

2023

RajCOMP Info Services Limited (RISL)

RFP for Selection of Agency for Study, Design,
Development, Implementation & Maintenance
to revamp the Website of Department of
Tourism, Government of Rajasthan



Table of Contents

ABBREVIATIONS & DEFINITIONS6

1. INVITATION FOR BID (IFB) & NOTICE INVITING BID (NIB).....9

2. PROJECT PROFILE &BACKGROUND INFORMATION11

2.1. ABOUT RISL11

2.2. ABOUT DEPARTMENT OF TOURISM, GOVERNMENT OF RAJASTHAN.....11

2.3. PROJECT BACKGROUND11

3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA.....15

3.1. PRE-QUALIFICATION CRITERIA15

3.2. ADDITIONAL PROVISIONS FOR QUALIFICATIONS:17

4. SCOPE OF WORK, DELIVERABLES & TIMELINES19

4.1. DETAILED SCOPE OF WORK (SOW) FOR THE SELECTED BIDDER IS GIVEN AS BELOW19

 4.1.1. *Study, Design & Development Services:* 20

 4.1.2. *Provide Operations & Maintenance Services (O&M):* 23

4.2. ROLES & RESPONSIBILITIES OF STAKEHOLDERS:32

 4.2.1. ***Responsibilities of RISL*** 32

 4.2.2. ***Responsibilities of Tourism Department*** 32

 4.2.3. ***Responsibilities of the Selected Bidder:*** 32

4.3. PROJECT DELIVERABLES, MILESTONES AND TIMELINES33

5. INSTRUCTION TO BIDDER (ITB)35

5.1. SALE OF BIDDING/ TENDER DOCUMENTS35

5.2. PRE-BID MEETING/ CLARIFICATIONS35

5.3. CHANGES IN THE BIDDING DOCUMENT36

5.4. PERIOD OF VALIDITY OF BIDS36

5.5. FORMAT AND SIGNING OF BID37

5.6. COST & LANGUAGE OF BIDDING.....37

5.7. ALTERNATIVE/ MULTIPLE BIDS37

5.8. BID SECURITY38

5.9. DEADLINE FOR THE SUBMISSION OF BID39

5.10. WITHDRAWAL, SUBSTITUTION, AND MODIFICATION OF BIDS.....40

5.11. OPENING OF BIDS40

5.12. SELECTION METHOD:.....41

5.13. CLARIFICATION OF BIDS.....41

5.14. EVALUATION & TABULATION OF TECHNICAL BIDS.....41

5.15. EVALUATION & TABULATION OF FINANCIAL BIDS.....43

5.16. CORRECTION OF ARITHMETIC ERRORS IN FINANCIAL BIDS.....43

5.17. COMPARISON OF RATES OF FIRMS OUTSIDE AND THOSE IN RAJASTHAN.....44

5.18. PRICE/ PURCHASE PREFERENCE IN EVALUATION	44
5.19. NEGOTIATIONS.....	44
5.20. EXCLUSION OF BIDS/ DISQUALIFICATION	45
5.21. LACK OF COMPETITION	46
5.22. ACCEPTANCE OF THE SUCCESSFUL BID AND AWARD OF CONTRACT.....	46
5.23. PROCURING ENTITY’S RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS	47
5.24. RIGHT TO VARY QUANTITY	47
5.25. PERFORMANCE SECURITY.....	47
5.26. EXECUTION OF AGREEMENT	49
5.27. CONFIDENTIALITY.....	49
5.28. CANCELLATION OF PROCUREMENT PROCESS	50
5.29. CODE OF INTEGRITY FOR BIDDER	51
5.30. INTERFERENCE WITH PROCUREMENT PROCESS	52
5.31. APPEALS	52
5.32. STAY OF PROCUREMENT PROCEEDINGS	54
5.33. VEXATIOUS APPEALS & COMPLAINTS	54
5.34. OFFENSES BY FIRM/ COMPANY	54
5.35. DEBARMENT FROM BIDDING.....	55
5.36. MONITORING OF CONTRACT.....	55
6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	57
6.1. CONTRACT DOCUMENTS.....	58
6.2. INTERPRETATION.....	58
6.3. LANGUAGE	58
6.4. JOINT VENTURE, CONSORTIUM OR ASSOCIATION	59
6.5. NOTICES.....	59
6.6. GOVERNING LAW	59
6.7. SUPPLIER’S/ SELECTED BIDDER’S RESPONSIBILITIES	59
6.8. PURCHASER’S RESPONSIBILITIES	59
6.9. CONTRACT PRICE	59
6.10. CONTRACT PRICE VALIDITY PERIOD.....	60
6.11. RECOVERIES FROM SUPPLIER/ SELECTED BIDDER.....	60
6.12. TAXES & DUTIES.....	60
6.13. COPYRIGHT	60
6.14. CONFIDENTIAL INFORMATION	61
6.15. SUB-CONTRACTING.....	61
6.16. TESTING CHARGES:.....	62
6.17. REJECTION:.....	62
6.18. EXTENSION IN DELIVERY PERIOD AND LIQUIDATED DAMAGES (LD).....	62

6.19. LIMITATION OF LIABILITY	64
6.20. FORCE MAJEURE	65
6.21. CHANGE ORDERS AND CONTRACT AMENDMENTS.....	65
6.22. TERMINATION	66
a) Termination for Default	66
b) Termination for Insolvency	66
c) Termination for Convenience	66
6.23. EXIT MANAGEMENT.....	67
7. SETTLEMENTS OF DISPUTES	71
8. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	72
8.1. PAYMENT TERMS AND SCHEDULE.....	72
8.2. SERVICE LEVEL STANDARDS/ REQUIREMENTS/ AGREEMENT	73
8.3. SPECIAL CONDITIONS OF THE BID	76
ANNEXURE-1: COVERING LETTER FOR TECHNICAL BID	77
ANNEXURE-2: TECHNICAL BID DOCUMENTS	79
ANNEXURE-3: BIDDER'S AUTHORIZATION CERTIFICATE	81
ANNEXURE-4: CERTIFICATE OF CONFORMITY/ NO DEVIATION	82
ANNEXURE-5: FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR PRE- QUALIFICATION EXPERIENCE	83
ANNEXURE-6: SELF-DECLARATION {TO BE FILLED BY THE BIDDER}.....	84
ANNEXURE-7: PRE-BID QUERIES FORMAT {TO BE FILLED BY THE BIDDER}.....	85
ANNEXURE-8: FINANCIAL BID COVER LETTER & FORMAT	86
ANNEXURE-9: BANK GUARANTEE FORMAT {TO BE SUBMITTED BY THE BIDDER'S BANK}	89
ANNEXURE-10: MEMORANDUM OF APPEAL UNDER THE RTPP ACT, 2012	94
ANNEXURE-11- QUALIFICATION AND EXPERIENCE OF THE REQUIRED RESOURCES	95
ANNEXURE-12: FORMAT FOR CVs FOR PROPOSED JOBS	96
ANNEXURE-13: DRAFT AGREEMENT {TO BE MUTUALLY SIGNED BY BIDDER AND PROCURING ENTITY}	97
ANNEXURE-14: ACCOUNT DETAILS FOR PAYMENT OF RISL PROCESSING FEE, BIDDING DOCUMENT FEE, AND BID SECURITY FEE	100

RFP for Selection of Agency for Study, Design, Development, Implementation & Maintenance to revamp the Website of Department of Tourism, Government of Rajasthan

Ref. No.: F4.3(479)/RISL/Tech/2022/.....

Dated:

UBN-

Mode of Bid Submission	Online though eProcurement/ eTendering system at http://eproc.rajasthan.gov.in
Procuring Authority	Managing Director, RISL, First Floor, New IT Building, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)
Date & Time of Pre-bid meeting	29.03.2023 at 4:00 PM
Last Date & Time of Submission of Bid	21.04.2023 upto 3:00 PM
Date & Time of Opening of Technical Bid	21.04.2023 at 4:00 PM

RISL Processing Fee: Rs. 2000/- (Rupees TwoThousand only)

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

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

RajCOMP Services Limited (RISL)

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

Phone: 0141-5153224 Fax: 0141-2228701

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

ABBREVIATIONS & DEFINITIONS

Act	The Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012) and Rules thereto
Authorised Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
BG	Bank Guarantee
Bid/ eBid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format
Bid Security	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents.
Bidder	Any person/ firm/ agency/ company/ contractor/ supplier/ vendor participating in the procurement/ bidding process with the procurement entity
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid
BoM	Bill of Material
CMC	Contract Monitoring Committee
Competent Authority	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement. MD, RISL in this bidding document.
Contract/ Procurement Contract	A contract entered into between the procuring entity and a successful bidder concerning the subject matter of procurement
Contract/ Project Period	The Contract/ Project Period shall commence from the date of issue of Work order and three years of operations and maintenance from the data of commissioning.
COTS	Commercial Off The Shelf Software
Day	A calendar day as per GoR/ Gol.
DC	Distribution Centers (Aanganwadi Centers/ Schools/ Colleges/ Others) to distribute Sanitary Napkins to Beneficiaries
DeitY, Gol	Department of Electronics and Information Technology, Government of India
DoIT&C	Department of Information Technology and Communications, Government of Rajasthan.
ETDC	Electronic Testing & Development Center
FOR/ FOB	Free on Board or Freight on Board

GIGW	Guidelines for Indian Government Websites (GIGW)
GoI/ GoR	Govt. of India/ Govt. of Rajasthan
Goods	All articles, material, commodities, electricity, livestock, furniture, fixtures, raw material, spares, instruments, software, machinery, equipment, industrial plant, vehicles, aircraft, ships, railway rolling stock and any other category of goods, whether in solid, liquid or gaseous form, purchased or otherwise acquired for the use of a procuring entity as well as services or works incidental to the supply of the goods if the value of services or works or both does not exceed that of the goods themselves
GP	Gram Panchayat
GST	Goods and Service Tax
ICT	Information and Communication Technology.
IFB	Invitation for Bids (A document published by the procuring entity inviting Bids relating to the subject matter of procurement and any amendment thereto and includes notice inviting Bid and request for proposal)
INR	Indian Rupee
ISI	Indian Standards Institution
ISO	International Organisation for Standardisation
IT	Information Technology
ITB	Instruction to Bidders
LD	Liquidated Damages
LoI	Letter of Intent
NCB	A bidding process in which qualified bidders only from within India are allowed to participate
NeGP	National e-Governance Plan of Government of India, Department of Information Technology (DIT), Ministry of Communications and Information Technology (MCIT), New Delhi.
NIB	Notice Inviting Bid
Notification	A notification published in the Official Gazette
OEM	Original Equipment Manufacturer
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PC	Procurement/ Purchase Committee
PQ	Pre-Qualification
Procurement Process	The process of procurement extending from the issue of invitation to Bid till the award of the procurement contract or cancellation of the procurement process, as the case may be

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.
PSD/ SD	Performance Security Deposit/ Security Deposit
Purchaser/ Tendering Authority/ Procuring Entity	Person or entity that is a recipient of a good or service provided by a seller (bidder) under a purchase order or contract of sale. Also called buyer. RISL in this RFP document.
RajSWAN/ RSWAN	Rajasthan State Wide Area Network
RISL	RajCOMP Info Services Limited
RSDC	Rajasthan State Data Centre, New IT Building, Jaipur
Services	Any subject matter of procurement other than goods or works and includes physical, maintenance, professional, intellectual, consultancy and advisory services or any service classified or declared as such by a procuring entity and does not include appointment of any person made by any procuring entity
SLA	Service Level Agreement is a negotiated agreement between two parties wherein one is the customer and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
SSDG	State Services Delivery Gateway
State Government	Government of Rajasthan (GoR)
State Public Procurement Portal	http://sppp.rajasthan.gov.in/
STQC	Standardisation Testing and Quality Certification, Govt. of India
Subject Matter of Procurement	Any item of procurement whether in the form of goods, services or works
TIN	Tax Identification Number
TPA	Third Party Auditors
WCAG	Web Content Accessibility Guidelines
WO/ PO	Work Order/ Purchase Order

