

RFP for Operation and Annual Maintenance contract at Incubation Centre Kota

Reference No: F11.11(24)/DoIT&C/2025 /1428

Date: 03.02.2026

Mode of Bid Submission	Online through eProcurement/ eTendering system at http://eproc.rajasthan.gov.in
Procuring Authority	The Commissioner & Joint Secretary, Department of Information Technology & Communications (DoIT&C), IT Building, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).
Last Date & Time of Submission of Bid	12.02.2026 up to 03:00 PM
Date & Time of Opening of Technical Bid	13.02.2026 at 4:00 PM

Bidding Document Fee: Rs. 2,000/- (Rupees one thousand only)

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

Department of Information Technology & Communications (DoIT&C)

IT Building, Yojana Bhawan Campus, Tilak Marg,

C-Scheme, Jaipur-302005 (Raj).Phone: 0141- 5103902 Fax: 0141-2228701

Web: <http://doitc.rajasthan.gov.in>, hariramee88@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
BSR	Basic Schedule of Rates
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, DOIT&C 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 (Execution of Work)
Contract/ Project Period	The Contract/ Project Period shall commence from the date of issue of Work order. The security deposit will be returned after 2 month from date of completion.
COTS	Commercial Off the Shelf Software
Day	A calendar day as per GoR/ Govt.
Deity, Govt	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
Govt/ GoR	Govt. of India/ Govt. of Rajasthan
GST	Goods and Service Tax
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
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
IS	Indian Standards
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. DOIT&C in this RFP document.
PWD	Public Works Department
RajSWAN/ RSWAN	Rajasthan State Wide Area Network
DOIT&C	Department of Information Technology and Communication



RSDC	Rajasthan State Data Centre, New IT Building, Jaipur
RVAT	Rajasthan Value Added Tax
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.raj.nic.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
VAT/ CenVAT	Value Added Tax/ Central VAT
WO/ PO	Work Order/ Purchase Order



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1. NOTICE INVITING BID (NIB)



GOVERNMENT OF RAJASTHAN
Department of Information Technology & Communication

Reference No.: F11.11(24)/DoIT&C/2025/1428

Date: 03-02-2026

UBN No.: ITC2526SLOB00077

SHORT TERM NOTICE INVITING BID

Name & Address of the Procuring Entity	<ul style="list-style-type: none"> Name: Commissioner, DoIT&C, GoR Address: IT Building, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)
Name & Address of the Project Officer In-charge (POIC)	<ul style="list-style-type: none"> Name: Sh. Ashish Verma Designation: Executive Engineer (Civil), DoIT&C Address: Third Floor, IT Development & E-Governance, DoIT&C, Near Khaitan Polytechnic College, Jhalana Institutional Area, Jaipur-302004 (Rajasthan) Email: ashishvermapwd@rajasthan.gov.in
Subject Matter of Procurement	RFP for Operation and Maintenance Contract of Incubation Centre, Kota
Bid Procedure	Single stage: Two part (envelop) Open competitive e-Bid procedure at https://eproc.rajasthan.gov.in
Bid Evaluation Criteria (Selection Method)	Technically responsive Lowest evaluated bidder shall be awarded the contract.
Websites for downloading Bidding Document, Corrigendum's, Addendum etc.	<ul style="list-style-type: none"> Websites: http://sppp.raj.nic.in; http://risl.rajasthan.gov.in; http://doitc.rajasthan.gov.in; http://eproc.rajasthan.gov.in; Bidding document fee: Rs 2,000 (Rupees Two Thousand only) in Demand Draft in Favor of "Commissioner, DoIT&C" payable at "Jaipur". RISL Processing fee: Rs 500 (Rupees Five Hundred only) in in Demand Draft in favor of "Managing Director, RISL" payable at "Jaipur".
Estimated Procurement Cost	Rs. 22.65 Lakhs (Rupees Twenty-Two Lakh Sixty-Five Thousand Only)
Bid Security and Mode of Payment	Amount (INR): Rs. 45,300 /- (Rupees Forty-Five Thousand Three Hundred Only) Mode of Payment: Banker's Cheque or Demand Draft or Bank Guarantee (in specified format), of a Scheduled Bank favor of "Commissioner, DoIT&C" payable at Jaipur".
Period of Execution of Work	1 Year
Period of Sale of Bidding Document (Start/ End Date)	<ul style="list-style-type: none"> Start Date: 06.02.2026 from 05.00 PM onward End Date: 12.02.2026 up to 03:00 PM
Date for the submission of Bids Security	<ul style="list-style-type: none"> Date: 13.02.2026 from 11.00 AM Address: Third Floor, IT Development & E-Governance,

IT Building, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur-302005
Phone: 0141-2224855, Fax: 0141-2222011



सूचना प्रौद्योगिकी और संचार विभाग

GOVERNMENT OF RAJASTHAN
Department of Information Technology & Communication

	DoIT&C, Near Khaitan Polytechnic College, Jhalana Institutional Area, Jaipur-302004 (Rajasthan)
Date/ Time/ Place of Technical Bid Opening	<ul style="list-style-type: none"> Date: 13.02.2026 at 4:00 PM Third Floor, IT Development & E-Governance, DoIT&C, Near Khaitan Polytechnic College, Jhalana Institutional Area, Jaipur-302004 (Rajasthan)
Date/ Time/ Place of Bid Financial 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 (authorized signatory) shall submit their offer on-line in Electronic form at both for technical and financial proposal. However, DO 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 Bid document fee, RISL Processing Fee and Bid Security should be drawn in favor of "Managing Director, RajCOMP Into 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-2008 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 OSC. 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) DoIT&C 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 bid document/ bidding process unless and until a form at contract is signed and executed between the procuring entity and the successful bidder. 9) Procurement entity disclaims any factual/ or other errors in the bid 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 inconsistency in any of the provisions of this bid document with the RTPP Act 2012 and Rules thereto, the later shall prevail. 	

Executive Engineer (Civil)
DoIT&C

IT Building, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur-302005
Phone: 0141-2224855, Fax: 0141-2222011



PROJECT PROFILE & BACKGROUND INFORMATION

1) Project Profile

Department of Information Technology and Communication (DOIT&C) intends to select bidder for Request for Proposal (RFP) for Operation and annual Maintenance contract with spares and consumables for the equipment installed at Incubation Centre Kota for the period of 12 months. The operation and maintenance include all the MEP items i.e. transformer, DG Set, Fire alarm, LAN , CCTV, Lift, VRV AC, domestic pump, UPS, LT Electrical panels, RO with all type plumbing services, Pole Light, light fixtures, audio and video system, etc. installed at the site. In addition to Operation and maintenance of MEP works, Repair and plaster work, paint work, cement concrete work, water supply pipe work, UPVC window repair work, door locker boxes, reception waiting chair to be executed. Bidder has to visit the site before quotation.

1. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA

- 1) 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 Proprietorship firm duly registered either under the Rajasthan Shops & Commercial Establishments Act, 1958 or any other Act of State/ Union, as applicable for dealing in the subject matter of procurement (Note: A self-certified declaration regarding the non-applicability of registration to any Act should be submitted by the bidder) OR A company registered under Indian Companies Act, 1956 The company should have Employ Provident fund & ESI(Employee State Insurance) Registration Number.	a) Copy of valid Registration Certificates b) In case of company, Copy of Certificates of incorporation c) In case of Contractual firm, Copy of registration certificate with any State Govt. / Central Govt. Works Department Xerox copy of EPF & ESI Registration should be enclosed.
2.	Financial: Turnover	The bidder should have average annual financial turnover of Rs. 45.00 lakhs for last three financial years 2021-2022, 2022-2023 and 2023-2024/2024-2025.	CA Certificate with CA's Registration Number / Seal
3.	Financial: Net worth	The net worth of the Bidder, as on 31 st March 2024/2025, should be Positive.	CA Certificate with CA's Registration



S. No.	Basic Requirement	Specific Requirements	Documents Required
			Number / Seal
4.	Technical Experience	<p>The bidder must have done similar works related to operation & maintenance of MEP services such as UPS, VRV, Fire,DG etc. at least one projects of State Govt / Central Govt / Public Sector companies of Rs. 18.12 lakhs in any of the last three financial years i.e. 2021-2022, 2022-2023 and 2023-2024/ 2024- 2025 and till the date of bid submission in India (Work order date shall be on or after 1st April 2021)</p> <p>Or</p> <p>Two work orders of Rs. 13.59 Lakhs each for similar works as mentioned above.</p> <p>Or</p> <p>Three work orders of Rs. 9.0 lakhs each for similar works as mentioned above.</p>	<p>Work Order + Annexure-10 + Work Completion Certificates from the Client.</p> <p>OR</p> <p>Work Order + Annexure-10 + Self Certificate of Completion (Whenever require, DOIT&C officials can be verified from Client);</p> <p>(Note: the firm should have experience related to works and not laborer supplier)</p>
5.	Tax Registration and Clearance	<p>The bidder should have a registered number of</p> <p>i. GST registration certificate from GSTN, where his business is located</p> <p>ii. Income Tax / PAN number</p>	Copies of GST & PAN Card
6.	Mandatory Undertaking	<p>Bidder should:</p> <p>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.</p> <p>b) not have, and their directors and officers do not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;</p> <p>c) not have a conflict of interest in the procurement in question as specified in the bidding document.</p> <p>d) comply with the code of integrity as specified in the</p>	A Self Certified letter: Annexure-5: Self-Declaration



S. No.	Basic Requirement	Specific Requirements	Documents Required
		bidding document.	

- 2) In addition to the provisions regarding the qualifications of the bidders as set out in (1) above: -
- a. The procuring entity shall disqualify a bidder as per the provisions under “Clause:Exclusion/ Disqualification of bids in Chapter-5: ITB”; and
 - b. The procuring entity may require a bidder, who was pre-qualified, to demonstrate its qualifications again in accordance with the same criteria used to 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.



2. SCOPE OF WORK, DELIVERABLES & TIMELINES

1. Details of work (SoW) O & M Part

Department of Information Technology and Communication(DOIT&C) intends to select bidder for Request for Proposal (RFP) for Operation and Preventive Maintenance with spares and consumables for the equipment installed at Incubation Centre Kota for the period of 12 months. The operation and maintenance include the MEP items i.e. Main LT panel, DG Set, UPS, Pole Lighting, all types of lighting fixtures, Lift , Fresh air and Air conditioning system, Fire alarm system, Fire Fighting System, Audio and Video system equipment, PA System, Passive and Fiber Networking, LAN system with all equipment and CCTV networks. The list of MEP items also attached below.

The Successful bidder is required to provide Onsite Maintenance Services (as defined in the below para) of the critical items (Annexure 1) i.e. VRV AC, UPS, DG Set, Transformer

And other mentioned items in Annexure-2 the selected bidder has to provide overall onsite maintenance services as per OEM guidelines including repairing, replacement of parts, modules, sub-modules, assemblies, sub-assemblies, spare parts, integration with latest technologies etc. and to ensure that the system is operational as per SLA requirements. The parts which are to be replaced during preventive/corrective maintenance shall be OEM authentic, genuine and original. The selected bidder required to provide complete care and operations on all equipment's as per annexure -1 and 2 with the SLA defined in later part of this RFP.

