker Cheque Along with Annexure-1 (Technical Bid cover letter)	
Eligibility Documents (As per Clause no. 3.1. Pre-Qualification Criteria)			
2.	Bidder's Authorisation Certificate	a. As per Annexure-3 b. copy of PoA/ Board resolution stating that Auth. Signatory (DSC holder) can sign the bid/ contract on behalf of the firm. (AUTH.PDF)	
3.	Certificate of Conformity/ Deviation	As per Annexure-4 (PDF)	
4.	Legal Entity	a. Copy of valid Registration Certificates or Copy of Certificates of Incorporation b. Copy of Certificate of Name Change (If any)	
5.	Financial-I: Turnover	CA Certificate with CA's Registration Number/ Seal and UDIN (As per Annexure-14)	
6.	Financial-II: Net Worth	CA Certificate with CA's Registration Number/ Seal and UDIN (As per Annexure-14)	
7.	Technical Capability I & II	Project-wise (Upto Three Projects) set of documents as follows: a. Annexure-5 per project reference And A Set of documents mentioned in section 3.1. for the criteria	
8.	Tax registration	a. Income Tax / PAN number GSTN, where his business is located	
9.	Mandatory Undertaking	a. A Self-Certified letter as per Annexure-6: Self-Declaration b. Manpower Deployment Undertaking as per Annexure-17	
10.	Project Understanding	A self-certified proposal document with the details as per Annexure- 17	
11.	Others (if any)	Other Documents that are left above as per the RFP	



ANNEXURE-3: 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-4: CERTIFICATE OF CONFORMITY/ NO DEVIATION

{To be submitted by the bidder only on his Letter Head duly signed by Auth. Sign.}

To,

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

CERTIFICATE

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

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

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____



ANNEXURE-5: FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR PRE-QUALIFICATION EXPERIENCE

Project Name:	Value of Contract/Work Order (In INR):
Country: Location within the country:	Project Duration:
Name of Customer:	Total number of staff-months of the assignment:
Contact person with address, phone, fax, and e-mail:	Approx. value of the services provided by your company under the contract (in INR):
Start date (month/year): Completion date (month/year):	
Name of associated Bidders, if any:	
Narrative description of Project:	
List of Services provided by your firm/company	



ANNEXURE-6: 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 five 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-7: FINANCIAL BID COVER LETTER &FORMATCOVER LETTER

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, Minimum Qualification criteria of resources, 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

Indicative Financial Bid Format

- This is an indicative BoQ. The BoQ available at e-procurement portal shall be considered as final.
- Bidder has to quote compulsorily in all items otherwise complete bid will be rejected.
- GST shall be paid on actuals as per prevailing rates.
- This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only.
- The grand total of the total of quoted rates in the BOQ shall be used for evaluation of this tender.
- The Bidders needs to submit their Financial Proposal at e-procurement website as per the below mentioned templates:

Table:-

Sl. No.	Item Description	Quantity	Units	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	G	H
1	Cost for Upgradation of all existing modules and mobile app development into a Standard Package solution	4	Per Quarter		=E1XC1	18%	0.00
2	Cost for O&M of the existing RajERP solution	4	Per Quarter		=E2XC2	18%	0.00
3	Quarterly Cost for O&M of the Upgraded ERP Solution for second year after go-live (total cost of 4 years shall be calculated automatically with 8% increment every year)	16	Per Quarter		=E3*4*(1+1.08+1.08*1.08+1.08*1.08*1.08)	18%	0.00
4	Change Request Cost	30	Man Month		=E4XC4	18%	0.00
Total Amount							

ANNEXURE-8: BANK GUARANTEEFORMAT

{to be submitted by the bidder's bank}

BANK GUARANTEE FORMAT –BID SECURITY

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

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

Sir,

1. In accordance with your Notice Inviting Bid for <please specify the project title> vide NIB referenceno. <please specify>M/s. (Name & full address of the firm) (Hereinafter called the "Bidder") hereby submits the Bank Guaranteeto participate in the said procurement/ bidding process as mentioned in the bidding document.

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

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

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

- shall be obtained from the Bidder at any time when proceedings are taken against the Bank for whatever amount that may be outstanding or unrealized under the Guarantee.
5. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.
 6. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.
 7. The right of the RISL to recover the said amount of <Rs. _____ (Rupees <in words>)> from us in manner aforesaid will not be precluded/ affected, even if, disputes have been raised by the said M/s.(Bidder) and/ or dispute or disputes are pending before any court, authority, officer, tribunal, arbitrator(s) etc..
 8. Notwithstanding anything stated above, our liability under this guarantee shall be restricted to <Rs. _____ (Rupees <in words>)> and our guarantee shall remain in force till bid validity period i.e. <please specify>days from the last date of bid submission and unless a demand or claim under the guarantee is made on us in writing within three months after the Bid validity date, all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liability thereunder.
 9. This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.
 10. We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

Date (Signature)
Place (Printed Name)
(Designation)
(Bank's common seal)

In presence of:
WTTNESS (with full name, designation, address & official seal, if any)

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

Bank Details

Name & address of Bank:

Name of contact person of Bank:

Contact telephone number:

GUIDELINES FOR SUBMISSION OF BANK GUARANTEE

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

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

BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG)

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

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

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

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

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

Signature

(Name & Designation)

Bank's Seal

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

Signature

(Name & Designation)



ANNEXURE-9: MEMORANDUM OF APPEAL UNDER THE RTPP ACT, 2012

Appeal Noof

Before the (First/ Second Appellate Authority)

1. Particulars of appellant:

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

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

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

3. Number and date of the order appealed against and name and designation of the officer/ authority who passed the order (enclose copy), ora 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-10- QUALIFICATION AND EXPERIENCE OF THE REQUIRED RESOURCES

S.No.	Resource	Desirable Qualifications and Experience
1	Sr. Project Manager (Technical)	- B.E/ B.Tech / MCA / MSc (IT/CS) - Fluency in English/ Hindi 10+years' experience in managing enterprise-level software development projects and must have core development skills. The candidate must have independently handled at least two projects on all aspects from the concept stage to implementation. The resource should be strong in assessing project needs and their resolutions, system integration, and quality assurance, while also handling project teams. Additionally, they should be aware of software, mobile technology tools, and deployment issues. The candidates should have strength in technology, domain, and application development, and process leadership qualities to lead a team. - Having at least 5 years' experience in ERP
2	Sr. Project Manager (Functional)	- MBA/BE/BTech/MCA (IT/CS) - At least 10+ Years of experience with more than 5 years of experience in the government or government sector PSUs. Must have knowledge of project management practices.
2	Sr. Software Developer	- B.E/ B.Tech / MCA / MSc (IT/CS) or equivalent. - Fluency in English/ Hindi 8years' experience in managing software development projects. Resource should be strong in the assessment of project needs and their resolutions, system integration, quality assurance besides handling project teams. - Mobile technology tools and deployment issues.
3	Software Developer	Full-time Education Qualification of B.E./ B.Tech/ MCA/ M. Sc (CS/IT) from a recognized University/ Institute in India with at least 4 years of relevant professional experience.
4	Tester/QA	Full-time Education Qualification of B.E/ B.Tech./ MCA/ M. Sc (CS/IT) from a recognized University/ Institute in India with at least 2 years of relevant professional experience.
5	Business Analyst	Full-time Education Qualification of MBA/B.E/ B.Tech./ MCA/ M. Sc (CS/IT) from a recognized University/ Institute in India with at least 4 years of relevant professional experience.
6	Support Engineer/Technical Support	Full-time Education Qualification of B.E/ B.Tech./ MCA/ M. Sc (CS/IT) from a recognized University/ Institute in India with at least 2 years of relevant professional experience.
7	UI/UX Designer	Full-time Education Qualification of B.E/ B.Tech./ MCA/ M. Sc (CS/IT)/BCA from a recognized University/ Institute in India with at least 2 years of relevant professional experience.
8	Sr. Database Expert	Full-time Education Qualification of B.E/ B.Tech./ MCA/ M. Sc (CS/IT) from a recognized University/ Institute in India with at least 6 years of relevant professional experience.