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

Reference No. F4.3(479)/RISL/Tech/2022/8823

Dated: 22-03-2023

UBN- RIS2223SLOB00147

Name & Address of the Procuring Entity	<ul style="list-style-type: none"> 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)	<ul style="list-style-type: none"> Name: Mrs. Jyoti Luhadiya Designation: Technical Director Address: Technical Hall, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan) Email: jluhadiya@rajasthan.gov.in
Subject Matter of Procurement	RFP for Selection of Agency for Study, Design, Development & Deployment to revamp the Website of Tourism Department, Government of Rajasthan and Operations & Maintenance Services for a period of 2 Years and 1 year extendable on mutual consent on same T&C
Bid Procedure	Single-stage: Two part (envelop) open competitive e-Bid procedure at http://eproc.rajasthan.gov.in
Bid Evaluation Criteria (Selection Method)	Rate Contract through Open Competitive Procurement (LCBS – Least Cost Based System)
Websites for downloading Bidding Document, Corrigendum's, Addendums etc.	<ul style="list-style-type: none"> 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. 2000.00 (Rupees Two Thousand only) in Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur".
Estimated Procurement Cost	INR 2,00,00,000 (Rs. Two Crores Only) Including Taxes
Bid Security and Mode of Payment	<ul style="list-style-type: none"> Amount (INR): Rs. 4.00 Lacs (Rupees Four Lacs only) i.e. 2% of the estimated procurement cost, Rs. 1,00,000 (Rupees One Lacs) i.e. 0.50% for S.S.I. unit of Rajasthan, 2.00 Lacs (Rupees Two Lacs) i.e. 1.0% for Sick Industries, other than S.S.I., whose cases are pending with Board of Industrial & Financial Reconstruction Mode of Payment: Banker's Cheque or Demand Draft or Bank Guarantee, in specified format, of a Scheduled Bank in favour of "Managing Director, RISL" payable at "Jaipur"
Period of Sale of Bidding Document (Start/ End Date)	22.03.2023 to 21.04.2023 up to 3:00 PM
Date/ Time/ Place of Pre-Bid Meeting	<ul style="list-style-type: none"> 29.03.2023 at 4:00 PM Place: RISL, Board, Room, Yojna Bhawan, C-Scheme, Jaipur Last date of submitting clarifications requests by the bidder: 29.03.2023 upto 3:00 PM to pic.website@rajasthan.gov.in
Manner, Start/ End Date for the submission of Bids	<ul style="list-style-type: none"> Manner: Online at e-Proc website (http://eproc.rajasthan.gov.in) Start Date: 10.04.2023 4:00 PM End Date: 21.04.2023 3:00 PM
Submission of Banker's Cheque/ Demand Draft for Tender Fee, Bid Security,	<ul style="list-style-type: none"> Start Date: 10.04.2023 4:00 PM End Date: 21.04.2023 3:00 PM

and Processing Fee*	
Date/ Time/ Place of Technical Bid Opening	<ul style="list-style-type: none"> • Date: 21.04.2023; Time: 04:00 P:M • Place: 1st Floor, e-Proc cell, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur (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
<p>Note:</p> <ol style="list-style-type: none"> 1) Bidder (authorised signatory) shall submit their offer on-line in Electronic formats both for technical and financial proposal. However, DD for Tender Fees, RISL Processing Fees and Bid Security should be submitted physically at the office of Tendering Authority as prescribed in NIB and scanned copy of same should also be uploaded along with the technical Bid/ cover. 2) * In case, any of the bidders fails to physically submit the Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and RISL Processing Fee up to as mentioned in NIB, its Bid shall not be accepted. The Banker's Cheque/ Demand Draft for Bidding document fee, RISL Processing Fee and Bid Security should be drawn in favour of "Managing Director, RajCOMP Info Services Ltd." payable at "Jaipur" from any Scheduled Commercial Bank. 3) To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Type III) as per Information Technology Act-2000 using which they can digitally sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e. TCS, Safecrypt, Ncode etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC. Also, bidders must register on http://eproc.rajasthan.gov.in (bidders already registered on http://eproc.rajasthan.gov.in before 30-09-2011 must register again). 4) RISL will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid well advance in time so as to avoid 11th hour issues like slow speed; choking of web site due to heavy load or any other unforeseen problems. 5) Bidders are also advised to refer "Bidders Manual Kit" available at e-Procurement website for further details about the e-Tendering process. 6) Training for the bidders on the usage of e-Tendering System (e-Procurement) is also being arranged by DoIT&C, GoR on a regular basis. Bidders interested for training may contact e-Procurement Cell, DoIT&C for booking the training slot. Contact No: 0141-4022688 (Help desk 10 am to 6 pm on all working days) e-mail: eproc@rajasthan.gov.in Address : e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur 7) The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bids. 8) No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a formal contract is signed and executed between the procuring entity and the successful bidder. 9) Procurement entity disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual bidders to verify such information) and the information provided therein are intended only to help the bidders to prepare a logical bid-proposal. 10) The provisions of RTPP Act 2012 and Rules thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTPP Act 2012 and Rules thereto, the later shall prevail. 	

(Jyoti Luhadiya)
Technical Director

2. PROJECT PROFILE & BACKGROUND INFORMATION

2.1. About RISL

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

2.2. About Department of Tourism, Government of Rajasthan

Rajasthan is a leading tourism State in the country. Its glorious heritage, colourful living traditions and vibrant culture are special attractions for both, domestic and foreign tourists. The tangible and intangible tourism products of the State offer immense potential for growth of the tourism industry. Development of tourism resources and increasing both, domestic and foreign tourist arrivals is a high priority area for the Union and State Governments. Therefore, there is a need for expanding tourist centric infrastructural facilities to keep pace with the present trends and for potential tourism growth in the State.

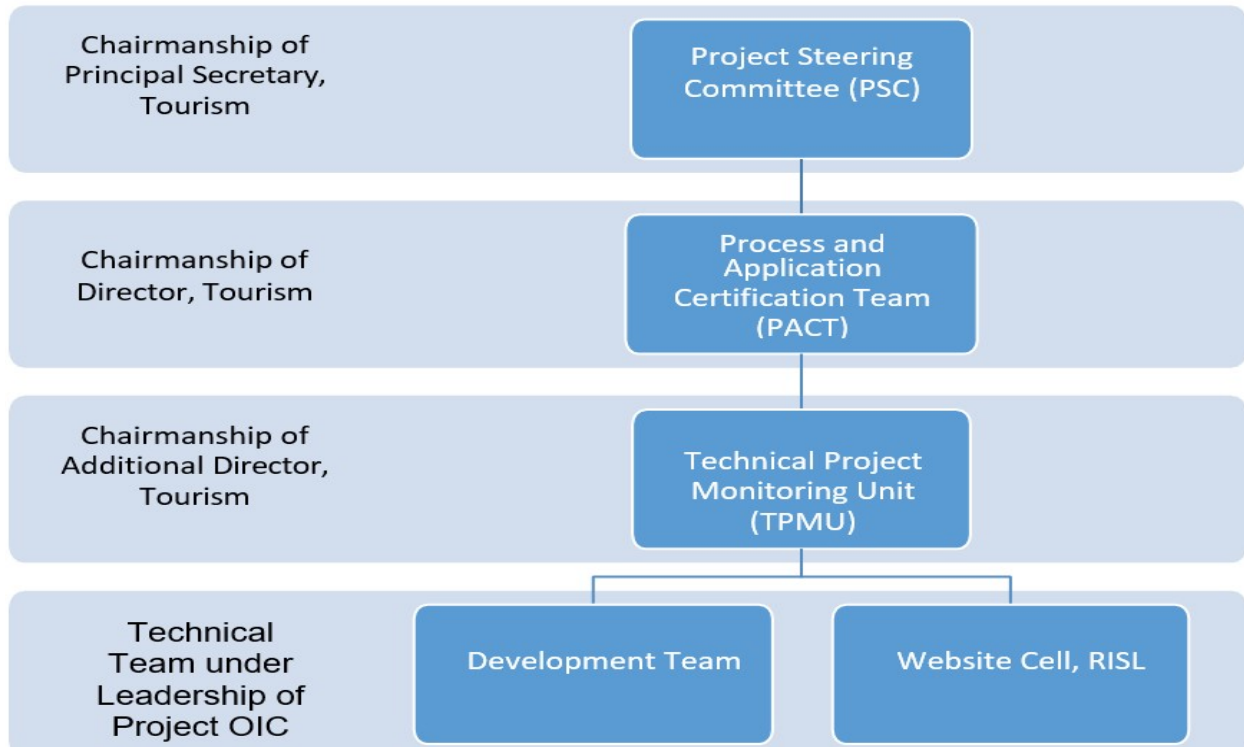
2.3. Project Background

Tourism is the key sector of the State which requires effective dissemination of information related to Rajasthan culture, heritage, hotels and resorts, connectivity and so on through their portal. The portal requires to be content-rich, easy navigation and remarkable content. As per the state-level events, campaigns and cultural fest and festivals, the portal should incorporate all the information dynamically. It is also required to update the content and webpages on regular basis.

Hence, the department intended to revamp the Rajasthan Tourism Portal in AEM Technology with content-rich user interface to obtain seamless user experience, its maintenance and updating, content enrichment, translation, personalization, Analytics, Online Campaign, Search Engine Optimization, E-Book, Emailers etc.

The present site is built on AEM 6.1 which is to be migrated to AEM 6.4 or latest higher version. All changes will be done within this platform or its upgraded version.

2.4. Project Governance:



The indicative broad project governance set up for strategic and tactical planning and its execution, is given below:

A. **Project Steering Committee (PSC):** This committee shall be constituted under the chairmanship of Principal Secretary, Tourism having following members:

1. Commissioner, IT&C
2. Director, Tourism
3. Director Technical, RISL
4. Financial Advisor, Tourism
5. Additional Director, Tourism
6. Additional Director, IT&C

Role of PSC:

- a) Taking strategic decisions on the various requirements
- b) Discuss and finalizing the scope of work for Tourism portal.
- c) Finalize the ballpark estimation of budget and timeline based on scope of work
- d) Monthly review of the project status.
- e) Decision on change requests and its scope for additional requirements, if required.
- f) Policy decisions related to content updation, process flow, etc.
- g) Budget approval

B. Process and Application Certification Team (PACT): This committee shall be constituted under the chairmanship of Director (Tourism) with following members:

1. Additional Director, Tourism
2. Financial Advisor, Tourism
3. Joint Director (Marketing), Tourism
4. Deputy Director, IT&C or above deployed in Tourism department
5. Deputy Director (Publicity), Tourism
6. PRO, Tourism
7. Representative of Websites Cell, RISL

Role of PACT:

- a) Finalization of detailed requirements of High Level Scope of Work to optimize the efforts of the development cell.
- b) Approval of Page templates, designs, creative and content management.
- c) Fortnightly review of the project status.
- d) Process to be initiated to obtain SEMT approval of the project.
- e) Appointment of nodal officers based on requirement.
- f) Approval for provision of infrastructure including seating space, desktop machines, internet connectivity and so on.
- g) Finalization of State Calendar of events and festivals in coordination with concerned departments and finalization of relevant content, accordingly.

C. Technical PMU: This unit shall be constituted under the chairmanship of Additional Director (Tourism) with following members:

1. Joint Director (Marketing), Tourism
2. Deputy Director, Tourism - IT
3. Deputy Director, (Publicity), Tourism
4. Nodal Officer, Tourism
5. Public Relation Officer, Tourism

Role of Technical PMU:

- a) Creation of Content and Creatives to be uploaded on the Website.
- b) Testing of the entire application as per requirement.
- a) Verifying the invoices and attendance of deployed resources and issuance of completion certificates.
- b) Coordination with various teams and departments including socio media and PRO if required.
- c) Analytics, Reporting and MIS generation.
- d) To ensure active participation from the departmental officers and users.
- e) Closely working with development team to get the work done. Explain the functional requirements in detail to the selected implemented agency.
- f) To ensure proper support from all the stakeholders for conducting detailed system study.
- g) To conduct review meetings at defined regular intervals to monitor the overall progress of the project.
- h) Provide feedback on changes to be incorporated in the overall solution to improve application software usability.
- i) To conduct the trainings as per the proposed training plan and to ensure the

attendance of participants as per training plan.