• Operation and maintenance Services

The following services shall be considered :

- A. Preventive Maintenance Services
- B. Civil, MEP & Building Services etc.
- C. Any other related services related to Incubation center, kota

A. Preventive Maintenance Services

Following Preventive maintenance service shall be carried out by the bidder but not limited to:

- Preventive maintenance services are required to be taken up by the bidder, once of each quarter. The selected bidder must make sure that there should be at least 60 (sixty) days gap and maximum 92 days gap between two consecutive preventive maintenance of a particular equipment. However, if recommended by an OEM for any item covered and



installed at site, the additional / reduce frequency must be revised accordingly by bidder without any extra cost.

- The bidder must inform the schedule of preventive maintenance at least 2 days before the proposed maintenance schedule. DOIT&C Officials / OIC may not approve any request for preventive maintenance if not made 2 days before and any delay arising due to such request will be calculated in account of the bidder. It is also possible that the Preventive maintenances request may get re-scheduled in an unforeseen circumstance
- Preventive maintenance and equipment check services are required to be taken up by the respective OEMs guidelines for equipment"s .
- Following preventive maintenance services are required to be taken up by the bidder without any extra cost on a regular basis as per decided schedule and maintenance schedule of original equipment supplier"s guidelines: -
 - To conduct preventive maintenance (including inspection, cleaning of the equipment / items, testing, satisfactory execution of all diagnostics, necessary repairing of the equipment / items etc.).
 - Preventive maintenance activities of items of annexure-2 as per their OEM/ manufactures" recommendation advice.
 - Check/repair of all power points, switches, cables, connections or any loose contacts in the equipment cables & connections of the incubation center kota and replace them if required as per directions of Tendering Authority.
 - Cleaning and removal of dust and dirt from the interior and exterior of the equipment / items on daily basis.
 - The preventive maintenance shall be carried out as per the schedule preferably during non-prime hours i.e., during off days and as per directions of Tendering Authority officials.
 - The contractor is advised to regular check the earth resistance. Periodical & routine maintenance of transformer etc. shall be carried out by the contractor as per OEM norms.

B. Civil, MEP & Building Services etc:



Following Civil, MEP & Building Services shall be carried out by the bidder but not limited to:

1. Civil Maintenance

- Regular inspection and maintenance of building structure to support the heavy equipment loads.
- Structural integrity checks and repair including walls, floors, ceilings, and foundations.
- Checks and repair of paint at walls.

2. MEP (Mechanical, Electrical, Plumbing) Maintenance

Mechanical Systems:

- HVAC system maintenance to ensure optimal environmental conditions for Incubation center kota.
- Regular inspection and cleaning of air conditioning system.

Electrical Systems:

- Inspection and testing of electrical panels, circuits, and UPS (Uninterruptible Power Supply) systems.
- Backup generator maintenance and testing.
- Lighting system maintenance, including emergency lighting systems.
- Transformer, LT Panels , DG set logbook maintain.

Plumbing Systems:

- Inspection, repair and maintenance of plumbing fixtures, pipes, valves, and drainage systems.
- Any spare and consumables needed during maintenance or repair should be replaced free of cost.

1. **Building Services :**

Security Systems:

- Maintenance and monitoring of access control systems.



- CCTV surveillance system maintenance.

Communications Systems:

- Maintenance of fiber optics, data networks, and telecommunications infrastructure.
- UPS and battery backup systems maintenance.

Waste Management:

- Management of recycling programs and disposal of electronic waste.

Emergency Preparedness:

Project Deliverables, Milestones & Time Schedule

S. No.	Deliverable	Timelines	Payment
1.	Providing satisfactory Services to the tendering authority (BOQ1) for the period of 12 months. Overall comprehensive maintenance of items as per annexure -1 and 2.	Quarterly	Payment will be released on quarterly basis as per manpower hired and overall maintenance as per OEM/OEM recommendation done with statutory deductions after verification from concerned ACP/official incharge .
2.	Completion of additional work (BOQ2)	30 days	Payment will be released after completion of the work mentioned in BOQ2 .

Note:-_The manpower is required for 12 months.

Scope of work – items to be looked after for proper operation and routine maintenance.

Annexure-1 : **Critical Items**

S. No.	Description of Equipment	Rating	Make	Unit	Quantity	Remarks
1	Transformer	500 kVA	Voltamp	Nos	1	
2	Lift	1360 kg, 20 Persons	Thyssenkru pp	Nos	2	



S. No.	Description of Equipment	Rating	Make	Unit	Quantity	Remarks
3	UPS	60 kVA	Vertiv	Nos	1	
4	Diesel Generator Set	250 kVA	Sudhir	Nos	1	
5	Bus Bar Trunking	400 A	Legrand	Nos		
6	VRV AC outdoor unit	38 HP	Daikin	Nos	1	
7	VRV AC outdoor unit	40 HP	Daikin	Nos	1	
8	VRV AC outdoor unit	26 HP	Daikin	Nos	1	
9	VRV AC outdoor unit	34 HP	Daikin	Nos	1	
10	Ceiling Mounted Cassette Units	3.18 TR / 1130 CFM	Daikin	Nos	11	
11	Ceiling Mounted Cassette Units	3.98 TR / 1165 CFM	Daikin	Nos	19	
12	Ceiling Mounted Duct Type Unit	6.36 TR / 2295 CFM	Daikin	Nos	2	

Annexure – 2 : Non Critical Items

S. No.	Description of Equipment	Rating	Make	Unit	Quantity	Remarks
1	RMU	11 kV, 630 A	CG Lucy	Nos	1	
2	Main LT panel with AMF	800 A	Ankit Electricals	Nos	1	
3	APFC	250 kVAR	Ankit Electricals	Nos	1	
4	CCTV camera system	2 MP	Hikvision	Nos	14	
5	Integrated Video Management Server		Hikvision	Nos	1	
6	Network Video Recorder	32 Channel	Hikvision	Nos	1	
7	Local Area Network POE Switch	24- Port	CISCO	Nos	2	



S. No.	Description of Equipment	Rating	Make	Unit	Quantity	Remarks
8	Local Area Non-POE Switch	24 –Port	CISCO	Nos	8	
9	Access control system		Matrix	Nos	3	
10	Floor Panel	100 A	Ankit Electricals	Nos	2	
11	AC VRF Electrical Panel Terrace Floor	320 A	Ankit Electricals	Nos	1	
12	External Light Panel	63 A	Ankit Electricals	Nos	1	
13	Fire Pump (Fighting) Panel	250 A	Ankit Electricals	Nos	1	
14	UPS Output Panel	200 A	Ankit Electricals	Nos	1	
15	Electrical DB		L & T	Nos	12	
16	Main Hydrant Pump	2280 LPM at 70 Mtr. Head	Kirlosker	Nos	1	
17	Fire Jockey Pump	180 LPM at 70 Mtr. Head	Kirlosker	Nos	1	
18	Fire Diesel Pump	2280 LPM at 70 Mtr. Head	Kirlosker	Nos	1	
19	Domestic Pump set	150 LPM	Kirlosker	Nos	1	
20	Sump Pump	250 LPM	Kirlosker	Nos	1	
21	Filter feed pump	30 LPM	Kirlosker	Nos	1	
22	Pipe Earthing		Ashlok	Nos	25	
23	Bus Bar Trunking	400 A	Legrand	Nos	As installed at site	
24	Fire Alarm Panel	1 –Loop panel	BOSCH	Nos	1	
25	PA System	6- zone	BOSCH	Nos	1	



S. No.	Description of Equipment	Rating	Make	Unit	Quantity	Remarks
26	Water cooler	25 ltr	Kent	Nos	2	

Note:-

- a) Any other MEP items as installed at site.
- b) Diesel is to be arranged by bidder for DG set. The necessary charges for diesel & transportation charges will be paid on submission of actual bill after verification by concerned ACP/official in charge at site.

Details of work required from Operators and Bidder

i. Duties of Electrician cum DG Operator

- 1) Operator has to check operation of APFC panels and Set Power Factor accordingly.
- 2) Operator has to check operation of all installed electrical panel's MF meter and make log book to record electrical parameters. He has to clean these panels on weekly basis.
- 3) Operator has to take round of whole building and check all MEP services daily basis .
- 4) Operator has to check and measure UPS input /output quantities of UPS. Measured quantities should be in allowable limits.
- 5) Operator has to check earthings for cleanliness of termination. Do watering of earthing on monthly basis.
- 6) Operator has to check operation of RO system including cooling and cleanliness on daily basis.
- 7) Operator has to check all DB for short circuiting and loose connection on monthly basis.
- 8) Operator has to check all cables against overloading.
- 9) Operator has to check furniture power sockets on monthly basis.
- 10) Operator has to check operation of fans/exhaust fans weekly basis.
- 11) Operator has to check operation of DG set on weekly basis.
- 12) Operator has to check oil and winding temperature of transformer, also get check OLTC operation of transformer on regular basis.
- 13) Operator has to check operation of external electrical light panel and set timing of digital time switch according to sunset and sunrise.
- 14) Operator has to check oil level and battery voltage of DG set on daily basis.
- 15) Operator has to check earthings for cleanliness of termination. Do watering of earthing on Regular basis.
- 16) Operator has to check CCTV camera operation and clean camera on regular basis.
- 17) Operator has to check Internet/Wifi Network connectivity to all building area and if any issue occurred immediately inform to SeCLAN helpdesk .



- 18) Operator has to inform OEM /Channel partner about the building services issues within 1 hour by email and telephonically and if issue not rectified on time then reminder need to be sent to the OEM/ Channel partner .
- 19) Operator has to check all the items in communication racks of the building at the start of the duty for power and internet connectivity issue .
- 20) Operator has to monitor CCTV surveillance and report OIC for any unusual activity.
- 21) Operator has to check centralised remote controller of AC system for errors and issues. If any error found need to inform operator and rectify the issues.

ii. Duties of AC Operator

- 1) Operator has to check AC outdoor units for any rattling sound and errors, also get clean the filters regularly.
- 2) Operator has to check for proper operation of AC indoor units, AC remotes and get clean the filters of indoor units on weekly basis.
- 3) Operator has to check and set cooling and heating mode of remotes according to weather condition, half an hour before the start of office time.
- 4) Operator has to check centralised remote controller of AC system for errors and issues.
- 5) Operator has to check operation with switch on and off of HRV unit and check its working.

iii. Common Work to all Operators and bidder

- 1) The operator has to check the proper operation of items as defined in clause-2 scope of work, Deliverable and timelines
- 2) The operator has to clean items installed at the site on weekly/monthly basis mentioned in clause 2.
- 3) In case of any defect he has to intimate to OIC to get the repairs from original bidder who has executed work, if work is in DLP period.
- 4) Operator has to be at site as per timelines given.
- 5) In case of small repairs/item required the bidder has to get executed as per PWD BSR 2022 ammended till date after submission of invoice duly verified by concerned ACP/Offical Incharge at site.
- 6) Operator has to check operation of RO System including cooling and cleanliness on daily basis.
- 7) Operator has to check operation of plumbing services weekly basis.
- 8) Operator has to clean smoke detector on monthly basis also get check operation of fire alarm panel on daily basis.
- 9) Operator has to take round of whole building and check all MEP services daily basis .