S.No.	Resource	Desirable Qualifications and Experience
9	Mobile Developer	Full-time Education Qualification of B.E/ B.Tech./ MCA/ M. Sc (CS/IT) from a recognized University/ Institute in India with at least 3 years of relevant professional experience.
10	Domain Expert	Full-time Education Qualification of B.E/B.Tech./MBA/ MCA/ M. Sc (CS/IT)/MCom/BCom/CA from a recognized University/ Institute in India. Must have atleast 5 years of experience in Implementation to be done in a phased manner in consultation with individual PSUs. Human Resource Management, Accounts and Finance Management, Works monitoring and Project Management, Material Management, Sales & Marketing Module& CPF/GPF. Respective to the domain applied
11	DevOps Developer	Full-time Education Qualification of B.E/B.Tech./ MCA/ M. Sc (CS/IT) from a recognized University/ Institute in India with at least 4 years of relevant professional experience.

ANNEXURE-11: FORMAT FOR CVs

Format for the Profiles	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: ○ Degree ○ Academic institution graduated from ○ Year of graduation ○ Specialization (if any) ○ Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company (the SDA)	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: • Organizations worked for in the past. ○ Organization name ○ Duration and dates of entry and exit ○ Designation ○ Location(s) ○ Key responsibilities • Prior project experience ○ Project name ○ Client ○ Key project features in brief ○ Location of the project ○ Designation ○ Role ○ Responsibilities and activities ○ Duration of the project ○ Total team size Please provide only relevant projects.	
Proficient in languages (Against each language listed indicate if read/write/both)	

ANNEXURE-12: DRAFT AGREEMENT FORMAT

{to be mutually signed by bidder and procuring entity}

This Contract is made and entered into on this _____ day of _____, 2016 by and between RajCOMP Info Services Limited (RISL), having its head office at First Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005, Rajasthan (herein after referred to as Purchaser/ RISL) which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on ONE PART

And

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

Whereas,

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

And whereas

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

And whereas

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

And whereas

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

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

1. The NIB Ref. No. _____ dated _____ and RFP document dated _____ issued by RISL along with its enclosures/ annexures, wherever applicable, are deemed to be taken as part of this contract and are binding on both the parties executing this contract.
2. In consideration of the payment to be made by RISL to M/s.....at the rates set forth in the LOI no. _____ dated _____ will duly supply the said articles/ services set forth thereof and provide related services in the manner set forth in the RFP, along with its enclosures/ annexures and Technical Bid along with subsequent clarifications submitted by supplier.

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

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

Note:

- i. Fraction of a day in the reckoning period of delay in supplies/O&M 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 the 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. This agreement is being executed on behalf of M/s (Concerned Department)....., to procure defined goods and services, RISL is acting merely as a Pure agent who neither intends to hold or holds any title to the goods and services are required to be delivered in the name M/s (Concerned Department).....along with invoices of supplied items, although payment will be made by RISL on behalf of said department.
 7. All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided as per the procedure mentioned in the RFP document.

In witness whereof the parties have caused this contract to be executed by their Authorized Signatories on this ____ day of _____, 2019.

Signed By:	Signed By:
 ()	 ()



RISL

Designation:., Company:	Managing Director, RISL
<i>In the presence of:</i>	<i>In the presence of:</i>
() Designation: Company:	() Designation:
() Designation: Company:	() Designation:

ANNEXURE-13: FORMAT FOR PROPOSAL DOCUMENT

- a) Details of any one best project executed onsite with the features of the software platform (Max. 200 words)
- b) Understanding of our project
(Max. 300 words)
- c) Detailed approach & methodology on project execution
(Max. 500 words)
- d) Proposed solution with Technology platforms
(Max. 500 words)
- e) Brief Profiles of manpower to be involved
(Max. 300 words)



ANNEXURE-14: TENTATIVE CA CERTIFICATE FORMAT FOR ANNUAL TURNOVER & NETWORTH

{To be submitted by the bidder only on CA's Letter Head}

TO WHOMSOEVER IT MAY CONCERN

This is to certify that as per audited balance sheets or financial statement, annual turnover of <Firm Name, Registered Office at (Address) >from tourism/ tours & travels sector during the last three financial years are as follows:

Financial Year	Turnover (Rupees in Crores)
Average Annual Turnover	

The net worth of the firm as on 31st March 2022, is INR<.....> as per the last audited balance sheet.

For <CA's Firm Name>

Seal/Stamp & Sign

Name of CA:

M.No.:

UDIN

Date



ANNEXURE-15: PRE-BID QUERIES FORMAT

Name of the Company/Firm: _____

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

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

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

Company/Firm Contacts:

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

Query / Clarification Sought:

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

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

ANNEXURE-16: Affidavit for Non- Blacklisting

*(On Non-Judicial Stamp Paper of INR 500 duly notarized) *

I, [Authorized Signatory Name], aged about [Age] years, [Son/Daughter] of [Father's/Mother's Name], residing at [Full Residential Address], do hereby solemnly affirm and state as under:

1. That I am the authorized signatory of the company [Name of the Bidder Company], having its registered office at [Company Registered Address], and competent to swear this affidavit on its behalf.
2. That the company [Name of the Bidder Company] has not been blacklisted, debarred, or disqualified by any State Government / Central Government / Government Department / Public Sector Undertaking / Statutory or Autonomous Body in India or abroad, as on the date of submission of the bid.
3. That the company is not under a declaration of ineligibility for corrupt or fraudulent practices and has not been involved in any unethical or unlawful activities affecting the integrity of the bidding process.
4. That in case any such blacklisting or debarment is discovered at any stage during the bidding process or the contract period, [Name of the Bidder Company] understands that the bid is liable to be rejected and the contract, if awarded, is liable to be terminated.

Verified at [City], on this [Date] that the contents of this affidavit are true and correct to the best of my knowledge and belief. No part of it is false, and nothing material has been concealed therefrom.