- j) To ensure close coordination of all the participants and the external agencies involved in the project.
- k) To take steps to mitigate any potential risks that might surface during the course of the project
- l) Setup and administration of the issues/concerns and escalation management process
- m) Handle change management

D. Websites Cell, RISL

The Technical PMU (TPMU) shall work closely with Website's cell, RISL. Following are tasks performed by this cell:

- a) Development of RFP for the Project and administer the whole tendering process.
- b) Conduct procurement committees for decisions related to procurement.
- c) Review and approve the overall solution design, implementation approach, and other technical reports as submitted by the implementing agency.
- d) Administrating Hosting Process on Production Servers.
- e) Coordination with Data Centre and SOC team for hosting and security audit patching, respectively.
- f) To provide necessary technical support during requirement gathering, design, development, hosting and further FMS.
- g) To conduct periodic reviews and monitor the overall implementation progress of the project by the implementing agency
- h) Provide feedback to the implementing agency on changes to be in the solution to improve usability of the application software
- i) Report problems/ bugs in solution to the implementing agency for immediate action/ rectification
- j) Prioritize the change requests, if any, as per project objectives. Evaluate and approve the effort estimates (for change requests) provided by the implementing agency.
- k) To ensure timely project milestones sign-offs of implementation agencies from Tourism Department.
- l) To review the installation, commissioning and maintenance of the software
- m) To approve training plan and methodology
- n) Setup and administration of a proper escalation mechanism
- o) To take steps to mitigate any potential risks that might surface during the course of the project
- n) Review and approve the payments to the implementing agency as per agreed Service Level Agreement (SLA) based on the issuance of completion certificates given by the Tourism Department Technical PMU.

Any other help/assistance/co-ordination required for the successful implementation and operations of the project.

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 bidder should be a company registered under Indian Companies Act OR A partnership firm registered under Indian Partnership Act, 1932. OR A Limited Liability Partnership registered under Indian Limited Liability Partnership Act, 2008 OR A Proprietorship firm registered under the Rajasthan Shops & Commercial Establishments Act, 1958 or a similar Act of any other State/ Union, as applicable (Note: A self-certified declaration regarding the non-applicability of registration to any Act should be submitted by the bidder)	Copy of Certificates of incorporation / Certificate of Registration
2.	Financial: Turnover from Web Application / Software Development	Average Annual Turnover of the bidder from Web Application / Software Development for the last 5 financial years (FY's 2017 -18, 2018 - 19, 2019-20, 2020-21, 2021-2022) per the last published audited balance sheets), should be at least INR 5 Cr.	CA Certificate with CA's Registration Number/ Seal and UDIN
3.	Financial: Net Worth	The net worth of the bidder as per the last published balance sheet on 31-03-2022 should be Positive.	CA Certificate with CA's Registration Number/ Seal and UDIN
4.	Technical Capability	1. The Bidder must have been engaged and completed or in the FMS phase (Portal/ Application status should be go live) for at least the number of projects for any Government Department /	Annexure-5 of each project reference And

S.No.	Basic Requirement	Specific Requirements	Documents Required
		<p>Government Agency / PSU/ Company (having turnover more than 1000 Cr.) during the last financial years (FY's 2018-19, 2019-20, 2020-21, 2021-2022, 2022-last date of submission) detailed below</p> <p>A. One Project of development/ deployment/ implementation/ customization and O&M of Web-Portal/ Application based on AEM having total value of Rs. 2.0 crores or higher.</p> <p style="text-align: center;">OR</p> <p>B. Two projects of development/ deployment/ implementation/ customization and O&M of Web-Portal/ Application based on AEM having value of Rs. 1.0 crores or higher per project.</p> <p style="text-align: center;">OR</p> <p>C. Three projects of development/ deployment/ implementation/ customization and O&M of Web-Portal/ Application based on AEM having value of Rs. 70 lacs or higher per project.</p> <p>Note:</p> <ol style="list-style-type: none"> 1. The date of the orders and completion of a project or go live of the project should remain between 1st Apr. 2018 and last date of bid submission. 2. Projects executed with in the agency's own company, group of companies, Joint Venture companies or in subletting companies shall not be considered. 3. In the ongoing project, at least 70% of the total scope of the project must be completed. The relevant details must be mentioned in phase completion certificates from the client or from the CA. 	<p>Work Completion Certificates from the client</p> <p style="text-align: center;">OR</p> <p>Work Order + Self Certificate of Completion+ Invoice with payment receipt statement (Certified by the CA);</p> <p style="text-align: center;">OR</p> <p>Work Order + Phase Completion Certificate (having project completed value equivalent to the amount mentioned) from the client.</p> <p>(Note: The work order/ work completion or any phase completion certificate issued by state government/ central government/ PSU (excluding banks) should mention "Application Software Development/ Customization/</p>

S.No.	Basic Requirement	Specific Requirements	Documents Required
			Maintenance/ Enhancement")
5.	Tax registration	The bidder should have a registered number of 1. Income Tax / PAN number 2. 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 <ul style="list-style-type: none"> • PAN • GST registration Certificate/ Number
6.	Mandatory Undertaking	Bidder should: - a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons; b) not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings; c) not have a conflict of interest in the procurement in question as specified in the bidding document. d) comply with the code of integrity as specified in the bidding document.	A Self Certified letter as per Annexure-6: Self-Declaration

3.2. Additional provisions for qualifications:

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

- 3.2.1. the procuring entity shall disqualify a bidder as per the provisions under "Clause: Exclusion/ Disqualification of bids in Chapter-5: ITB"; and
- 3.2.2. 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.

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

4. SCOPE OF WORK, DELIVERABLES & TIMELINES

4.1. Detailed Scope of work (SoW) for the selected bidder is given as below

RISL intends to engage with the competent agency for providing Study, Design, Development, Testing, Integration and implementation services for Re-structuring of the currently running Web Portal www.tourism.rajasthan.gov.in of Department of Tourism on the state web platform and content translation.

Rajasthan Tourism current web portal is hosted in the Rajasthan State Data Centre, Jaipur. It has been developed using AEM technology. Successful bidder is required to study the existing portal to assess the existing structure, user-interface etc.

The updation / maintenance of portal, addition/deletion of web pages etc. integration with other applications/modules and all other works described under scope of work shall be carried out on turnkey basis i.e. procure, deploy, commission, support etc.

The successful bidder shall also ensure adherence / compliance with Rajasthan State Data Centre infrastructure & policies including mandatory security audit / 'Safe-to-host' certification and Upgradation to latest AEM version/technology at its own cost during the entire project/agreement period.

Selected bidder should study popular both national and international travel, tourism and hotels portals/websites. The bidder should also have design and development experience of at least one website of similar nature. Aesthetic values of the tourism portal should match the visual appeal of the international standards. Selected bidder should design UI/UX of the website including appealing graphics and animations in congruence with international standards. The website/portal should cater to the requirement of creating event based micro-sites for ex. Microsites for festivals, events, shows etc. The CMS of the website/portal should be interactive and dynamic in nature. The website/portal must also have Enquiry form module, Feedback form module, Booking form module along with payment gateway integration.

The portal design, development and implementation services shall broadly include but not limited to the following:

A. Study, Design and Development Phase:

- (a) Study of business & system requirements (Baseline spiral document)
- (b) Design & Development of modules considering the requirements finalized in the intermediate spiral documents
- (c) Integration with other applications/ modules
- (d) Testing and Risk Analysis of Developed Modules/ Functionalities
- (e) User Acceptance Testing (UAT)
- (f) Assist RISL in Security Audit / Safe to Host Certification of Developed Modules

- (g) Implementation and Support
- (h) Training and Capacity Building as and when required
- (i) Infographics creation

B. Operations & Maintenance and Support

4.1.1. Study, Design & Development Services:

In this phase the selected bidder will study the detailed requirement and design and develop the required website in compliance with IT architecture/ policy of DOIT&C, MEITY, GIGW, WCAG guidelines and any other industry standards for security and accessibility.

4.1.1.1. Study of business & system requirements

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

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

1. Conducting a detailed assessment of the functional, technical and operational requirements as per the details mentioned in this bidding document
 - a. by interacting with concerned departmental officials
 - b. by reviewing the existing systems, applications and the departmental website
2. Understand/ assess input data and outputs/ reporting requirements
3. Collect existing forms, registers and report formats
4. Prepare different use cases scenario
5. Detailed study of requirements of application components and solutions
6. Assess existing applications and third-party systems from the perspective of integration with other applications
7. Shall define the data migration from existing systems if any.
8. Shall adopt an industry standard methodology for Software Engineering, covering the entire SDLC (Software Development Life Cycle)
9. It is envisaged that the overall requirement would be developed on an incremental basis with the changing scenarios and requirements of RISL.
10. Conduct As-is and to-be study both Functional and Non-Functional requirements re-engineering.
11. Prepare baseline spiral document based on the captured business, functional and technological requirements and obtain sign off on the document. In this document module/ submodules/ functionalities will be defined.

4.1.1.2. Design & Development of modules/ submodules of application

1. Selected bidder will initiate conceptual design of modules in the baseline spiral and involves architectural design, logical design of modules, physical product design and the final design in the subsequent spirals.
2. Selected bidder will include logical design, architectural design, flow charts, decision tree, wire frames and so on in the conceptual design of the modules.
3. Based on the feedback or testing phase, changes in spirals and design document will also be made by the selected bidder with the respective functionalities of module/ submodules of the application. The version should be maintained by the selected bidders for those documents and the codes since from baseline to finalization.
4. The bidder is responsible to provide a state of an art technical solution for the technical requirements and scope of work mentioned in the bidding document.
5. The application software development work should be in compliance to the best practices, applicable industry standards and respective guidelines issued by Department of Information Technology (DIT), GOI and DOIT&C, GOR
6. Bidder would involve competent and qualified personnel for the fulfilment of deliverables mentioned in the bidding document.
7. The development of various application modules shall be done by selected bidder keeping essence of the objectives of the application.
8. Wherever required, data migration from any existing systems shall be done with cleansing of data.
9. To maintain business continuity, the SI shall make use of existing development stack available in RSDC.

4.1.1.3. Integration with other applications/modules:

- A. The bidder shall be responsible for providing integration support and/ or complete integration activities for integrating the application's modules/ submodules with other applications/ modules that may be decided in future course of action by RISL during the entire contract period which includes development/share of various APIs for different requirements (for ex. API for content updation through mobile application), as and when required.
- B. The integration layer will consist of web APIs of various third-party applications which will be on enterprise service bus i.e. Raj Sewadwar.
- C. The integration possibilities/ solutions will be envisaged and deployed gradually during the entire period of contract.

4.1.1.4. Testing and Risk Analysis of Developed Modules/ Functionalities:

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

- A. Prepare & submit Test Strategy, Test Plan and Test Cases to RISL
- B. Obtaining sign-off on testing approach and plan.
- C. Conducting testing of various components/ modules of the software developed. The bidder shall be required to share the testing documents and standards with the designated third party auditor (TPA), wherever applicable/ required.
- D. Execute and perform various application/ modules testing like performance, load, security, quality testing etc.

Risk Analysis includes identifying, estimating and monitoring the technical feasibility and management risks, such as schedule slippage and cost overrun. After testing the developed modules/ submodules of the application, at the end of each iteration, the RISL/DOIT&C/ Tourism Department evaluates the software and provides feedback. The selected bidders will note the feedback and implement the required features in the tested modules/submodules based on the feedback provided by the RISL/DOIT&C/Tourism Department.

4.1.1.5. User Acceptance Testing (UAT)

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

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

Provide assistance to RISL team in undertaking Security Audit / Safe to Host Certification of the developed application by third party external agency selected by DoIT&C/RISL as and when required and undertake the following activities:

- A. Ensure developed application is free from Vulnerability / bugs / defects etc. mandatory for clearing Security Audit / Safe to Host Certification as per the direction of RISL.
- B. Share all the relevant documents like FRS / SRS / Test Cases as required by the third

party external agency

- C. Incorporate desired changes in the developed application software suggested by the third party external agency
- D. Based on the audit reports submitted by the TPA, the selected bidder shall make the required changes to the website/ application at no extra cost and subsequently final spiral and design documents will be submitted to RISL for sign off.

4.1.1.7. Implementation and Support:

- A. The bidder shall be responsible for implementation/ deployment of enhanced modules/ new developed modules/ any other required changes in the application during entire period of the contract.
- B. The bidder shall coordinate and provide support to all stakeholders of the project for successful implementation.
- C. The selected bidder has to deploy required onsite resources to provide support and maintenance of the application.