- 10) Operator has to check and monitor water level of all the water tanks including fire tanks , overhead tanks and fill the water tanks for availability of water round the clock.
- 11) Operator has to check operation of water cooler including cooling and cleanliness on daily basis. Operator has to clean overhead tank on quarterly basis.
- 12) Operator has to check operation of plumbing services weekly basis.
- 13) Operators must adhere to safety protocols and procedures to prevent accidents, injuries, and environmental hazards. They ensure that equipments is properly grounded, valves are secured, and safety devices are functional. They may also handle hazardous materials and must follow safety guidelines for their proper handling and disposal.
- 14) Operators maintain accurate records of operations, maintenance activities, and any incidents or repairs. They may generate reports detailing performance, maintenance schedules, and inventory of spare parts. These records are important for documentation, analysis, and future reference.
- 15) Bidder has to share preventive maintenance plan at the start of the work as per original manufacturer guidelines.
- 16) Bidder has to align team from OEM/ Channel Partner for preventive maintenance as per Original Equipment manufacturer (OEM) guidelines and preventive maintenance plan shared in department at start of the work.
- 17) Contractor has to provide schedule of Preventive maintenance as per manufacturer guidelines and installed at site.
- 18) Bidder has to provide and fix spare and consumable parts including filters etc. whenever required in RO system.
- 19) Bidder has to responsible for availability of spare and consumable parts required for preventive maintenance at the site.
- 20) Bidder has to responsible for availability of toolbox including clamp meter, multimeter, CFM meter etc. at the site for measurement of critical parameters of equipment.
- 21) Bidder has to responsible for availability of sufficient number of ladders and heights at the site required for repair and measurement of equipment at heights.
- 22) Bidder has to responsible for availability of tools (LAN tester and splicing tools etc.) for testing of networking fiber & copper cables and IO ports.
- 23) Bidder has to responsible for routine and preventive maintenance of plumbing services and rectification of issues within timelines.
- 24) Operator has to check fire alarm panel and Public Address system at the start of the duty for any warning and trouble.
- 25) Operator has to take round of all the fire protection , fire alarm items and check for any issues at the start of the shift duty in whole building area .
- 26) Operator has to check fire fighting panel working on auto and manual mode with all fire pumps with pressure.

- 27) Operator has to check engine driven fire pump and also auto manual operation of engine controller.
- 28) Operator has to test hydrant system operation on monthly basis.
- 29) Operator has to clean smoke detector regular basis.
- 30) Operator has to record day to day activity in register and verified with the OIC.

iv. AMC contract of items installed at the site

- 1) OEM/ OEM Channel partner must visit the site for preventive maintenance in each quarter as per scheduled shared by the bidder before starting the work. The maintenance activities as per OEM recommendations, partner should be verified by the concerned DoIT&C officials at site and GPS based photographs need to be submitted with the maintenance report at the time of submission of the bill. Otherwise, no payment will be made.
- 2) The bidder must inform the engineer in charge before the start of preventive maintenance work in each quarter.

v. Issues or work not covered in the contract

- 1) For the issues/work which are not covered in the contract need to be rectified by the bidder after approval from the engineer in charge. The payment of rectification work will be made as an extra item.
- 2) For extra item the rate will be considered from the latest Rajasthan PWD Electrical and Civil BSR. If item not in the Rajasthan PWD Electrical and Civil BSR then the prevailing market rate needs to be submitted for approval.
- 3) The payment will be released after being duly verified from the concerned officer in charge. The GPS based photograph must be submitted with the extra item bill.

Service Level Agreement

S.No.	Service Description	Measurement Parameter	Reporting Period	Target Service Level
1	2	3	4	5
1.	Availability of Manpower	As Per Detailed Scope of Work (SoW)	monthly	All working days except one day in a week.

- Availability of Manpower should be all working days except one day in week, which should be prior permission of OIC.
- The penalty of Rs. 400/- per day per manpower for absent.
- The selected bidder shall deploy on-site minimum manpower resources as given in BoQ, who are dedicated solely to look after the establishment, operation and maintenance Projects.
- The selected bidder shall provide detailed CV of each of the resource being provided to DOIT&C before deployment of the resource at Site or Office.
- DOIT&C has reserved the right to reject candidates at any stage.



- DOIT&C will conduct interview of candidates before deployment.
- The resources should be on payroll of the selected bidder.
- Provisions of leave reserve, providing leaves and other facilities / perks shall be as per bidder's prevailing policies / practices which shall be taken care by bidder without any liability and/or financial implications on the part of Purchaser. However each Engineer is allowed to take 18 leaves in a calendar year, but each engineer allowed to take maximum 4 days leave in a one go.
- The successful bidder is required to arrange refresher course for the deployed manpower in their respective domain for knowledge up gradation and technological advancement with approval of tendering authority. The duration for training shall not be considered as leave for that profile.
- No resource shall be absent without prior permission of the designated authority. Penalty may be applied on non-availability of any resource as per SLA.
- Penalty Capping: Total Penalties for a quarter shall not be higher than 10% of total quarterly payment.
- All resources deployed by the bidder will compulsorily mark their entry and exit as per the directions/policy of DOIT&C.
- The Resource has to follow the working hours, working days. However resource has to be available on a holiday if so is required by purchaser. No extra payments will be made for working on extended hours / Saturdays / Sundays / Holidays to meet the committed/required time schedules.
- If the oic is not satisfied with the services of any manpower/operator/staff deployed the contractor has to replace the manpower/operational staff having qualification as specified in the RFP within a period of 20 days after approval of bio data by engineer in charge.

Penalty for not attending faults.

S. No.	Description of Equipment/ Services	Response time to attend Issues/ faults	Per Hour Penalties in Rs., if issues/ faults not attended in response time	Maximum time to rectify issues /faults	Per day penalties in Rs., if issues/faults not rectified/ Resolved in stipulated time period
	Attending of faults of MEP items and inform the OEM if a major fault occurred within timelines. In case if the item is not in the scope of bidder then it require to be done by				



S. No.	Description of Equipment/ Services	Response time to attend Issues/ faults	Per Hour Penalties in Rs., if issues/ faults not attended in response time	Maximum time to rectify issues /faults	Per day penalties in Rs., if issues/faults not rectified/ Resolved in stipulated time period
	bidder as per rates given in PWD electrical BSR 2022.				
1	Passive copper and fiber networking cables	1 hour	100	2 days	500
2	Transformer	2 hour	200	2 days	1000
3	Diesel Generator Set	2 hour	200	2 days	1000
4	Main LT cum AMF cum APFC Panel	2 hour	200	3 days	1000
5	Ground and first Floor/ External light/ UPS output Panel	2 hour	100	3 days	1000
6	AC VRF Electrical (Terrace Floor) Panel	2 hour	100	3 days	1000
7	Electrical DB and its accessories	1 hour	100	1 days	500
8	UPS with battery bank	2 hour	200	3 days	1000
9	VRV/ VRF AC Outdoor Unit/ Ceiling mounted cassette Units /Ceiling mounted ductable type units	3 hour	100	3 days	1000
10	HRV System	3 hour	100	3 days	1000
11	Water cooler with RO system	1/2 hour	100	1 days	500



S. No.	Description of Equipment/ Services	Response time to attend Issues/ faults	Per Hour Penalties in Rs., if faults not attended in response time	Maximum time to rectify issues /faults	Per day penalties in Rs., if issues/faults not rectified/ Resolved in stipulated time period
12	CCTV Camera/ Network Video Recorder / Network switch POE and Non-POE	1 hour	100	2 days	1000
13	Domestic Pump/ Fire Pumps	2 Hour	100	2 Day	1000
14	Attending fault of Circuit wiring including loose connection, power fluctuation issue.	1 hour	100	1 day	500
15	Operation/Tripping issue of MCB	1 hour	100	1 day	500
16	Operation/Tripping issue of MCB	1 hour	100	1 day	500
17	Operation of plumbing services including toiles, urinal	1 hour	100	1-day	500
18	Communication errors and working issue in AC Remotes, indoor and Outdoor units	1 hour	100	1-day	500
19	Minor operation and electrical power issue in ceiling or wall fan/exhaust fan	1 hour	100	1 day	500



S. No.	Description of Equipment/ Services	Response time to attend Issues/ faults	Per Hour Penalties in Rs., if issues/ faults not attended in response time	Maximum time to rectify issues /faults	Per day penalties in Rs., if issues/faults not rectified/ Resolved in stipulated time period
20	Delay in preventive maintenance of all services from the scheduled plan			1 Day	800
21	Fault/issue in Fire alarm and public addressing services	1 hour	100	1 day	500
22	Earthing	1/2 hour	100	4 hour	500

2) Detail of Work Part B (Other works)

Repair work , emulsion paint, exterior paint, three seater waiting area reception chair etc.

Deliverables with Bills/Invoice for payment:

- a. Original tax invoice (in duplicate).
- b. Bank statement indicating credit of wages to the accounts of the workers
- c. Document evidencing deposition of EFP and ESIC contribution of the workers.
- d. No pendency certificate regarding wages/salary, ESI, EPF contribution and other applicable statutory taxes and charges

INSTRUCTION TO BIDDERS (ITB)

1) Sale of Bidding/ Tender Documents

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



2) Pre-bid Meeting/ Clarifications

- a) Any prospective bidder may, in writing, seek clarifications from the procuring entity in respect of the bidding documents.
- b) A pre-bid conference is also scheduled by the procuring entity as per the details mentioned in the NIB and to clarify doubts of potential bidders in respect of the procurement and the records of such conference shall be intimated to all bidders and where applicable, shall be published on the respective websites.
- c) The period within which the bidders may seek clarifications under (a) above and the period within which the procuring entity shall respond to such requests for clarifications shall be as under: -
 - a. Last date of submitting clarifications requests by the bidder: as per NIB
 - b. Response to clarifications by procuring entity: as per NIB
- d) The minutes and response, if any, shall be provided promptly to all bidders to which the procuring entity provided the bidding documents, so as to enable those bidders to take minutes into account in preparing their bids, and shall be published on the respective websites.

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

4) Period of Validity of Bids

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

that has not submitted a new bid security, is considered to have refused the request to extend the period of validity of its Bid.

