

2025

RajCOMP Info Services Limited (RISL)

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



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ABBREVIATIONS & DEFINITIONS

Act	The Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012) and Rules thereto including subsequent amendment, if any.
Authorized Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
Bid/e-Bid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid
BoM	Bill of Material
CMC/ PC	Contract Monitoring Committee/ Procurement Committee
Competent Authority	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement. MD, RISL in this bidding document.
Contract/ Procurement Contract	A contract entered into between the procuring entity and a successful bidder concerning the subject matter of procurement
Contract/ Period	The Contract Period shall commence from the date of signing of Agreement with the bidder and will remain valid for Three (3) Years from the date of agreement/ contract
COTS	Commercial Off the Shelf Software
CPFM	Contributory Provident Fund Management
Day	A calendar day as per GoR/ GoI.
DoIT&C	Department of Information Technology and Communications, Government of Rajasthan.
ERP	The consideration of ERP shall be undertaken on the basis of any three (3) modules out of the following six (6) modules: (i) Human Resource Management & Pension (HRMS), (ii) Finance & Accounts (FA), (iii) Sales & Marketing, (iv) Works & Project Management, (v) CPF/GPF Management, and (vi) Material Management (MM).
GoI/ GoR	Govt. of India/ Govt. of Rajasthan
Goods	All articles, material, commodities software, and any other category of goods purchased or otherwise acquired for the use of a procuring entity as well as services or works incidental to the supply of the goods if the value of services or works or both does not exceed that of the goods themselves
GST	Goods and Services Tax
ICT	Information and Communication Technology.
IFB	Invitation for Bids (A document published by the procuring entity inviting bids relating to the subject matter of procurement and any amendment thereto and includes notice inviting bid and request for proposal)
INR	Indian Rupee
ISI	Indian Standards Institution
ISO	International Organization for Standardization
IT	Information Technology
ITB	Instruction to Bidder
LD	Liquidated Damages
LoI	Letter of Intent
NIB	Notice Inviting Bid
Notification	A notification published in the Official Gazette
PAN	Permanent Account Number
PC	Procurement/ Procurement Committee
POIC	Project Officer In-charge
Procurement Process	The process of procurement extending from the issue of invitation to bid till the award of

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

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

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



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

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

Ref No.: F4.3(633)/RISL/Tech/2025/4253 Date: 17-10-2025
 UBN:- RISL526 SLO800042

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 (POIC)	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 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)	Least cost Based Selection (LCBS)
Websites for downloading the Bidding Document, Corrigendum, Addendum Fee, etc.	Websites: http://sppp.rajasthan.gov.in/ , http://eproc.rajasthan.gov.in , http://doitc.rajasthan.gov.in , http://risl.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 18,00,00,000 (Rupees Eighteen crores only) including GST
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	17 October 2025
Period of Sale of Bidding Document (Start/ End Date)	Start Date: 17 October 2025 5:00 PM End Date: 10 November 2025 01:00 PM
Date/ Time/ Place of Pre-bid Meeting	Date/ Time: 27 October 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 (along with the Tender Fees proof): 27 October 2025 05:00 PM Response to clarifications by procuring entity: 31 October 2025
Manner, Start/ End Date for the submission of Bids	Manner: Online at e-Proc website (http://eproc.rajasthan.gov.in) Start Date: 01 November 2025 11:00 AM End Date: 10 November 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., 10 November 2025
Date/ Time/ Place of Technical Bid Opening	Date: 10 November 2025; Time: 03:00 PM Place: 1 st 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

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



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

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 for booking the training slot. Contact No: 0141-4022688 (Help desk 10 am to 6 pm on all working days) e-mail: eproc@rajasthan.gov.in Address: e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur 8) The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bids. 9) No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a Lol has been issued or a formal contract is signed and executed between the procuring entity and the successful bidder. 10) 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

2.1. About RISL

RajCOMP Info Services Ltd. (RISL), formerly RajCOMP, is a fully owned Government of Rajasthan company and the state's leading consulting organization in the field of Information Technology. RISL operates under the aegis of the Government of Rajasthan and serves as the **State Designated Agency (SDA)** for implementing NeGP components such as the State Data Centre (SDC), Statewide Area Network (SWAN), Common Service Centres (CSC), State Service Delivery Gateway, and other Mission Mode Projects. RISL also partners with multiple government departments and Public Sector Undertakings (PSUs) for the procurement, outsourcing, and management of IT services and solutions.

2.2. RajERP Initiative

To strengthen operational efficiency and governance across PSUs, the Government of Rajasthan initiated the implementation of **RajERP**—a standardized ERP solution designed to integrate and automate routine processes. RajERP provides a centralized platform for data management, real-time dashboards, and role-based access, enabling transparency, accountability, and better utilization of resources.

The solution has already been developed and implemented, with a set of core modules that support daily operations:

- Human Resource Management & Pension (HRMS)
- Finance & Accounts (FA)
- Sales & Marketing
- Works & Project Management
- CPF/GPF Management
- Material Management (MM)
- Ticket Management
- Dashboards, MIS & Reports, RGHS ID creation

2.3. 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:

- ❖ 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.
- ❖ 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.

2.4. 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 Gajner, 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 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 Works module facilitates contract management, project tracking, and infrastructure development. 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
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RFP for Selection of Agency for O&M of Integrated IT Solution (RajERP) For IT Enablement of Various PSUs Under the Govt. of Rajasthan

1	Rajasthan State Mines and Minerals Limited (RSMML) (RSMML)		Rajasthan State Mines and Minerals Limited (RSMML)
2	Limestone (LST)	SBU	RSMML
3	BAJRI (BJR)	SBU	RSMML
4	Superannuation Fund Trust (PENS)	SBU	RSMML
5	Head Office (CO)	SBU	RSMML
6	Gypsum (GYP)	SBU	RSMML
7	Phosphate (PHOS)	SBU	RSMML
8	Lignite (Lgn)	SBU	RSMML
9	Delhi (DLH)	Sub Location	CO
10	Green Marble, Kesar (marble)	Sub Location	CO
11	Jaipur-Head Office (JPR-CO)	Sub Location	CO
12	Udaipur (UDP)	Sub Location	CO
13	Kolkata (KLK)	Sub Location	CO
14	Jhamarkotra (JKT)	Sub Location	CO
15	Deri (DR)	Sub Location	CO
16	Jaisalmer (JSLM)	Sub Location	LST
17	BHINMAL (BHIN)	Sub Location	LST
18	GOTAN (GOT)	Sub Location	LST
19	Jodhpur (JODH)	Sub Location	LST
20	Sonari, Barmer (SONL)	Sub Location	Lgn
21	Kasnau Mine, Nagaur (KASN)	Sub Location	Lgn
22	Giral, Barmer (BRM)	Sub Location	Lgn
23	Jaipur-Lignite (JPR)	Sub Location	Lgn
24	Matasukh, Nagaur (NGR)	Sub Location	Lgn
25	IBP (IBP)	Sub Location	PHOS
26	Jhamarkotra-MINES (JKP)	Sub Location	PHOS
27	Bikaner (BKN)	Sub Location	GYP
28	Pallu Office (pallu)	Sub Location	GYP
29	Bhadwasi Mines (bhad)	Sub Location	GYP
30	Nagaur- Gypsum (NG)	Sub Location	GYP
31	Jaipur-Gypsum (JAIGYP)	Sub Location	GYP
32	Thob Mines (THM)	Sub Location	GYP
33	Rawla Office (RWM)	Sub Location	GYP
34	Ramka Mines (RM)	Sub Location	GYP

35	Purabsar Mines (PBM)	Sub Location	GYP
36	Lunkarnsar Mines (LKM)	Sub Location	GYP
37	Kishanpura Mines (KPM)	Sub Location	GYP
38	Larewala Mines (LWM)	Sub Location	GYP
39	Jhakardla Mines (JHKM)	Sub Location	GYP
40	Jhamarkotra Mines Gypsum (JKM)	Sub Location	GYP
41	Jaipur Mines- Gypsum (JP)	Sub Location	GYP
42	Halibao Office (HBO)	Sub Location	GYP
43	Gotmanglod Mines (GMM)	Sub Location	GYP
44	Dhani Abdullawali Mines (DAM)	Sub Location	GYP
45	Deheriya Mines (DHM)	Sub Location	GYP
46	Bhurasar Mines (BHRM)	Sub Location	GYP
47	Bharu Mines (BHM)	Sub Location	GYP
48	Ballar Mines (BM)	Sub Location	GYP

2.5. 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 onboarding, 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.

2.6. 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.

2.7. 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>
5	JAIPUR J.D.
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	SHAHPURA
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
<u>DIV. : JAIPUR J.D.</u>	
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

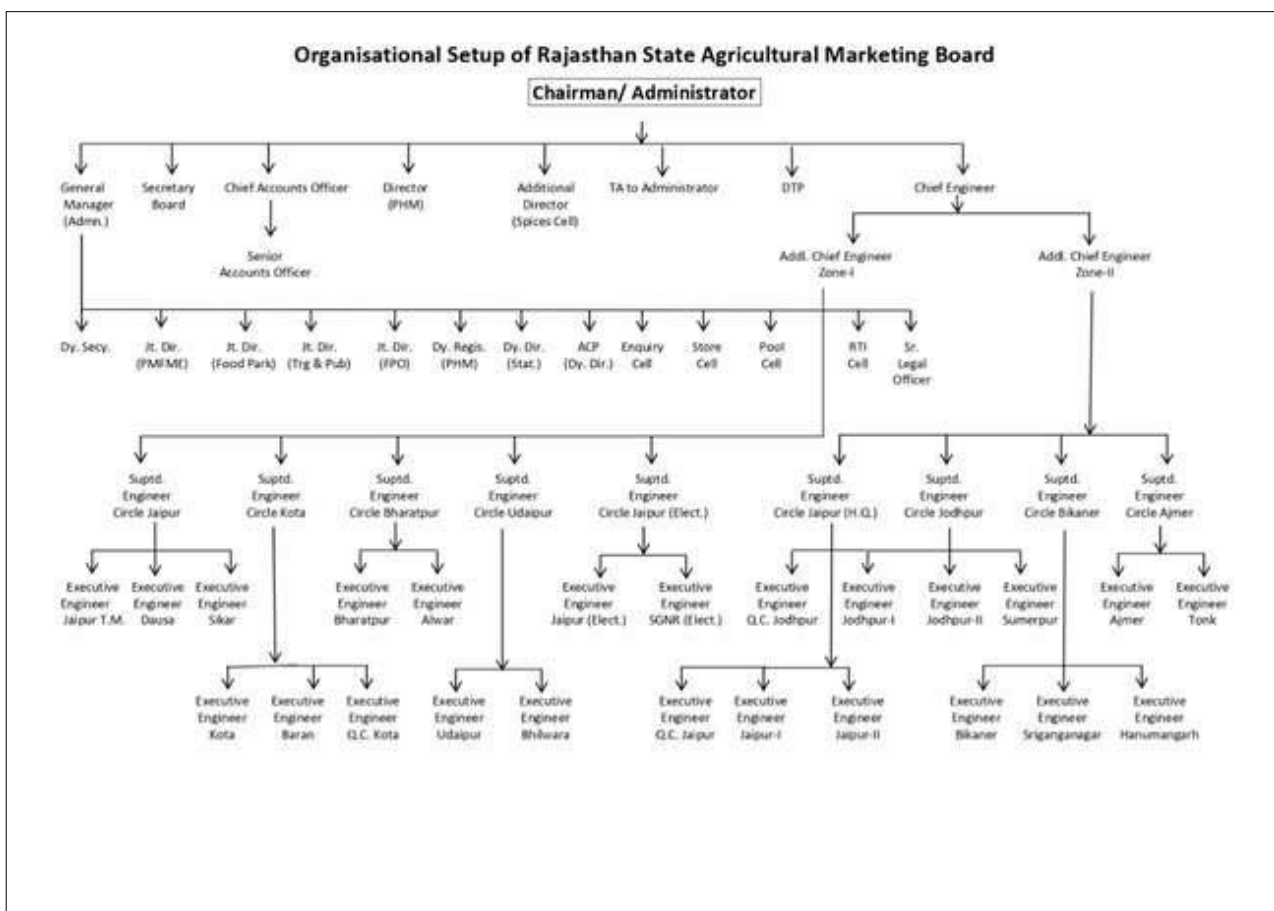
131	DEEDWANA
132	DEGANA
133	FATEHPUR
134	GUDA GODJI
135	JAYAL
136	JHUNJHUNU
137	KUCHAMAN CITY
138	MERTA CITY
139	NAGAUER
140	NAWALGARH
141	NEEM-KA-THANA
142	PALSANA
143	SIKAR
144	SRI MADHOPUR
145	SURAJGARH
DIV. SRI GANGANAGAR J.D.	
146	ANOOPGARH
147	GAJSINGHPUR
148	GHARSANA
149	JAITSAR
150	KESRISINGHPUR
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)

2.8. 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.



2.9. Rajasthan Vidyut Utpadan Nigam Limited (RVUNL)

Rajasthan Vidyut Utpadan Nigam Limited (RVUNL) is the state-owned power generation company. It is responsible for operating and maintaining the state's thermal and gas-based power plants and is also engaged in developing new generation capacity to meet the growing electricity demand in Rajasthan. RVUNL plays a pivotal role in ensuring energy availability and supporting the state's power sector growth.

2.10. Jaipur Vidyut Vitran Nigam Limited (JVVNL)

Jaipur Vidyut Vitran Nigam Limited (JVVNL) is one of the state's major power distribution companies. It is responsible for electricity distribution and supply in 12 districts of Jaipur and Bharatpur divisions. JVVNL serves a large consumer base, ensuring quality and reliable power supply while implementing consumer-centric services and digital solutions for billing, grievance redressal, and demand management.

2.11. Jodhpur Vidyut Vitran Nigam Limited (JdVVNL)

Jodhpur Vidyut Vitran Nigam Limited (JdVVNL) handles electricity distribution across 10 districts in western Rajasthan. It caters to both urban and rural consumers and focuses on strengthening the power distribution network in geographically challenging

desert areas. JdVVNL's key objective is to provide uninterrupted electricity supply and enhance consumer services across its jurisdiction.