4.1.1.8. Training and Capacity Building:

- A. The bidder shall be responsible for providing training for new modules and enhanced functionalities to the selected officials by DOITC/ RISL/ Tourism Department.
- B. The bidder shall provide resources (Trainers) for onsite or offsite training as and when required. The schedule of the training programs shall be intimated to the selected bidder in advance atleast 4-7 days before from the date of the training program.
- C. The bidder shall be responsible for preparing Training manuals for all the modules and shall update the training manuals and user manual of the application every month by incorporating the enhancements in each module.
- D. RISL may engage the bidder as and when required for providing training support during any VC/ training session scheduled for the stakeholders at various levels.
- E. The training locations in Rajasthan, batch size, mode of training (Onsite/ Offsite), duration etc. will be decided with the Tourism Department, Rajasthan as and when required.
- F. Tourism Department/ RISL will arrange infrastructure for training.

4.1.2. Provide Operations & Maintenance Services (O&M):

Selected Bidder shall provide FMS for a period of 2 years including following major activities but not limited to: -

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

activities would include: -

- (a) The bidder shall provide the minimum dedicated manpower onsite mentioned in the scope at RISL/Tourism Department for day-to-day operations, maintenance and update of the overall project as per the awarded scope of work. The bidder, if required, with prior permission from RISL/Tourism Department, may also deploy additional manpower for smooth functioning of the project and at no extra cost.
- (b) The bidder, with the help of the deployed manpower, shall be responsible for: -
 - A. End to end management of the helpdesk by logging and resolving the complaints of the various locations to ensure that the solution is functioning as intended and that all the problems associated with the operations are resolved satisfactorily.
 - B. Overall administration, operations, monitoring, maintenance, MIS generation etc. of the Application software and to ensure the desired uptime. This would also include bug fixing, content management (content collection, translation, approval of translated content, conversion, upload), database management, minor changes to the application software, reply to the queries/ feedback/ suggestions/ complaints from all the stakeholders.
 - C. The bidder shall maintain version control and archives of source code, web site content and database.
 - D. The bidder make use of existing helpdesk management system (web enabled with SMS and email based alert system) available at RSDC, GOR, for Helpdesk Call Management and SLA Reporting. Any additional licenses required for the IT Helpdesk shall be provided by the RISL/DoIT&C.
 - E. During and after the end of the project period, the bidder shall refrain from canvassing Tourism Department/ RISL/ GoR and any of its associates with any claim for employment of the bidder's personnel deployed under the project.
 - F. The staff provided by the bidder will perform their duties in accordance with the instructions given by the designated officers of RISL/Tourism Department from time to time. RISL/ Tourism Department will examine the qualification, experience etc. of the personnel provided before they are put on positions. The bidder has to take approval from RISL/ Tourism Department for the proposed staff before their deployment. RISL/ Tourism Department reserve the right to reject the personnel, if the same is not acceptable, before or after commencement of the awarded work/ project.
 - G. At no time, the provided manpower should be on leave or absent from the duty without prior permission from the designated nodal officer of RISL/Tourism Department. In case of long term absence due to sickness, leave etc. the bidder shall ensure replacements and manning of all manpower posts by without any additional liabilities to RISL/ Tourism Department. Substitute will have to be provided by the bidder against the staff proceeding on leave/ or remaining absent and should be of equal or higher qualifications/ experience.

- H. The proposed services shall be normally manned from 9:30 AM to 6:30 PM but may vary as per the requirement throughout the project period or as decided by RISL/Tourism Department.
- I. New Development and Enhancement:**
 During the Operations & Maintenance Support phase, the bidder shall be responsible for doing any kind of new development including:
 - a. Addition of new functionalities/ features/ modules envisaged by the procuring entity in the existing application
 - b. Third-party Application integration
 - c. Modification/ up-gradation/ enhancement in the Process or functionality to fix some complex problem requests or defect fixing to upgrade the application performance.
 - d. Business Intelligence Analytics & MIS Reports as per new format defined by procuring entity as per their requirement
 - e. The deployed resources shall work under the guidance of Office-In-Charge RISL/Tourism Department and shall undertake all the above mentioned activities and beyond as per the requirement of RISL/Tourism Department.
- J. To perform the aforesaid tasks, the bidder shall provide onsite technical support team of minimum required technical qualifications and experience as mentioned in the RFP.
- K. Also, it would be the responsibility of the bidder to retain the deployed manpower for the entire Contract/ Project duration or in the event of a resource leaving the employment with the bidder, the same shall be notified well advance in time to RISL/Tourism Department and thereafter be immediately replaced with another resource of equivalent minimum qualifications and experience.
- L. As Hindi is Official Language of the Government of Rajasthan, the bidder has to appoint personnel having proficiency with Hindi language.
- M. For documentation, development, designing, testing, database administration, deployment or any other activity of SDLC, the selected bidder may maintain sufficient manpower any time considering scope of the work and SLAs defined in the RFP without any additional cost to RISL/Tourism Department.
- N. The selected bidder has to provide details of each manpower to be deployed onsite for the project in the format given at Annexure-12.

However, the selected bidder has to deploy the following technical manpower with of required experience and qualification at onsite as per Annexure-11 for the entire period of contract:

S.No.	Description	Quantity

1	Business Analyst	1
2	Graphic Designer	1
3	Developer	2
4	QA/Tester	1

In addition to above, software developers/ Designers/ Testers (QAs)/ Business Analysts/ other required resources as per SDLC process and scope mentioned in the RFP and requirements to be finalized in the project will be aligned by the selected bidder offsite. The list of offsite resources who will be involved in the project will be provided by the selected bidder as and when required by RISL/Tourism Department.

The selected bidder will have to deploy more technical resources onsite considering the project timelines / SLA / LD or other relevant conditions of the RFP without any extra cost to RISL/Tourism Department.

4.1.3. Indicative Requirement: (Integration / updation with various portal of State and Central Ministry, GOI)

PART A: Maintenance, Upgradation, updation, revamp and restructure of Microsites and existing website www.tourism.rajasthan.gov.in.

4.1.3.1. Maintenance, Upgradation, updation, revamp and restructure of Microsites and existing website

Revamping and Re-structuring of the currently running Web Portal www.tourism.rajasthan.gov.in of Department of Tourism (within a period of first quarter) on the state web platform. Content strategy should include SEO best practices. Website Design layout should be responsive across all platforms. The present site is built on AEM 6.1 which is to be migrated to AEM 6.4 or latest version. All changes will be done within this platform or its upgraded version.

4.1.3.2. Existing Web Portal Maintenance/Updation/ Add Module and New Web Pages

The successful bidder shall take complete responsibility of management/further improvement/Updation of Web Portal www.tourism.rajasthan.gov.in and of Department of Tourism. Development of New Web Pages by using most advanced technology, to deliver content rich, customizable, theme-able, high-performance, highly secure. The scope includes, but not limited to the following:

- Selected bidder should study popular national and international travel, tourism and hotels portals/websites. The bidder should also have design and development

- experience of at least one website of similar nature. Aesthetic values of the tourism portal should match the visual appeal of the international standards.
- Use of Web Content Management System (AEM), backed by a database, to deliver the updated portal / site contents.
 - Creation and moderation of web pages and its use to augment the web contents and overall branding of Rajasthan Tourism through web portal & associated partner sites.
 - Website being maintained / developed should be made compliant of the following guidelines and submit the compliance report for the same:
 - GIGW
 - W3C HTML5
 - WCAG
 - UAAG
 - Updating and maintenance of existing webpages/ content sections/ photo & video gallery / database (Hotels, Festivals etc.) on regular basis as relevant.
 - Use/Incorporation of SEO friendly content, clean permalink structure and SEO Best Practices for portal/web pages, structure and content with the goal to make all main keywords rank in the top 5 rank in the first page while searching by user.
 - Designing of new templates for website
 - Provides accurate and fast Search through the portal pages
 - Hotel/ Motel/ Tourist Destination Listing etc.
 - Updating of content for mobile app simultaneously through Application Program Interface (API).
 - Bidder shall be responsible to provide the three-layered approval module for the content updation over the departmental website. Along with this, the bidder shall also create a mechanism to provide/push data downwards to all TRCs / HQ Sections for data/content verification from concerned TRCs or HQ sections. After verification from TRCs / HQ Sections, it will follow the main route to get approved for publishing on the website and then get published.

4.1.3.3. Web & Search Analytics:

Web & Search Analytics is the study for measuring website traffic which in turn is useful for optimizing the website content and structure. Web analytics tools such as Google Analytics should be implemented by successful bidder for Web portal, Web pages, Contents performance analysis.

If such analytics tool are not available free of cost, bidder shall bear the cost of the subscription for third party tool.

Bidder is also responsible for providing the website analytics report to CUG as per the need of department.

4.1.3.4. Emailer and e-Book: The successful Bidder has to create a module for the sending promotional emails and messages. However, the data of recipient name/emails/mobile no. etc. shall be provided by the department.

4.1.3.5. Photos and Videos: Bidder will create a photo and video gallery by providing the interface for uploading high quality, high definition, well visualized photographs and videos.

4.1.3.6. Search Engine Optimization (SEO)

The scope of work of SEO will be as below but not limited to the following:

- Keyword Research Selection
 - Keyword Mapping to defined preferred Landing Pages
 - OnSite Optimization: Title & Meta Description Image Optimization Header tags Other Meta-data
 - URL Restructuring Redirections
 - Keyword Rank Checking (Limited to 2 time in a month)
 - Directory Submissions (up to 30 submissions)
 - Monthly Report
 - Broken Links Analysis
 - Forum Posting
 - Link Distribution
 - Article submission
 - HTML Audit: HTML Code Review and Recommendations Micro Formats Suggestions
 - Ranking of website on google in search as per keyword should be on 1st page (at least 300 Keywords which includes 100 existing targeted keywords, in each quarter 25 keywords)
 - Report of Traffic on Website
 - Optimizations of Images and Videos
 - Google analytics configuration and submission of weekly reports to the RISL/Tourism Department for analysis.
 - Make the portal indexable and crawlable to the popular search engine.
- 4.1.3.7.** A facility for visitor to share their experiences, travel photos, videos and information needs to be developed. The department should be able to turn on/off this facility, as required.
- 4.1.3.8.** Updating with events/Utsav portal and other portal of Ministry of Tourism, GOI and any other portal/website/mobile app of GOR, as and when required.
- 4.1.3.9.** Smoother navigation scroll, number of total visitors, optimum loading time of image and video, Active screen reader, Additional of other relevant information such as Geographical Information, Connectivity (By road, train and air) and site map are also to be added.
- 4.1.3.10.** Destination being searched display its local/GMT time and weather.
- 4.1.3.11.** Option for a dynamic calendar of Rajasthan Tourism event should be available with filtration like month, district, type/category of events (i.e. Cattle fair, religion fair)
- 4.1.3.12.** Synchronization of website along with the mobile app and social media accounts of the department.

4.1.3.13. Subscription/Cost of AEM licensing/purchasing will be out of scope of this bid.

PART B: CONTENT TRANSLATION

The successful bidder will provide the template to update the content in the following five international languages along with English and Hindi.

- French
- German
- Spanish
- Chinese
- Russian

The successful bidder has to develop/create and deploy the website/ webpages in all the above languages as and when required. However, the content for all the above-mentioned languages shall be provided by the department.

1. Technical Specifications & Standards:

The solution should be designed and developed considering the principles of **Microservice architecture** and standards & norms defined by MEITY, GIGW, WCAG & DOIT for services, meta data, configurable & modular customizable components etc. of the proposed solution should be followed.

1. Application Design & Development:

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

- f) **Rich User experience:** The solution should have capability where any services like Payment Gateway, the mobile devices for queries/ reporting and providing day-to-day approvals by competent authorities as per authorized workflow for different kind of requests; and external entities like bank, departments and others can invoke this framework by passing the required parameters and specifying the desired output.

2. Technology Standards

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

3. Security Standards

- a) **Application Access:** Ensure applications processing data properly for authenticated users (through central authentication systems), specifically: SSO Login. Establish authorizations for applications by affiliation, membership, or employment, rather than by individual. If individual authorizations are used, these should expire and require renewal on a periodic (at least annually) basis.
- b) **Review:** Conduct code-level security reviews with professionally trained peers for all new or significantly modified applications; particularly, those that affect the collection, use, and/or display of confidential data. Conduct annual security tests of Internet applications.
- c) **Security:** application shall support both HTTP and HTTPS (SSL certificate shall be provided by Purchaser).
- d) In addition to above, all required security standards will be followed as per the IT architecture and IT policy of Rajasthan.