5) Format and Signing of Bids

- a) Bidders must submit their bids online at e-Procurement portal i.e. <http://eproc.rajasthan.gov.in>.
- b) All the documents uploaded should be digitally signed with the DSC of authorized signatory.
- c) A Single stage-Twopart/cover system shall be followed for the Bid: -
 - a. Technical Bid, including fee details, eligibility & technical documents
 - b. Financial Bid
- a) The technical bid shall consist of the following documents: -

S. No.	Documents Type	Document Format
Fee Details		
1.	Bidding document Fee (Tender Fee)	Proof of submission (PDF)
2.	DOIT&C Processing Fee (e-Procurement)	Instrument/ Proof of submission (PDF)
3.	Bid Security	Instrument/ Proof of submission (PDF)
Eligibility & Technical Documents		
4.	Technical Bid Cover Letter	As per Annexure-2 (PDF)
5.	Tender Form	As per Annexure-3 (PDF)
6.	Bidder's Authorisation Certificate along with copy of PoA/ Board resolution stating that Auth. Signatory can sign the bid/ contract on behalf of the firm.	As per Annexure-4 (PDF)
7.	Self-Declaration	As per Annexure-5 (PDF)
8.	Certificate of Conformity/ No Deviation	As per Annexure-6 (PDF)
9.	Format for Submission of Project References	As per Annexure-10 (PDF)
10.	All the documents mentioned in the "Eligibility Criteria", in support of the eligibility	As per the format mentioned against the respective eligibility criteria clause (PDF)

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

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

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

6) Cost & Language of Bidding

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



accompanied by an accurate translation of the relevant passages in English/ Hindi language, in which case, for purposes of interpretation of the Bid, such translation shall govern.

7) Alternative/ Multiple Bids

Alternative/ Multiple Bids shall not be considered at all.

8) Bid Security

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

- 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.

9) Deadline for the submission of Bids

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

10) Withdrawal, Substitution, and Modification of Bids

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

11) Opening of Bids

- a) The Bids shall be opened by the bid opening & evaluation committee on the date and time mentioned in the NIB in the presence of the bidders or their authorised representatives who choose to be present.
- b) The committee may co-opt experienced persons in the committee to conduct the process of Bid opening.
- c) The committee shall prepare a list of the bidders or their representatives attending the opening of Bids and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding bidders' names and addresses. The authority letters, if any, brought by the representatives shall be attached to the list. The list shall be signed by all the members of Bid opening committee with date and time of opening of the Bids.



- d) All the documents comprising of technical Bid/ cover shall be opened & downloaded from the e-Procurement website (only for the bidders who have submitted the prescribed fee(s) to DOIT&C).
- e) The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the:
 - a. bid is accompanied by bidding document fee, bid security or bid securing declaration, and processing fee (if applicable);
 - b. bid is valid for the period, specified in the bidding document;
 - c. bid is unconditional and the bidder has agreed to give the required performance security; and
 - d. other conditions, as specified in the bidding document are fulfilled.
 - e. any other information which the committee may consider appropriate.
- f) No Bid shall be rejected at the time of Bid opening except the Bids not accompanied with the proof of payment or instrument of the required price of bidding document, processing fee and bid security.
- g) The Financial Bid cover shall be kept unopened and shall be opened later on the date and time intimated to the bidders who qualify in the evaluation of technical Bids.

12) Selection Method:

- a) The selection method is Lowest Evaluated Technically Responsive bid.

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.

14) Verification of Eligibility Documents by DOIT&C

DOIT&C 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 DOIT&C, make available all such information, evidence and documents as may necessary for such verification. Any such verification or lack of verification by DOIT&C shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any right of DOIT&C there under, If any statement, information and documents submitted by the bidder is found to be false, manipulated or forged during verification process, strict action shall be taken as per RTPP Act 2012.

15) Evaluation & Tabulation of Technical Bids

- a) **Determination of Responsiveness**



- a. The bid evaluation committee shall determine the responsiveness of a Bid on the basis of bidding document and the provisions of pre-qualification/ eligibility criteria of the bidding document.
 - b. A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where: -
 - i. "deviation" is a departure from the requirements specified in the bidding document;
 - ii. "reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
 - iii. "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.
 - c. A material deviation, reservation, or omission is one that,
 - i. if accepted, shall:-
 1. affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
 2. limits in any substantial way, inconsistent with the bidding documents, the procuring entity's rights or the bidder's obligations under the proposed contract; or
 - ii. if rectified, shall unfairly affect the competitive position of other bidders presenting responsive Bids.
 - d. The bid evaluation committee shall examine the technical aspects of the Bid in particular, to confirm that all requirements of bidding document have been met without any material deviation, reservation or omission.
 - e. The procuring entity shall regard a Bid as responsive if it conforms to all requirements set out in the bidding document, or it contains minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirements set out in the bidding document, or if it contains errors or oversights that can be corrected without touching on the substance of the Bid.
- 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 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) Technical Evaluation Criteria**
- Bids shall be evaluated based on the documents submitted as a part of technical bid. Technical bid shall contain all the documents as asked in the clause "Format and Signing of bids"
- d) 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 bidders 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 bidders have been found to be qualified in evaluation of Technical Bids and sign it.
- e) 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.
- f) The bidders who qualified in the technical evaluation shall be informed in writing about the date, time and place of opening of their financial Bids

16) Evaluation & Tabulation of Financial Bids

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

- a) For two part/ coverBid system, the financial Bids of the bidders who qualified in technical evaluation shall be opened online at the notified time, date and place by the bid evaluation committee in the presence of the bidders or their representatives who choose to be present>;
- b) the process of opening of the financial Bids shall be similar to that of technical Bids.
- c) the names of the bidders, the rates given by them and conditions put, if any, shall be read out and recorded;
- d) conditional Bids are liable to be rejected;
- e) the evaluation shall include all costs and all taxes and duties applicable to the bidder as per law of the Central/ State Government/ Local Authorities, and the evaluation criteria specified in the bidding documents shall only be applied;
- f) the offers shall be evaluated and marked L1, L2, L3 etc. L1 being the lowest offer and then others in ascending order in case price is the only criteria, or evaluated and marked H1, H2, H3 etc. in descending order.
- g) the bid evaluation committee shall prepare a comparative statement in tabular form in accordance with 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.

17) Correction of Arithmetic Errors in Financial Bids

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

- a) if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the bid evaluation committee there is an obvious misplacement of the



decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;

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

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.

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.

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.

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

22) Acceptance of the successful Bid and award of contract

- a) The procuring entity after considering the recommendations of the bid evaluation committee and the conditions of Bid, if any, financial implications, trials, sample testing and test reports, etc., shall accept or reject the successful Bid. If any member of the bid evaluation committee, has disagreed or given its note of dissent, the matter shall be referred to the next higher authority, as per delegation of financial powers, for decision.
- b) Decision on Bids shall be taken within original validity period of Bids and time period allowed to procuring entity for taking decision. If the decision is not taken within the original validity period or



time limit allowed for taking decision, the matter shall be referred to the next higher authority in delegation of financial powers for decision.

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

23) Information and publication of award

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

24) Procuring entity's right to accept or reject any or all Bids

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

25) Right to vary quantity

- a) If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation.
- b) Repeat orders for extra items or additional quantities may be placed, if it is provided in the bidding documents, on the rates and conditions given in the contract if the original order was given after inviting open competitive Bids. Delivery or completion period may also be proportionately increased. The limits of repeat order shall be as under: -



- a. 50% of the quantity of the individual items and 50% of the value of original contract in case of works; and
- b. 50% of the value of goods or services of the original contract.

26) Performance Security

- a) Prior to execution of agreement, Performance security shall be solicited from all successful bidders except the departments of the State Government and undertakings, corporations, autonomous bodies, registered societies, co-operative societies which are owned or controlled or managed by the State Government and undertakings of the Central Government. However, a performance security declaration shall be taken from them. The State Government may relax the provision of performance security in particular procurement or any class of procurement.
- b) The amount of performance security shall be 10%, 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 [a.] to [d.] of (c) above shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder, including warranty obligations and maintenance and defect liability period.
- e) Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases:-
 - a. When any terms and condition of the contract is breached.
 - b. When the bidder fails to make complete supply satisfactorily.
 - c. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
- f) Notice will be given to the bidder with reasonable time before PSD deposited is forfeited.
- g) No interest shall be payable on the PSD.



Note:-

4[75A.Additional Performance Security.- (1) In addition to Performance Security as specified in rule 75, an Additional Performance Security shall also be taken from the successful bidder in case of unbalanced bid. The Additional Performance Security shall be equal to fifty percent of Unbalanced Bid Amount. The Additional Performance Security shall be deposited in lump sum by the successful bidder before execution of Agreement. The Additional Performance Security shall be deposited through e-Grass, Demand Draft, Banker's Cheque, Government Securities or Bank Guarantee.

Explanation : For the purpose of this rule,-

- (i) Unbalanced Bid means any bid below more than fifteen percent of Estimated Bid Value.
 - (ii) Estimated Bid Value means value of subject matter of procurement mention in bidding documents by The Procuring Entity.
 - (iii) Unbalanced Bid Amount means positive difference of eighty five percent of Estimated Bid Value minus Bid Amount Quoted by the bidder.
- (2) The Additional Performance Security shall be refunded to the contractor after satisfactory completion of the entire work. The Additional Performance Security shall be forfeited by the Procuring Entity when work is not completed within stipulated period by the contractor. Provision for 'Unbalanced Bid' and 'Additional Performance Security' shall be mentioned in the Bidding Documents by the Procuring Entity.]

27) 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.

28) Confidentiality

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



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

29) Cancellation of procurement process

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

30) Code of Integrity for Bidders

- a) No person participating in a procurement process shall act in contravention of the code of integrity prescribed by the State Government.
- b) The code of integrity include provisions for: -
 - a. Prohibiting
 - i. any offer, solicitation or acceptance of any bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;
 - ii. any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
 - iii. any collusion, bid rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process;



- iv. improper use of information shared between the procuring entity and the bidders with an intent to gain unfair advantage in the procurement process or for personal gain;
- v. any financial or business transactions between the bidder and any officer or employee of the procuring entity;
- vi. any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
- vii. any obstruction of any investigation or audit of a procurement process;
- b. disclosure of conflict of interest;
- c. disclosure by the bidder of any previous transgressions with any entity in India or any other country during the last three years or of any debarment by any other procuring entity.
- c) Without prejudice to the provisions below, in case of any breach of the code of integrity by a bidder or prospective bidder, as the case may be, the procuring entity may take appropriate measures including: -
 - a. exclusion of the bidder from the procurement process;
 - b. calling-off of pre-contract negotiations and forfeiture or encashment of bid security;
 - c. forfeiture or encashment of any other security or bond relating to the procurement;
 - d. recovery of payments made by the procuring entity along with interest thereon at bank rate;
 - e. cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity;
 - f. debarment of the bidder from participation in future procurements of the procuring entity for a period not exceeding three years.

31) 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.