2.12. Ajmer Vidyut Vitran Nigam Limited (AVVNL)

Ajmer Vidyut Vitran Nigam Limited (AVVNL) is responsible for electricity distribution in 11 districts falling under the Ajmer and Udaipur divisions. It manages rural and urban distribution infrastructure, ensuring supply reliability and consumer satisfaction. AVVNL emphasizes efficiency in billing, loss reduction, and service delivery while supporting state initiatives for renewable energy integration.

2.13. Project Outcomes:

The objectives of the project areas 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

2.14. Existing Modules

RISL has already developed the standard modules of ERP, such as Human Resources management system & Pension, Finance & Accounting management, Sales & Marketing, Works & Project management, Material management, CPF/GPF which are currently in use by the various PSUs, matrix below give a fair idea which PSU using which module.

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

2.15. Current PSU Coverage

RajERP is currently operational in the following PSUs:

1. **Rajasthan State Mines & Minerals Ltd. (RSMML)** – using HRMS, Finance, Material Management, and Sales modules across its mining and energy operations.
2. **RajCOMP Info Services Ltd. (RISL)** – using HRMS and Finance modules for internal administration.
3. **Jaipur Metro Rail Corporation (JMRC)** – using HRMS for attendance, payroll, and service records.
4. **Directorate of Agricultural Marketing (DAM)** – using HRMS, Finance, and CPF/GPF modules across mandi offices and divisions statewide.
5. **Rajasthan State Agricultural Marketing Board (RSAMB)** – using HRMS, Finance, Works, and CPF/GPF modules for statewide functions.
6. **Jaipur Vidyut Vitran Nigam Limited (JVVNL)** – using HRMS, Finance, and Material Management modules for statewide functions.
7. **Jodhpur Vidyut Vitran Nigam Limited (JDVVNL)** – using HRMS, Finance, and Material Management modules for statewide functions.
8. **Ajmer Vidyut Vitran Nigam Limited (AVVNL)** – using HRMS, Finance, and Material Management modules for statewide functions.
9. **Rajasthan Vidyut Utpadan Nigam Limited (RVUNL)**– using HRMS modules for statewide functions.

Organization	Approx Number of Employees	HRMS	FA	S&M	Works	CPF	MM	Total Module
RSMML	1,700	Yes	Yes	Yes	No	No	Yes	4
JMRC	100	Yes	No	No	No	No	No	1
RISL	100	Yes	Yes	No	No	No	No	2
RSAMB	1,000	Yes	Yes	No	Yes	Yes	No	4
DAM	700	Yes	Yes	No	No	Yes	No	3
JVVNL	21,720	Yes	Yes	No	No	No	Yes	3
JDVVNL	15,943	Yes	Yes	No	No	No	Yes	3
AVVNL	17,661	Yes	Yes	No	No	No	Yes	3
RVUNL	5,762	Yes	No	No	No	No	No	1
Total	64,686							

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	- 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

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S.No.	Basic Requirement	Specific Requirements	Documents Required
		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.	
1.	Financial: Turnover	The average annual turnover of the bidder should be at least Rs 30 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)
2.	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)
3.	Technical Capability-I	The bidder must have successfully completed at least two (2) projects, each of a minimum value of ₹5 Crore, during the last ten (10) years, under any of the following categories: • Software Development • ERP Implementation • ERP Upgrade • Operations & Maintenance of Software Development or ERP Out of these two (2) projects, it is mandatory that at least one (1) project shall have been related to ERP Implementation / ERP Upgrade / ERP Operations & Maintenance executed for a Central Government / State Government / PSU / Government Department or Government Organization in India. (Refer ABBREVIATIONS & DEFINITIONS section for the definition of ERP) At least one (1) ERP project considered as above-mentioned projects must have been successfully completed, with Go-live achieved followed by completion of at least one (1) year of Operations & Maintenance. The remaining project must have achieved Go-live. For ERP Upgradation projects, Go-live shall be considered as completion of the project.	Annexure-5: 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. Each project in above cases)
4.	Technical Capability-II	The bidder must demonstrate that the ERP Products deployed in the eligible projects had a cumulative minimum of 1,500 transactional users. In addition, at least three (3) of the following functional modules must have been implemented: • Finance and Accounting • Human Resource Management & Pension • Material Management • CPF/GPF	1. Project Reference (Annexure-5), duly filled in by the bidder, and any one of the following: • Work Completion Certificate from the client, OR • Work Order along with a Self-Certificate of Completion (signed by an authorized signatory of the bidder), OR • Work Order along with Phase

S.No.	Basic Requirement	Specific Requirements	Documents Required
		- Sales & Marketing Management - Works & Project Management	Completion Certificate from the client. - The Phase Completion Certificate must explicitly state that development, O&M, and deployment of the modules have been completed as per the Work Order. - The value realized under the cited project must be equal to or greater than ₹5 Crore. 2. In cases where details of transactional users are not available in the above documents, a testimony / confirmation from the client regarding the number of transactional users shall be furnished.
5.	Tax registration	The bidder should have a registered number of Income Tax / PAN number 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
6.	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 on the date of bid submission
7.	Mandatory Undertaking	Bidder should: - 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. 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. Not have a conflict of interest in the procurement in question as specified in the bidding document. Comply with the code of integrity as specified in the bidding document.	A Self-Certified letter as per Annexure-6: Self-Declaration

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.
1.	Past Experience in ERP, Financial Strength, User Base, Bidder Experience (Presentation	60

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	in front of Technical Committee of RISL)	
2.	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
1	Brief Experience in ERP Projects	Number of ERP implementation/upgrade projects for Govt/PSUs in the last 10 years. Experience in the implementation or O&M of the ERP modules (as defined in the <i>Abbreviations & Definitions</i> section) shall be considered, provided that at least 50% of the processes are mapped with the existing system as mentioned in <i>Annexure 18</i> .	
		1. HRMS	
		2. Material Management or Inventory Management	
		3. Financial Accounting	
		4. Works and Project Management	
		5. CPF/GPF	
		6. Sales & Marketing	
		>=3 similar projects	15
		2 similar projects	10
		1 similar project	5
		5 minutes with Max 2 slides for section 1 of this table	15
2	Financial Strength	The bidder shall have an average turnover of INR 30 crores 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 ICT/IT/ITeS Services.	
		>= 55 Crores	10
		>=50 Crores	7
		>=30 Crores	5
		2 Minutes with Max 1 slide for section 2 of this table	10
3	Experience with ERP modules	Experience in the implementation or O&M of the ERP modules (as defined in the <i>Abbreviations & Definitions</i> section) shall be considered, provided that at least 50% of the processes are mapped with the existing system as mentioned in <i>Annexure 18 with in Govt/PSUs</i> .	
		1. HRMS	
		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
		5 minutes with Max 3 slides for section 3 of this table	20
4	Cumulative User Base	The Cumulative User Base of the ERP Solution implemented across various PSUs shall be considered only for those ERP solutions where at least 50% of the modules processes are mapped with the existing system , as defined in the <i>Abbreviations & Definitions</i> section and specified in <i>Annexure 18</i> .	
		>=5000	10
		2500-5000	7
		1500-2500	5
		5 minutes with Max 2 slides for section 4 of this table	10
5	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
		5 minutes with Max 2 slides for section 5 of this table	5
Total			60
6	A. Study & Understanding of RajERP (Max 25 Marks)	Problem Statement & Objectives Clear understanding of RajERP business continuity objectives – 1 Mark Identification of functional scope of RajERP O&M – 1 Mark Recognition of key goals and expected outcomes – 1 Mark Awareness of critical success factors for smooth O&M – 1 Mark Clarity in articulation of the problem statement and approach – 1 Mark	5
		Understanding of ERP Solution & Existing Modules Understanding desktop application functionalities – 1 Mark Understanding web application functionalities – 1 Mark Understanding mobile application functionalities – 1 Mark Knowledge of workflows and process automations – 1 Mark Clarity on core module functionalities and dependencies – 1 Mark	5
		Understanding of Integration Points Awareness of integration with E-Sign, Raj-SSO, RPP – 2 Mark Awareness of integration with RGHS, Raj-Dharaa, Raj-Master – 1 Mark Understanding technical challenges in integration and data exchange – 1 Mark Knowledge of authentication, authorization, and API flows – 1 Mark	5
		Existing SLA & Operations Model Awareness of current SLA parameters (response time, resolution time, uptime) – 1 Mark Understanding ticketing and incident management processes – 2 Mark Awareness of escalation hierarchy and reporting mechanisms – 1 Mark Understanding routine O&M activities, preventive maintenance, and	5

		monitoring – 1 Mark	
	B. Proposed O&M Strategy (Max 15 Marks)	Key Operational Challenges Identification of potential risks in operations – 2 Mark Recognition of bottlenecks in workflows or module interdependencies – 1 Mark Awareness of challenges in user adoption and system performance – 1 Mark Suggestions for improvements or risk mitigation – 1 Mark	5
		Bug-fixing Methodology & Issue Resolution Approach to logging incidents and categorizing severity – 1 Mark Prioritization methodology for critical vs minor issues – 1 Mark Tracking and closure process including verification – 1 Mark Communication plan with users and stakeholders – 1 Mark Approach to prevent recurrence and root-cause analysis – 1 Mark	5
		Minor Feature / Non-architectural Enhancement Plan Approach for handling incremental improvements – 2 Mark Handling non-disruptive updates without affecting O&M – 2 Mark Prioritization and validation of minor feature requests – 1 Mark	5
		Risk Mitigation & Business Continuity - Contingency plan for unexpected downtime or failures – 1 Mark - Business continuity planning for critical operations – 1 Mark - Escalation framework for unresolved incidents – 1 Mark - Risk assessment and monitoring approach – 1 Mark - Approach to minimize disruption and maintain service levels – 1 Mark	5
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.

- Scoring shall be done by the technical evaluation committee on the technical presentation and document submitted for the above-mentioned Technical Qualification Criteria.
- Marking for a given criteria may be given based on sufficient proof towards said criteria based on demonstration of the same in the presentation.
- Each technical bid will be awarded a technical score out of a maximum of 100 marks as per the Technical Evaluation Criteria table above.
- 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 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 RTTP Act 2012, procurement rules 2013, and subsequent amendments.

4. SCOPE OF WORK, DELIVERABLES & TIMELINES

It is envisaged that there is a need for **comprehensive Operations & Maintenance (O&M) support services** for the existing **RajERP system** implemented across Public Sector Undertakings (PSUs) in Rajasthan. The Selected Bidder shall be responsible for providing **comprehensive O&M services** for the existing RajERP solution, covering all deployed modules, databases, and associated components across PSUs. The focus is to ensure system availability, stability, security, and continuous support for PSU operations. The Bidder shall be responsible for the overall administration, day to day operations, monitoring, maintenance, MIS generation, backup, recovery, etc. of the deployed Application & the related Database and ensure the desired uptime. The Application maintenance support of the Integrated IT solution shall be taken care by O&M team. The following scope of work shall apply:

4.1. Application Support

- Provide functional and technical support for the existing RajERP modules already implemented.
- Perform bug fixing, error correction, and minor configuration changes as required.
- Manage user roles, permissions, and access requests.

4.2. Database & Infrastructure Support

- Ensure smooth functioning of RajERP on the existing platform (.NET MVC with DB2 v11.5 and oracle).
- Perform database monitoring, performance tuning, backup/restore, and preventive maintenance.
- Conduct routine system health checks, logs review, and coordinate with PSU IT teams for infra-related issues.

4.3. Corrective & Preventive Maintenance

- Resolve application-level defects, database issues, and system errors as they arise.
- Implement preventive measures to minimize recurrence of issues.
- Apply security patches, updates, and configurations in line with best practices.
- Provide corrective maintenance for application and database issues, including bug fixes, error handling, and minor configuration changes.
- Conduct preventive maintenance by monitoring application logs, performance reports, and applying security patches/updates to ensure uninterrupted functioning.
- Perform routine housekeeping of the database, archiving, and optimization to ensure system efficiency.
- Ensure responsive functioning of the RajERP application across supported devices and browsers.

4.4. System Monitoring & Reporting

- Monitor application and database performance and ensure defined system uptime.
- Provide MIS reports and dashboards related to incidents, system performance, and SLA compliance.
- Maintain audit logs and system records for governance and compliance requirements.

4.5. Minor improvement or feature incorporation

- 4.5.1.** As part of the business continuity plan, minor improvements and/or minor feature incorporations in the existing modules of RajERP shall be deemed to fall within the scope of work.
- 4.5.2.** Any change requirement estimated to involve an effort of less than two (2) man-months shall be classified as a feature change, and no separate change request shall be entertained for such changes.
- 4.5.3.** Notwithstanding the above, in the event of any architectural change or technological shift arising due to unforeseen circumstances, such changes shall be classified as change requests instead of feature requests, and corresponding change requests shall be considered and processed in accordance with the prescribed procedure.

4.6. System Support and Documentation

The Selected Bidder shall:

1. Maintain and update existing **system design and technical documents** (such as database schema, architecture diagrams, and user manuals) to reflect ongoing changes during O&M.
2. Ensure version control of all application and database updates (bug fixes, patches, configuration changes).
3. Provide updated documentation for any issue resolution, security patching, and preventive maintenance carried out during the contract period.
4. Maintain a **Requirement Traceability Matrix (RTM)** limited to bug fixes, configuration changes, and minor enhancements made during the O&M period, and provide the same to RISL as required.

4.7. Integration Support

The RajERP system is already integrated with certain state-level and PSU-level applications. The bidder shall:

1. Ensure smooth functioning of **existing integrations** with applications such as:
 - Raj Kaaj (State e-Office)
 - Rajasthan SSO
 - e-Sign, e-Vault, Aadhaar, Jan Aadhaar
 - Rajasthan Payment Platform (RPP)
 - IFMS, e-Gras, e-Mitra
 - SMS/Email gateways
 - Other PSU-specific integrations already in use
2. Provide support and troubleshooting for any issues in the integrations.
3. Ensure that integration services continue to work seamlessly through the **Raj SewaDwar (ESB)** or other middleware already provisioned by the Government of Rajasthan.

4.8. Monitoring and Reporting

1. Monitor application performance, system uptime, and database health.
2. Provide regular MIS reports and SLA compliance reports to RISL.
3. Maintain audit logs for all system changes, issue resolution, and preventive actions taken.