4. Quality Management Standards

- a) All project deliverables will be subject to a review and approval process and will be signed off by the purchaser.
- b) Peer reviews will be held for business design and technical design documents, and code-walkthroughs for non-generated code.
- c) Defining a test strategy has been scheduled in the Business Design phase. This strategy will include the development of test scenarios, test cases and a detailed test plan.
- d) An acceptance test task is included in the work plan to enable the business area to test the final product in a production-like environment prior to implementation. The initial requirements for this acceptance test will be documented during the business design.
- e) **Simple Performance and Load Testing:**
Simple Performance and Load testing shall be performed periodically by the successful bidder to ensure that the portal created meets required performance and load testing metrics.
- f) All system and application deliverables will be signed off prior to migration to production.

Note:

- I. The shared functional requirements in this document are tentative and shall be finalised during the study phase. However, the improvement with respect to usability and cater new functional requirements, the system shall be improved gradually during the entire period of contract.
- i. Addition to above the design and architecture of the application should be done considering IT Policy and Architecture of DOIT&C. In case of any change in the

specifications and standard based on the policy of DOIT&C and RSDC, the selected bidder has to comply those standards and specifications without any extra cost.

4.2. Roles & Responsibilities of Stakeholders:

4.2.1. Responsibilities of RISL

- A. Coordination with all the stakeholder involved for successful implementation of the enhanced feature and new modules
- B. Provide administrative support to the bidder
- C. Review and approve project management plan and deliverables of the implementation agency/ system integrator
- D. Monitor the progress of the project
- E. Assist in getting statutory approval from the concerned authority
- F. Approval of change management upon requests received from bidder
- G. To ensure timely project milestones sign offs
- H. Overall Project Management

4.2.2. Responsibilities of Tourism Department

- A. To ensure active participation from the departmental users
- B. To identify and appoint nodal officer for facilitating the project execution
- C. Explain the functional requirements and provide required inputs/formats/documents/data in detail to the bidder
- D. To conduct review meetings at defined regular intervals to monitor the overall progress of the project.
- E. Provide feedback on changes to be in the solution to improve usability of the application software.
- F. To ensure close coordination of all the participants and the external agencies involved in the project.

4.2.3. Responsibilities of the Selected Bidder:

- a. To design, develop, test, and implement a secure, scalable solution in secure manner and in line with IT Architecture and IT policy of Govt. of Rajasthan.
- b. Adopting open, interoperable standards by following international and national industry and govt. standards.
- c. To perform activities in time bound manner as defined in the scope of the work and the RFP.
- d. To coordinate with all stakeholders of the project as per RISL/Tourism Department directions

- e. Achieved milestones, Deliver the deliverables (Softcopies & Hardcopies) and get sign off with in the timelines defined in the RFP.
- f. Adhere timelines and maintain the SLA mentioned in the RFP
- g. Prepare risk management plan and implement the plan whenever the risk occurred during the project.
- h. Submit softcopies and hardcopies of the all-project related documents to RISL/Tourism Department
- i. To ensure adherence to responsibility of the onshore deployed resources as follows:
 - i. Requirement gathering from the Tourism Department for the design/development/addition/modification/issues/bugs and other tasks mentioned in this scope of work.
 - ii. Designing of the portal/website/forms/graphics/icons/banners etc. as per the scope of work.
 - iii. To carry out onshore based development, enhancement, content updation related tasks.
 - iv. To conduct thorough testing and quality assurance tasks and submit the error/issues reports for enhancement/error mitigation. Make and submit testing documentation to Tourism Department/RISL.

4.3. Project Deliverables, Milestones and Timelines

Deliverable linked to Project Activity

S. No.	Milestone	Deliverable (Reports/ Documents)	Time Schedule
1	Agreement Signing	→ Signed Agreement	→ T+15 Days
2	Onsite Team Deployment*	→ Deployment/ Joining Report of Team	→ T+ 30 Days
3	Undertake activities Mentioned in Scope of Work Section 4.1	→ Quarterly satisfactory performance reports. → Monthly Status Reports containing details of activities performed. → Test Cases & Test Reports/Results → Backup activity reports. → Configuration & Deployment document with final source code in two sets of DVDs along with source code and/or	→ Within 30 days of passing of each quarter starting from the date of commissioning

S. No.	Milestone	Deliverable (Reports/ Documents)	Time Schedule
		license of third party API/any other software used. → Sign off from Tourism Department on UAT Report → Monthly Attendance Report of Onsite Deployed Manpower duly verified by Tourism Department → Weekly Manpower wise detailed activity report. → Resume/CV's of newly joined Resource. → Incident Report including report on Bugs/ Problems/ Complaints reported and resolved with resolution. → GIGW, WCAG, SEO, W3C and Accessibility compliance report. → Any other report related to the tasks done mentioned in scope of work.	
		→ Migration Activity Report.	→ Within 30 days of passing of 2 nd quarter in reference to commissioning.
		→ Latest safe to host certificate.	→ Within 30 days of passing of 2 nd , 4 th , 6 th and 8 th quarter in reference to commissioning.
4.		→ Baseline, subsequent (if any) and Final spiral & design document → Sign off from Tourism Department on Baseline & Final spiral Document → Sign off from Tourism Department on final design document	→ Within 30 days of passing of 8 th quarter in reference to commissioning.

T= Date of Letter of Intent

***Delay in deployment of onsite manpower will be the cause of applicable SLA penalties**

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

5. INSTRUCTION TO BIDDER (ITB)

5.1. Sale of Bidding/ Tender Documents

- a) The sale of bidding documents shall be commenced from the date of publication of Notice Inviting Bids (NIB) and shall be stopped one day prior to the date of opening of Bid. The complete bidding document shall also be placed on the State Public Procurement Portal and e-Procurement portal. The prospective Bidder shall be permitted to download the bidding document from the websites and pay its price while submitting the Bid to the procuring entity.
- b) The 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.

5.2. Pre-bid Meeting/ Clarifications

- a) Any prospective bidder may, in writing, seek clarifications from the procuring entity in respect of the bidding documents.
- b) A pre-bid conference is also scheduled by the procuring entity as per the details mentioned in the NIB and to clarify doubts of potential 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 clarifications requests by the bidder: as per NIB
 - b. Response to clarifications by procuring entity: as per NIB
- d) The minutes and response, if any, shall be provided promptly to all Bidder to which the procuring entity provided the bidding documents, so as to enable those Bidder to take 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-7

5.3. Changes in the Bidding Document

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

5.4. Period of Validity of Bids

- a) Bids submitted by the Bidder shall remain valid during the period specified in the NIB/ bidding document. A Bid valid for a shorter period shall be rejected by the procuring entity as non-responsive Bid.
- b) Prior to the expiry of the period of validity of Bids, the procuring entity, in exceptional circumstances, may request the Bidder to extend the bid validity period for an additional specified period of time. A bidder may refuse the request and such refusal shall be treated as withdrawal of Bid and in such circumstances bid security shall not be forfeited.
- c) Bidder that agree to an extension of the period of validity of their Bids shall extend or get extended the period of validity of bid securities submitted by them or submit new bid securities to cover the extended period of validity of their bids. A bidder whose bid security is not extended, or that has not submitted a new bid security, is considered to have refused the request to extend the period of validity of its Bid.

5.5. Format and Signing of Bid

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

S. No.	Documents Type	Document Format
1.	Financial Bid – Covering Letter	On bidder's letter head duly signed by authorized signatory as per Annexure-8 (FBCOVER.PDF)
2.	Financial Bid– Format	As per BoQ (.XLS) format available on e-Procurement portal (Annexure-8)

- b) 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.

5.6. Cost & Language of Bidding

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

5.7. Alternative/ Multiple Bids

Alternative/ Multiple Bids shall not be considered at all.

5.8. Bid Security

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

- a) In lieu of bid security, a bid securing declaration shall be taken from Departments of the State Government, Undertakings, Corporations, Autonomous bodies, Registered Societies and Cooperative Societies which are owned or controlled or managed by the State Government and Government Undertakings of the Central Government.
- b) Bid security instrument or cash receipt of bid security or a bid securing declaration shall necessarily accompany the technical bid.
- c) Bid security of a bidder lying with the procuring entity in respect of other bids awaiting decision shall not be adjusted towards bid security for the fresh bids. The bid security originally deposited may, however, be taken into consideration in case bids are re-invited.
- d) The bid security may be given in the form of a banker's cheque or demand draft or bank guarantee, in specified format, of a scheduled bank. The bid security must remain valid thirty days beyond the original or extended validity period of the bid.
- e) The issuer of the bid security and the confirmer, if any, of the bid security, as well as the form and terms of the bid security, must be acceptable to the procuring entity.
- f) Prior to presenting a submission, a bidder may request the procuring entity to confirm the acceptability of proposed issuer of a bid security or of a proposed confirmer, if required. The procuring entity shall respond promptly to such a request.
- g) The bank guarantee presented as bid security shall be got confirmed from the concerned issuing bank. However, the confirmation of the acceptability of a proposed issuer or of any proposed confirmer does not preclude the procuring entity from rejecting the bid security on the ground that the issuer or the confirmer, as the case may be, has become insolvent or has otherwise ceased to be creditworthy.
- h) The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security.
- i) The Bid security taken from a bidder shall be forfeited, including the interest, if any, in the following cases, namely: -
 - a. when the bidder withdraws or modifies its bid after opening of bids;
 - b. when the bidder does not execute the agreement, if any, after placement of supply/ work order within the specified period;
 - c. when the bidder fails to commence the supply of the goods or service or execute work as per supply/ work order within the time specified;
 - d. when the bidder does not deposit the performance security within specified period after the supply/ work order is placed; and

- e. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
- j) Notice will be given to the bidder with reasonable time before bid security deposited is forfeited.
- k) No interest shall be payable on the bid security.
- l) In case of the successful bidder, the amount of bid security may be adjusted in arriving at the amount of the Performance Security, or refunded if the successful bidder furnishes the full amount of performance security.
- m) The procuring entity shall promptly return the bid security after the earliest of the following events, namely:-
 - a. the expiry of validity of bid security;
 - b. the execution of agreement for procurement and performance security is furnished by the successful bidder;
 - c. the cancellation of the procurement process; or
 - d. the withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.

5.9. Deadline for the submission of Bid

- 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 Bidder 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 Bidder 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.

5.10. Withdrawal, Substitution, and Modification of Bids

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

5.11. Opening of Bids

- a) The Bids shall be opened by the bid opening & evaluation committee on the date and time mentioned in the NIB in the presence of the Bidder or their authorised representatives who choose to be present.
- b) The committee may co-opt experienced persons in the committee to conduct the process of Bid opening.
- c) The committee shall prepare a list of the Bidder or their representatives attending the opening of Bids and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding Bidder's names and addresses. The authority letters, if any, brought by the representatives shall be attached to the list. The list shall be signed by all the members of 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 Bidder who have submitted the prescribed fee(s) to RISL).
- e) The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the:
 - a. bid is accompanied by bidding document fee, bid security or bid securing declaration, and processing fee (if applicable);
 - b. bid is valid for the period, specified in the bidding document;
 - c. bid is unconditional and the bidder has agreed to give the required performance security; and
 - d. Other conditions, as specified in the bidding document are fulfilled.
 - e. Any other information which the committee may consider appropriate.
- f) No Bid shall be rejected at the time of Bid opening except the Bids not accompanied with the proof of payment or instrument of the required price of bidding document, processing fee and bid security.

5.12. Selection Method:

- a) The selection method is Least Cost Based Selection (LCBS or L1). The Grand total cost (inc. taxes) of the table 1 of the financial bid (Annexure-8) will be considered for LCBS.

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.