For and on behalf of

[Name of the Bidder Company]

Authorized Signatory

(Name, Designation & Signature)

[Company Seal]

Notarized by:

(Signature & Seal of Notary Public)

ANNEXURE-17 MANPOWER DEPLOYMENT UNDERTAKING

To,

The Managing Director,

RajCOMP Info Services Limited (RISL),

Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur, Rajasthan

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

Dear Sir,

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

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

Thanking you,

Date:

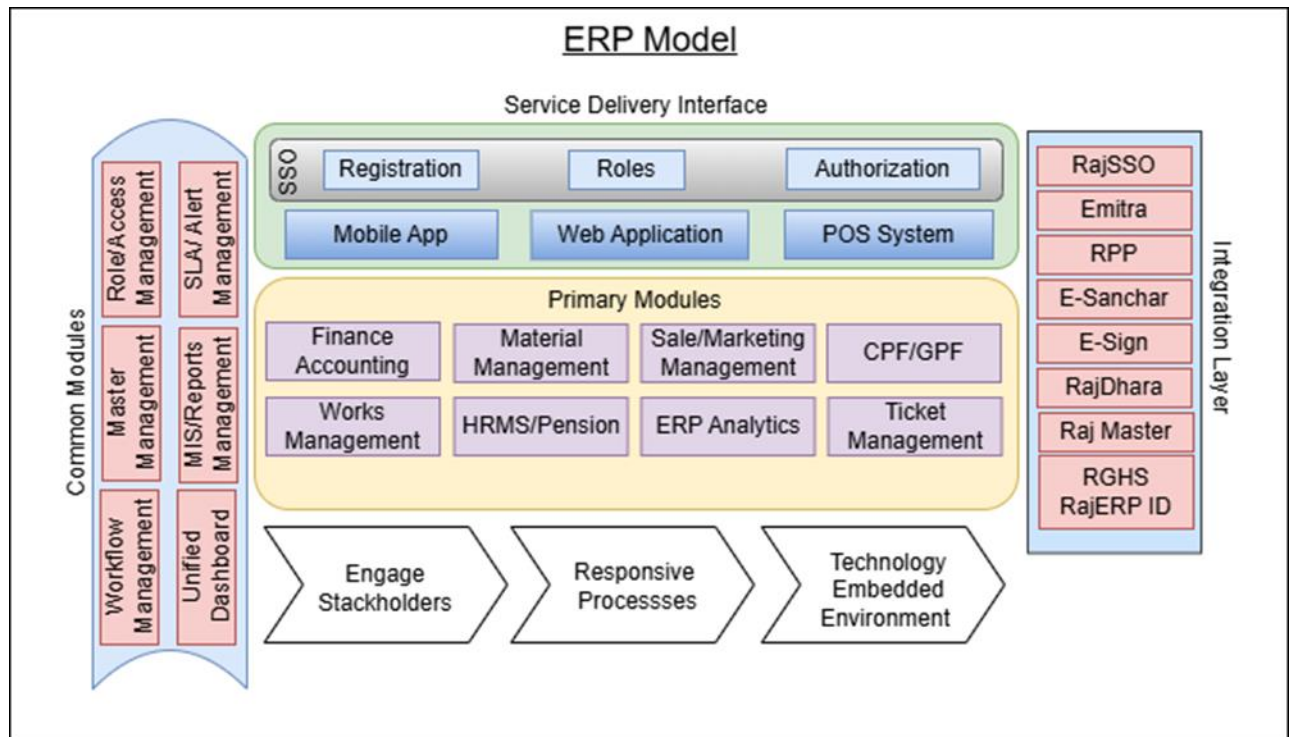
Authorized Signatory Name:

Designation:

ANNEXURE-18: INDICATIVE REQUIREMENTS & TECHNICAL SPECIFICATIONS/ STANDARDS:

1. Indicative Application Architecture (Functional):

The tentative/ indicative functional architecture of the ERP application to cover all required processes is given below:



1.1. System Actors:

These are the system actors who will have access to the system as follows:

1.1.1. User Departments:

The ERP system shall facilitate a comprehensive User Management framework to support users from existing PSUs and up to 5 other PSUs of the Government of Rajasthan. These users will operate in different roles—such as administrators, active users, and passive users—based on their responsibilities and access privileges. The system must enable secure onboarding, role-based access control, user authentication (preferably through SSO integration), and the ability to manage workflows across relevant modules. The selected bidder shall be responsible for designing and implementing a scalable and configurable user management system that ensures accountability, traceability, and compliance with state IT policies and standards. The RISL shall be working as a pure agent.

1.1.2. Vendors:

The ERP system shall incorporate a dedicated Vendor Management framework to streamline the engagement and operations of external vendors and service providers associated with various departments and PSUs of the Government of Rajasthan. Vendors will be onboarded through a structured registration and approval process, with clearly defined roles and access rights. The system shall allow vendors to submit quotations, receive work orders, manage invoices, track payments, and respond to procurement-related workflows. The selected bidder shall ensure the implementation of secure, role-based access and audit trails for all vendor activities. The system must also support integration with e-Procurement platforms and comply with state procurement policies and guidelines, ensuring transparency, accountability, and efficiency in vendor interactions.

1.1.3. Other Stakeholders

- a. **Moderators/ Admins:** Moderators or Admins shall be the designated and authorized users within the user departments, PSUs, or organizational units, assigned based on their roles within the operational hierarchy. These users will be responsible for executing and monitoring the mapped processes across various ERP modules. Their key functions will include overseeing transactions, validating workflows, managing user access, and ensuring compliance with defined operational procedures. Additionally, specific Moderators/Admins may be designated as operational consultants or auditors to support the rollout, supervision, and verification of services. This includes activities such as inspections, internal assessments, social audits, and other forms of service quality monitoring and verification as defined within the ERP system.
- b. **Super Admins:** are the high-level active users of departments/ PSUs or project teams who will perform the processes related to finalization/ updation/ approval of masters/ policies/ content to be utilized in the system.
- c. **System Admin:** are the users who will be responsible for to upkeep, configuration, and reliable operation of the solution.
- d. **Passive Users:** are the users of various departments who will have access of only view reports and status of the transactions as and when required.

1.2. Service Delivery Interface:

These are interfaces where the services of the proposed solution will be accessed by the designated users through a registered RajSSO ID/ the mobile phone mapped with the registered RajSSO ID as per their respective defined roles. The probable service points/ IOs are web application, mobile application, Point of Sale (POS) machines, etc.

1.3. Primary Modules:

These modules encompass various processes and sub-processes designed to facilitate seamless interaction among all stakeholders. The module requirements provided are indicative in nature. The selected bidder shall be responsible for conducting a detailed analysis of the existing systems and gathering comprehensive requirements from the respective departments or PSUs, as referenced in Section 4.1.1.1.

1.3.1. Administration Section:

1.3.1.1. Service Delivery Interface:

The service delivery interface of the web/ mobile interface will only be accessible through Raj SSO with the user's respective user IDs based on the role. The user will be able to access and perform various operations in the system through various IOs like PC, Mobiles, etc.

1.3.1.2. Subscription of Modules:

These modules are mentioned in the Scope of Work & indicative functional requirement.