4.9. Testing:

1. The Selected Bidder shall be responsible for carrying out **testing of all bug fixes, patches, configuration changes, and preventive maintenance updates** undertaken during the O&M period to ensure the stability and smooth functioning of the existing RajERP system.
2. The bidder shall prepare and submit a **Testing Plan** covering the following aspects:
3. **Testing Scope** – The scope shall be limited to verifying the stability, accuracy, and performance of existing RajERP modules after issue resolution, configuration changes, security patching, or minor enhancements.
4. **Testing Types** – Testing shall include unit testing, integration testing (for existing interfaces), regression testing (to ensure no disruption to existing functions), performance testing (as needed), and user acceptance testing (UAT) with PSU stakeholders.
5. **Test Cycles** – Multiple cycles may be conducted for critical fixes or updates to confirm issue resolution and system stability.
6. **Test Data** – Bidder shall use anonymized production data or test datasets approved by RISL/PSUs for validation.
7. **Testing Environments** – Testing shall be conducted in staging/pre-production environments prior to applying changes in the production environment.
8. **Automation Tools** – The bidder may utilize automated testing tools to validate patches, regression, and performance tests where applicable.
9. **Applications Affected** – Any existing integration with PSU or state-level systems (e.g., SSO, IFMS, e-Mitra, RPP, Raj SewaDwar) shall be tested post-patch to ensure uninterrupted functioning.
10. **Testing Deliverables** – Bidder shall submit test plans, test cases, execution reports, and defect closure reports to RISL for review.
11. **Acceptance & Sign-off** – Test results shall be reviewed jointly with RISL/PSU representatives, and sign-off shall be obtained before deployment to production.
12. **Revision History** – All test plans and reports shall include revision logs for traceability.

13. The testing approach under this engagement is primarily to **ensure continuity and reliability of the existing RajERP solution**, rather than testing of newly developed functionalities.

4.10. Safe to Host Certification:

Selected Bidder shall be solely responsible for implement the **resolutions of identified vulnerabilities** identified during the Safe to Host security testing and then deploy the Software solution at RSDC as every 6 months.

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

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

4.12. Deployment & Configuration of Integrated IT solution

1. The Bidder shall deploy the Integrated IT solution developed for the all the PSUs/organisation.
2. The Bidder shall be responsible to install requisite software/ utilities tools and configure web server, application server and database server clusters. These servers should be configured with load balancer to provide redundancy and high availability.
3. The Bidder shall be responsible to coordinate with RSDC operator to host, install and configure web portal and application at RSDC Jaipur also assist in configuration as RSDC or DR site . Bidder shall adhere with the rules and regulation of RSDC.
4. Configuration with RSDC infrastructure: The Bidder shall be responsible to configure the web portal and application with existing infrastructure at RSDC like DNS Server, backup server, EMS server, application load balancer etc.

4.13. User Acceptance Testing

1. The bidder shall assist RISL and its designated authority/Committee in UAT and commissioning of newly developed or majorly modified modules under Change Requests.
2. RISL may appoint a TPA, at its own cost, for technical reviews and audits of such development work.
3. During UAT, the developed application shall be deployed in the RSDC Staging Server.
4. Functional, security, and performance testing shall be conducted by RISL/designated authority/TPA, in addition to bidder's own testing.
5. The bidder shall:
 - a. Prepare and submit Test Plans, Cases, Results, and reports.
 - b. Demonstrate functionalities of new/modified modules to RISL.
 - c. Support RISL/TPA in testing, audits, and provide full access.
 - d. Coordinate with Cert-In vendor for Safe-to-Host certification (if applicable).
 - e. Fix all issues/bugs/vulnerabilities identified during UAT/audits at no extra cost.
6. The bidder shall obtain UAT sign-off from RISL for each new/modified module after incorporating all required changes.

4.14. Go-Live of Software Solution

1. Bidder shall be solely responsible for providing a release note containing all the changes, fixes implemented in the build shall be documented along with version control and Only after the Sign-off for particular change or feature request or bug fix by RISL over the release document, bidder shall deploy the build and would be deemed as commissioned.
2. Version control software or CI/CD shall be implemented and managed by the selected bidder on RSDC server
3. The bidder shall be responsible for training of users (employees) for the implemented solution/feature/bug or any kind of change required being hands-on by the end users.

4.15. Deployment of resources under O&M services

The bidder shall be responsible for deploying qualified resources for the operation and maintenance (O&M) of RAJERP to undertake various activities related to system support, upkeep, and user assistance. The deployed manpower shall meet the minimum qualifications prescribed in **Annexure-10: Minimum Qualification for Deployed Manpower**, and shall further be required to demonstrate adequate capability in handling the RajERP solution and its associated technologies.

The bidder shall carry out O&M responsibilities for the entire RajERP system across all participating PSUs/organizations. The O&M Team shall be responsible for:

- Fixing bugs and issues arising in the system,
- Implementing improvements in the existing RajERP solution, and
- Undertaking customization up to the level of *non-architectural changes* within the existing modules only.
- The number of resources specified represents the bare minimum requirement. In the event that additional resources of any category are required to meet the Service Level Agreements (SLAs) and accessed by the project manager, such resources shall be deployed by the bidder. No breach of SLA shall be excused or tolerated on the grounds of the number of resources deployed at any point during the contract period without any additional payment.

The O&M Team shall report to RISL and ensure timely delivery of all assigned tasks with the agreed quality standards.

The bidder shall mandatorily deploy a **Core Team of twenty eight (28) resources** in fixed locations, as detailed below, to ensure continuous support, monitoring, reporting, and compliance:

S. No.	Resource Required	Location	Count
1.	Project Manager	Jaipur	At least 1
2.	Sr. Software Developer – Web Application	Jaipur	At least 5
3.	DevOps Developer	Jaipur	At least 1
4.	Software Developer – Web Application	Jaipur	At least 4
5.	Software Developer – Desktop Application	Jaipur	At least 1
6.	Mobile Application Developer	Jaipur	At least 1
7.	Database Developer / Administrator	Jaipur	At least 2
8.	QA / Quality Assurance Engineer	Jaipur	At least 3
9.	Domain Experts – HRMS (1), Finance & Accounts (1), Works & MM (1)	Jaipur	At least 3
10.	Helpdesk Executives – 1 (JVVNL Jaipur), 1 (JdVVNL Jodhpur), 1 (AVVNL Ajmer), 2 (DAM Jaipur), 2 (RSAMB Jaipur)	Multi-location	At least 7
Total			28

1) Project Manager

- a) Bidder shall provide **Project Manager** who shall be responsible for managing the initiation, planning, execution, monitoring, and closure of all O&M deliverables.
- b) He shall oversee day-to-day management of the team, ensure timely resolution of issues, conduct scrum meetings and daily stand-ups, manage project documentation, handle conflict and issue resolution, and coordinate with stakeholders including PSUs and RISL to ensure smooth delivery and business continuity.

2) Senior Software Developer

- a) Bidder shall provide **Senior Software Developer** who shall be responsible for analyzing, debugging, and maintaining

RajERP applications.

- b) He shall troubleshoot escalated issues from developers, provide technical guidance, review code for quality, and ensure bug fixes are timely and effective.
- c) He shall maintain application stability, optimize code performance, and guide the team of developers for successful delivery of O&M tasks.

3) DevOps Developer

- a) Bidder shall provide a Senior Software Developer (DevOps) who shall be responsible for implementing, managing, and automating build, deployment, and infrastructure operations for RajERP applications.
- b) He shall design and maintain CI/CD pipelines, ensure seamless integration between development, testing, and production environments, and coordinate with development and QA teams for smooth releases.
- c) He shall manage containerized deployments, monitor system performance, optimize infrastructure resources, ensure application security and uptime, and guide the development team in adopting DevOps best practices.

4) Software Developer – Web / Desktop/Mobile Application

- a) Bidder shall provide **Software Developers** who shall be responsible for implementing fixes, developing minor changes, and ensuring the smooth functioning of ERP modules.
- b) They shall write clean and maintainable code, perform debugging, troubleshoot issues, and resolve escalations from junior developers.
- c) They shall work under the supervision of the Senior Software Developer to maintain system stability.

5) Database developer

- a) Bidder shall provide **Database developer** who shall be responsible for database tuning, normalization, optimization, and creation of procedures, functions, and jobs related to RajERP database activities.
- b) He shall ensure database availability, backup, and recovery, troubleshoot performance issues, and maintain integrity of data.
- c) He shall also assist in preparing migration plans and conversion scripts for transitioning PSU data from RajERP to the new ERP system.

6) Quality Assurance (QA)

- a) Bidder shall provide **Quality Assurance (QA) resource** who shall be responsible for testing RajERP applications, preparing and executing test cases, and validating bug fixes and minor enhancements.
- b) He shall ensure compliance with quality standards, manage testing documentation, and verify deliverables before release into production.
- c) He shall also be responsible for regression testing and functional testing during O&M and migration activities.

7) Domain Experts

- a) Bidder shall provide **Domain Experts** who shall be responsible for providing subject matter expertise in areas such as Finance, HR, Procurement, or other PSU functional domains.
- b) They shall validate functional processes, support the technical team with domain-specific guidance, assist in resolving functional issues during O&M, and ensure accuracy of business process continuity.
- c) They shall also play a key role in verifying migrated data and processes during the transition to the new ERP system.

8) Help Desk Executive:

- a) First-level support shall be provided to users, which shall include the logging, troubleshooting, and resolution of incidents. Issues that cannot be resolved at the first level shall be escalated to the appropriate higher support tier. Assistance with user On-boarding and basic training shall also be ensured.
- b) The requirement of resources shall be as follows: one (1) resource each at **JVVNL (Jaipur)**, **JdVVNL (Jodhpur)**, and **AVVNL (Ajmer)**; two (2) resource at **DAM**; and two (2) resources at **RSAMB**.

- 9) The above resources shall be deployed for the entire duration of the O&M of the project. It is acknowledged that additional resources may be required at any time to meet the SLA, project manager and the bidder has to analyse it, and the bidder shall ensure that the O&M activities are carried out smoothly, with all issues, bugs, and feature requests addressed and closed in accordance with the agreed SLAs, without any unforeseen downtime or breach of SLAs. Such additional resources may include, but are not limited to, project coordinators, developer, support staff, or any other personnel necessary to ensure seamless operations without any additional payment.

4.16. Resource requirements:

- a. The minimum technical qualifications and experience for the required resources are provided in Annexure-10 of this RFP document. These represent the baseline; equivalent qualifications and relevant experience may also be considered.
- b. The bidder shall facilitate discussions or interviews of the proposed resources with the OIC or designated officer before deployment. Resources approved by the OIC/designated officer shall be deployed. In case a resource is not approved, the bidder shall propose an alternative resource within a reasonable time.
- c. The bidder is responsible for retaining the deployed resources during the contract period. In the event of a resource leaving, a replacement with equivalent capability in terms of qualifications and experience should be provided promptly. Prior notification of such events should be sent to RISL, but minor delays for replacement due to recruitment processes shall be reasonably accommodated.
- d. During and after the project, the bidder shall refrain from canvassing RISL/GoR or its associates for employment of deployed personnel.
- e. As Hindi is the official language of the Government of Rajasthan, personnel with basic proficiency in Hindi should preferably be deployed.
- f. Staff will perform duties in accordance with instructions from designated officers of GoR. RISL will review qualifications and experience before deployment. While RISL may request replacement if a resource is deemed unsuitable, the bidder will be allowed a reasonable period to propose and deploy a suitable replacement.
- g. Deployed resources are expected to be available during normal working hours (9:30 AM to 6:00 PM, except Sundays), with flexibility as per project requirements. Occasional leave or absence will be accommodated if substitutes of equivalent qualifications/experience are provided by the bidder. Long-term absence due to sickness or unavoidable circumstances should be managed by timely replacements, without any undue penalty.
- h. Operational support shall be provided through a suitable helpdesk system to ensure the solution functions as intended and issues are resolved satisfactorily within reasonable timeframes.
- i. The bidder shall ensure availability of resources for the duration of the contract/project. In case of attrition, immediate replacement with equivalent resources should be arranged, with prior intimation to RISL. Minor delays for hiring/replacement processes shall be reasonably accepted.
- j. If a resource is found not performing as required, the POIC may direct the bidder to provide a replacement. The bidder shall arrange the replacement after obtaining approval and conducting an interview with the POIC, within a reasonable timeframe.

4.17. PSU On-boarding

To facilitate the expansion and standardization of **RajERP** across additional Public Sector Undertakings (PSUs) or Departments of the Government of Rajasthan, the **Selected Bidder** shall undertake comprehensive **On-boarding** for each new PSU or new functional module implemented under the project.

The On-boarding process shall ensure **operational readiness** of each PSU in RajERP, covering technical, functional, organizational, and user-level configurations in line with the overall **ERP governance framework** defined by RISL.

4.17.1. Scope of On-boarding Activities

The bidder shall perform **end-to-end On-boarding** for each PSU or new module, covering the following major activity groups:

1. Assessment and Study of On-boarding Organisation for RajERP Deployment

- Conduct a detailed study of the PSU to assess its current systems, processes, and readiness for RajERP deployment.
- Identify functional areas, existing modules in scope, data availability, gap analysis and integration touch points with external systems.
- Prepare a **PSU-specific On-boarding Plan** covering deployment approach, resource requirements, risk assessment, and timelines.
- Obtain PSU and RISL approval on the finalized On-boarding and implementation strategy before proceeding to configuration activities.

2. Infrastructure & Environment Readiness

- Coordinate with **RSDC / PSU IT Cell** for network, VPN, and security configuration readiness.
- Verify availability and health of required infrastructure — servers, database, client systems, and connectivity.
- Create or activate RajERP application instances and ensure configuration of application URLs, certificates, and connectivity.
- Establish user access through **Rajasthan SSO** and integrate role-based authentication.
- Ensure connectivity and integration with other state systems such as **IFMS, e-Sign, RPP, e-Gras, RGHS**, and SMS/email gateways.
- Prepare **readiness checklist** confirming environment stability and PSU accessibility before On-boarding initiation.