5.14. Evaluation & Tabulation of Technical Bids**a) Determination of Responsiveness**

- a. The bid evaluation committee shall determine the responsiveness of a Bid on the basis of bidding document and the provisions of pre-qualification/ eligibility criteria of the bidding document.
- b. A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where: -
 - i. "deviation" is a departure from the requirements specified in the bidding document;
 - ii. "reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
 - iii. "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.
- c. A material deviation, reservation, or omission is one that,
 - i. if accepted, shall:-
 1. affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
 2. limits in any substantial way, inconsistent with the bidding documents, the procuring entity's rights or the bidder's obligations under the proposed contract;or

- ii. if rectified, shall unfairly affect the competitive position of other Bidder presenting responsive Bids.
- d. The bid evaluation committee shall examine the technical aspects of the Bid in particular, to confirm that all requirements of bidding document have been met without any material deviation, reservation or omission.
- e. The procuring entity shall regard a Bid as responsive if it conforms to all requirements set out in the bidding document, or it contains minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirements set out in the bidding document, or if it contains errors or oversights that can be corrected without touching on the substance of the Bid.

b) Non-material Non-conformities in Bids

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

c) Tabulation of Technical Bids

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

5.15. Evaluation & Tabulation of Financial Bids

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

a) For single part/ cover Bid system, where Bid is received in single cover along with requisite bid security, processing fee or user charges and price of bidding documents within specified time, it shall be considered for financial evaluation by the Bids evaluation committee;

OR

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

5.16. Correction of Arithmetic Errors in Financial Bids

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

- a) if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall

be corrected, unless in the opinion of the bid evaluation committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;

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

5.17. Comparison of rates of firms outside and those in Rajasthan

While tabulating the financial Bids of those firms which are not entitled to price preference, the element of Rajasthan Value Added Tax (RVAT) shall be excluded from the rates quoted by the firms of Rajasthan and the element of Central Sales Tax (CST) shall be included in the rates of firms from outside Rajasthan for financial bid evaluation purpose.

5.18. Price/ purchase preference in evaluation

Price and/ or purchase preference notified by the State Government (GoR) and as mentioned in the bidding document shall be considered in the evaluation of Bids and award of contract.

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, if after evaluation of Bids, the bid evaluation committee may end-up with one responsive Bid only. In such situation, the bid evaluation committee would check as to whether while floating the NIB all necessary requirements to encourage competition like standard bid conditions, industry friendly specifications, wide publicity, sufficient time for formulation of Bids, etc were fulfilled. If not, the NIB would be re-floated after rectifying deficiencies. The bid process shall be considered valid even if there is one responsive Bid, provided that: -
 - a. the Bid is technically qualified;
 - b. the price quoted by the bidder is assessed to be reasonable;
 - c. the Bid is unconditional and complete in all respects;
 - d. there are no obvious indicators of cartelization amongst 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 accounts member.
- c) In case of dissent by any member of bid evaluation committee, the next higher authority in delegation of financial powers shall decide as to whether to sanction the single Bid or re-invite Bids after recording reasons.
- d) If a decision to re-invite the Bids is taken, market assessment shall be carried out for estimation of market depth, eligibility criteria and cost estimate.

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 Bidder in the bidding document for the subject matter of procurement.
- f) Prior to the expiration of the period of bid validity, the procuring entity shall inform the successful bidder, in writing, that its Bid has been accepted.
- g) As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value and deposit the amount of performance security or a performance security declaration, if applicable, within a period specified in the bidding documents or where the period is not specified in the bidding documents then within fifteen days from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.
- h) If the issuance of formal letter of acceptance is likely to take time, in the meanwhile a Letter of Intent (LOI) may be sent to the bidder. The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/ or sent by email (if available) to the address of the bidder given in the bidding document. Until a formal contract is executed, the letter of acceptance or LOI shall constitute a binding contract.
- i) The bid security of the Bidder who's Bids could not be accepted shall be refunded soon after the contract with the successful bidder is signed and its performance security is obtained.

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

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

5.24. Right to vary quantity

- 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.

5.25. Performance Security

- a) Prior to execution of agreement, Performance security shall be solicited from all successful Bidder except the departments of the State Government and undertakings, corporations, autonomous bodies, registered societies, co-operative societies which are owned or controlled or managed by the State Government and undertakings of the Central

Government. However, a performance security declaration shall be taken from them. The State Government may relax the provision of performance security in particular procurement or any class of procurement.

- b) The amount of performance security shall be 5%, or as may be specified in the bidding document, of the amount of supply order in case of procurement of goods and services. In case of Small Scale Industries (SSI) of Rajasthan, it shall be 1% of the amount of quantity ordered for supply of goods and in case of sick industries, other than SSI, whose cases are pending before the Board of Industrial and Financial Reconstruction (BIFR), it shall be 2% of the amount of supply order.
- c) Performance security shall be furnished in any one of the following forms: -
 - a. Bank Draft or Banker's Cheque of a scheduled bank;
 - b. National Savings Certificates and any other script/ instrument under National Savings Schemes for promotion of small savings issued by a Post Office in Rajasthan, if the same can be pledged under the relevant rules. They shall be accepted at their surrender value at the time of bid and formally transferred in the name of procuring entity with the approval of Head Post Master;
 - c. Bank guarantee/s of a scheduled bank. It shall be got verified from the issuing bank. Other conditions regarding bank guarantee shall be same as mentioned in the bidding document for bid security;
 - d. Fixed Deposit Receipt (FDR) of a scheduled bank. It shall be in the name of procuring entity on account of bidder and discharged by the bidder in advance. The procuring entity shall ensure before accepting the FDR that the bidder furnishes an undertaking from the bank to make payment/premature payment of the FDR on demand to the procuring entity without requirement of consent of the bidder concerned. In the event of forfeiture of the performance security, the Fixed Deposit shall be forfeited along with interest earned on such Fixed Deposit.
- d) Performance security furnished in the form specified in clause [b.] to [e.] of (c)above shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder, including warranty obligations and maintenance and defect liability period.
- e) In case the bid found unbalanced (rates quoted by the bidder is found less more than 15% of the Estimated bid value), an "Additional performance Security" shall be deposited by the bidder at time of LOI/work order as per the Rule 75A of RTPP Rules, 2013. The amount of Additional performance security will be as per the provisions of Rule 75A of RTPP Rules, 2013.
- f) Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases:-

- a. When any terms and condition of the contract is breached.
 - b. When the bidder fails to make complete supply satisfactorily.
 - c. if the bidder breaches any provision of code of integrity, prescribed for Bidder, specified in the bidding document.
- g) Notice will be given to the bidder with reasonable time before PSD deposited is forfeited.
- h) No interest shall be payable on the PSD.

5.26. Execution of agreement

- a) A procurement contract shall come into force from the date on which the letter of acceptance or letter of intent is despatched to the bidder.
- b) The successful bidder shall sign the procurement contract within 15 days from the date on which the letter of acceptance or letter of intent is despatched to the successful bidder.
- c) If the bidder, 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.

5.27. Confidentiality

- a) Notwithstanding anything contained in this bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information, a procuring entity shall not disclose any information if such disclosure, in its opinion, is likely to: -
 - a. impede enforcement of any law;
 - b. affect the security or strategic interests of India;
 - c. affect the intellectual property rights or legitimate commercial interests of Bidder;
 - d. affect the legitimate commercial interests of the procuring entity in situations that may include when the procurement relates to a project in which the procuring entity is to make a competitive bid, or the intellectual property rights of the procuring entity.

- b) The procuring entity shall treat all communications with Bidder related to the procurement process in such manner as to avoid their disclosure to competing Bidder or to any other person not authorised to have access to such information.
- c) The procuring entity may impose on Bidder and sub-contractors, if there are any for fulfilling the terms of the procurement contract, conditions aimed at protecting information, the disclosure of which violates (a) above.
- d) In addition to the restrictions specified above, the procuring entity, while procuring a subject matter of such nature which requires the procuring entity to maintain confidentiality, may impose condition for protecting confidentiality of such information.

5.28. Cancellation of procurement process

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

5.29. Code of Integrity for Bidder

- a) No person participating in a procurement process shall act in contravention of the code of integrity prescribed by the State Government.
- b) The code of integrity includes provisions for: -
 - 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 Bidder 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.

5.30. Interference with Procurement Process

A bidder, who: -

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

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

5.31. Appeals

- a) Subject to "Appeal not to lie in certain cases" below, if any bidder or prospective bidder is aggrieved that any decision, action or omission of the procuring entity is in contravention to the provisions of the Act or the rules or guidelines issued thereunder, he may file an appeal to such officer of the procuring entity, as may be designated by it for the purpose, within a period of 10 days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:
 - a. Provided that after the declaration of a bidder as successful in terms of "Award of Contract", the appeal may be filed only by a bidder who has participated in procurement proceedings:
 - b. Provided further that in case a procuring entity evaluates the technical Bid before the opening of the financial Bid, an appeal related to the matter of financial Bid may be filed only by a bidder whose technical Bid is found to be acceptable.
- b) The officer to whom an appeal is filed under (a) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal.
- c) If the officer designated under (a) above fails to dispose of the appeal filed under that subsection within the period specified in (c) above, or if the bidder or prospective bidder or the procuring entity is aggrieved by the order passed, the bidder or prospective bidder or the procuring entity, as the case may be, may file a second appeal to an officer or authority designated by the State Government in this behalf within 15 days from the expiry of the period specified in (c) above or of the date of receipt of the order passed under (b) above, as the case may be.

- d) The officer or authority to which an appeal is filed under (c) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal:
- e) The officer or authority to which an appeal may be filed under (a) or (d) above shall be:
First Appellate Authority: Principal Secretary, IT&C, GoR
Second Appellate Authority: Finance Department, GoR
- f) Form of Appeal:
 - a. Every appeal under (a) and (c) above shall be as per Annexure-10 along with as many copies as there are respondents in the appeal.
 - b. Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
 - c. Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.
- g) Fee for Appeal: Fee for filing appeal:
 - a. Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.
 - b. The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank payable in the name of Appellate Authority concerned.
- h) Procedure for disposal of appeal:
 - a. The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
 - b. On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall, -
 - i. hear all the parties to appeal present before him; and
 - ii. peruse or inspect documents, relevant records or copies thereof relating to the matter.
 - c. After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
 - d. The order passed under (c) shall also be placed on the State Public Procurement Portal.
- i) No information which would impair the protection of essential security interests of India, or impede the enforcement of law or fair competition, or prejudice the legitimate commercial

interests of the bidder or the procuring entity, shall be disclosed in a proceeding under an appeal.

5.32. Stay of procurement proceedings

While hearing of an appeal, the officer or authority hearing the appeal may, on an application made in this behalf and after affording a reasonable opportunity of hearing to the parties concerned, stay the procurement proceedings pending disposal of the appeal, if he, or it, is satisfied that failure to do so is likely to lead to miscarriage of justice.

5.33. Vexatious Appeals & Complaints

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

5.34. Offenses by Firm/ Company

a) Where an offence under “The Rajasthan Transparency Public Procurement Act 2012” has been committed by a company, every person who at the time the offence was committed was in charge of and was responsible to the company for the conduct of the business of the company, as well as the company, shall be deemed to be guilty of having committed the offence and shall be liable to be proceeded against and punished accordingly:

Provided that nothing contained in this sub-section shall render any such person liable for any punishment if he proves that the offence was committed without his knowledge or that he had exercised all due diligence to prevent the commission of such offence.

b) Notwithstanding anything contained in (a) above, where an offence under this Act has been committed by a company and it is proved that the offence has been committed with the consent or connivance of or is attributable to any neglect on the part of any director, manager, secretary or other officer of the company, such director, manager, secretary or other officer shall also be deemed to be guilty of having committed such offence and shall be liable to be proceeded against and punished accordingly.

c) For the purpose of this section-

- a. "company" means a body corporate and includes a limited liability partnership, firm, registered society or co-operative society, trust or other association of individuals; and
 - b. "director" in relation to a limited liability partnership or firm, means a partner in the firm.
- d) Abetment of certain offenses: Whoever abets an offence punishable under this Act, whether or not that offence is committed in consequence of that abetment, shall be punished with the punishment provided for the offence.

5.35. Debarment from Bidding

- a) A bidder shall be debarred by the State Government if he has been convicted of an offence
 - a. under the Prevention of Corruption Act, 1988 (Central Act No. 49 of 1988); or
 - b. under the Indian Penal Code, 1860 (Central Act No. 45 of 1860) or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
- b) A bidder debarred under (a) above shall not be eligible to participate in a procurement process of any procuring entity for a period not exceeding three years commencing from the date on which he was debarred.
- c) If a procuring entity finds that a bidder has breached the code of integrity prescribed in terms of "Code of Integrity for Bidder" above, it may debar the bidder for a period not exceeding three years.
- d) Where the entire bid security or the entire performance security or any substitute thereof, as the case may be, of a bidder has been forfeited by a procuring entity in respect of any procurement process or procurement contract, the bidder may be debarred from participating in any procurement process undertaken by the procuring entity for a period not exceeding three years.
- e) The State Government or a procuring entity, as the case may be, shall not debar a bidder under this section unless such bidder has been given a reasonable opportunity of being heard.