1.3.1.3. Department/ PSUs of Rajasthan Government and Others On boarding Management:

The selected bidder should be responsible to perform the on boarding process for the department / PSUs and other (Current and Upcoming in future till contract) as per RISL instruction.

1.3.1.4. Hierarchy Management:

The designated users of on boarded department/ organizations/ private entities/ stakeholders will perform the processes of organizational hierarchy/ mapping of the respective department/ organization in the system.

Once the department/ organization/ any other stakeholder is on boarded and the super admin is mapped, then the Super Admins will start processes of hierarchy management, such as defining the **organization level**, the **organizational structure** of the respective level, etc.

1.3.1.5. Helpdesk / Ticket Management:

The selected bidder shall design, develop, and implement a comprehensive Helpdesk Management System as an integral part of the ERP solution to efficiently handle user queries, complaints, and support requests. The system must support multi-channel ticket generation and resolution tracking to ensure effective user support and improved service delivery. Key requirements include:

- **Multi-Channel Ticket Generation:** The system should support ticket creation via web portal, WhatsApp integration, and email. Users should be able to raise and track support requests through these channels seamlessly.

- WhatsApp Integration: The selected bidder shall be responsible for implementing WhatsApp integration into the helpdesk system. The official WhatsApp number for integration will be provided by RISL.
- Ticket Lifecycle Management: Automation of ticket acknowledgment, assignment, escalation, and resolution with proper SLA compliance.
- User Access Control: Role-based access for users, support teams, and administrators.
- Alerts and Notifications: Real-time updates to users and support staff via email, SMS, or WhatsApp regarding ticket status.
- Knowledge Base: Provision of a searchable help repository for frequently asked questions and self-service support.
- Monitoring and Reporting: MIS and dashboard reports for performance analysis, ticket trends, SLA adherence, and support effectiveness.

1.3.1.6. Payment/Cancellation/Refund Management:

The designated users of on boarded department/ organizations/ private entities/ stakeholders as per defined organization level, organizational structure & boundaries will perform to manage payment receipts, deposits/ cancellation requests/ refund processing.

The admin level designated users will also be facilitated to define policies of cancellation/ refund/ receipts/ deposits, if any.

This module will be integrated with the Rajasthan Payment Platform to manage payment-related processes.

1.3.1.7. Payment Reconciliation Management:

The designated users of on boarded department/ organizations/ private entities/ stakeholders as per defined organization level, organizational structure & boundaries will perform to manage payment reconciliation of the transaction held as per the defined policies of receipts/ deposits/ cancellations/refunds, etc.

1.3.2. Finance & Accounting:

The Finance & Accounts (FA) module proposed under the ERP solution shall be designed to automate and streamline all financial operations of the respective departments or PSUs. This module is expected to provide an end-to-end solution for financial management, covering a broad range of functionalities including transaction recording, ledger maintenance, budget preparation, tax compliance, audit support, and financial reporting.

The module should facilitate real-time access to financial data, enable seamless generation of balance sheets, income, and expenditure statements, and support electronic voucher creation for receipts and

payments. It must also support the management of revenue collection and fund disbursement with complete traceability and transparency.

Additionally, the FA module should be integrable with other relevant ERP modules to ensure that all financial transactions initiated through various workflows are automatically reflected in the accounting system. It must include features for inter-unit accounting, auto-voucher creation for transactions involving head office and subordinate units, and customizable approval workflows.

The selected bidder shall be responsible for assessing the existing financial systems, understanding user requirements, and configuring the ERP module accordingly. The module shall be scalable, user-friendly, and compliant with relevant financial regulations and standards.

Indicative Features:

- Centralized management of all financial transactions
- Real-time cash flow tracking and continuous financial monitoring
- Automated tax calculation and compliance support
- Integrated computerized invoicing.
- Generation of statutory and management reports
- Customizable chart of accounts and financial hierarchy
- Facility for auto-voucher generation and inter-unit accounting
- Seamless integration with other ERP modules for holistic financial management

FA Features

General Accounting	Budget Estimation	Tax & Audit	Book Closing	Generate Opening Balance
Accrued Interest Calculation	IND As Report	Cost Accounting	Cash Flow	Fund Flow Reports
Bank Reconciliation	Vendor / Customer Management	Accounts Payable and Receivable	MIS Reporting	Audit Trail

1.3.3. Human Resource Management and Pension Management System:

The Human Resource Management System (HRMS) proposed under the ERP solution shall be a comprehensive, scalable, and configurable module designed to automate and optimize human resource functions across departments and PSUs. The HRMS will act as a central system for maintaining employee

data, managing administrative HR processes, and ensuring seamless integration with payroll, and related services.

This module shall cater to the modern requirements of workforce management by streamlining processes such as recruitment, on boarding, employee lifecycle management (from recruitment to retirement—and post-retirement pension services), leave and attendance tracking, payroll processing, benefits administration, and compliance reporting. It should also empower employees through self-service capabilities, enhancing transparency and reducing dependency on manual interventions.

The selected bidder shall be responsible for conducting a detailed assessment of current HR practices and gathering complete functional requirements from all participating departments or PSUs to configure and implement the HRMS as per the organizational needs.

Indicative Features and Functionalities:

Human Resource Management:

- Centralized Employee Database
- Recruitment and On boarding Management
- Attendance, Leave, and Transfer Management
- Payroll Processing with Integration to Finance Module
- Employee Self-Service Portal (ESS)
- Performance Appraisal and Training
- Department-wise Workflow and Access Control
- Real-time Analytics and Role-based Dashboards

Pension Management System:

- Pensioner Record Creation & Lifecycle Tracking
- Automated Pension Calculation (including CPF/GPF/NPS)
- Retirement Workflow and Document Verification
- Integration with Treasury/Finance Module for Pension Disbursement
- Generation of Pension Payment Orders (PPOs)
- Online Grievance Redressal and Helpdesk Support
- Life Certificate Submission (Physical/Digital)
- Nominee and Dependent Management
- Alerts for Retirement Milestones and Approvals

HRMS Features

Organization Structure	Shift Management	Promotion / Pay Fixation	Tour Reimburse	Employee Enrollment
Payroll Configuration	Income Tax	Bill Reimburse	Employee Profile	Payroll Processing
ACP (Annual Progression)	Transfer	Configuration Master	Joining & Relieving	APAR
Employee Self Service	MIS Reporting	Leave Management	Loan Management	Separation
Attendance Management	Deputation In / Out	Seniority List	Pension Management	

1.3.4. Material Management System:

The Materials Management (MM) module shall provide a comprehensive, integrated, and automated solution for managing the end-to-end material lifecycle across various departments and Public Sector Undertakings (PSUs) under the Government of Rajasthan. The selected bidder shall be responsible for conducting detailed requirement gathering sessions with relevant stakeholder departments and PSUs to analyze and finalize the functional and technical requirements. The solution must be configurable and customizable to align with existing processes as well as future enhancements. The MM module must support centralized control with seamless integration to other ERP modules.