3. Organizational and Structural Setup

- Create and configure PSU master record, organizational hierarchy, regional/divisional/sub-office mapping.
- Define **departmental structures**, cost centers, locations, and units of operation.
- Map **reporting hierarchies**, including supervisor–subordinate and approval relationships.
- Configure **designation master**, department codes, and posting locations.
- Enable multi-level administrative control with nodal officers identified by PSU/RISL.

4. User Management and Workflow Configuration

- Create and activate user accounts as per PSU hierarchy using SSO credentials.
- Define **roles, profiles, and permissions** following the least-privilege principle.
- Map functional roles to business processes (e.g., DDO, HR Admin, Section Head, Store Officer, Accountant).
- Configure **approval workflows**, routing logic, and authorization limits for each process — HR, Finance, MM, Works, CPF/GPF, etc.
- Enable **transaction-level audit trails**, digital signature/e-sign integration, and approval tracking.
- Validate **workflow dependencies** across modules to ensure consistent approval sequencing.

5. HR, Payroll & Employee Lifecycle Configuration

- Configure **employee master data**, service records, designations, and categories (regular, contract, retired, etc.).
- Define and map **pay bands, grade pay, allowances, deductions, reimbursements, and perks** as per PSU policy.
- Set up **salary structure formulas**, arrear computation rules, and integration with Finance module.
- Configure **leave types, accrual rules, and encashment processes**.
- Set up **shift management, holiday calendar, and attendance mapping**.
- Define lifecycle workflows such as employee joining, transfer, promotion and separation.
- Integrate HRMS with CPF/GPF, pension, and finance workflows.

6. Financial & Accounting Configuration

- Define **chart of accounts**, budget heads, fund allocation structure, and accounting periods.
- Configure **opening balances**, vendor and customer masters, bank account details, and payment modes.
- Map **financial workflow approvals**, voucher types, and reporting templates.
- Integrate with **state treasury systems, IFMS, e-Gras, and bank interfaces**.

- Validate accounting configuration through test transactions and reporting verification.

7. Material Management & Procurement Configuration

- Create **material master**, units of measure, item categories, valuation methods, and store locations.
- Define **procurement workflows** — indenting, approvals, purchase orders, GRNs, and payments.
- Map vendor masters, supplier codes, and rate contracts.
- Ensure **MM–Finance** integration for consumption tracking and financial posting.

8. Works & Project Management Setup

- Define project codes, works categories, activity hierarchies, milestones, and cost structures.
- Configure **tendering, work order issuance, progress tracking, and measurement book workflows**.
- Establish linkage with Finance for fund utilization and expenditure reporting.
- Enable contractor/vendor master mapping with project activities.

9. CPF/GPF & Pension Management Configuration

- Configure CPF/GPF contribution rules, subscription rates, withdrawals, and settlements.
- Map interest computation cycles and fund transfer rules.
- Configure pension calculation logic, gratuity, and commutation parameters.
- Ensure financial and HR integration for real-time contribution tracking.

10. Master Data Preparation and Migration

- Identify and collect legacy data (HR, Finance, MM, Works, CPF/GPF) from existing systems.
- Perform **data profiling, cleansing, validation**, and transformation as per predefined templates according to PSU.
- Upload master and transactional data and conduct **post-upload reconciliation** with PSU officials.
- Obtain signed data verification and reconciliation report before Go-Live.

11. Testing, Validation & UAT

- Conduct **functional, integration, and workflow testing** of configured modules.
- Facilitate **User Acceptance Testing (UAT)** with PSU nodal officers.
- Address and close all UAT remarks before production deployment.
- Document test cases, defect logs, and resolution reports.

12. Training, Awareness & Change Management

- Prepare detailed **training plans** for end-users, administrators, and nodal officers.
- Conduct module-wise hands-on training and demonstrations.
- Distribute **training manuals, process flowcharts, and FAQs**.
- Capture attendance, feedback, and readiness assessment of users.
- Conduct refresher sessions post-Go-Live or during addition of new modules.

13. Go-Live, Stabilization & Handover

- Execute Go-Live in coordination with RISL and PSU.
- Monitor transactions during the stabilization period (minimum one month).
- Resolve all post-Go-Live functional or technical issues within agreed timelines.
- Submit Go-Live report, stabilization performance summary, and signed acceptance certificate.

14. Operation and Maintenance

- Operation and maintenance of the onboarded modules in existing or newly added PSUs shall be managed by the bidder **without any additional cost** to the client.
- The bidder shall ensure continuous availability, performance optimization, issue resolution, and version updates of all deployed modules.
- The bidder shall also provide technical support, periodic health checks, preventive maintenance, and timely bug fixes to ensure uninterrupted functioning of RajERP across all PSUs.
- All O&M activities shall be carried out in compliance with defined SLAs and security guidelines issued by the Client.

4.17.2. Indicative Volume

During the contract period, **at least five (5) modules** may be onboarded, either across **new PSUs** or **existing PSUs** of the Government of Rajasthan. The Selected Bidder shall plan manpower and timelines to execute On-boarding activities without compromising ongoing O&M service delivery.

4.17.3. Deliverables

- PSU infrastructure readiness and validation report
- Configuration and master setup documentation (module-wise)
- User hierarchy and workflow configuration register
- Data migration & reconciliation reports
- Training completion and attendance reports
- UAT sign-off and Go-Live certificate
- Stabilization and performance closure report

4.17.4. Special Condition for On-boarding modules

The activities listed above are **illustrative and indicative in nature**. However, the scope of On-boarding shall not be limited to these activities. The **Selected Bidder** shall be fully responsible for ensuring that all business processes, modules, and operational functions of each PSU are comprehensively on-boarded and made functional in **RajERP**, as per directions issued by **RISL** from time to time.

The bidder shall include **any required customization, configuration, or minor enhancement effort up to a total of three (3) man-months** during each on-boarding phase **without any additional financial implication** to RISL or the PSU. Any effort **beyond this limit** shall be treated as a **Change Request (CR)** and processed in accordance with the approved **Change Management Procedure** defined under this RFP.

4.18. Help Desk Support (Incident/ Problem management)

- a. The bidder shall also provide Helpdesk support services for effective Facility management and Application maintenance.
- b. The Bidder shall design, develop & implement a Helpdesk Management System (web enabled with SMS and e-Mail based alert system) or can use already developed some free source or open-source utility to facilitate helpdesk team in extending operational support/ resolving problems of Integrated IT solution users.
- c. The end-users should be allowed to create a ticket for any problem faced by him and same should be closed by him after the resolution of the problem.
- d. Solution shall be able to route the ticket to the resources in a manner that it can be auto assigned and reassigned by the resource whom it was originally assigned.

4.19. Performance Monitoring & Enhancement

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

extra cost, to ensure smooth functioning of the application under varying load requirements & ensure proper management of:

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

4.20. Application Maintenance Reports

- a. The Bidder shall have to submit certain key deliverables during the Project period which are mentioned hereunder. However, in addition to the reports/ deliverables as indicated below, the Bidder shall prepare and submit all other required information related to the project in desirable format as notified by RISL, whenever required.
- b. The formats for all the reports shall be prepared by the Bidder and submitted to RISL for approval. The reports submitted by the Bidder should strictly be in the approved format only which, if required, may be revised from time to time.

4.21. Project Duration

The project duration will be for **3 years** for O&M

4.22. Roles & Responsibilities of Stakeholders/ Implementation Agency

a) Responsibilities of RISL

- Constitute executive committee if required which shall be governing body for the entire project. This shall include high level officials of the all the organization parties where project has been implemented, shall take place with members of RISL, this shall be headed by the MD RISL
- Provide necessary support, sharing of manual templates and explain the functional requirements in detail to the Bidder including all technical and functional documents or support of the previous vendor/technical team/Department/PSU if required.
- Monitoring the progress of the project
- Provide necessary infrastructure required at the State Data Centre for hosting the Integrated IT solution portal application
- Timely review/approval of deliverables and Payment processing as per milestone
- RISL shall be deemed to act solely as a Pure Agent, without holding or intending to hold any title to the goods and services procured or provided under this contract. All goods and services shall be delivered in the name of the respective participating PSUs, and invoices for the supplied items shall be issued accordingly in their name. The payment for such goods and services shall, however, be effected by RISL on behalf of the said department/company.
- 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 RSDC. This will also include access to the deployment environment, internet connectivity, seating arrangements, and coordination with other supporting departments or software solutions.

b) Responsibilities of Implementation Agency

As per the Scope of Work defined in this RFP, assistance shall be provided to RISL in demonstrating various features and modules to any prospective PSU/organization, after understanding their overall requirements using the existing package.

4.23. 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 change management section of special terms and conditions for Change Requests/ Management in this RFP.

5. INSTRUCTION TO BIDDERS (ITB)

5.1. Bidding Procedure:

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

5.2. Sale of Bidding/ Tender Documents

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

5.3. Pre-Bid Meeting / Clarifications:

- a) Any prospective bidder may, in writing, seek clarification from the procuring entity in respect of the bidding documents.
- b) A Pre-Bid conference is also scheduled by the procuring entity as per the details mentioned in the NIB and to clarify doubts of potential 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.
- c) 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 along with the receipt of payment for tender fees

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 bidders sufficient time to take into account the clarification or modification, as the case may be, while submitting their Bids.
- d) Any bidder, who has submitted his Bid in response to the original invitation, shall have the opportunity to modify or re-submit it, as the case may be, within the period of time originally allotted or such extended time as may be allowed for submission of Bids, when changes are made to the bidding document by the procuring entity:
Provided that the Bid last submitted or the Bid as modified by the bidder shall be considered for evaluation.

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 nonresponsive 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 Bids

- 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: -
- Technical Bid, including fee details, eligibility & technical documents
 - 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
Fee Details		
1.	RISL Processing Fee (e-Procurement)	Instrument/ Proof of submission (PDF)
Technical Documents		
2.	Bidder's Authorisation Certificate along with copy of PoA/ Board resolution stating that Auth. Signatory can sign the bid/ contract on behalf of the firm.	As per Annexure-3 (PDF)
3.	All the documents mentioned in the "Eligibility Criteria", in support of the eligibility	As per the format mentioned against the respective eligibility criteria clause (PDF)
4.	Self-declaration	As per Annexure-6 (PDF)
5.	Certificate of Conformity/ No Deviation	As per Annexure-4
6.	Covering Letter	On bidder's letter head duly signed by authorized signatory as per Annexure-1

- h) Financial bid shall include the following documents: -

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

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

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 English Language. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English/ Hindi language, in which case, for purposes of interpretation of the Bid, such translation shall govern.

5.8. Alternative / Multiple Bids:

- a) 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.

5.10. Deadline for the submission of Bids

- a) Bids shall be received online at e-Procurement portal and up to the time and date specified in the NIB.
- b) Normally, the date of submission and opening of Bids would not be extended. In exceptional circumstances or when the bidding document are required to be substantially modified as a result of discussions in Pre-Bid meeting/conference or otherwise and the time with the prospective bidders for preparation of Bids appears insufficient, the date may be extended by the procuring entity. In such case the publicity of extended time and date shall be given in the manner, as was given at the time of issuing the original NIB and shall also be placed on the State Public Procurement Portal, if applicable. It would be ensured that after issue of corrigendum, reasonable time is available to the bidders for preparation and submission of their Bids. The procuring entity shall also publish such modifications in the bidding document in the same manner as the publication of initial bidding document. If, in the office of the Bids receiving and opening authority, the last date of submission or opening of Bids is a non-working day, the Bids shall be received or opened on the next working day.

5.11. Withdrawal, Substitution, and Modification of Bids

- a) If permitted on e-Procurement portal, a Bidder may withdraw its Bid or re-submit its Bid (technical and/ or financial cover) as per the instructions/ procedure mentioned at e-Procurement website under the section "Bidder's Manual Kit".
- b) Bids withdrawn shall not be opened and processes further.
- 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 Bid shall be opened by the bid opening & evaluation committee on the date and time mentioned in the NIB in the presence of the bidders or their authorised representatives who choose to be present.
- b) The committee may co-opt experienced persons in the committee to conduct the process of Bid opening.
- c) The committee shall prepare a list of the bidders or their representatives attending the opening of Bids and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding bidders' names and addresses. The authority letters, if any, brought by the representatives shall be attached to the list. The list shall be signed by all the members of Bid opening committee with date and time of opening of the Bids.
- d) All the documents comprising of technical Bid/ cover shall be opened & downloaded from the e-Procurement website (only for the bidders who have submitted the prescribed fee(s) to RISL).
- e) The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the: -
 - a. bid is accompanied by processing fee;
 - b. bid is valid for the period, specified in the bidding document;
 - c. bid is unconditional and the bidder has agreed to give the required performance security; and
 - d. other conditions, as specified in the bidding document are fulfilled.
 - e. any other information which the committee may consider appropriate.
- f) No Bid shall be rejected at the time of Bid opening except the Bids not accompanied with the proof of payment or instrument of the required processing fee.
- g) The Financial Bidcover shall be kept unopened and shall be opened later on the date and time intimated to the bidders who qualify in the evaluation of technical Bids.

5.13. Clarification of Bids

- a) To assist in the examination, evaluation, comparison and qualification of the Bids, the bid evaluation committee may, at its discretion, ask any bidder for a clarification regarding its Bid. The committee's request for clarification and the response of the bidder shall be through the e-Procurement portal.
- b) Any clarification submitted by a bidder with regard to its Bid that is not in response to a request by the committee shall not be considered.
- c) No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the committee in the evaluation of the financial Bids.
- d) No substantive change to qualification information or to a submission, including changes aimed at making an unqualified bidder, qualified or an unresponsive submission, responsive shall be sought, offered or permitted.
- e) All communications generated under this rule shall be included in the record of the procurement proceedings.

5.14. Selection Method

Bidder would be selected on the basis of lowest cost (L1) i.e. the bidder shall quote with the least price offer shall be considered as L1. Technical evaluation is mentioned in the "Evaluation & Tabulation of Technical Bid" and Cost factor shall be evaluated as specified in section "Evaluation & Tabulation of Financial Bids".

The technically qualified bidders as per the conditions mentioned in the pre-qualification section shall be evaluated in technical evaluation as mentioned in the section 3 considered as pre-qualified bidders and shall be considered for opening of their financial offer.