32) Appeals

- a) Subject to "Appeal not to lie in certain cases" below, if any bidder or prospective bidder is aggrieved that any decision, action or omission of the procuring entity is in contravention to the provisions of the Act or the rules or guidelines issued thereunder, he may file an appeal to such officer of the procuring entity, as may be designated by it for the purpose, within a period of 10 days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:
 - a. Provided that after the declaration of a bidder as successful in terms of "Award of Contract", the appeal may be filed only by a bidder who has participated in procurement proceedings:



- b. Provided further that in case a procuring entity evaluates the technical Bid before the opening of the financial Bid, an appeal related to the matter of financial Bid may be filed only by a bidder whose technical Bid is found to be acceptable.
- b) The officer to whom an appeal is filed under (a) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal.
- c) If the officer designated under (a) above fails to dispose of the appeal filed under that sub-section within the period specified in (c) above, or if the bidder or prospective bidder or the procuring entity is aggrieved by the order passed, the bidder or prospective bidder or the procuring entity, as the case may be, may file a second appeal to an officer or authority designated by the State Government in this behalf within 15 days from the expiry of the period specified in (c) above or of the date of receipt of the order passed under (b) above, as the case may be.
- d) The officer or authority to which an appeal is filed under (c) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal:
- e) The officer or authority to which an appeal may be filed under (a) or (d) above shall be : First Appellate Authority: Principal Secretary, IT&C, GoR
Second Appellate Authority: Principal Secretary, Finance Department, GoR
- f) Form of Appeal:
- Every appeal under (a) and (c) above shall be as per Annexure-9 along with as many copies as there are respondents in the appeal.
 - 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.
 - 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:
- 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.
 - 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:
- 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.
 - On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,-
 - hear all the parties to appeal present before him; and
 - peruse or inspect documents, relevant records or copies thereof relating to the matter.
 - 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.
 - 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.

33) 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.

34) 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.

35) Offenses by Firms/ Companies

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

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

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

c) For the purpose of this section-

a. "company" means a body corporate and includes a limited liability partnership, firm, registered society or co-operative society, trust or other association of individuals; and

b. "director" in relation to a limited liability partnership or firm, means a partner in the firm.

d) Abetment of certain offenses: Whoever abets an offence punishable under this Act, whether or not that offence is committed in consequence of that abetment, shall be punished with the punishment provided for the offence.

36) Debarment from Bidding

a) A bidder shall be debarred by the State Government if he has been convicted of an offence

a. under the Prevention of Corruption Act, 1988 (Central Act No. 49 of 1988); or

b. under the Indian Penal Code, 1860 (Central Act No. 45 of 1860) or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.



- b) A bidder debarred under (a) above shall not be eligible to participate in a procurement process of any procuring entity for a period not exceeding three years commencing from the date on which he was debarred.
- c) If a procuring entity finds that a bidder has breached the code of integrity prescribed in terms of "Code of Integrity for bidders" above, it may debar the bidder for a period not exceeding three years.
- d) Where the entire bid security or the entire performance security or any substitute thereof, as the case may be, of a bidder has been forfeited by a procuring entity in respect of any procurement process or procurement contract, the bidder may be debarred from participating in any procurement process undertaken by the procuring entity for a period not exceeding three years.
- e) The State Government or a procuring entity, as the case may be, shall not debar a bidder under this section unless such bidder has been given a reasonable opportunity of being heard.

37) Monitoring of Contract

- a) An officer or a committee of officers named Contract Monitoring Committee (CMC) may be nominated by procuring entity to monitor the progress of the contract during its delivery period.
- b) During the delivery period the CMC shall keep a watch on the progress of the contract and shall ensure that quantity of goods and service delivery is in proportion to the total delivery period given, if it is a severable contract, in which the delivery of the goods and service is to be obtained continuously or is batched. If the entire quantity of goods and service is to be delivered in the form of completed work or entire contract like fabrication work, the process of completion of work may be watched and inspections of the selected bidder's premises where the work is being completed may be inspected.
- c) If delay in delivery of goods and service is observed a performance notice would be given to the selected bidder to speed up the delivery.
- d) Any change in the constitution of the firm, etc. shall be notified forth with by the contractor in writing to the procuring entity and such change shall not relieve any former member of the firm, etc., from any liability under the contract.
- e) No new partner/ partners shall be accepted in the firm by the selected bidder in respect of the contract unless he/ they agree to abide by all its terms, conditions and deposits with the procuring entity through a written agreement to this effect. The bidder's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.
- f) The selected bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of procuring entity.

a. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT

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

Definitions

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



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

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

1) Contract Documents

Subject to the order of precedence set forth in the Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory.

2) Interpretation

- a) If the context so requires it, singular means plural and vice versa.



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

3) Language

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

4) Joint Venture, Consortium or Association

- a) Unless otherwise specified in the special conditions of the contract, if the Successful bidder/ Bidder is a joint venture, consortium, or association, all of the parties shall be jointly and severally liable to the Purchaser for the fulfilment of the provisions of the contract and shall designate one party to act as a leader with authority to bind the joint venture, consortium, or association.
- b) The composition or the constitution of the joint venture, consortium, or association shall not be altered without the prior consent of the purchaser.
- c) Any change in the constitution of the firm, etc., shall be notified forthwith by the contractor in writing to the purchase officer and such change shall not relieve any former member of the firm, etc., from any liability under the contract.
- d) No new partner/ partners shall be accept in the firm by the contractor in respect of the contract unless he/ they agree to avoid by all its terms, conditions and deposit with the purchase officer a written agreement to this effect. The contractors 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.
- e) The bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency.



- f) No new consortium agreement shall be allowed during the project period.
- g) In Consortium, all the members shall be equally responsible to complete the project as per their roles & responsibilities; however Lead bidder shall give an undertaking for the successful completion of the overall project. In case of any issues, Lead bidder is the responsible for all the penalties.
- h) The non-lead bidder (consortium partner) is liable for the scope of work for which they are responsible along with the lead bidder.
- i) Any change in the consortium at a later date will not be allowed without prior permission from the procuring entity/ purchaser.

5) Eligible Goods and Related Services

- a) For purposes of this Clause, the term “goods” includes commodities, raw material, machinery, equipment, and industrial plants; and “related services” includes services such as insurance, transportation, supply, installation, integration, testing, commissioning, training, and initial maintenance.

6) Service of Notices Documents & Orders

- 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, document or order shall be deemed to be served on any individual by -
 - a. delivering it to the person personally; or
 - b. leaving it at, or sending it by post/authorised e-mail to, the address of the place of residence or business of the person last known;
 - c. On a body corporate by leaving it at, or sending it by post/authorised e-mail to, the registered office of the body corporate.
- c) A Notice shall be effective when delivered or on the Notice’s effective date, whichever is later.

7) Governing Law

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

8) Scope of Supply

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

9) Delivery & Installation

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



- c) The Supplier/ Selected Bidder shall arrange to supply the ordered materials/ system as per specifications within the specified delivery/ completion period at various departments and/ or their offices/ locations mentioned in the PO/ WO.

10) Supplier's/ Selected Bidder's Responsibilities

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

11) 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.

12) Contract Price

- a) The Contract Price shall be paid as specified in the contract subject to any additions and adjustments thereto, or deductions there from, as may be made pursuant to the Contract.
- b) Prices charged by the Supplier/ 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.

13) 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 DOIT&C.
- 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.

14) Taxes & Duties

- a) The TDS, Service Tax, GST (Whichever is applicable)etc., if applicable, shall be deducted at source/ paid by DOIT&C 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.

15) Copyright

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



the purchaser, or, if they are furnished to the Purchaser directly or through the Supplier/ Selected Bidder by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.

16) 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 DOIT&C/DoIT&C or other institutions participating in the Contract;
 - ii. now or hereafter enters the public domain through no fault of that party;
 - iii. can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or
 - iv. otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.
- e) The above provisions shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the supply or any part thereof.
- f) The provisions of this clause shall survive completion or termination, for whatever reason, of the Contract.

17) 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.

18) Rejection

- a) The manpower deputed by the supplier shall be reviewed by the purchaser in terms of its qualifications, 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.

- b) If, however, due to exigencies of Project work, such replacement either in whole or in part, is not considered feasible, the Purchaser Officer after giving an opportunity to the selected bidder of being heard shall for reasons to be recorded, deduct penalty equals to twice the amount as mentioned in column number "6" of the table "Minimum Manpower Resources" given under clause 2 i.e "Service Level Agreement" of chapter 7: "SPECIAL TERMS AND CONDITIONS OF CONTRACT" from the monthly payment. The deduction so made shall be final.

19) 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 DOIT&C 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 DOIT&C 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 DOIT&Cis 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.

20) Patent Indemnity

- a) The supplier/ selected bidder shall, subject to the Purchaser's compliance with sub-clause (b) below, indemnify and hold harmless the Purchaser and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of: -
 - i. the installation of the Goods by the supplier/ selected bidder or the use of the Goods in the country where the Site is located; and
 - ii. the sale in any country of the products produced by the Goods.Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the supplier/ selected bidder, pursuant to the Contract.
- b) If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to above, the Purchaser shall promptly give the supplier/ selected bidder a notice thereof, and the supplier/ selected bidder may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.
- c) If the supplier/ selected bidder fails to notify the Purchaser within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf.
- d) The Purchaser shall, at the supplier's/ selected bidder's request, afford all available assistance to the supplier/ selected bidder in conducting such proceedings or claim, and shall be reimbursed by the supplier/ selected bidder for all reasonable expenses incurred in so doing.
- e) The Purchaser shall indemnify and hold harmless the supplier/ selected bidder and its employees, officers, and Subcontractors (if any) from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the supplier/ selected bidder may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark,



copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Purchaser.

21) Limitation of Liability

Except in cases of gross negligence or wilful misconduct: -

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

22) 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, quarantine restrictions, and freight embargoes.
- c) If a Force Majeure situation arises, the supplier/ selected bidder shall promptly notify the DOIT&C in writing of such conditions and cause thereof within 15 days of occurrence of such event. Unless otherwise directed by DOIT&C, 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 DOIT&C, the DOIT&C may take the case with the supplier/ selected bidder on similar lines.

23) 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. drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;
 - ii. the method of shipment or packing;
 - iii. the place of delivery; and
 - iv. 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.

24) Termination

a) Termination for Default

- i. The tender sanctioning authority of DOIT&C 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: -
- 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 DOIT&C; or
 - 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
 - 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.
 - If the supplier/ selected bidder commits breach of any condition of the contract.
- ii. If DOIT&C 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

DOIT&C 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 DOIT&C.

c) Termination for Convenience

- i. DOIT&C, 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.

25) Exit Management

1. 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. 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.
- iii. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

2. Transfer of Assets

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

d. That the products and technology delivered to DOIT&C 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 DOIT&C. Supplied hardware, software & documents etc., used by selected bidder for DOIT&C shall be the legal properties of DOIT&C.

3. Cooperation and Provision of Information during the exit management period

- i. The selected bidder will allow DOIT&C 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 DOIT&C or its nominated agencies to assess the existing services being delivered.
- ii. The selected bidder shall provide access to copies of all information held or controlled by them which they have prepared or maintained in accordance with the Project Implementation, the Operation and Management SLA and SOWs relating to any material aspect of the services provided by the selected bidder. DOIT&C 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 DOIT&C or its nominated agencies and/ or any replacement operator to have reasonable access to its employees and facilities as reasonably required by DOIT&C or its nominated agencies to understand the methods of delivery of the services employed by the selected bidder and to assist appropriate knowledge transfer.

4. Confidential Information, Security and Data

The selected bidder will promptly on the commencement of the exit management period supply to DOIT&C 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 DOIT&C or its nominated agencies transitioning the services to its replacement selected bidder in a readily available format nominated by DOIT&C 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 DOIT&C or its nominated agencies, or its replacement operator to carry out due diligence in order to transition the provision of the services to DOIT&C 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 DOIT&C 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.