The MM module shall encompass all critical activities related to materials management, including demand forecasting, procurement, inventory control, material movement, quality assurance, invoicing, and disposal. The objective is to enhance operational efficiency, ensure transparency, optimize inventory, and reduce wastage.

The tentative functional requirements for the module include, but are not limited to, the following:

1. Procurement Management:

- Demand forecasting and planning based on historical data and anticipated requirements.

- Integration with eTendering portals for transparent procurement processes and automated purchase order generation.
- Vendor management including registration, selection, evaluation, and performance monitoring.
- Delivery scheduling, goods receipt, and quality inspection workflows.
- Contract and rate management with capabilities for amendments and maintaining audit trails.

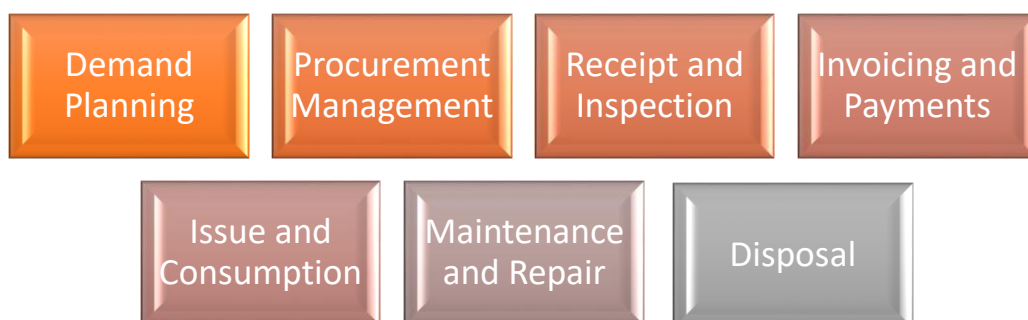
2. Inventory & Warehouse Management:

- Real-time multi-location inventory tracking across warehouses and stores.
- Material receipt processes with inspection and acceptance criteria.
- Stock transfer management between various locations with proper authorization and tracking.
- Material issue and return handling.
- Expiry date tracking and maintenance logs for consumables and assets.
- Disposal and scrap management procedures compliant with applicable regulations.
- Barcode/Rfid integration for inventory tracking (tentative).
- Automated stock replenishment alerts based on configurable thresholds.

3. Invoice & Billing Management:

- Generation of invoices linked with Goods Receipt Notes (GRN).
- Integration with the Finance module for payment processing and reconciliation.
- Automatic calculation of taxes including TDS, GST, and other applicable levies.
- Invoice matching, discrepancy resolution, and audit compliance.

MM Features



1.3.5. Sales & Marketing Management System:

The Sales & Marketing module of the proposed ERP system shall be designed to support sales, distribution, customer relationship management, and marketing operations, particularly tailored to RSMML

PSU, which is engaged in mineral trading, renewable product sales, and other relevant business functions. This module will facilitate the end-to-end digitalization of the sales cycle while ensuring transparency, compliance, and seamless integration with other functional areas of the ERP. Also, the selected bidder shall be responsible for developing a desktop application for this module.

The selected bidder shall be responsible for conducting a comprehensive requirement gathering exercise with the concerned departments or PSUs to finalize, configure, customize, and implement the module as per actual business processes and statutory obligations. The indicative functional requirement:

- **Complete Sales Cycle Automation:** Automate processes from contract management, purchase orders, release orders, dispatch scheduling, invoicing, advance payments, to receipts handling.
- **Weighbridge Integration:** Real-time integration with weighbridge systems to track mineral quantities during sales and dispatch accurately.
- **B2G Compliance and Integration:** Support for Government e-services such as E-Invoice, E-Way Bill, and E-Rawanna to ensure regulatory compliance and seamless reporting.
- **Product Management:** Management of product catalogues including pricing structures, applicable tax rates, discounts, and other variable charges.
- **Customer Ledger and Accounting Integration:** Maintain detailed customer ledgers integrated with the Finance and Accounting modules for real-time financial reconciliation.
- **Customer Portal:** Provision of a secure and user-friendly customer portal allowing buyers to access order status, invoices, payment details, and other relevant information, enhancing transparency and communication.

Sales & Marketing Features



1.3.6. Contributory Provident Fund (CPF) / General Provident Fund (GPF) System:

The ERP system shall include a Comprehensive CPF/GPF (Contributory Provident Fund / General Provident Fund) Management Module designed to automate, streamline, and ensure regulatory compliance for the provident fund processes managed by various departments, PSUs, and autonomous bodies under the Government of Rajasthan.

This module is intended to support the management of employee provident fund contributions, interest calculations, fund investments, loan facilities, and final settlements, while integrating seamlessly with other ERP modules such as Payroll, HR, Finance, and Loans.

The selected bidder shall be responsible for conducting a detailed requirement analysis with all relevant stakeholder departments and CPF/GPF Trusts to finalize the configurations and customizations necessary to meet department-specific and regulatory requirements. The indicative Functional Requirements (Tentative):

Employee CPF/GPF Account Management:

- Employee-wise CPF/GPF account creation and maintenance
- Auto-deduction of contributions from payroll (employee and employer)
- Monthly/annual interest calculation and statement generation
- Nomination and employee detail updates

Fund Investment and Income Management:

- Tracking investments in bonds/securities as per EPFO/government norms
- Interest income calculation and accrual
- Reinvestment and maturity tracking
- Portfolio and performance monitoring

Accounting and Financial Integration:

- Ledger management for CPF/GPF Trust accounts
- Automated journal entries and reconciliation
- Integration with Finance and Accounting module
- Audit-ready financial reports and compliance logs.

Loan and Advance Management:

- Rule-based eligibility for CPF/GPF loans/advances
- Online application, approval, and disbursement workflow
- Repayment through payroll deduction
- Partial/final withdrawal and settlement processing

Interest Rate and Rule Configuration:

- Configurable interest rates and contribution rules
- Support for different contribution schemes (e.g., CPF, GPF, NPS if applicable)

Employee Self-Service Interface (Tentative):

- View CPF/GPF account balance, transaction history, and statements
- Submit loan/withdrawal applications online.
- Track claim/loan status.

Reporting and Audit Tools:

- Annual account slips/statements for employees
- Investment register and fund status reports
- Trust-level accounting and actuarial reporting
- TDS and tax reporting (if applicable)

CPF/GPF Features



1.3.7. Works Project and Contract Management System:

The ERP system shall include a Works Project and Contract Management (WPCM) Module, designed to digitize and streamline the end-to-end planning, execution, monitoring, and financial tracking of infrastructure and development projects undertaken by the various departments, PSUs, and autonomous bodies of the Government of Rajasthan.

This module is intended to serve as a centralized digital platform for managing the entire contract and project lifecycle — from project estimation and administrative sanction to tendering, work order issuance, execution tracking, and final billing. It will enable project owners and department users to monitor physical and financial progress in real time, enforce contractual compliance, manage deviations, and ensure effective resource utilization. The indicative function requirement:

Project Planning & Estimation:

- Online preparation and submission of detailed project estimates.