5.15. Evaluation & Tabulation of Technical Bids

a) Determination of Responsiveness

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

b) Non-material Non-conformities in Bids

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

5.16. Evaluation & Tabulation of Financial Bids

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

- a) the financial Bids of the bidders who qualified in technical evaluation shall be opened online at the notified time, date and place by the bid evaluation committee in the presence of the bidders or their representatives who choose to be present;
- b) the process of opening of the financial Bids shall be similar to that of technical Bids.
- c) the names of the bidders, the rates given by them and conditions put, if any, shall be read out and recorded;
- d) conditional Bids are liable to be rejected;
- e) the evaluation shall include all costs and all taxes and duties applicable to the bidder as per law of the Central/ State Government/ Local Authorities, and the evaluation criteria specified in the bidding documents shall only be applied;
- f) it shall be ensured that the offer recommended for sanction is justifiable looking to the prevailing market rates of the goods, works or service required to be procured.
- g) RISL can ask for clarification from the bidder in case bidders quote exceptionally low for manipulating the healthy competition. Also if reason found unreasonable then the bid shall be considered as non-competitive

5.17. Correction of Arithmetic Errors in Financial Bids

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

-
- a) if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the bid evaluation committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to clause (a) and (b) above.

5.18. Price / Purchase Preference in Evaluation:

- a) 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 case of procurement by method of single source procurement or procurement by competitive negotiations, to the extent possible, no negotiations shall be conducted after the Pre-Bid stage. All clarifications needed to be sought shall be sought in the Pre-Bid stage itself.
- b) Negotiations may, however, be undertaken only with the lowest or most advantageous bidder when the rates are considered to be much higher than the prevailing market rates.
- c) The bid evaluation committee shall have full powers to undertake negotiations. Detailed reasons and results of negotiations shall be recorded in the proceedings.
- d) The lowest or most advantageous bidder shall be informed in writing either through messenger or by registered letter and e-mail (if available). A minimum time of seven days shall be given for calling negotiations. In case of urgency the bid evaluation committee, after recording reasons, may reduce the time, provided the lowest or most advantageous bidder has received the intimation and consented to regarding holding of negotiations.
- e) Negotiations shall not make the original offer made by the bidder inoperative. The bid evaluation committee shall have option to consider the original offer in case the bidder decides to increase rates originally quoted or imposes any new terms or conditions.
- f) In case of non-satisfactory achievement of rates from lowest or most advantageous bidder, the bid evaluation committee may choose to make a written counter offer to the lowest or most advantageous bidder and if this is not accepted by him, the committee may decide to reject and re-invite Bids or to make the same counter-offer first to the second lowest or most advantageous bidder, then to the third lowest or most advantageous bidder and so on in the order of their initial standing and work/ supply order be awarded to the bidder who accepts the counter-offer. This procedure would be used in exceptional cases only.
- g) In case the rates even after the negotiations are considered very high, fresh Bids shall be invited.

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 pre-qualification/ eligibility criteria mentioned in the bidding document;
 - d. the Bid materially departs from the requirements specified in the bidding document or it contains false information;
 - e. the bidder, submitting the Bid, his agent or any one acting on his behalf, gave or agreed to give, to any officer or employee of the procuring entity or other governmental authority a gratification in any form, or any other thing of value, so as to unduly influence the procurement process;
 - f. a bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.
- b) A Bid shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.
- c) Every decision of a procuring entity to exclude a Bid shall be for reasons to be recorded in writing and shall be: -

- a. communicated to the concerned bidder in writing;
- b. published on the State Public Procurement Portal, if applicable.

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 Bid, if any, financial implications, trials, sample testing and test reports, etc., shall accept or reject the successful Bid. If any member of the bid evaluation committee, has disagreed or given its note of dissent, the matter shall be referred to the next higher authority, as per delegation of financial powers, for decision.
- b) Decision on Bids shall be taken within original validity period of Bids and time period allowed to procuring entity for taking decision. If the decision is not taken within the original validity period or time limit allowed for taking decision, the matter shall be referred to the next higher authority in delegation of financial powers for decision.
- c) Before award of the contract, the procuring entity shall ensure that the price of successful Bid is reasonable and consistent with the required quality.
- d) A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid.
- e) The procuring entity shall award the contract to the bidder whose offer has been determined to be the lowest or most advantageous in accordance with the evaluation criteria set out in the bidding document and if the bidder has been determined to be qualified to perform the contract satisfactorily on the basis of qualification criteria fixed for the bidders in the bidding document for the subject matter of procurement.
- f) Prior to the expiration of the period of bid validity, the procuring entity shall inform the successful bidder, in writing, that its Bid has been accepted.
- g) As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value and deposit the amount of performance security or a performance security declaration, if applicable, within a period specified in the bidding documents or where the period is not specified in the bidding documents then within fifteen days from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.
- h) If the issuance of formal letter of acceptance is likely to take time, in the meanwhile a Letter of Intent (LOI) may be sent to the bidder. The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/or sent by email (if available) to the address of the bidder given in the bidding document. Until a formal contract is executed, the letter of acceptance or LOI shall constitute a binding contract.
- i) After the contract, contract /agreement with the successful bidder is signed and its performance security is obtained.

5.23. Information and publication of award

Information of award of contract shall be communicated to all participating bidders and published on the respective website(s) as specified in NIB.

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

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

5.25. Right to vary quantity

- a) If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation except otherwise provided in the bidding documents.
- b) Orders for extra items may be placed by the procuring entity in accordance with the Schedule of Powers as prescribed by the Finance Department, upto 5% of the value of the original contract.
- c) Orders for additional quantities 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.

5.26. 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 mention in bidding documents by the Procuring Entity. (iii) Unbalanced Bid Amount means positive difference of eighty five percent of Estimated Bid Value minus Bid Amount Quoted by the bidder.
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 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.

5.27. Execution of agreement

- a) A procurement contract shall come into force from the date on which the agreement is signed.
- b) The successful bidder shall sign the procurement contract within 15 days from the date on which the letter of acceptance or letter of intent is despatched to the successful bidder.
- c) If the bidder, who's Bid has been accepted, fails to sign a written procurement contract or fails to furnish the required performance security within specified period, the procuring entity shall take action against the successful bidder as per the provisions of the bidding document and Act. The procuring entity may, in such case, cancel the procurement process or if it deems fit, offer for acceptance the rates of lowest or most advantageous bidder to the next lowest or most advantageous bidder, in accordance with the criteria and procedures set out in the bidding document.
- d) The bidder will be required to execute the agreement on a non-judicial stamp of specified value at its cost and to be purchase from anywhere in Rajasthan only.

5.28. Confidentiality

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

- d) In addition to the restrictions specified above, the procuring entity, while procuring a subject matter of such nature which requires the procuring entity to maintain confidentiality, may impose condition for protecting confidentiality of such information.

5.29. Cancellation of procurement process

- a) If any procurement process has been cancelled, it shall not be reopened but it shall not prevent the procuring entity from initiating a new procurement process for the same subject matter of procurement, if required.
- b) A procuring entity may, for reasons to be recorded in writing, cancel the process of procurement initiated by it -
 - a. at any time prior to the acceptance of the successful Bid; or
 - b. after the successful Bid is accepted in accordance with (d) and (e) below.
- c) The procuring entity shall not open any bids or proposals after taking a decision to cancel the procurement and shall return such unopened bids or proposals.
- d) The decision of the procuring entity to cancel the procurement and reasons for such decision shall be immediately communicated to all bidders that participated in the procurement process.
- e) If the bidder who's Bid has been accepted as successful fails to sign any written procurement contract as required, or fails to provide any required security for the performance of the contract, the procuring entity may cancel the procurement process.
- f) If a bidder is convicted of any offence under the Act, the procuring entity may: -
 - a. cancel the relevant procurement process if the Bid of the convicted bidder has been declared as successful but no procurement contract has been entered into;
 - b. rescind (cancel) the relevant contract or forfeit the payment of all or a part of the contract value if the procurement contract has been entered into between the procuring entity and the convicted bidder.

5.30. Code of Integrity for Bidders

- a) No person participating in a procurement process shall act in contravention of the code of integrity prescribed by the State Government.
- b) The code of integrity include provisions for: -
 - a. Prohibiting
 - i. Any offer, solicitation or acceptance of any bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;
 - ii. any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
 - iii. any collusion, bid rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process;
 - iv. improper use of information shared between the procuring entity and the bidders with an intent to gain unfair advantage in the procurement process or for personal gain;
 - v. any financial or business transactions between the bidder and any officer or employee of the procuring entity;
 - vi. any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
 - vii. any obstruction of any investigation or audit of a procurement process;
 - b. disclosure of conflict of interest;
 - c. disclosure by the bidder of any previous transgressions with any entity in India or any other country during the last three years or of any debarment by any other procuring entity.
- c) Without prejudice to the provisions below, in case of any breach of the code of integrity by a bidder or prospective bidder, as the case may be, the procuring entity may take appropriate measures including: -
 - a. exclusion of the bidder from the procurement process;
 - b. Calling-off of pre-contract negotiations and forfeiture or encashment of bid security.
 - c. forfeiture or encashment of any other security or bond relating to the procurement;
 - d. recovery of payments made by the procuring entity along with interest thereon at bank rate;
 - e. cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity;

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

5.31. 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 RTTP Act 2012.

5.32. Interference with Procurement Process

A bidder, who: -

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

5.33. Conflict of Interest

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

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

5.34. Appeals

1. Subject to section 4 of RTTP 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 RTTP 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 subsection 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 subsection (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.
5. 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.

5.35. BID PRICES/ COMPARISON OF RATES:

- a) Bid prices should be FOR / FOB.
- b) Bid prices should be inclusive of all other taxes, levies, octroi, insurance etc. but excluding of GST/CST.
- c) 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.
- d) 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.
- e) 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.

5.36. Risk & Cost Clause:

- a) 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.

5.37. CHANGE IN LAW:

- a) 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.

5.38. Stay of Procurement Proceedings:

- a) 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.

5.39. Vexatious Appeals & Complaints:

- a) 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.

5.40. 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-
- d) "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
- e) "Director" in relation to a limited liability partnership or firm, means a partner in the firm.
- f) 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.

5.41. General Instructions:

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

5.42. Debarment from Bidding:

- a) A bidder shall be debarred by the State Government if he has been convicted of an offence
- b) Under the Prevention of Corruption Act, 1988 (Central Act No. 49 of 1988); or
- c) 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.
- d) 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.
- e) 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.
- f) 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.

- g) 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.

5.43. 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

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

Definitions:

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

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

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

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. Interpretation

- a) If the context so requires it, singular means plural and vice versa.
- b) Entire Agreement: The Contract constitutes the entire agreement between RISL and the Supplier/ Bidder and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.
- c) Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.
- d) Non-waiver: Subject to the condition (f) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.

- e) Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.
- f) Severability: If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

6.3. Language

- a) The Contract as well as all correspondence and documents relating to the Contract exchanged by the bidder and RISL, shall be written in English language only. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the special conditions of the contract, in which case, for purposes of interpretation of the Contract, this translation shall govern.
- b) The bidder shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.

6.4. Joint Venture, Consortium or Association

Joint venture, consortium is not allowed to bid.

6.5. Eligible Goods and Related Services

- a) For purposes of this Clause, the term "services" includes the services to be delivered by the Bidder as per scope of work and required to run the project successfully, "goods" includes commodities, raw material, machinery, equipment, and industrial plants; and "related services" includes services such as insurance, transportation, supply, installation, integration, testing, commissioning, training, and initial maintenance.
- b) All articles/ goods being bid, other than those marked in the Bill of Material (BoM) should be the ones which are produced in volume and are used by a large number of users in India/ abroad. All products quoted by the bidder must be associated with specific make and model number, item code and names and with printed literature describing configuration and functionality. Any deviation from the printed specifications should be clearly mentioned in the offer document by the bidder/ supplier. Also, the bidder is to quote/ propose only one make/ model against the respective item.
- c) The OEM/ Vendor of the quoted product must have its own registered spares depot in India having adequate inventory of the equipment being quoted for providing the necessary spares as per the requirements of the bidding document.
- d) The OEM/ Vendor of the quoted product should also have its direct representation in India in terms of registered office for at least past 3 years. The presence through any Distribution/ System Integration partner agreement will not be accepted.
- e) Bidder must quote products in accordance with above clause "Eligible goods and related services".

6.6. Notices

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

6.7. Governing Law

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

6.8. Scope of Supply

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

6.9. Delivery & Installation

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

6.10. Supplier's/ Bidder's Responsibilities

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

6.11. RISL's Responsibilities

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

6.12. Contract Price

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

6.13. Recoveries from Supplier/ Bidder

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

6.14. Taxes & Duties

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

6.15. Copyright/ Intellectual Property Rights (IPR)

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

6.16. Confidential Information

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

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

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

- a. When delay has occurred due to delay in supply of drawings, designs, plans etc. if RISL was required to supply them to the supplier of goods or service provider as per terms of the contract.
- b. When delay has occurred in supply of materials etc. if these were required to be supplied to the supplier or service provider by RISL as per terms of the contract.
- iv. If the competent authority agrees to extend the delivery period/ schedule, an amendment to the contract with suitable denial clauses and with or without liquidated damages, as the case may be, shall be issued. The amendment letter shall mention that no extra price or additional cost for any reason, what so ever beyond the contracted cost shall be paid for the delayed supply of goods and service.
- v. It shall be at the discretion of the concerned authority to accept or not to accept the supply of goods and/ or services rendered by the contractor after the expiry of the stipulated delivery period, if no formal extension in delivery period has been applied and granted. The competent authority shall have right to cancel the contract with respect to undelivered goods and/ or service.
- vi. If RISL is in need of the good and/ or service rendered after expiry of the stipulated delivery period, it may accept the services and issue a letter of extension in delivery period with usual liquidated damages and denial clauses to regularize the transaction.
 - d) In case of extension in the delivery and/ or installation/ completion/ commissioning period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of goods and/ or service which the supplier/ Bidder has failed to supply/ install/ complete : -

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

- i. Fraction of a day in reckoning period of delay in supplies, successful installation and completion of work shall be eliminated, if it is less than half a day.
- ii. The maximum amount of liquidated damages shall be 10% of the contract value.
- iii. *The percentage of LD is applicable on the payment due for a particular milestone of design and development of the Software solution.