5.36. Monitoring of Contract

- a) An officer or a committee of officers named Contract Monitoring Committee (CMC) may be nominated by procuring entity to monitor the progress of the contract during its delivery period.
- b) During the delivery period the CMC shall keep a watch on the progress of the contract and shall ensure that quantity of goods and service delivery is in proportion to the total

delivery period given, if it is a severable contract, in which the delivery of the goods and service is to be obtained continuously or is batched. If the entire quantity of goods and service is to be delivered in the form of completed work or entire contract like fabrication work, the process of completion of work may be watched and inspections of the bidder's premises where the work is being completed may be inspected.

- c) If delay in delivery of goods and service is observed a performance notice would be given to the bidder to speed up the delivery.
- d) Any change in the constitution of the firm, etc. shall be notified forth with by the contractor in writing to the procuring entity and such change shall not relieve any former member of the firm, etc., from any liability under the contract.
- e) No new partner/ partners shall be accepted in the firm by the bidder in respect of the contract unless he/ they agree to abide by all its terms, conditions and deposits with the procuring entity through a written agreement to this effect. The bidder's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.
- f) The bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of procuring entity.

6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT

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

Definitions

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

- a) "Contract" means the Agreement entered into between the Purchaser and the successful/ bidder, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
- b) "Contract Documents" means the documents listed in the Agreement, including any amendments thereto.
- c) "Contract Price" means the price payable to the successful/ bidder as specified in the Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.
- d) "Day" means a calendar day.
- e) "Delivery" means the transfer of the Goods from the successful/ bidder to the Purchaser in accordance with the terms and conditions set forth in the Contract.
- f) "Completion" means the fulfilment of the related services by the successful/ bidder in accordance with the terms and conditions set forth in the Contract.
- g) "Goods" means all of the commodities, raw material, machinery and equipment, and/or other materials that the successful/ bidder is required to supply to the Purchaser under the Contract.
- h) "Purchaser" means the entity purchasing the Goods and related services, as specified in the bidding document.
- i) "Related Services" means the services incidental to the supply of the goods, such as insurance, installation, training and initial maintenance and other similar obligations of the successful/ bidder under the Contract.
- j) "Subcontractor" means any natural person, private or government entity, or a combination of the above, including its legal successors or permitted assigns, to whom any part of the Goods to be supplied or execution of any part of the related services is subcontracted by the successful/ bidder.
- k) "Supplier/ Successful or Bidder" means the person, private or government entity, or a combination of the above, whose Bid to perform the Contract has been accepted by the Purchaser and is named as such in the Agreement, and includes the legal successors or permitted assigns of the successful/ bidder.
- 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 the Purchaser and the Supplier/ Selected bidder and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.
- c) Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.
- d) Non-waiver: Subject to the condition (f) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.
- e) Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.
- f) Severability: If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

6.3. Language

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

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

6.4. Joint Venture, Consortium or Association

- a) No Joint venture/ consortium/ association is allowed.

6.5. Notices

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

6.6. Governing Law

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

6.7. Supplier’s/ Selected Bidder’s Responsibilities

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

6.8. Purchaser’s Responsibilities

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

6.9. Contract Price

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

- c) The rate quoted by the bidder for each item mentioned in the tender shall remain valid for purchase by RISL for a period of one year and may be extended by 3 months on same terms and conditions subject to price fall clause.

6.10. Contract Price Validity Period

The rate quoted by the bidder for each item mentioned in the tender shall remain valid for purchase by RISL for a period of one Year and may be extended by 3 months on same terms and conditions subject to price fall clause.

6.11. Recoveries from Supplier/ Selected Bidder

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

6.12. Taxes & Duties

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

6.13. Copyright

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

6.14. Confidential Information

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

6.15. Sub-contracting

- a) The bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of Purchaser/ Tendering Authority.
- b) If permitted, the selected bidder shall notify the Purchaser, in writing, of all subcontracts awarded under the Contract, if not already specified in the Bid. Subcontracting shall in no

event relieve the Supplier/ Selected Bidder from any of its obligations, duties, responsibilities, or liability under the Contract.

- c) Subcontractors, if permitted, shall comply with the provisions of bidding document and/ or contract.

6.16. Testing charges:

Testing charges shall be borne by the Government. In case, test results showing that supplies are not up to the prescribed standards or specifications, the testing charges shall be payable by the selected bidder.

6.17. Rejection:

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

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

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

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

delivery period with usual liquidated damages and denial clauses to regularize the transaction.

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

No.	Condition	LD %*
a.	Delay up to one fourth period of the prescribed period of delivery, 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 refers to the payment due for the associated works/ goods/ service.

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/ selected bidder to pay liquidated damages to the Purchaser; and
- b) The aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the total contract value/amount/charges paid to the Supplier/ selected bidder until the time such claim was brought about, provided that this limitation shall not apply; i) to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement, and ii) any damages payable due to the Gross Negligence or Wilful Misconduct of the Supplier/selected bidder. For the purpose of this clause, Gross Negligence or Wilful Misconduct shall mean; "Gross Negligence" means any act or failure to act by a Party which was in reckless disregard of or gross indifference to the obligations of the Party under the Contract and which causes harmful consequences to life, personal safety or real property of the other Party which such Party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act. Notwithstanding the foregoing, Gross Negligence shall not include

any action taken in good faith for the safeguard of life or property or a mistake made in good faith.

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

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

6.20. Force Majeure

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

6.21. Change Orders and Contract Amendments

- a) The Purchaser may at any time order the supplier/ selected bidder through Notice in accordance with clause "Notices" above, to make changes within the general scope of the Contract in any one or more of the following: -
 - i. designs or specifications, where services to be furnished under the Contract are to be specifically developed and deployed for the Purchaser;
 - ii. the place of delivery; and
 - iii. the related services to be provided by the supplier/ selected bidder.

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

6.22. 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/ selected bidder, terminate the contract in whole or in part: -
 - a. If the supplier/ selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by RISL; or
 - b. If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
 - c. If the supplier/ selected bidder, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
 - d. If the supplier/ selected bidder commits breach of any condition of the contract.
- ii. If RISL terminates the contract in whole or in part, amount of PSD may be forfeited.
- iii. Before cancelling a contract and taking further action, advice of senior most finance person available in the office and of legal adviser or legal assistant posted in the office, if there is one, may be obtained.

b) Termination for Insolvency

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

c) Termination for Convenience

- i. RISL, by a written notice of at least 30 days sent to the supplier/ selected bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of

termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.

- ii. Depending on merits of the case the supplier/ selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.
- iii. The Goods that are complete and ready for shipment within twenty-eight (28) days after the supplier's/ selected bidder's receipt of the Notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:
 - a. To have any portion completed and delivered at the Contract terms and prices; and/or
 - b. To cancel the remainder and pay to the supplier/ selected bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the supplier/ selected bidder.

6.23. Exit Management

a) Preamble

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

b) Transfer of Assets

- i. The selected bidder may continue work on the assets for the duration of the exit management period which may be as decided by purchaser period from the date of expiry or termination of the agreement, if required by RISL to do so. During this period, the selected bidder will transfer all the assets in good working condition and as per the specifications of the bidding document including the ones being upgraded to the department/ designated agency. The security deposit/ performance security submitted by selected bidder will only be returned after the successful transfer of the entire project including its infrastructure.
- ii. The selected bidder, if not already done, will transfer all the Software Licenses under the name of the RISL as desired by the procuring entity during the exit management period.

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

understand the methods of delivery of the services employed by the selected bidder and to assist appropriate knowledge transfer.

d) Confidential Information, Security and Data

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

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

e) Transfer of certain agreements

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

f) General Obligations of the selected bidder

- i. The selected bidder shall provide all such information as may reasonably be necessary to effect as seamless during handover as practicable in the circumstances to RISL or its

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

7. SETTLEMENTS OF DISPUTES

Any dispute arising out of the contract shall be as per the provisions of Arbitration & Conciliation Act. 1996 and respective amendments of this act.

8. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT

8.1. Payment Terms and Schedule

- a) Payment schedule - Payments to the bidder, after successful completion of the target milestones and delivery of the specified project deliverables as per clause no. 4.3 of Chapter-4, would be made as under: -

Deliverable linked to Project Activity:

S. No.	Milestone	Time Schedule	Payment Schedule
1.	→ Onsite Team Deployment	→ T+30 Days	→ Payment will be made on completion of every quarter and will be based on the resource deployment, attendance of deployed resources, penalty (if any) and as per cost mentioned in Sr.no. 2 of table 1 of financial bid. Resource deployment report, attendance must be verified by the Tourism Department.
2.	→ Undertake activities Mentioned in Scope of Work Section 4.1	→ Within 30 days of passing of each quarter starting from the date of commissioning	→ 10% of Quoted Maintenance, Upgradation, updation , revamp and restructure of microsities and existing website Cost i.e. Quoted cost mentioned in Sr. No. 1 of Financial Bid Table 1 will be payable quarterly. Note: The above mentioned quarterly payable 10% cost of Maintenance, Upgradation, updation , revamp and restructure of microsities and existing website Cost mentioned in Sr. No. 1 of Financial Bid Table 1 will be paid after making adjustments for penalties as per SLA/ Performance
3.	→ Completion of the project subject to successful delivery of all deliverables as per sr. no. 4 of table mentioned in section 4.3 of chapter 4 and as per scope of work.	→ Within 30 days of passing of 8 th quarter starting from the date of commissioning	→ Remaining 20 % of Quoted Maintenance, Upgradation, updation, revamp and restructure of microsities and existing website Cost i.e. Quoted cost mentioned in Sr. No. 1 of Financial Bid Table 1 will be paid. → Note: The above mentioned payable 20% cost of Maintenance, Upgradation, updation , revamp and restructure of microsities and existing website Cost mentioned in Sr. No. 1 of Financial Bid Table 1 will be paid after making adjustments for penalties as per SLA/ Performance.

T= Date of Letter of Intent

Delay/shortage in deployment of onsite manpower will be the cause of applicable SLA penalties

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

- A. The bidder’s request for payment shall be made to the purchaser in writing, accompanied by invoices describing, as appropriate, the related services performed, and by the required documents submitted pursuant to general conditions of the contract and upon fulfilment of all the obligations stipulated in the Contract.
- B. Due payments shall be made promptly by the purchaser.
- C. The currency or currencies in which payments shall be made to the bidder under this Contract shall be Indian Rupees (INR) only.
- D. All remittance charges will be borne by the bidder.
- E. In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.
- F. Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.
- G. Taxes, as applicable, at the time of billing will be deducted/ paid as per the prevalent rules and regulations.
- H. The payment of last quarter of the contract period will be released only & after decision taken by RISL towards maintenance of Tourism Department website/Portal. The selected bidder shall handover all intellectual assets/ code/ any other project related properties and get sign off from the agency appointed by RISL or RISL.

8.2. Service Level Standards/ Requirements/ Agreement

Total penalties except those defined in “Penalty on absence of Resources” shall not be higher than 20% of Agreed Quarterly Payment for respective quarter whereas total penalty including penalties towards “Manpower availability service levels” shall not be higher than the Agreed Quarterly Payment for respective quarter.

1. Penalty on Non Availability/ Non Accessibility of the application:

- The bidder shall also ensure that the application should be accessible and available for 24X7.
- In case of Non Availability/ Non Accessibility of the application, penalty shall be deducted as follows:

Overall Non-Availability/ Non-accessibility	Penalty in % of the quarterly payable amount
upto 4 Hrs	No Penalty

> 4 Hrs	1% per day
<p>Note: Down-time of 5 days in a month for consecutive 2 months may be treated as breach of contract. Also, the penalty defined in this section shall be used only when the software/ application is not accessible/ functional/active. Tourism department will mention the incident in the quartely satisfactory report.</p>	

2. Penalty on Delay in Completion of Assigned Tasks in Issue/ Bug Sheet:

- As mentioned in Scope of Work, the bidder is responsible to accomplish all task with in the specified timelines mentioned in finalised Issue/ Bug Sheet.
- In case of Delay in implementation of Required Changes in the Software/ Application/ Delay in accomplishment of tasks mentioned in Issue/Bug Sheet, penalty shall be deducted as follows:

Delay in implementation of Required Changes in the Software/ Application/ Delay in accomplishment of tasks mentioned in Issue/Bug Sheet in a Quarter	Penalty in Rs.
Upto 3 days	No Penalty
> 3 days	Rs. 5000 per issue
<p>Note: In case of delay in implementation of required changes/ new deployment, the delay shall be counted from the end of the decided timelines for completion of the changes.</p>	

3. Penalty for replacement / Exit of a resource

- Replacement of resources shall generally not be allowed. The replacement of resource by bidder will be allowed (with penalty) only in case, the resource leaves the organization by submitting resignation with the present employer and completing the notice period of 60 days. If any resource is changed/replaced with the approval of Purchaser, no penalty will be levied.
- In case of continuous/ severe illness of the resource, the bidder is allowed (without penalty) to replace the resource.
- In case of failure to meet the standards of the purchaser, (which includes efficiency, cooperation, discipline and performance) bidder may be asked to replace the resource without any penalty for replacement/exit.
- The replaced resource will be accepted by the purchaser (RISL) only if he/she fulfils the minimum eligibility criteria as per RFP and is 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 supplier will have to replace a resource within 15 days or any other period specified by the purchaser.