5. Transfer of certain agreements



- i. On request by Procuring entity or its nominated agencies, the selected bidder shall effect such assignments, transfers, innovations, licenses and sub-licenses as Procuring entity or its nominated agencies may require in favour of procuring entity or its nominated agencies, or its replacement operator in relation to any equipment lease, maintenance or service provision agreement between selected bidder and third party leasers, operators, or operator, and which are related to the services and reasonably necessary for carrying out of the replacement services by DOIT&C 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 DOIT&C or its nominated agencies, and/ or any replacement operator in order to inventory the assets.

6. 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 DOIT&C 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.

7. Exit Management Plan

- i. The selected bidder shall provide DOIT&C 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 DOIT&C 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 DOIT&C 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 DOIT&C 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.

26) Settlement of Disputes

- a. In the case of a dispute or difference arising between the Tendering authority and the successful bidder relating to any matter arising out of or connected with this Contract, such dispute or difference shall be referred to the Sole arbitrator, whose decision shall be final and binding on the parties.
- b. The Arbitration and Conciliation Act 1996, the rules there under and any statutory modification or re-enactment's thereof, shall apply to the arbitration proceedings.
- c. The Tendering authority may terminate this contract, by giving a written notice of termination of minimum 30 days, to the Implementation Agency, if the successful bidder fails to comply with any decision reached consequent upon arbitration proceedings.
- d. Legal Jurisdiction: All legal proceedings arising out of any dispute between both the parties regarding a contract shall be settled by a competent court having jurisdiction over the place, where agreement has been executed and by no other court.

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

1) Payment Terms and Schedule

- a) Payment schedule – Payments to the bidder would be made as under: -

S. No.	Deliverable	Timelines	Payment
1.	Providing satisfactory Services to the tendering authority (BOQ1) for the period of 12 months. Overall comprehensive maintenance of items as per annexure -1 and annexure-2.	Quarterly	Payment will be released on quarterly basis as per manpower hired and overall maintenance of items as per OEM recommendations with statutory deductions after verification from concerned ACP/official incharge.
2.	Completion of additional work (BOQ2)	30 days	Payment will be released after completion of the additional civil and furniture work of BOQ.

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



- c) All services rendered by the bidder will be verified, validated and approved by the appropriate officer-in-charge (OIC)/Project Managers/Nodal Officer/Concerned ACP before payments are released to the service provider as per the terms and conditions of the RFP
 - d) Due payments shall be made promptly by the purchaser, generally within sixty (60) days after submission of an invoice or request for payment by the supplier/ selected bidder, and the purchaser has accepted it.
 - e) The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.
 - f) All remittance charges will be borne by the supplier/ selected bidder.
 - g) In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.
 - h) 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.
 - i) Taxes, as applicable, will be deducted/ paid as per the prevalent rules and regulations.
 - j) Initially, the contract shall be valid for one year and the same can be extended as per prevailing rules. Initially the contract shall be done for one year and the same shall be renewed for second year subject to satisfactory services provided during the contract period.
 - k) No advance payment shall be made.
 - l) The payment shall be released by the DOIT&C on central level on bi-monthly basis on the receipt of deliverables and after deduction of applicable penalty, taxes and dues.
 - m) The bidder shall ensure that salary to the workers must be completed till 7th date of every month. Each day delay shall impose penalty.
 - n) The successful bidder will give the yearly increment of minimum 8% to salary/wages of all the deployed resources under the project.
 - o) All the legal compliance like deposition of EPF, ESIC etc. of the deployed staff must be completed till 10th date of every month.
 - p) The successful bidder shall be responsible for timely compliance of all statutory provisions like min. wages, EPF, ESIC, applicable taxes etc. as per the prevailing rules and regulations.
 - q) The supplier's/ selected bidder's request for payment shall be made to the purchaser in writing, accompanied by invoices describing, as appropriate, the goods delivered and 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.
 - r) The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.
 - s) All remittance charges will be borne by the supplier/ selected bidder.
- In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.
-



2) Service Level Agreement

S.No.	Service Description	Measurement Parameter	Reporting Period	Target Service Level
1	2	3	4	5
1.	Availability of Manpower	As Per Detailed Scope of Work (SoW)	monthly	All working days except one day in a week.

- Availability of Manpower should be all working days except one day in week, which should be prior permission of OIC.
- The penalty of Rs. 400/- per day per manpower for absent as per table given below.
- The selected bidder shall deploy on-site minimum manpower resources as given in BoQ, who are dedicated solely to look after the establishment, operation and maintenance Projects.
- The selected bidder shall provide detailed CV of each of the resource being provided to DOIT&C before deployment of the resource at Site or Office.
- DOIT&C has reserved the right to reject candidates at any stage.
- DOIT&C will conduct interview of candidates before deployment.
- The resources should be on payroll of the selected bidder.
- Provisions of leave reserve, providing leaves and other facilities / perks shall be as per bidder's prevailing policies / practices which shall be taken care by bidder without any liability and/or financial implications on the part of Purchaser. However each Engineer is allowed to take 18 leaves in a calendar year, but each engineer allowed to take maximum 4 days leave in a one go.
- The successful bidder is required to arrange refresher course for the deployed manpower in their respective domain for knowledge up gradation and technological advancement with approval of tendering authority. The duration for training shall not be considered as leave for that profile.
- No resource shall be absent without prior permission of the designated authority. Penalty may be applied on non-availability of any resource as per SLA.
- Penalty Capping: Total Penalties for a quarter shall not be higher than 10% of total quarterly payment.
- All resources deployed by the bidder will compulsorily mark their entry and exit as per the directions/policy of DOIT&C.
- The Resource has to follow the working hours, working days. However resource has to be available on a holiday if so is required by purchaser. No extra payments will be made for working on extended hours / Saturdays / Sundays / Holidays to meet the committed/required time schedules.
- If the oic is not satisfied with the services of any manpower/operator/staff deployed the contractor has to replace the manpower/operational staff having qualification as specified in RFP within a period of 20 days after approval of bio data by engineer in charge.

❖ Penalty Provisions

S.No.	Services as defined in scope or work	Time of availability	Penalty
1	Electrician cum DG Operator cum AC operator	person per shift 9:00 am to	Rs. 400 per day for unavailability



S.No.	Services as defined in scope or work	Time of availability	Penalty
	ITI with 2 Yr Exp.	6:30 pm	

I. Online Helpdesk management system:

The selected bidder will establish an offline helpdesk management system (Customised/Readily available) where any user can raise complaint about the service being provided by the firm. The system should be able to generate ticket automatically for every complaint and the ticket should be forwarded to the complainant and the site supervisor of the firm, for information and necessary action. The site supervisor should give satisfactory report (format shall be finalized by the DOIT&C) dully signed by the complainant/ nodal officer of the site.

The bidder should be able to generate reports of the following (as and when required by the DOIT&C):

- i. Todays pendency report
- ii. Weekly pendency report
- iii. Monthly pendency report.
- iv. Complaints pending for more than the time defined by DOIT&C (as and when required)

3) Change Requests/ Management

- a) An institutional mechanism will be set up for taking decisions regarding requests for changes. The Purchase Committee will set up a Change Control Committee with members from the procurement agency and the selected bidder. If it is unable to reach an agreement, the decision of the Purchase Committee will be final.
- b) DOIT&C may at any time, by a written order given to the bidder, make changes within the general scope of the Agreement in any one or more of the following: -
 - ✓ Designs, specifications, requirements which software or service to be provided under the Agreement are to be specifically developed and rendered for DOIT&C.
 - ✓ The method of deployment, shipping or packing.
 - ✓ Schedule for Installation Acceptance.
 - ✓ The place of delivery and/or the services to be provided by the bidder.
- c) The change request/ management procedure will follow the following steps: -
 - ✓ Identification and documentation of the need for the change - The information related to initiator, initiation date and details of change required and priority of the change will be documented by DOIT&C.
 - ✓ Analysis and evaluation of the Change Request - Impact of the change in terms of the estimated effort, changed schedule, cost and the items impacted will be analysed and documented by the bidder.



- ✓ Approval or disapproval of the change request – DOIT&C will approve or disapprove the change requested including the additional payments for software development, quoted man-month rate shall be used for cost estimation, efforts of all technical resources- project manager, analyst, software developer, testing engineer, database architecture etc shall be taken into account for total man-month estimation to carry out the s/w development resulting from the change request. For all technical resources irrespective of their experience and specialisation, the quoted man-month rate shall be used. Efforts of support staff shall not be taken into consideration for this purpose.
 - ✓ Implementation of the change – The change will be implemented in accordance to the agreed cost, effort, and schedule by the selected bidder.
 - ✓ Verification of the change - The change will be verified by DOIT&C on implementation of the change request.
- d) All changes outside the scope of supplies agreed to herein which may have likely financial implications in terms of the overall cost/ time of the project shall be undertaken by SI only after securing the express consent of DOIT&C. In the event that the consent of DOIT&C is not received then the change will not be carried out.
- e) While approving any change request, if required, DOIT&C may ask the bidder to deploy the required resources on-site.
- f) If any such change outside the scope of supplies agreed to herein causes an increase or decrease in cost of, or the time required for, firm's performance of any provisions under the Agreement, equitable adjustments shall be made in the Agreement Price or Delivery Schedule, or both, and the Agreement shall accordingly be amended. Any claims by firm for adjustment under this must be asserted within 30 (thirty) days from the date of SI receiving the DOIT&C change order which shall not be unreasonably withheld or delayed.