6.18. Patent Indemnity

- a) The supplier/ Bidder shall, subject to RISL's compliance with sub-clause (b) below, indemnify and hold harmless RISL and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which RISL may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of: -
 - i. the installation of the Goods by the supplier/ Bidder or the use of the Goods in the country where the Site is located; and
 - ii. the sale in any country of the products produced by the Goods.
 Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the supplier/ Bidder, pursuant to the Contract.
- b) If any proceedings are brought or any claim is made against RISL arising out of the matters referred to above, RISL shall promptly give the supplier/ Bidder a notice thereof, and the supplier/ Bidder may at its own expense and in

RISL's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.

- c) If the supplier/ Bidder fails to notify RISL within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then RISL shall be free to conduct the same on its own behalf.
- d) RISL shall, at the supplier's/ Bidder's request, afford all available assistance to the supplier/ Bidder in conducting such proceedings or claim, and shall be reimbursed by the supplier/ Bidder for all reasonable expenses incurred in so doing.
- e) RISL shall indemnify and hold harmless the supplier/ Bidder and its employees, officers, and Subcontractors (if any) from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the supplier/ Bidder may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of RISL.

6.19. Limitation of Liability

Except in cases of gross negligence or wilful misconduct: -

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

6.20. Force Majeure

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

6.21. Change Orders and Contract Amendments

- a) RISL may at any time order the supplier/ Bidder through Notice in accordance with clause "Notices" above, to make changes within the general scope of the Contract where the goods and services are to be provided by the supplier/ Bidder.
- b) If any such change causes an increase or decrease in the cost of, or the time required for, the supplier's/ Bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly should be amended. Any

claims by the supplier/ Bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the supplier's/ Bidder's receipt of RISL's change order.

- c) In case, a new functionality/ modification is done in the Integrated IT solution, the Bidder shall identify the effort (in man-month) required for making the change(s). Rates for the man month shall be the composite man-month rates quoted by the Bidder in the financial bid. Changes shall however be done by the Bidder after approval of effort estimates by the designated authority of RISL.
- d) Prices to be charged by the supplier/ Bidder for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier/ Bidder for similar services.

6.22. Termination

a) Termination for Default

- i. The tender sanctioning authority of RISL may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the supplier/ Bidder, terminate the contract in whole or in part: -
 - a. If the supplier/ Bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by RISL; or
 - b. If the supplier/ Bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
 - c. If the supplier/ Bidder, in the judgement of RISL, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
 - d. If the supplier/ Bidder commits breach of any condition of the contract.
- ii. If RISL terminates the contract in whole or in part, amount of PSD may be forfeited.
- iii. Before cancelling a contract and taking further action, advice of senior most finance person available in the office and of legal adviser or legal assistant posted in the office, if there is one, may be obtained.
- iv. As on effective date of termination, RISL shall pay:
 - a) the unpaid value of all the assets supplied by the Bidder and accepted by RISL in accordance with the RFP specifications in order to take over the possession of the assets/ application.
 - b) all the services delivered by the Bidder and accepted by RISL, the consideration payable shall be based on service rate as per agreement.

b) Termination for Insolvency

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

c) Termination for Convenience

- i. RISL, by a written notice of at least 30 days sent to the supplier/ Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for RISL's convenience, the extent to which performance of the supplier/ Bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- ii. As on effective date of termination, RISL shall pay all the services delivered by the Bidder and accepted by RISL, the consideration payable shall be based on service rate as per agreement.

6.23. Exit Management

1. Preamble

- i. The word 'parties' include the procuring entity and the Bidder.
- ii. This Schedule sets out the provisions, which will apply on expiry or termination of the Project Operations and Management of SLA.

- iii. In the case of termination of the Project 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.
2. Transfer of Assets
- i. The Bidder may continue work on the assets for the duration of the exit management period which may be a six months period from the date of expiry or termination of the agreement, if required by RISL to do so. During this period, the Bidder will transfer all the assets in good working condition and as per the specifications of the bidding document including the ones being upgraded to the department/ designated agency. The security deposit/ performance security submitted by Bidder will only be returned after the successful transfer of the entire project including its infrastructure (if any).
 - ii. The Bidder, if not already done, will transfer all the Software Licenses under the name of RISL as desired by the procuring entity during the exit management period.
 - iii. RISL during the project shall be entitled to serve notice in writing to the Bidder at any time during the exit management period requiring the Bidder to provide DoIT&C or its nominated agencies with a complete and up-to-date list of the assets within 30 days of such notice.
 - iv. Upon service of a notice, as mentioned above, the following provisions shall apply:
 - a. In the event, if the assets which to be transferred to RISL mortgaged to any financial institutions by the Bidder, the Bidder shall ensure that all such liens and liabilities have been cleared beyond any doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to RISL or its nominated agencies.
 - b. All title of the assets to be transferred to RISL or its nominated agencies pursuant to clause(s) above shall be transferred on the last day of the exit management period. All expenses occurred during transfer of assets shall be borne by the Bidder.
 - c. That on the expiry of this clause, the Bidder and any individual assigned for the performance of the services under this clause shall handover or cause to be handed over all confidential information and all other related material in its possession, including the entire established infrastructure supplied by Bidder to RISL.
 - d. That the products and technology delivered to RISL during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by Bidder to other locations apart from the locations mentioned in the this bidding document without prior written notice and approval of RISL. Supplied hardware, software & documents etc., used by Bidder for RISL shall be the legal properties of RISL.
3. Cooperation and Provision of Information during the exit management period
- i. The Bidder will allow RISL or its nominated agencies access to the information reasonably required to define the current mode of operation associated with the provision of the services to enable RISL or its nominated agencies to assess the existing services being delivered.
 - ii. The Bidder shall provide access to copies of all information held or controlled by them which they have prepared or maintained in accordance with the Project, the Operation and Management SLA and SOWs relating to any material aspect of the services provided by the Bidder. RISL or its nominated agencies shall be entitled to copy all such information comprising of details pertaining to the services rendered and other performance data. The Bidder shall permit RISL or its nominated agencies and/ or any replacement operator to have reasonable access to its employees and facilities as reasonably required by RISL or its nominated agencies to understand the methods of delivery of the services employed by the Bidder and to assist appropriate knowledge transfer.
4. Confidential Information, Security and Data
- The Bidder will promptly on the commencement of the exit management period supply to RISL or its nominated agencies the following:
- i. Documentation relating to Intellectual Property Rights;
 - ii. Project related data and confidential information;
 - iii. All current and updated data as is reasonably required for purposes of RISL or its nominated agencies transitioning the services to its replacement Bidder in a readily available format nominated by RISL or its nominated agencies; and

- iv. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable RISL or its nominated agencies, or its replacement operator to carry out due diligence in order to transition the provision of the services to RISL or its nominated agencies, or its replacement operator (as the case may be).
 - v. Before the expiry of the exit management period, the Bidder shall deliver to RISL or its nominated agencies all new or up-dated materials from the categories set out above and shall not retain any copies thereof, except that the Bidder shall be permitted to retain one copy of such materials for archival purposes only.
5. Transfer of certain agreements
- i. On request by Procuring entity or its nominated agencies, the Bidder shall effect such assignments, transfers, innovations, licenses and sub-licenses as Procuring entity or its nominated agencies may require in favour of procuring entity or its nominated agencies, or its replacement operator in relation to any equipment lease, maintenance or service provision agreement between Bidder and third party leasers, operators, or operator, and which are related to the services and reasonably necessary for carrying out of the replacement services by RISL or its nominated agencies, or its replacement operator.
 - ii. Right of Access to Premises: At any time during the exit management period and for such period of time following termination or expiry of the SLA, where assets are located at the Bidder's premises, the Bidder will be obliged to give reasonable rights of access to (or, in the case of assets located on a third party's premises, procure reasonable rights of access to RISL or its nominated agencies, and/ or any replacement operator in order to inventory the assets.
6. General Obligations of the Bidder
- i. The Bidder shall provide all such information as may reasonably be necessary to effect as seamless during handover as practicable in the circumstances to RISL or its nominated agencies or its replacement operator and which the operator has in its possession or control at any time during the exit management period.
 - ii. The Bidder shall commit adequate resources to comply with its obligations under this Exit Management Clause.
7. Exit Management Plan
- i. The Bidder shall provide RISL or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs.
 - ii. A detailed program of the transfer process that could be used in conjunction with a replacement operator including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and
 - iii. Plans for the communication with such of the Bidder's, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on RISL operations as a result of undertaking the transfer; and
 - iv. If applicable, proposed arrangements and Plans for provision of contingent support in terms of business continuance and hand holding during the transition period, to RISL or its nominated agencies, and Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.
 - v. The Bidder shall re-draft the Exit Management Plan annually after signing of contract to ensure that it is kept relevant and up to date.
 - vi. Each Exit Management Plan shall be presented by the Bidder to and approved by RISL or its nominated agencies.
 - vii. In the event of termination or expiry of SLA, Project Implementation, Operation and Management SLA or SOWs each party shall comply with the Exit Management Plan.
 - viii. During the exit management period, the Bidder shall use its best efforts to deliver the services.
 - ix. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.
 - x. It would be the responsibility of the Bidder to support new operator during the transition period.

6.24. Settlement of Disputes

General: If any dispute arises between the supplier/ Bidder and RISL during the execution of a contract that should be amicably settled by mutual discussions. However, if the dispute is not settled by mutual discussions, a written

representation will be obtained from the supplier/ Bidder on the points of dispute. The representation so received shall be examined by the concerned Procurement Committee which sanctioned the tender. The Procurement Committee may take legal advice of a counsel and then examine the representation. The supplier/ Bidder will also be given an opportunity of being heard. The Committee will take a decision on the representation and convey it in writing to the supplier/ Bidder.

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

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

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

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

7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT

7.1. Payment Terms and Schedule

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

Milestone	Deliverables	Timelines	Billable Payment
Deployment of resources	- Joining Report of deployed resources verified by HR of the organisation (One time) - Attendance Report of deployed resources verified by POIC from the date of deployment of each resource (monthly)	T1=T0+15 Days	N/A
O&M for RajERP	Issue & Bug Resolution Bug Register Maintenance: The bidder shall maintain a central bug register capturing all issues identified during the quarter. Monthly Reports: A monthly milestone report shall be submitted to RISL/POIC, covering the following details: - Issues logged during the reporting month (with unique reference ID, module, severity, and description). - Issues resolved and closed within the reporting period. - Issues carried forward to the next reporting cycle (with justification and revised timelines). Quarterly Summary Report: A consolidated quarterly report shall be submitted summarizing: - Total issues reported, resolved, pending. - Resolution timelines vs. agreed SLAs. - Root cause analysis for repeated issues (if any). Feature/Enhancement Tracking Request Management: All feature requests/enhancements raised by PSU users shall be logged in the enhancement register maintained by the bidder. Milestone Reporting: The bidder shall submit milestone reports covering: - New feature/enhancement requests raised during the quarter. - Progress status of ongoing requests (In-Progress, Under Review, Pending UAT). - Enhancements successfully completed and released. Closure Process: Closure of any enhancement (CR) shall be	Every quarter from T1	[Quarterly cost quoted as O&M for RajERP in financial bid]

	considered valid only upon: ○ Completion of User Acceptance Testing (UAT) for change request. ○ Formal approval by designated authority of RISL/POIC for other feature /enhancement. ● Quarterly Summary: A consolidated tracker highlighting feature requests raised, addressed, and pending shall be part of the quarterly deliverable. 3. Deliverable Format Each quarterly deliverable report shall include the following annexure: ● Annexure A – Bug Register with status update (logged, resolved, carried forward). ● Annexure B – Feature/Enhancement Tracker with UAT/approval status. ● Annexure C – SLA Compliance & Exception Report. ● Annexure D – Action Plan for pending/critical issues.		
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- TO Shall be the date of issuance of the work order to the bidder
- Requests for payment shall be submitted to RISL by the bidder in writing and shall be accompanied by invoices describing the related services performed, along with all requisite documents as stipulated under the Annexure A, B and C. Such requests shall be raised only upon fulfillment of all obligations defined in the Contract.
- Any deficiency in the submitted documents or deliverables shall be communicated to the bidder within fifteen (15) days of receipt. The bidder shall rectify and complete the identified deficiencies within seven (7) days of such communication. **However, in case any deficiency remains unresolved after resubmission, the Purchaser reserves the right to withhold or delay payment until all required documents and deliverables are fully submitted and accepted.**
- All payments under this Contract shall be made in Indian Rupees (INR) only.
- For the purpose of this Contract, a 'Quarter' shall be defined as a period of three (3) months commencing from fifteen (15) days after the issuance of the Work Order and deployment of manpower.
- All remittance charges, if any, shall be borne solely by the bidder.
- In the event of disputed items, the disputed portion of the amount shall be withheld, and payment shall be released only upon settlement of the dispute.
- Payments in respect of goods or services requiring testing shall be made only after such tests have been conducted, results have been received, and compliance with the prescribed specifications has been confirmed.
- Any penalties or liquidated damages, as applicable, arising due to delay or non-performance in accordance with the provisions of this bidding document, shall be deducted from the payments due for the respective milestone(s).
- Goods and Services Tax (GST), as applicable, shall be paid at actuals.
- RISL shall be deemed to act solely as a Pure Agent, without holding or intending to hold any title to the goods and services procured or provided under this contract. All goods and services shall be delivered in the name of the respective participating PSUs, and invoices for the supplied items shall be issued accordingly in their name. The payment for such goods and services shall, however, be effected by RISL on behalf of the said department/company.