- Standard schedule of rates (SOR) integration for automated cost estimation.
- Multiple estimation versions with approval workflow.
- Administrative and technical sanction tracking.
- Multi-year and multi-phase project planning.
- Asset tagging and location mapping.

Tendering & Procurement Workflow:

- Tender initiation, bid publishing, and e-tendering integration (as per state procurement policy).
- Bidder registration, document submission, and evaluation workflows.
- Automated comparison of bids and L1 identification.
- Letter of Acceptance (LOA) issuance and contractor on boarding.

Contract & Work Order Management:

- Creation and issuance of work orders and contracts linked with project estimates.
- Scope of work (SOW), milestone configuration, and cost centre allocation.
- Management of amendments, supplementary agreements, and time extensions.
- Provision for contract reassignment and part termination (if applicable).

Execution Tracking & Measurement:

- Online entry of work execution progress, including measurements and quantities.
- Recording of extra/deviation items with approval workflow.
- Generation of measurement books, deviation reports, and progress summaries.
- Integration with the inventory/material management module for item consumption tracking.
- Milestone-based monitoring with alerts for delays or threshold deviations.

Billing, Payments & Receipts:

- Contractor billing and running account (RA) bill generation.
- Bill verification workflow and linking with the Finance/Accounting module.
- Online receipts (earnest money, performance securities) and refund workflows.
- Integration with treasury or payment gateway for disbursements.
- Penalty deductions, taxes, TDS, and retention tracking.

Bank Guarantee (BG) & FDR Management:

- Submission and verification of BGs and FDRs from contractors/suppliers.
- Expiry tracking, renewals, encashment, and release workflows.
- Dashboard for BG/FDR status by project/contractor.

Monitoring, Compliance & Reporting:

- Dashboards for project-wise physical and financial progress.
- Exception alerts for cost overruns, time extensions, and milestone breaches.
- Contractor performance evaluation and compliance checks.
- Periodic progress reports, deviation logs, and material reconciliation reports.
- Geo-tagging of works and mobile-enabled on-site progress capture (tentative).

Integration with Other ERP Modules:

- ❖ Seamless integration with:
 - Finance & Accounting Module for payment processing, ledgers, and cost tracking.
 - Material Management Module for inventory issues/returns.
 - HRMS Module (for contractor workforce tracking, if applicable).
 - Project GIS or external PMIS systems (if required by departments).

WPCM Features



1.4. Common Modules:

The solution must have common modules that will be associated with primary modules as per the requirement of the user's department/ stakeholders. User management, workflow management, and other modules (which will be related or linked to the main modules) will be developed as initial priorities. In contrast, MIS and reporting features will be developed in parallel with their respective modules. These modules include, but are not limited to:

1.4.1. Role & Access Management:

The selected bidder shall be responsible for the design, development, and implementation of a secure and scalable Role and Access Management mechanism within the ERP system, in alignment with the operational structure of the respective Government Departments and PSUs of the Government of Rajasthan. The bidder must ensure the following:

- **Role-Based Access Control (RBAC):** Define and configure user roles and associated privileges based on the functional requirements, authority levels, and departmental hierarchy to ensure that users access only the relevant modules, features, and data necessary for their duties.
- **Access Management Policies:** Establish and enforce access control policies that govern the assignment, modification, and revocation of user roles and permissions throughout the ERP lifecycle.
- **Approval-Based Workflows:** Implement workflows where access rights and role changes are subject to approval by designated authorities to maintain governance and accountability.
- **Audit Logging and Reporting:** Ensure the system maintains comprehensive logs of user activity, access attempts, and role assignments. The audit trail must support real-time monitoring and retrospective analysis to meet internal and statutory compliance requirements.
- **Dynamic Role Adjustments:** Facilitate real-time updates to user roles and access privileges to reflect changes in organizational structure, transfers, or changes in responsibilities.
- **Security and Authentication:** Integrate robust authentication mechanisms, including multi-factor authentication, to protect against unauthorized access and ensure secure identity verification.

1.4.1.1. User Mapping:

The following provisions of **user mapping** will be provided in the system:

1. **Integration with SSO:** The system is already integrated with SSO.
2. **Provision of mapping:** The system will have provision to map users in bulk and single users with various essentials of role management.
3. **De-active/ Active:** The system will have provisioning to de-activate/activate any user.
4. **Handover-Takeover:** The system will have provisioning for handover and takeover of rights in case any new user takes charge of any office/station from the existing user.

The request for handover may be initiated by the existing user and any admin-level user of the office/station level, and the upper hierarchy.

Then the request will be successfully closed once the new user takes over the charges of the office.

In addition to the above, the system should facilitate the designated users at each level of the hierarchy of the organization to perform the processes of user mapping.

1.4.2. Master Management:

The selected bidder shall develop and implement a centralized Master Management module within the ERP system to ensure consistency, accuracy, and integrity of core data entities such as employees, vendors, materials, services, assets, and organizational units. The system must support creation, validation, update, and governance of master data with appropriate approval workflows, duplication checks, and audit trails. The module should ensure seamless integration with other ERP components, support legacy data migration (Less than 5 TB in total), and enable scalable management of data across departments and PSUs, in compliance with applicable standards and policies.

1.4.3. Workflow Management:

The selected bidder shall be responsible for introducing, defining, and implementing workflow processes tailored to various services and responsibilities across all identified stakeholders. These workflows must align with organizational roles and hierarchies, ensuring that each task or service request is processed through a structured and automated approval mechanism. The bidder shall ensure that these workflows are adaptable, role-based, and capable of handling escalations, parallel processing, and status tracking to enhance operational efficiency, accountability, and transparency across departments and PSUs.

1.4.4. SLA/ Alert Management:

The selected bidder shall implement a robust SLA and Alert Management system within the ERP to monitor compliance with defined service levels across all modules and stakeholders. The system should enable configuration of SLAs, automatic tracking of deadlines, and escalation mechanisms for delays or breaches. Real-time alerts and notifications must be generated for key events, pending tasks, or exceptions to ensure timely actions and improved accountability.

1.4.5. MIS/ Report Management:

The selected bidder shall be responsible for the design, development, and implementation of a robust Management Information System (MIS) and Reports Management module within the ERP solution. This module shall facilitate comprehensive, real-time, and data-driven reporting capabilities across all functional areas of the ERP system.

The system must support the generation of pre-defined, dynamic, and ad-hoc reports tailored to various user roles and access levels. Reports should be configurable, allowing users to filter, sort, and customize data as per operational and strategic needs. The MIS module shall provide graphical dashboards, summary views, drill-down capabilities, and data export options (PDF, Excel, CSV, etc.) for enhanced usability.

Additionally, the system should support automated scheduling of reports, distribution to relevant stakeholders, and integration with decision-support tools. The bidder must ensure that the reporting framework adheres to data security standards and supports audit trails for transparency and accountability.

1.4.6. Unified Dashboards:

The selected bidder shall design and implement a Unified Dashboard within the ERP system to provide a consolidated, real-time view of key metrics, operational data, and performance indicators across various departments and PSUs. The dashboard should be user-friendly, visually rich, and configurable based on user roles and access levels.