ANNEXURE-1: BILL OF QUANTITY (BOQ)

BOQ:1

S.No.	Item Description	Quantity	Units
1	Providing Electrician cum DG Operator Cum AC Operator ITI with 2 Yr Exp. for operational and maintenance activities of building. (For all the equipments installed at the site)	24	Per Person Per Month in central shift from 9 AM to 6.30 PM
2	All in All Comprehensive Maintenance of 11/0.415 KV Distribution sub station including 11 KV Circuit Breaker , Transformer and its complete accessories, Auto transfer switch, repairing of LT/HT Cables with terminations, LT Panels with complete accessories, APFC Panel, substation earthing etc with maintaining of Log Books complete in all respect but excluding of transformer oil as and when required with rectification of issues in given timelines of RFP.	4	Per Quarter
3	All in All 1 Year Comprehensive Annual Maintenance Contract of 60 kVA UPS system including consumables and replacement of spare parts with rectification of issues in given timelines of RFP.	4	Per Quarter
4	All in All Comprehensive Maintenance of Variable Referigerant Volume (VRV) Air Conditioning system including indoor units, Outdoor units, cordless control, referigerant piping, control cables, remote control, drain piping, consumables, cabling, LT panel etc. complete in all respect as per OEM's guidelines to meet out the efficiency of the machine after defect liability period with rectification of issues in given timelines of RFP.	4	Per Quarter
5	All in All comprehensive maintenance of Reverse Osmosis water purification system including repair/ replacement of components , consumables, cleaning, servicing etc. as per the original Equipment manufacturer guidelines to meet out the TDS level of water as per client requirement/ standard norms after defect liability period of the equipment with rectification of issues in given timelines of RFP.		
6	25 Ltr/hr capacity	4	Per Quarter
7	All in All 1 Year Operation and maintenance of Other Electrical Installation (Floor Electrical Panels with complete accessories , Earthing system, Disribution board and complete Accessories, all type light fixtures, Electrical pole light and light fixtures Etc.) including consumables and replacement of spare parts with rectification of issues in given timelines of RFP.	4	Per Quarter



S.No.	Item Description	Quantity	Units
8	All in All Comprehensive Maintenance including servicing, replacement of fuel filter, coolant, lubricating oil etc. of 250 kVA Diesel Generating set including auto mains failure(AMF) panel, change over switch, earthing etc. as per OEM guidelines and maintenance manual complete in all respect. (Excluding replacement of only batteries as and when required) with rectification of issues in given timelines of RFP.	4	Per Quarter
9	All in All 1 Year operation and comprehensive maintenance of ELV (Audio & Video System , Fire Alarm with cabling and detectors , PA System with speakers and cabling, LAN and CCTV System with all equipments) as per the original Equipment manufacturer guidelines including consumables and replacement of spare parts with rectification of issues in given timelines of RFP.	4	Per Quarter
10	All in All Comprehensive maintenance of fire protection system (2280 LPM at 70 Mtr. Head) including jockey pump, main motor pump, terrace pump, Diesel Pump, water sprinklers pipe line, wet/dry risers, various type valves, over head/under ground water tanks, First aid hose reels, indoor/ outdoor hydrants, air vessels, hose pipes, branch pipes, hose cabinets, Fire protection control panel , all type of fire extinguishers, battery charger, wiring/cabling etc complete in all respect(Excluding of replacement of battery and refilling of fire extinguishers) with rectification of issues in given timelines of RFP.	4	Per Quarter
11	All in All Comprehensive maintenance after defect liability period of the passenger/ bed cum stretcher/ goods elevator having various speed as per OEM guidelines and maintenance manual including car with all car accessories , hoist way accessories and complete with machine room / MRL accessories but excluding replacement of diffused battery bank of ARD system for 2 nos. lift of 1360 kg, 20 persons 3 stops(G+2) rectification of issues in given timelines of RFP.	4	Per Quarter
12	All in All 1 Year operation and comprehensive maintenance of sanitary and plumbing services including all urinals , WC , drainage, all domestic water pumps , all type of pipe lines etc. installed at the site with rectification of issues in given timelines of RFP.	4	Per Quarter

Note:

The above staff should be deputed as per timings indicated.



BOQ-2 O and M Part B

Sl. No.	Item Description	Quantity	Unit
1	Repairs to plaster of thickness 12mm to 20mm in patches of area 2.5 sq. metres and under including cutting the patch in proper shape, raking out joints and preparing and plastering the surface of the walls complete including disposal of rubbish to the dumping ground within 50 m lead : With cement mortar 1 :4 (1 cement : 4 coarse sand)	50	Sq.mt
2	Extra for providing and mixing water proofing material in cement plaster work in proportion recommended by the manufacturers.	10	Kg
3	Providing and fixing Chicken mesh jali (22 gauge) at the junction of 2 different surfaces of different material component at the time of plastering to prevent cracking in plaster surface as and where directed at all floors with all leads and lifts etc. complete.	10	Sq.mt
4	Providing and laying Wall painting with plastic emulsion paint of approved brand and manufacture to give an even shade including all scaffolding: Two or more coats including preparation of base with primer, putty, lippy etc complete in all respect.	500	Sq.mt
5	Providing and laying external paint on walls with Acrylic Smooth exterior paint of required shade including all scaffolding. Two or more coat applied @ 1.67 ltr/10 sqm over & including base coat of water proofing cement paint applied @ 2.20 kg/ 10 sqm.	150	Sq.mt
6	Providing and laying in position cement concrete including curing, compaction etc. complete in specified grade including the cost of centering and shuttering - All work in M10 grade Nominal Mix 1: 3: 6 (1 cement : 3 coarse sand : 6 graded stone aggregate 20mm nominal size) & minimum cement content to be 250 kg per Cu.mt	5	Cu.mt
7	Providing and fixing Chlorinated Polyvinyl Chloride (CPVC) pipes (IS 15778 : 2007 code) having thermal stability for hot & cold water supply including all CPVC plain & brass threaded fittings, this included jointing of pipes & all fittings with one step CPVC solvent cement , trenching refilling & testing of joints complete as per direction of Engineer in Charge. (External work).		
8	25 mm nominal size	50	Rmt
9	50 mm nominal size	5	Rmt
10	Providing & Fixing Brass ball Valve (IS : 778 Make) of approved make, superior quality with cement solvant complete in all respect : 25 mm nominal bore	2	Nos.
11	Supply of dry manure Vermi compost including loading unloading, transportation & stacking at site. for gardening work	25	Per 50 kg Bag
12	Supply of insecticides & Pesticides at store in dust/liquid form complete.Cholorophyriphos 20 Ec.	5	Per Litre



Sl. No.	Item Description	Quantity	Unit
13	Repair work of existing UPVC windows & Vents (with frame) including wire mesh, lock, Sash, grills, glass, hinges, handles, frame, joints, window janes gaps filling from silicon etc. Making windows in working condition and lockable, glass cleaning or change if broken. (lumpsum)	25	Nos.
14	SITC of 4 Door locker (Size 380mm(W) X 457mm(D) X 1830mm(H) 1) Material: Cold rolled closed annealed (CRCA) sheet, 2) Thickness: 0.8 mm, 3) Finish: Epoxy powder coat comply, 4) Fixed Shelves, 5) Construction: Revited joints for easy construction and finish & side panel, 6) slotted profile for shelf adjustment, 7) Hinges: Spring Hinges / Soft closing hinges 8) Foot leveling: M6 Threaded top groove Rod with ABS molded. 9) PVC Handle: PVC Molded handle with groove for finger grip 10) Double Layered door with number combination lock with 1 fix and 1 adjustable shelve in each compartment.	10	Nos.
15	SITC of Mild Steel three seater Waiting Area Reception Chairs (set of 3 Chairs) a) Back Style - Solid Back/ Perforated b) Style - Contemporary c) Pattern - Solid d) Finish Types - Chrome Finish/Steel e) Shape - rectangular f) Arm Style - Rounded g) Colour- Silvar Dimensions :- Minimum size - 620 mm (D) X 1740 mm (W) X 780 mm (H) for Three Seats & Weight :- minimum 30 KG	2	Set



ANNEXURE-2: TECHNICAL BID COVER LETTER

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

To,

The Commissioner & Joint Secretary,
Department of Information Technology & Communications
(DoIT&C),IT Building, Yojana Bhawan Campus, Tilak Marg,
C-Scheme, Jaipur-302005 (Raj).

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

Dear Sir,

1. I/We, the undersigned bidder, Having read & examined in detail, the Bid Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, Technical specifications, Service Level Standards & in conformity with the said bidding document for the same.
2. I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.
3. I/ we hereby submit our token of acceptance to all the tender terms & conditions without any deviations. Hence, we are hereby submitting our Bid and offer to provide services to Purchaser for carrying out the project in accordance with your RFP.
4. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.
5. I/We agree to abide by this RFP for a period of 90 days from the closing date fixed for submission of bid as stipulated in the RFP document.
6. I/We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988".
7. I/ We undertake, for timely establishment of a local office in Jaipur (if the award is made to us) and within 3 months from the date of issue of LOI.
Or (strike out whichever is not applicable)
We have an existing office at Jaipur at the following address:
.....
8. I/We understand that the Purchaser is not bound to accept any bid received in response to this RFP.
9. In case we are engaged by the Purchaser, we shall provide any assistance/cooperation required by Purchaser, appointed auditing agencies (if any), state government officials and Other Stakeholders of the project for performing their duties with respect to this project. We understand that our non-cooperation for the same shall be grounds for termination of service.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date:



ANNEXURE-3: TENDER FORM

{Duly sealed and signed On Bidder's Letter head}

Addressed to :

a.	Name of the tendering authority	Commissioner & Joint Secretary		
b.	Address	DoIT&C, GoR, IT Building, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur (Rajasthan)		
c.	Telephone	5103902, 2226055		
	TeleFax	0141-2228701		

I. NIT Reference:

1.	Name of Bidder			
2.	Name of Contact Person			
3.	Registered Office Address			
4.	Year of Establishment			
5.	Type of Firm	Public Limited	Private Limited	Others
	Put Tick(✓) mark			
6.	Telephone Number(s)			
7.	GST Number			
8.	PAN Card Number			
9.	Email Address			
10.	Website			
11.	Fax No.			
12.	Mobile Number			
13.	Area of Specialization			

II. The DoIT&C Tender fee amounting to Rs. 2000/- (Rupees Two Thousand Only) has been deposited vide receipt no. _____ Dated _____.

III. The RISL Processing fee amounting to Rs. 500/- (Rupees Five Hundred Only) has been deposited vide receipt no. _____ Dated _____.

IV. The rates quoted are valid up to _____. (Subject to a minimum of 90 days from the date of opening of the bid). The validity can be extended with mutual agreement.

V. Following documents are attached towards the proof of bid security deposited.

S. No.	Earnest Money Deposited through	Number	Dated
1.	Demand Draft		
2.	Banker's Cheque (Local only)		

VI. We agree to abide by all the conditions mentioned in this Tender Notice issued by the Tendering Authority and also the further conditions of the said Tender Notice given in the attached sheets.

Signature & Seal of Bidder



ANNEXURE-4: BIDDER'S AUTHORIZATION CERTIFICATE

{To be filled by the bidder}

To,

The Commissioner & Joint Secretary,
Department of Information Technology & Communications
(DoIT&C),
IT Building, Yojana Bhawan Campus, Tilak Marg,
C-Scheme, Jaipur-302005 (Raj).

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

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

Verified Signature:



ANNEXURE-5: SELF-DECLARATION

{To be filled by the bidder}

To,

The Commissioner & Joint Secretary,

Department of Information Technology & Communications
(DoIT&C), IT Building, Yojana Bhawan Campus, Tilak Marg,

C-Scheme, Jaipur-302005 (Raj).

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

- a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.
- d) does not have any previous transgressions with any entity in India or any other country during the last three years
- e) does not have any debarment by any other procuring entity
- f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- g) does not have, and our directors and officers 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-6: CERTIFICATE OF CONFORMITY/ NO DEVIATION

{To be filled by the bidder}

To,

The Commissioner & Joint Secretary,

Department of Information Technology & Communications
(DoIT&C),

IT Building, Yojana Bhawan Campus, Tilak Marg,

C-Scheme, Jaipur-302005 (Raj).

CERTIFICATE

This is to certify that 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-7: FINANCIAL BID COVER LETTER & FORMAT

{To be submitted by the bidder on his Letter head}

To,

The Commissioner & Joint Secretary,

Department of Information Technology & Communications
(DoIT&C), IT Building, Yojana Bhawan Campus, Tilak Marg,

C-Scheme, Jaipur-302005 (Raj).