7.2. Service Level Standards/ Requirements/ Agreement

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

- a) **Purpose & Duration of SLA:** The SLA purpose is to enforce a contract between the bidder and RISL. The SLA would come into effect during following:
- Support & Maintenance period of Integrated IT solution after Go-Live of the solution.
- The successful bidder has to comply with Service Level Agreements (SLAs) to ensure adherence to project timelines, quality and availability of services.
- b) **Service Window:**
Software solution (Web Application and Web Portal) shall be available 24*7 after their respective Go-Live(s). Any application window/ form or application itself should respond to the user input not more than 3 seconds in its fullness, i.e. if user gives an input window/form or application should completely loaded and then responded as required within 3 seconds
- c) **Hours of Operation (Help Desk):**
Hours of Helpdesk operation: 9.00 AM to 7:00 PM as per working days of the organization/ PSUs. The problems encountered during the usage of the Software solution would be reported at the Helpdesk established by the Bidder as designated by RISL. This would enable the Helpdesk staff to log complaints and take action as per the severity of the reported problem.
- d) **Dependencies:**
The dependencies on the performance of services beyond the control of either party and where default is due to reasons beyond the control of the Bidder or due to reasons attributable to RISL or third parties, the Bidder would not be penalized. For example, if uptime of a particular equipment/ application is desired and this is due to non-availability of power (which is out of scope of work of the Bidder), then the time period during which a service was unavailable due to non-availability of power would be removed while calculating the uptime.
- e) **Penalty Clauses:** If the Bidder fails to deliver the required services due to reasons attributable to him like non-accessibility of the web-portal/ application, non-availability/ attrition of the technical personnel/ operational resources, etc. the cumulative penalty, as applicable, would be imposed as mentioned below while processing the payment for respective milestone.
- f) **Resource Replacement**
The resources shall be deployed within 15 days from the date of issue of Work Order. The replacement of a resource by the Selected Bidder after deployment shall generally not be allowed. However replacement will be allowed only in case, the resource leaves the organization by submitting resignation with the present employer/ due to poor health condition (supported by certificate issued by a Government Doctor)/ in case of Death/ in special cases based on the approval received from the competent authority then penalty clause for replacement may be effective. Penalty of non availability of the resource may be effective in case of non availability of resource till the replacement take the place of outgoing resource.
The outgoing resource would complete the knowledge transfer with the replaced resource as per the satisfaction of RISL.
- g) **Monitoring & Evaluation:** The Bidder shall provide and make use of following system for monitoring and evaluation
- | S. No. | Service Levels | Monitoring System |
|--------|---|---|
| 1 | Down Time of Software solution (Web portal & Web Application) | Through EMS application available at RSDC |
| 2 | Non-Availability of Manpower | Attendance Register at project location |
| 3 | Delay in performing software support like upload content/ defect fixing/ minor change request/ response time of application / response time of team | Through a web based/ phone line call log available at IT help desk/O&M team |
- h) **Review /executive Committee and Review Mechanism:** The designated review committee/ members, on a quarterly basis, shall review and discuss the services delivery and performance standard compliance of the Bidder. The review would include but not be limited to:

- i. Service provided during the review period
- ii. Major incidents during the review period
- iii. Problems that remains outstanding
- iv. Review of Change requests/ Variation and progress for enhancements
- v. Future events or business developments that will affect the Service
- vi. Review any potential changes required to the SLA
- vii. Agree items for submission to the executive decision making
- viii. Review schedules for Services provided

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

j) **Penalty for Downtime**

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

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

S. No	Resource Designation	Penalty Per Day (INR)
1.	Project Manager	9,440

2.	Sr. Software Developer (Web)	6,136
3.	Software Developer (Web)	5,840
4.	DevOps Developer	5,840
5.	Database Developer	5,840
6.	Domain Expert	5,840
7.	Tester / QA	2,560
8.	Helpdesk executive / Technical Support	2,160
9.	Desktop/Mobile App Developer	3,600

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

l) 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 day's all applicable penalties will be applied to the bidder.
- The replaced resource will be accepted by the purchaser (RISL) only if he/she fulfils 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

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

S. No.	Time	Penalty
1	Upto 3 day	No penalty
2	More than 3 day	Rs. 200 per incident per day

- n) The maximum total penalty in any quarter (excluding non-availability of deployed manpower/ resources/ personnel) shall not exceed twenty percent (20%) of the total amount due for the quarter, beyond which the Tendering Authority shall be free to initiate action as per the terms and conditions of the RFP for breach of SLA. The Tendering Authority may, in such cases, also forfeit the Performance Security Deposit (PSD).
- In the event that the bidder resorts to a "pen-down," or if the entire deployed team willfully withholds support or ceases to perform services despite written reminders, a penalty up to the value of the bidder's entire quarterly payment may be imposed. Such conduct shall be treated as a material breach of contract, in addition to other remedies available under the RFP and Contract.
- o) The bidder shall not be liable to pay any penalty or incur any financial liability for delays in project execution, resource deployment, or service delivery caused by factors beyond the bidder's control, including but not limited to:
- Delays in approvals, instructions, or information from RISL/RSDC;
 - Late provision of drawings, designs, plans, materials, or access required from RISL/RSDC;
 - Non-availability or delayed support from RISL/RSDC for operations, ticket closure, or coordination.

- In such cases, the timelines for delivery, deployment, or service completion shall be reasonably extended corresponding to the duration of the delay attributable to RISL/RSDC.

7.3. CHANGE REQUESTS/ MANAGEMENT

- a) An institutional mechanism will be set up for taking decisions regarding requests for changes submitted to the Executive Committee. The Executive Committee will constitute a Change Control Committee comprising members from RISL (procurement agency) and the Bidder. In case of any disagreement, the decision of the Executive Committee shall be final and binding.
 - a. 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:
 - b. Minor improvements or feature incorporations in existing modules as part of the business continuity plan.
 - c. Modifications in functional workflows, UI/UX, or process-level adjustments required for smooth functioning of RajERP.
 - d. Schedule adjustments for implementation, acceptance, or rollout of updates.
- b) **Minor Improvements / Feature Incorporations under O&M**
 - a. Any change requirement with an estimated effort of less than **two (2) man-months** shall be treated as a *feature request* and shall be delivered by the Bidder as part of the O&M scope without any additional financial implications.
 - b. Such feature changes shall include but not be limited to: small UI/UX changes, workflow modifications, reporting enhancements, master data adjustments, or minor module-level functionality upgrades.
 - c. However, in case of any **architectural change or technological shift** due to unforeseen circumstances (impacting application or database design, technology stack, or core framework), such requirements shall be treated as a *Change Request* and processed separately with necessary approvals and additional cost considerations.
- c) **Change Request Procedure** The change request/management procedure shall follow the steps below:
 - a. **Identification & Documentation** – RISL will document the need, initiator, initiation date, detailed requirement, and priority.
 - b. **Analysis & Evaluation** – The Bidder will assess the impact in terms of estimated effort, revised schedule, cost (if applicable), and affected components.
 - c. **Approval / Disapproval** – RISL will approve or reject the change. For approved changes requiring additional cost (architectural/technological), quoted man-month rates shall be applied. Efforts of technical resources (project lead, analyst, developer, tester, DBA, etc.) will be included. Support staff efforts will not be considered.
 - d. **Implementation** – The Bidder will implement the approved change within the agreed cost, effort, and timelines.
 - e. **Verification** – RISL will verify and accept the change after implementation.
- d) All changes outside the agreed O&M scope which have cost/time implications shall only be undertaken after express written consent of RISL. If RISL does not provide consent, the change will not be executed.
- e) In the event that the Bidder unreasonably refuses or delays acceptance of the time, cost, or conditions of a change, RISL reserves the right to execute such change through an open tender, RISL-empanelled vendors, or any other suitable arrangement. The Bidder shall be required to provide necessary support to the team executing the change. Any failure or unwillingness to provide such support shall be treated in accordance with the provisions specified under the SLA section.
- f) The Selected Bidder shall ensure that **all manpower deployed for O&M remains responsible for implementing all functional, UI/UX, workflow, reporting, and minor application changes as part of the O&M contract.**
- g) Only **architectural changes** (application/database design level) or **technology platform shifts** or changes which have more than 2 man-months effort shall be treated as formal *Change Requests* requiring approval of OIC and additional payments.

7.4. RESOURCES DEPLOYMENT

In the section on manpower deployment and minimum qualifications, only the tentative and minimum requirements have been specified. However, resources are required to be deployed by the Selected Bidder in accordance with the solution, technologies, and tools as outlined in the RFP. All deployed resources are expected to possess hands-on expertise in the tools and technologies proposed by the bidder.

If, during the Operations and Maintenance (O&M) phase, it is observed that the deployed resources do not align with the solution proposed, the resources shall be replaced by the bidder at its own cost. In such cases, the penalty applicable for resource replacement shall be levied, and until the replacement is effected, the absence shall be treated as non-availability of the resource, thereby attracting the prescribed penalty.

Should any resource be found by the POIC to be lacking competence in performing assigned duties, the Selected Bidder shall be directed to replace the resource. The replacement shall be effected within fifteen (15) days at the bidder's cost. During this period, the existing resource shall continue to work and hand over all tasks to the newly assigned resource to ensure a smooth transition, which shall be the responsibility of the bidder. The penalty for resource replacement shall become applicable only after the transition is completed. Until the replacement is effected (after 15 days of transition), the position shall be considered as non-available, and the corresponding penalty shall apply.

7.5. LOCAL OFFICE

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



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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, YojnaBhawan, 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/ No 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: -
Authorised Signatory: -
Seal of the Organization: -
Date:
Place:

Verified Signature:



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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, YojanaBhawan, 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:	Project Duration:
Location within the country:	
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	



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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:



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ANNEXURE-7: FINANCIAL BID COVER LETTER & FORMAT COVER 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

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

S. No.	Description	Unit	Quantity	Per Unit Rate in INR (incl. all incidental charges and all Taxes but excl. GST)	Total in INR (incl. all incidental charges and all Taxes but excl. GST)	Total GST applicable in INR	Total in INR (incl. all incidental charges, all Taxes & GST)
A	B	C	D	E	F = D x E	G=GST Rate x F	H=F+G
1.	O&M for RajERP	Per Quarter	12				
2.	On-boarding charges	Per Module	5				
3.	Change request	Per Man-month	20				
4.	Total in Figures						
5.	Total in Words						

Note:-

- The cost quoted by the bidder for O&M, On-Boarding shall be irrespective of no. of users.
- The bidder shall quote lump-sum cost inclusive of all charges.
- GST shall be paid as per actuals.
- 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.

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

Sir,

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

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

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

2. Now, therefore, we the (Bank), a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act. 1969 (delete, if not applicable) and branch Office at..... (Hereinafter referred to as the Guarantor) do hereby undertake and agree to pay forthwith on demand in writing by the RISL of the said guaranteed amount without any demur, reservation or recourse.
3. We, the aforesaid bank, further agree that the RISL shall be the sole judge of and as to whether the Bidder has committed any breach or breaches of any of the terms costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL on account thereof to the extent of the Earnest Money required to be deposited by the Bidder in respect of the said bidding document and the decision of the RISL that the Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL shall be final and binding on us.
4. We, the said Bank further agree that the Guarantee herein contained shall remain in full force and effect until it is released by the RISL and it is further declared that it shall not be necessary for the RISL to proceed against the Bidder before proceeding against the Bank and the Guarantee herein contained shall be invoked against the Bank, notwithstanding any security which the RISL may have obtained or shall be obtained from the Bidder at any time when proceedings are taken against the Bank for whatever amount that may be outstanding or unrealized under the Guarantee.
5. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.
6. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.

7. The right of the RISL to recover the said amount of <Rs. _____ (Rupees <in words>)> from us in manner aforesaid will not be precluded/ affected, even if, disputes have been raised by the said M/s.(Bidder) and/ or dispute or disputes are pending before any court, authority, officer, tribunal, arbitrator(s) etc..
8. Notwithstanding anything stated above, our liability under this guarantee shall be restricted to <Rs. _____ (Rupees <in words>)> and our guarantee shall remain in force till bid validity period i.e. <please specify>days from the last date of bid submission and unless a demand or claim under the guarantee is made on us in writing within three months after the Bid validity date, all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liability 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:
WITNESS (with full name, designation, address & official seal, if any)

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

Bank Details

Name & address of Bank:
Name of contact person of Bank:
Contact telephone number:

GUIDELINES FOR SUBMISSION OF BANK GUARANTEE

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

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

9. Bank should separately send through registered post/courier a certified copy of Bank Guarantee, mentioning Bid reference, Bid title and bidder name, directly to the Purchaser at the following address:

BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG)

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

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

1. In consideration of the RajCOMP Info Services Limited (hereinafter called "RISL") having agreed to exempt M/s(hereinafter called "the said Contractor(s)" from the demand, under the terms and conditions of an Agreement No.....datedmade between the RISL through and(Contractor) for the work(hereinafter called "the said Agreement") of Security Deposit for the due fulfilment by the said Contractor (s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs.....(rupeesonly), we(indicate the name of the Bank), (hereinafter referred to as "the Bank") at the request ofContractor(s) do hereby undertake to pay to the RISL an amount not exceeding Rs.....(Rupees.....only) on demand.
2. We..... (Indicate the name of Bank), do hereby undertake to pay Rs..... (Rupees.....only), the amounts due and payable under this guarantee without any demur or delay, merely on a demand from the RISL. Any such demand made on the bank by the RISL shall be conclusive as regards the amount due and payable by the Bank under this guarantee. The Bank Guarantee shall be completely at the disposal of the RISL and We..... (Indicate the name of Bank), bound ourselves with all directions given by RISL regarding this Bank Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees.....only).
3. We.....(indicate the name of Bank), undertake to pay to the RISL any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal 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).