The Unified Dashboard must enable quick access to essential data such as pending tasks, alerts, approvals, financial summaries, HR metrics, procurement status, and other relevant operational insights. It should support drill-down capabilities, graphical representations (charts, graphs, KPIs), and real-time data refresh for improved decision-making and operational efficiency.

Additionally, the dashboard should be responsive and accessible across devices (desktop, tablet, mobile), ensuring users can monitor and manage processes from anywhere. The bidder must ensure integration of the dashboard with all ERP modules for a seamless and holistic overview of organizational activities.

1.5. Mobile Application:

To enhance accessibility, operational efficiency, and user engagement, the ERP system shall be supported by a dedicated Mobile Application. The mobile app will serve as a convenient, secure, and responsive platform for users to access and interact with key ERP functionalities on the go. The mobile application shall be developed for both Android and iOS platforms and should be designed to cater to various stakeholders, including government officials, department staff, vendors, service providers, and other authorized users.

The selected bidder shall be responsible for the design, development, deployment, integration, testing, and deployment of the mobile application in alignment with the core ERP system and based on requirements finalized during the system study phase. The indicative functional requirement:

➤ Human Resource Management System:

- Personalized dashboards with real-time data.
- Reports can be downloaded at any time.
- Geo-tagged attendance marking and check-in/check-out for the employees.
- Leave application and approval.
- Payslip download and profile update.
- Notification: Birthday, Work Anniversary, HR notice, etc
- Performance Appraisal: Self-review submission, approval

➤ Finance & Account:

- View Financial Reports: P&L, Balance Sheet, Trial Balance (role-based access)
- Approval Workflows: Bill/invoice approvals, budget proposal approval
- Expense Tracking: Department-wise expense dashboard
- Notifications: Payment due alerts, audit reminders

- Budget Status: Real-time budget vs. expenditure tracking
- Vendor/Customer Status: View payable/receivable reports
- **Material Management:**
 - Stock Overview: Real-time inventory status across locations
 - Indent Requests: Raise, track, and approve requisitions
 - Goods Receipt/Issue: Quick entry, barcode/RFID scanning
 - Supplier Info: View performance and ratings
 - Notifications: Low stock alerts, pending GRN or PO approvals
 - Purchase Order Status: PO tracking and alerts
- **Sales & Marketing:**
 - Sales Dashboard: Daily/Monthly sales reports, targets vs. achievements
 - Lead Management: Add leads, status updates, and follow-up reminders
 - Quotation Generation: Generate and send from mobile
 - Customer Info: View interaction history, contact info
 - Alerts: Lead aging, deal closure dates
 - Location Tracker: For field staff/sales team routing
- **Works Project and Contract Management:**
 - Project Dashboard: Progress, milestones, timelines
 - Task Management: Assign, update status, monitor deadlines
 - Contractor Management: Payments, performance reviews
 - Site Inspections: Capture photos, notes, and location
 - Approvals: Work orders, estimates, bills
 - Alerts: Deadline reminders, budget overruns, issue logs
- **CPF/GPF:**
 - Contribution Summary: Monthly statements, contribution history
 - Withdrawal/Advance Requests: Apply, track status, upload documents
 - Balance Overview: Year-wise CPF/GPF balance with interest
 - Nominee Details: View/update nominee info
 - Notifications: Statement release, interest credits, approval status

Common Features:

- Role-based access to application features and data.
- Analytics Dashboard for all key stakeholders
- Bilingual Support

1.6. Bulk Email & SMS:

To ensure effective, timely, and multi-channel communication across departments, stakeholders, employees, vendors, and citizens (where applicable), the ERP system must incorporate a Bulk Email and SMS Notification System. This functionality will be a critical part of the communication infrastructure and must be seamlessly integrated with the various ERP modules.

The selected bidder shall be responsible for designing, developing, configuring, and implementing a robust notification engine capable of sending automated and manual bulk messages via email and SMS to intended recipients based on predefined triggers, workflows, and user actions across the ERP system.

1.7. Database Layer:

This layer will have configuration files, the database of transactions/ masters related to the application, the database, transaction log & trails, and the service database of various third-party applications/ databases.

1.8. Integration Layer:

- The bidder shall be responsible for providing integration support and/ or complete integration activities for integrating the application's modules/ submodules with other applications/ modules that may be decided in the future course of action by RISL during the entire contract period.
- The modules shall be designed and developed considering integration possibilities with the following tentative list of third-party applications/ systems in RISL:

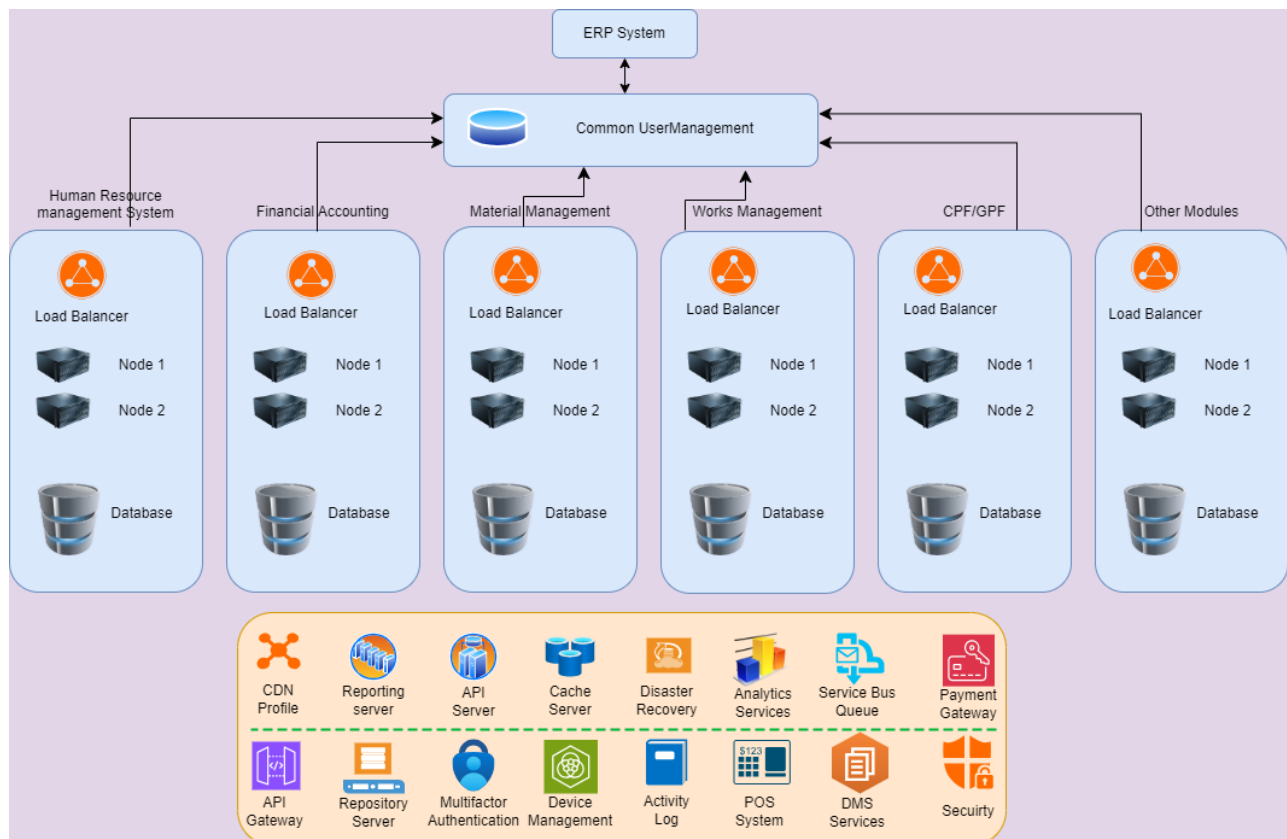
S.No.	Third-Party Application	Purpose of Integration
1.	RajSSO	Authenticated access to users
2.	E-Mitra	User registration/Payments
3.	Rajasthan Payment Platform(RPP)	If required for payment receipt/transfer
4.	E-Sanchar & Raj-Mail	SMS and e-mail gateway
5.	E-Sign	To integrate E-Sign services for the authentication of documents
6.	RajDharaa	Rajasthan state's GIS platform for User mapping/dashboards
7.	Raj-Master	Source of administrative boundaries
8.	RGHS	To facilitate employee registration on the RGHS portal using the RajERP ID