- The penalty per resource would be imposed in case of exit/replacement of resource from the project within below mentioned period starting from the date of deployment of respective resource:
 1. Within 6 Month: Rs. 10,000 (Rupees Ten Thousand Only) per resource per instance.
 2. After 6 Months and upto 1 Year: Rs. 5,000 (Rupees Five Thousand) per Resource per instance
 3. After 1 Year: Rs. 3,000 (Rupees Three Thousand) per Resource per instance
- Purchaser is free to relieve any resource (apart from minimum committed numbers) at any time (beyond minimum committed period) during contract period without any penalty by serving 15 days' advance notice to supplier/bidder.

4. Penalty on absence of Resources

- In the case of absence of a resource (apart from Government Holidays) during project period, no payment will be made for the days a resource is absent.
- In addition, following penalties will be levied for all absence of the respective resource without prior approval from OIC:

S.No.	Resource Deployment Description	Penalty on non-availability of resource per day
1	Business Analyst	Rs. 2000/-
2	Designer	Rs. 3000/-
3	Developer	Rs. 3000/-
4	QA/Tester	Rs. 2000/-

- Penalty would be deducted from the applicable payments. All applicable penalties will be in addition to liquidated damages as described in Section below.
- Every resource shall be eligible for 18 leaves per year (proportionately divided for period of engagement in case not engaged for whole year). However, leave is not a right and, as per requirement of the project, project OIC may deny leave(s) to a particular resource(s).
- If any resource has leave balance at the end of calendar year (As on 31st Dec.), the leaves up to 9 will be carry forwarded in the next subsequent year of the contract duration.

5. Quality of Services

- In case negative feedback is received repeatedly verbally or in writing against any of the resources deployed, the purchaser may issue written notice to the bidder for a suitable replacement.

- In case of failure to meet the standards of the purchaser, (which includes efficiency, cooperation, discipline and performance), the Purchaser on their own discretion may decide to replace the specific resource and issue written notice to the bidder for a suitable replacement.
- The selected agency shall be responsible to replace the resource(s) (of equivalent qualifications or above) within 30 days, unless otherwise applicable LD will be imposed as per RFP.
- The outgoing resource would complete the knowledge transfer with the replaced resource as per the satisfaction of the purchaser (RISL).

8.3. Special Conditions of the Bid

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

ANNEXURE-1: COVERING LETTER FOR TECHNICAL BID

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

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

Reference. RFP No.Dated.....

Sir,

We, the undersigned, offer to provide the 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	Document as per RFP	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)	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: Turnover from Web Application / Software Development	CA Certificate with CA's Registration Number/ Seal and UDIN	
6.	Financial Net Worth	CA Certificate with CA's Registration Number/ Seal and UDIN	
7.	Technical Capability	Annexure-5 of each project reference And Work Completion Certificates from the client OR Work Order + Self Certificate of Completion+ Invoice with	

S.No.	Particular	Document as per RFP	Reference Page No. (To be filled by bidder)
		<p>payment receipt statement (Certified by the CA);</p> <p style="text-align: center;">OR</p> <p>Work Order + Phase Completion Certificate (having project completed value equivalent to the amount mentioned) from the client.</p> <p>(Note: The work order/ work completion or any phase completion certificate issued by state government/ central government/ PSU (excluding banks) should mention "Application Software Development/ Customization/ Maintenance/ Enhancement")</p>	
8.	Tax registration	Copies of <ul style="list-style-type: none"> • PAN • GST registration Certificate/ Number 	
9.	Mandatory Undertaking	A Self Certified letter as per Annexure-6: Self-Declaration	
10.	Others (if any)	Other Documents which are left above as per the RFP	

ANNEXURE-3: BIDDER'S AUTHORIZATION CERTIFICATE

To,

{Procuring entity},

_____,'

_____,'

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

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

ANNEXURE-4: CERTIFICATE OF CONFORMITY/ NO DEVIATION

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

To,

To, {Procuring Entity}, _____,

CERTIFICATE

This is to certify that, our Technical bid is in conformity to the entire scope of work/ services and Terms & Conditions mentioned in RFP, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the scope of work of the bidding document and that there are no deviations of any kind from the scope of work/services.

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

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

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

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

Project Name:	Value of Contract/Work Order (In INR):
Country: Location within country:	Project Duration:
Name of Customer:	Total No. of staff-months of the assignment:
Contact person with address, phone, fax and e-mail:	Approx. value of the services provided by your company under the contract (in INR):
Start date (month/year): Completion date (month/year):	
Name of associated Bidders, if any:	
Narrative description of Project:	
List of Services provided by your firm/company	

ANNEXURE-6: SELF-DECLARATION {to be filled by the bidder}

To,
{Procuring entity},

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

- a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.
- d) does not have any previous transgressions with any entity in India or any other country during the last three years
- e) does not have any debarment by any other procuring entity
- f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- g) does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- h) does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
- i) will comply with the code of integrity as specified in the bidding document.

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

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

ANNEXURE-7: PRE-BID QUERIES FORMAT {to be filled by the bidder}

Name of the Company/Firm: _____

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

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

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

Company/Firm Contacts:

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

Query / Clarification Sought:

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

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. Also, kindly attach the coloured scanned copy of the receipt towards the submission of the bidding/ tender document fee.

ANNEXURE-8: FINANCIAL BID COVER LETTER & FORMAT**COVER LETTER** {to be submitted by the bidder on his Letter head}

To,
{Procuring Entity},

Reference: NIB No. : _____ Dated: _____

Dear Sir,

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

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

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

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

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

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

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

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

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

Date:

Authorized Signatory

Name:

Designation:

Financial Bid Format

Indicative Financial Bid Format

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

Table 1:

Tender Inviting Authority: Managing Director, RISL							
Name of Work: Draft RFP for Selection of Agency for Study, Design, Development, Implementation & Maintenance to revamp the Website of Department of Tourism, Government of Rajasthan							
NIT Ref. No.:							
Bidder Name :							
S. No.	Description	Unit	Qty	Base Unit Cost (in INR) (inclusive of all taxes, levies, and duties applicable but excluding GST)	GST for unit rate (@ 18%) in INR	Total Unit cost including all taxes	Total Amount including all taxes
A	B	C	D	E	$F=E*18\%$	$G=(E+F)$	$H=D*G$
1.	Maintenance, Upgradation, updation , revamp and restructure of microsites and existing website as per scope of work mentioned in 4.1	No. of Years	2				
Total in Figures (Inc all taxes) (X)							
Total in words (Inc all taxes)							
2.	Business Analyst	Man Month	1				
	Designer	Man Month	1				
	Developer	Man Month	2				
	QA/Tester	Man Month	1				

Total in Figures (Inc all taxes) (Y)	
Total in words (Inc all taxes)	
Grand Total in Figures (X+Y) (Inc all taxes)	
Grand Total in words (Inc all taxes) (X+Y)	

Note:

1. The quoted rates are for reference purpose only for additional requirement if any in future.

ANNEXURE-9: BANK GUARANTEE FORMAT {to be submitted by the bidder's bank}**BANK GUARANTEE FORMAT –BID SECURITY**

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

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

Sir,

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

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

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

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

when proceedings are taken against the Bank for whatever amount that may be outstanding or unrealized under the Guarantee.

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

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

In presence of:

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

(1)

.....

(2)

.....

Bank Details

Name & address of Bank:

Name of contact person of Bank:

Contact telephone number:

GUIDELINES FOR SUBMISSION OF BANK GUARANTEE

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

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

BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG)

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

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

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

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

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

Signature

(Name & Designation)

Bank's Seal

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

Signature

(Name & Designation)

ANNEXURE-10: 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-11- QUALIFICATION AND EXPERIENCE OF THE REQUIRED RESOURCES

S.No.	Resource	Desirable Skills	Experience
1	Business Analyst	<ul style="list-style-type: none"> Graduate in any discipline. Fluency in English/ Hindi 4 Year Experience in Digital marketing works/IT. Should be strong in the assessment of project needs and their resolutions, system integration, quality assurance besides handling project teams. Experience in Travel/Tourism/Hospitality sector will be mandatory. 	<ul style="list-style-type: none"> 4 Years
2	UI/UX Designer	<ul style="list-style-type: none"> BE/B.Tech in IT/CS/EC or MCA with minimum 4 years of relevant work experience in UI/UX design using HTML 5.0, Java Script, JQuery, CSS 3.0 2 year experience in the Designing Works. 	<ul style="list-style-type: none"> 4 Years
3.	Developer	<ul style="list-style-type: none"> BE/B.Tech in IT/CS/EC or MCA with minimum 4 years of web application development experience in Java/AEM. 	<ul style="list-style-type: none"> 4 Years
4	QA/Tester	<ul style="list-style-type: none"> BE/B.Tech in IT/CS/EC or MCA with minimum 3+ Years of testing experience Must have experience on manual & automated testing tools, load testing, regression testing & other prominent black & white box testing techniques 	<ul style="list-style-type: none"> 3 Years

ANNEXURE-12: FORMAT FOR CVs FOR PROPOSED JOBS

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: <ul style="list-style-type: none"> ○ Degree ○ Academic institution graduated from ○ Year of graduation ○ Specialization (if any) Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company (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: <ul style="list-style-type: none"> ○ Organizations worked for in the past ○ Organization name ○ Duration and dates of entry and exit ○ Designation ○ Location(s) ○ Key responsibilities <ul style="list-style-type: none"> ● Prior project experience <ul style="list-style-type: none"> ○ Project name ○ Client ○ Key project features in brief ○ Location of the project ○ Designation ○ Role ○ Responsibilities and activities ○ Duration of the project ○ Total team size Please provide only relevant projects.	
Proficient in languages (Against each language listed indicate if read/write/both)	

ANNEXURE-13: DRAFT AGREEMENT {to be mutually signed by bidder and procuring entity}

This Agreement is made and entered into on this _____ day of _____, 2022 by and between RajCOMP Info Services Limited (RISL), having its head office at First Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005, Rajasthan (herein after referred to as Purchaser/ RISL) which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on ONE PART

And

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

Whereas,

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

And whereas

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

And whereas

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

And whereas

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

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

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

articles/ services set forth thereof and provide related services in the manner set forth in the RFP, along with its enclosures/ annexures and Technical Bid along with subsequent clarifications submitted by supplier.

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

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

Note:

- i. Fraction of a day in reckoning period of delay in supplies/ maintenance services shall be eliminated if it is less than half a day.
 - ii. The maximum amount of agreed liquidated damages shall be 10%.
 - iii. If supplier requires an extension of time in completion of contractual supply on account of occurrence of any hindrances, he shall apply in writing to the authority which had placed the work order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of supply.
 - iv. Delivery period may be extended with or without liquidated damages if the delay in the supply of goods in on account of hindrances beyond the control of supplier.
6. 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 _____, 2022

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-14: Account Details for payment of RISL processing fee, bidding document fee, and Bid security fee

1.	Bank Name	State Bank of India
2.	Branch address	Secretariat Branch, Jaipur
3.	Bank Account No.	61119988424
4.	NEFT IFSC Code	SBIN0031031
5.	Account Holder Name	Managing Director, RajCOMP Info Services Limited
6.	MICR Code	302002103
7.	RISL PAN	AAF CR2556N
8.	RISL TAN	JPRR06208G
9.	RISL TIN	08094750593
10.	RISL S.TAX NO.	AAF CR2556NSD001

It is to be noted that bidder, if deposits mentioned fee in given account number; then bidder has to submit all relevant transaction proofs and payment screen shots to RISL.

Only after reception and confirmation of fee by accounts department of RISL, Technical bid shall be opened for further evaluation.