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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), or a statement of a decision, action or omission of the procuring entity in contravention to the provisions of the Act by which the appellant is aggrieved:<please specify>
4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative:<please specify>
5. Number of affidavits and documents enclosed with the appeal:<please specify>
6. Grounds of appeal (supported by an affidavit):<please specify>
7. Prayer:<please specify>

Place

Date

Appellant's Signature

ANNEXURE-10: MINIMUM QUALIFICATION OF DEPLOYED RESOURCES

Resource Type	Qualification	Experience After Qualifying Examination	Nature of Experience
Project Manager	B.E./B.Tech/MCA or equivalent;	10+ years	Managing large-scale IT projects, project governance, stakeholder management, risk management, and team leadership
Senior Software Developer (web/Desktop/Mobile)	B.E./B.Tech/MCA or equivalent	5–7 years	Developing and maintaining complex web applications, API integration, performance tuning, mentoring junior developers
Software Developer (web/Desktop/Mobile)	B.E./B.Tech/MCA or equivalent	2–4 years	Application coding, debugging, bug fixing, unit testing, collaborating with QA, implementing business logic
Database Developer	B.E./B.Tech/MCA or equivalent	5+ years	Database design, administration, backup & recovery, query optimization, ensuring data integrity and high availability
QA Engineer (Tester)	B.E./B.Tech/MCA	3–5 years	Preparing test cases, functional/regression/performance testing, defect logging, automation (Selenium/JMeter)
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	8+ years	Business process analysis, functional expertise, requirement validation, user training, IT-enabled project exposure
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.	4+ years	Bidder shall provide a Senior Software Developer (DevOps) responsible for developing and maintaining complex web applications, API integration, performance tuning, and mentoring junior developers.
Help Desk Executive	Graduate	fresher–3 years	User support, incident management, ticketing tools, remote troubleshooting, end-user training

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 _____, 2025 by and between RajCOMP Info Services Limited (RISL), having its head office at First Floor, YojanaBhawan, Tilak Marg, C-Scheme, Jaipur-302005, Rajasthan (herein after referred to as Purchaser/ 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 suppliers 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:

a) Delay up to one fourth period of the prescribed delivery period, successful installation & completion of work	2.5%
--	------

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

Note:

- i. Fraction of a day in 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 is 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:
() 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)



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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



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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),
YojanaBhawan, 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):

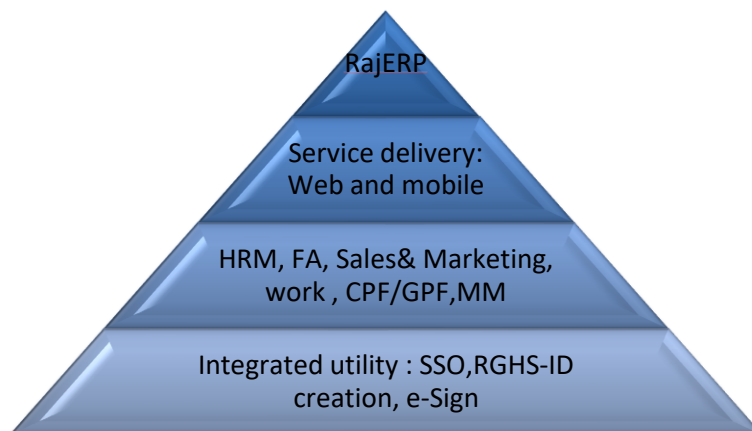
The indicative existing functional architecture of the ERP application to cover all required processes is given below:

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 userIDs 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 bidder can integrate any off-the shelf helpdesk/Ticket management system at its own cost however not restricted to use freeware or open source until fulfil all the functionality and requirement of the ticket management/ helpdesk system of the PSU's and the RISL. In case of proprietary solution of the bidder or third party bidder has to provide lifetime licences on the name of the RISL to use in future without any restriction. The system must support multi-channel ticket generation and resolution tracking to ensure effective user support and improved service delivery. Key requirements include:

- e) 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.
- f) 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.
- g) Ticket Lifecycle Management: Automation of ticket acknowledgment, assignment, escalation, and resolution with proper SLA compliance.
- h) User Access Control: Role-based access for users, support teams, and administrators.
- i) Alerts and Notifications: Real-time updates to users and support staff via email, SMS, or WhatsApp regarding ticket status.
- j) Knowledge Base: Provision of a searchable help repository for frequently asked questions and self-service support.
- k) Monitoring and Reporting: MIS and dashboard reports for performance analysis, ticket trends, SLA adherence, and support effectiveness.
- l) All the integration API's shall be provided by the RISL at its own cost

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



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

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



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.

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 already includes common modules associated with the primary modules. During the O&M period, the Selected Bidder shall ensure **continued availability, monitoring, optimization, and incremental enhancement** of these modules as per the requirements of user departments/stakeholders. The bidder shall be responsible for maintaining **user management, workflow management, MIS, dashboards, alerts, and related modules** in alignment with GoR policies.



1.4.1. Role & Access Management

The Selected Bidder shall be responsible for the **operation, maintenance, and security updates** of the Role & Access Management mechanism already in place within the ERP system. The bidder must ensure:

- **Role-Based Access Control (RBAC):** Maintain and update user roles/privileges based on departmental needs, ensuring alignment with functional requirements and hierarchies.
- **Access Management Policies:** Administer assignment, modification, and revocation of roles/permissions on an ongoing basis.
- **Approval-Based Workflows:** Ensure governance by maintaining approval-based workflows for access rights and role changes.

- **Audit Logging and Reporting:** Ensure continuous logging of user activity, role assignments, and access attempts, with reports available for compliance/audit.
- **Dynamic Role Adjustments:** Support real-time adjustments to user roles due to transfers, promotions, or organizational restructuring.
- **Security and Authentication:** Maintain robust authentication (including MFA where applicable) and ensure integration with SSO remains fully functional.

1.4.2. User Mapping

The bidder shall maintain user mapping functionality with provisions for:

1. **Integration with SSO** (already operational).
2. **Bulk/Single User Mapping** within role management.
3. **Activation/Deactivation** of users as per administrative directions.
4. **Handover-Takeover:** Ensure smooth handover of rights during staff transfers, initiated by the existing/authorized admin user and closed upon takeover.

1.4.3. Master Management

The bidder shall **maintain and govern master data** entities (employees, vendors, materials, assets, organizational units, etc.) ensuring accuracy, integrity, and approval-based workflows. Responsibilities include:

- Ongoing validation, updates, and duplication checks.
- Seamless integration with other ERP modules.
- Archival, versioning, and audit trails of master data.
- Periodic clean-up and correction of data quality issues.

1.4.4. Workflow Management

The bidder shall be responsible for **maintaining existing workflows and optimizing them** to align with organizational roles and hierarchies.

- Workflows must remain adaptable, role-based, and capable of escalations/parallel processing.
- Bidder must address workflow exceptions, bottlenecks, and enhancements raised during O&M.
- Regular reports on workflow performance must be provided to RISL.

1.4.5. SLA / Alert Management

The bidder shall **operate and maintain** the SLA/Alert management framework within ERP:

- Configure/update SLAs as per RISL guidance.
- Monitor compliance, generate real-time alerts, and manage escalation workflows.
- Ensure periodic review of SLA breaches and corrective actions.

1.4.6. MIS / Report Management

The bidder shall **maintain and enhance reporting capabilities**, ensuring timely availability of MIS and reports. Responsibilities include:

- Maintaining pre-defined, dynamic, and ad-hoc reports.
- Ensuring data consistency, role-based visibility, and export options (PDF, Excel, CSV).
- Supporting automated scheduling, secure distribution, and integration with decision-support tools.
- Validating report accuracy and ensuring compliance with security/audit standards.

1.4.7. RajERP ID creation

Facilitate employee registration on RGHS portal using RajERP ID, currently already 120 PSU has been registered to create the employee RajERP ID to get facilities in RGHS

1.4.8. Unified Dashboards

The bidder shall maintain and periodically update **Unified Dashboards** to provide consolidated, real-time views of operational and performance data.

- Dashboards must remain role-based, configurable, and responsive across devices.
- Graphical widgets (charts, KPIs, drill-downs) must be kept functional and updated.
- Redundant or obsolete metrics must be retired, and new KPIs integrated as per RISL directions.

1.5. Mobile Application

The mobile application, already integrated with ERP, shall be **operated, maintained, and updated** for usability, performance, and security.

- Ensure compatibility with latest Android/iOS versions.
- Release patches for bug fixes, crashes, and OS updates.
- Maintain functionality across modules.
- Ensure app-store compliance and availability.

1.6. Bulk Email & SMS

The ERP solution already integrates with Bulk Email & SMS gateways provided by RISL. The bidder shall:

- Maintain existing integrations.
- Monitor delivery/response logs.
- Troubleshoot issues with gateways and ensure uptime.
- Implement new templates or sender IDs as required by departments.

1.7. Database Layer

The bidder shall be responsible for **ongoing administration and maintenance of the database layer**, including:

- Transactional/masters database, configuration files, logs, and trails.
- Backup, restore, indexing, partitioning, and archival.
- Security patching of DB servers.
- Ensuring compliance with DR/BCP policies.

1.8. Integration Layer

The bidder shall provide **integration maintenance and support** for existing as well as new integrations as directed by RISL during the O&M period. Responsibilities include:

- Monitoring and upkeep of existing integrations with RajSSO, e-Mitra, RPP, Raj-Mail/e-Sanchar, Raj-Dharaa, Raj-Master, RGHS, etc.
- Updating APIs, ensuring data exchange integrity, and regression testing after changes in third-party systems.
- Providing compliance reports on integration uptime and failures.
- Supporting any new integrations mandated by RISL during the contract period.

Note: The above-listed modules and integrations are indicative. RISL/user departments may utilize all or part of them. The bidder shall ensure that the solution remains modular, configurable, and flexible during the O&M period. All the API and integration document shall be provided by the RISL for maintenance and integration, some of them are below, however in future as per directions of GOI or GOR other MMPs or integrations may take place without any additional payment or CR.

S. No.	Third-Party Application	Purpose of Integration
1	Raj-SSO	Authenticated access to users
2	E-Mitra	User registration / Payments
3	Rajasthan Payment Platform (RPP)	Payment receipt / transfer (if required)
4	E-Sanchar & Raj-Mail	SMS and e-mail gateway
5	E-Sign	Integration of E-Sign services for authentication of documents
6	Raj-Dharaa	Rajasthan state's GIS platform for user mapping / dashboards
7	Raj-Master	Source of administrative boundaries
8	RGHS	Facilitate employee registration on RGHS portal using RajERP ID
9	Any other third-party application	Future integrations as required during the project lifecycle

2. Technical Specifications & Standards

The existing solution shall be operated and maintained in line with the principles, standards, and norms defined by MEITY, GIGW, WCAG, and DoIT, covering services, metadata, configurable & modular components, and compliance requirements.

2.1. ERP Operation and Maintenance

- a. Compliance with Industry Standards: The solution shall continue to be maintained in compliance with the latest industry standards. This applies to all aspects of the application, including configuration, deployment, security, monitoring, and periodic testing.
- b. Platform Flexibility: Maintenance activities shall ensure that the solution continues to support open standards, APIs, and interoperability within its existing multi-tier, web-centric architecture.
- c. Error Handling: Applications shall be monitored to ensure proper error handling, preventing disclosure of system information, denial of service, or compromise of security.
- d. Mobile Application: The mobile application shall be maintained to remain compliant with the latest iOS and Android platforms (2018 onwards), including security patches and compatibility updates.

2.2. Technology Standards

- a. Browser Compatibility: The application shall be maintained to support common web and mobile browsers such as Google Chrome, Internet Explorer, Firefox, Safari, and Opera Mini.
- b. Bi-Lingual Support: The solution shall continue to support Unicode 5.1/6.0-based bilingual interfaces (Hindi and English).
- c. Anywhere Access: The application shall remain hosted at the State Government Data Centre and maintained for anytime, anywhere access, with optimization for low-bandwidth conditions (64 Kbps/GPRS).
- d. Scalability, Reliability, and Flexibility: The bidder shall ensure the application remains scalable and reliable as departmental requirements grow, with proactive capacity planning and modular support for future expansion.
- e. Interoperability: The system shall be maintained to remain interoperable with open standards and other state systems. APIs and integrations shall be monitored, updated, and tested for uninterrupted information flow.
- f. Replicability: The maintained solution should remain in a form that allows easy replication for other departments and schemes as per GoR's requirements.
- g. Single Sign On (SSO): Application access shall continue through SSO ID, and bidder shall ensure ongoing compliance with the State IT architecture.
- h. Presentation Layer: The user interface shall be maintained to remain responsive and user-friendly for delivery of information and transactions.
- i. Workflow System: The existing workflow system shall be monitored and fine-tuned to ensure automation of processes and compliance with defined rules for approvals and transactions.

2.3. EXISTING STACK FOR THE SOFTWARE SOLUTION ALREADY AVAILABLE IN RSDC

1. The existing technology stack, available with RISL as part of RSDC Infrastructure, as mentioned below, may be utilized for the purpose of operation and maintenance and deployment of the application:
 - a) App Server – IBM WebSphere on PureApp
 - b) Web Server – IIS
 - c) Database – IBM Db2 / Oracle Database
 - d) Email – e-Sanchar
 - e) DMS – SDC-NAS
2. The existing modules are designed and developed using **.NET (MVC)** environment with **IBM Db2 (Version 11.5)** database for all existing PSUs, along with **DAM** and **RSAMB** modules running on **Oracle Database**.
3. All necessary licenses of the above-mentioned technology stack, available with RISL as part of RSDC Infrastructure, will be provided by the Purchaser. The available technology stack may be shared with other government applications. Any additional licenses or hardware, if required, shall be borne by RISL.

2.4. Security Standards

- a. Application Access: The solution shall be maintained to ensure authenticated user access through central authentication systems (SSO Login).
- b. Review: Annual security tests of applications shall be conducted. Security patches, vulnerability fixes, and code reviews (where applicable) shall be part of the maintenance cycle.
- c. Security Protocols: The application shall support HTTP and HTTPS, with SSL certificates provisioned by the Purchaser.
- d. Compliance: All security standards mandated by the IT Architecture and IT Policy of Rajasthan shall be followed during O&M.

2.5. Quality Management Standards

- a. All maintenance deliverables (patches, fixes, upgrades, reports) will be subject to review and approval by the Purchaser.
- b. Reviews and walkthroughs shall be conducted for any major configuration or patch release.
- c. Test strategies shall be defined for upgrades, patches, and enhancements, including preparation of test cases and plans.
- d. Acceptance testing shall be conducted in a staging/UAT environment before production rollout.
- e. All fixes and enhancements shall be signed off prior to deployment in the production environment.

Notes:

- I. Functional requirements shared in this document are tentative and will be finalized during the O&M study phase. System usability improvements and minor functional enhancements shall be implemented gradually during the contract period.
- II. Peak concurrent users will be determined from actual usage trends and stakeholder inputs.
- III. The following environments shall be maintained throughout the contract:
 - Production (Active–Active Nodes)
 - DR environment (if allotted by the Department)
 - UAT/Pre-production
 - Development/Staging/Test