If required, any other third-party application will be integrated during the entire project period.

Note: The above-mentioned modules are indicative may be finalized at the time of study and may be used by user department in total or in part therefore, the functionality and technical architecture of the solution should be modular& configurable so that the system will be provided to user department with the required modules/ sections of the solution.

2. Technical Specifications & Standards:

The proposed solution should be designed and developed considering the principles of Microservice architecture and standards & norms defined by MEITY, GIGW, WCAG & DOIT for services, metadata, configurable & modular, customizable components, etc. Below is the proposed technical architecture for Rajerp, Bidders can submit their own proposed architecture for Upgradation of rajerp.



2.1. ERP Design and Development:

- Compliance with industry standards:** Solution shall be compliant with the latest industry standards wherever applicable. This will apply to all aspects of the solution, including but not limited to design, development, security, installation, and testing.
- Platform Flexibility:** Open Standards and Interoperability (Usage of standard APIs) shall be considered Web-centric, multi-tier architecture shall be used.
- Compliance with SOA and EAI:** Application shall be based on Service Oriented Architecture (SOA) and EAI. All modules of the application shall expose key functionality through Software APIs in the form of SOAP & WS-* or JSON & REST, etc., so that they can be consumed by other applications.
- User Interface:** The application's UI should be based on HTML5 standard or better and should be compatible with all devices like desktops, smartphones, tablets, etc. The application interface should be responsive and required.
- Error Handling:** Ensure applications execute proper error handling so that errors will not provide detailed system information, deny service, impair security mechanisms, or crash the system.

- f) Rich User experience: The solution should have capability where any services like Payment Gateway, the mobile devices for queries/ reporting and providing day-to-day approvals by competent authorities as per authorized workflow for different kind of requests; and external entities like bank, departments and others can invoke this framework by passing the required parameters and specifying the desired output.
- g) The mobile application must be compatible with the latest IOS and Android platforms available since 2018 and onwards.

2.2. Technology Standards:

- a) Browser Compatibility: The Application should support common web and mobile browsers like Google Chrome, Internet Explorer, Firefox, Safari, and Opera Mini, etc.
- b) Bi-Lingual Support: Application shall support at least Unicode 5.1/ 6.0 standard-based Bi-lingual versions for the user interface. It is expected to be in Hindi and English (India).
- c) Anywhere Access: Application shall be deployed on the state government data centre to enable anytime, anywhere access and to address auto-sync/save, efficiency, and peak load handling issues. The application should also function on low bandwidth (64 Kbps/ GPRS).
- d) Scalability, Reliability, and Flexibility: The technology must be scalable with the Department's emerging requirements and must continue to be reliable as the information handling needs of the government increase. The architecture must be scalable and flexible for modular expansion.
- e) Interoperability: The system should be interoperable and should comply with open standards for easy integration. The entire system/ subsystem should be interoperable in order to support information flow and integration. Operating systems and storage technologies from several suppliers must interact well with each other.
- f) Replicability: The solution should be replicable to define, design, and implement the Distribution Network for other departments and organizations for their respective schemes.
- g) Single Sign On (SSO): Government of Rajasthan, as part of its IT Architecture, the application will be accessible through the SSO ID.
- h) Presentation Layer: The presentation layer, i.e., User Interface, would be used for the receiving and delivery of information to and from the end-user of the application. It should be responsive.
- i) Workflow System: Workflow would be used with the automation of procedures where documents, information, or tasks are passed among participants according to a defined set of rules to achieve or contribute to an overall business goal. A workflow system would manage and monitor the state of activities in a workflow, such as the processing and approval of various application forms, and determine which new activity to transition to according to defined processes.

2.3. Security Standards

- a) Application Access: Ensure applications process data properly for authenticated users (through central authentication systems), specifically: SSO Login.
- b) Review: Conduct code-level security reviews with professionally trained peers for all new or significantly modified applications, particularly those that affect the collection, use, and/or display of confidential data. Conduct annual security tests of Internet applications.
- c) Security: The application shall support both HTTP and HTTPS (SSL certificate shall be provided by the Purchaser).
- d) In addition to the above, all required security standards will be followed as per the IT architecture and IT policy of Rajasthan.

2.4. Quality Management Standards:

- a) All project deliverables will be subject to a review and approval process and will be signed off by the purchaser.
- b) Peer reviews will be held for business design and technical design documents, and code walkthroughs for non-generated code.
- c) Defining a test strategy has been scheduled in the Business Design phase. This strategy will include the development of test scenarios, test cases, and a detailed test plan.
- d) An acceptance test task is included in the work plan to enable the business area to test the final product in a production-like environment prior to implementation. The initial requirements for this acceptance test will be documented during the business design.
- e) All system and application deliverables will be signed off prior to migration to production.

Note:

- i. The shared functional requirements in this document are tentative and shall be finalised during the study phase. However, the improvement with respect to usability and cater new functional requirements, the system shall be improved gradually during the entire period of contract.
- ii. Expected peak concurrent users may be derived from the prospective users and other stakeholders
- iii. The entire application should come with the following environment:
 - 1. Production (Active- Active Nodes)
 - 2. DR environment (If allotted by the Department)
 - 3. UAT/ Pre-production Environment
 - 4. Development/Staging/ Test Environment
- iv. The solution will be designed and developed with advanced industry trends in technology for the industry which may be integrated with the solution to enrich user experience. These new trends include but not limited to integration with Augmented Reality/ Virtual Reality models, AI/ML based recognition technology, chatbots etc.
- v. Addition to above the design and architecture of the application should be done considering IT Policy and Architecture of RISL. In case of any change in the specifications and standard based on the policy of RISL and RSDC, the selected bidder has to comply those standards and specifications without any extra cost.