Reference: NIB No. : _____ Dated: _____

Dear Sir,

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

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

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

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

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

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

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

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

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

Date:

Authorized Signatory

Name:

Designation:



Financial Bid Format

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

Note: This is an Financial bid format of BoQ. The BoQ available at e-procurement portal shall be considered as final.

Sl. No.	Item Description	Quantity	Units	Unit Price	GST In Rs. P	Unit Rate with GST	AMOUNT with GST	TOTAL AMOUNT In Words
1	2	3	4	5	6	7=5+6	8=7x3	9

Note: The bidder has to quote GST separately in financial bid/BOQ otherwise his financial bid will not be entertained.

The order will be awarded to overall lowest contractor.



ANNEXURE-8: 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 Commissioner & Joint Secretary,

Department of Information Technology & Communications
(DoIT&C),

IT Building, Yojana Bhawan Campus, 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 Department of Information Technology & Communications, IT Building, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur, Rajasthan (hereinafter referred to as "DoIT&C") 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 DOIT&C 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 DOIT&C of the said guaranteed amount without any demur, reservation or recourse.
3. We, the aforesaid bank, further agree that the DOIT&C 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 DOIT&C 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 DOIT&C 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 DOIT&C 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 DOIT&C and it is further declared that it shall not be necessary for the DOIT&C 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 DOIT&C 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 DOIT&C 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 DOIT&C
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 Commissioner & Joint Secretary,

Department of Information Technology & Communications
(DoIT&C),

IT Building, Yojana Bhawan Campus, Tilak Marg,

C-Scheme, Jaipur-302005 (Raj).

1. In consideration of the Department of Information Technology & Communications, IT Building, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur, Rajasthan (hereinafter called "DoIT&C") 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 DoIT&C 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 DOIT&C 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 DoIT&C. Any such demand made on the bank by the DoIT&C 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 DoIT&C and We..... (Indicate the name of Bank), bound ourselves with all directions given by DoIT&C 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 DoIT&C 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 DOIT&C under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till the DOIT&C 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 DOIT&C that the DoIT&C 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 DoIT&C 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 DoIT&C or any indulgence by the DoIT&C 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 DoIT&C in writing.
8. This performance Guarantee shall remain valid and in full effect, until it is decided to be discharged by the DoIT&C. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs..... (Rupees.....only).
9. It shall not be necessary for the DOIT&C 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 DoIT&C 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 DOIT&C
For and on behalf of the DOIT&C

Signature

(Name & Designation)



ANNEXURE-9: DRAFT AGREEMENT FORMAT

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

This Contract is made and entered into on this _____ day of _____, 2025 by and between Department of Information Technology and Communication (DOIT&C) having its head office at IT Building, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005, Rajasthan (herein after referred to as Purchaser/ DOIT&C) 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 DOIT&C 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 DOIT&C to supplier at the rates set forth in the work order no. _____ dated _____ will duly supply the said articles set forth in "Annexure-I: Bill of Material" thereof and provide related services in the manner set forth in the RFP,



along with its enclosures/ annexures and Technical Bid along with subsequent clarifications submitted by supplier.

3. The DOIT&C 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 DOIT&C will pay or cause to be paid to supplier, at the time and the manner set forth in the said conditions of the RFP, the amount payable for each and every project milestone & deliverable. The mode of Payment will be as specified in the RFP document.
4. The timelines for the prescribed Scope of Work, requirement of services and deployment of technical resources shall be effected from the date of work order i.e. _____ and completed by supplier within the period as specified in the RFP document.
5. The Penalties shall be implemented and deducted as per the SLAs defined in the RFP.

S.No.	Service Description	Measurement Parameter	Reporting Period	Target Service Level	Penalty
1	2	3	4	5	6
1.	Availability of Manpower	As Per Detailed Scope of Work (SoW)	Weekly	All working days except one day in a week & Govt. Holiday of GoR	Rs 400/- Per day Per Manpower for Absent or unavailability

6. All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided as per the procedure mentioned in the RFP document.

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

Signed By:	Signed By:
<i>In the presence of:</i>	<i>In the presence of:</i>
() Designation: Company:	()
() Designation: Company:	()
() Designation: Company:	()



ANNEXURE-10: FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR PRE-QUALIFICATION EXPERIENCE

S. No.	Description	
1	Project Name:	
2	Value of Contract/Work Order (In INR):	
3	Country:	
4	Location within country:	
5	Project Duration:	
6	Name of Customer:	
7	Total No. of staff-months of the assignment:	
8	Contact person with address, phone, fax and e-mail:	
9	Start date (month/year):	
10	Completion date (month/year):	

Please attach a copy of the work order/ completion certificate/ purchase order/ letter from the customer for each project reference



ANNEXURE-11: 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-12: Stamp Duty on Bank Guarantee/ Agreement

 **RajCOMP Info Services Ltd.**
(A Government of Rajasthan undertaking)
Email: kaushal.ris@rajasthan.gov.in
website: www.rajcomp.net

U.O. Note

In continues of earlier U.O Note No. F 2.9 (03)/RISL/Misc/2011-12/2359 Dated 28-06-2022 and Notification of Finance Department, GoR dated 06-11-2020 (Copy attached) the value of stamp duty on bank guarantee/Agreements with suppliers in case of other then those of Pure service Contract, the Stamp duty shall be as under:-

S.No	Amount or value of the works contract	Stamp duty
1	Upto Rupee Fifty Lakhs	Rupees One Thousand
2	More than Fifty Lakhs	0.15% of the amount or value of the works contract subject to maximum of Rupees Twenty Five Lakhs


(Kaushal Suresh Gupta)
Dy. Manager (Finance)

ALL OIC's

Ref. No. F 2.9 (03)/RISL/Misc/2011-12/2610 Date:-07-07-2022



**GOVERNMENT OF RAJASTHAN
FINANCE DEPARTMENT
(TAX DIVISION)**

Jaipur, dated: 06.11.2020

NOTIFICATION

In exercise of the powers conferred by sub-section (1) of section 9 of the Rajasthan Stamp Act, 1998 (Act No. 14 of 1999), the State Government being of the opinion that it is expedient in the public interest so to do, hereby orders that the stamp duty chargeable on the Works Contract shall be reduced and charged as under:-

S.No.	Amount or value of the works contract	Stamp duty
1.	upto Rupees Fifty Lakhs	Rupees One Thousand
2.	more than Fifty Lakhs	0.15% of the amount or value of the works contract subject to maximum of Rupees Twenty Five Lakhs

[No.F.2(31)FD/Tax/2019-253]
By order of the Governor,


(Nishant Jain)

Joint Secretary to the Government

Copy forwarded to the following for information & necessary action:-

1. Superintendent, Government Central Press, Jaipur for publication of this notification in part 4(c) of extra ordinary gazette Kindly send 10 copies of this notification to this department and 20 copies along with bill to Inspector General, Registration & Stamps, Rajasthan, Ajmer.
2. Pr. Secretary to Hon'ble Chief Minister (Finance), Rajasthan, Jaipur.
3. Accountant General, Rajasthan, Jaipur.
4. Inspector General, Registration & Stamps, Rajasthan, Ajmer.
5. PS to Additional Chief Secretary, Public Works Department.
6. PS to Principal Secretary, Finance Department.
7. PS to Principal Secretary, Law Department.
8. PS to Secretary, Finance (Revenue) Department.
9. Director, Public Relation Department, Rajasthan, Jaipur.
10. Technical Director, Finance (Computer Cell) Department, Secretariat, Jaipur.
11. Guard file.


Joint Secretary to the Government



	राजस्थान राजपत्र	RAJASTHAN GAZETTE
	विशेषांक	Extraordinary
	साधिकार प्रकाशित	Published by Authority
	आश्विन 28, बुधवार, शके 1944-अक्टूबर 20, 2022 <i>Arvina 28, Thursday, Saka 1944- October 20, 2022</i>	

भाग 4 (ग)

उप-खण्ड (1)

राज्य सरकार तथा अन्य राज्य-प्राधिकारियों द्वारा जारी किये गये (सामान्य आदेशों, उप-विधियों आदि को सम्मिलित करते हुए) सामान्य कानूनी नियम।

FINANCE (G&T) DEPARTMENT
Notification

Jaipur, October 19, 2022

G.S.R.85 -In exercise of the powers conferred by section 55 of the Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012), the State Government hereby makes the following rules further to amend the Rajasthan Transparency in Public Procurement Rules, 2013, namely:-

1. **Short title and commencement.**- (1) These rules may be called the Rajasthan Transparency in Public Procurement (Second Amendment) Rules, 2022.
- (2) They shall come into force from the date of their publication in the Official Gazette.
2. **Amendment of rule 75A.**- In sub-rule (1) of rule 75A of the Rajasthan Transparency in Public Procurement Rules, 2013,-
 - (i) at the end of clause (iii) of explanation, for the existing punctuation mark ".", the punctuation mark ":" shall be substitute; and
 - (ii) after the explanation, so amended, the following proviso shall be added, namely:-
"Provided that in case of unbalanced bid relating to IT & e-Governance Project having cost of twenty crore rupees or more and approved by the State e-Governance Mission Team (SeMT), Department of Information Technology & Communication, Rajasthan as a High Tech Project, the Additional Performance Security shall not required to be taken."

[No. F.2(1)FD/G&T(SPFC)/2017]

By Order of the Governor,

Manish Mathur
Joint Secretary to the Government.

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Government Central Press, Jaipur.



	राजस्थान राजपत्र	RAJASTHAN GAZETTE
	विशेषांक	Extraordinary
	साधिकार प्रकाशित	Published by Authority
	आश्विन 30, शुक्रवार, शके 1943-अक्टूबर 22, 2021 <i>Asvina 30, Friday, Saka 1943-October 22, 2021</i>	

भाग 4 (ग)
उप-खण्ड (1)

राज्य सरकार तथा अन्य राज्य-प्राधिकारियों द्वारा जारी किये गये (सामान्य आदेशों, उप-विधियों आदि को सम्मिलित करते हुए) सामान्य कानूनी नियम।

FINANCE (G&T) DEPARTMENT
NOTIFICATION

Jaipur, October 22, 2021

G.S.R.364 .-In exercise of the powers conferred by section 55 of the Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012), the State Government hereby makes the following rules further to amend the Rajasthan Transparency in Public Procurement Rules, 2013, namely:-

1. Short title and commencement.- (1) These rules may be called the Rajasthan Transparency in Public Procurement (Fourth Amendment) Rules, 2021.
(2) They shall come into force from the date of their publication in the Official Gazette.

2. Insertion of new rule 75A.- After the existing rule 75 and before the existing rule 76 of the Rajasthan Transparency in Public Procurement Rules, 2013, the following new rule 75A shall be inserted, namely:-

"75A. Additional Performance Security.- (1) In addition to Performance Security as specified in rule 75, an Additional Performance Security shall also be taken from the successful bidder in case of unbalanced bid. The Additional Performance Security shall be equal to fifty percent of Unbalanced Bid Amount. The Additional Performance Security shall be deposited in lump sum by the successful bidder before execution of Agreement. The Additional Performance Security shall be deposited through e-Grass, Demand Draft, Banker's Cheque, Government Securities or Bank Guarantee.

Explanation : For the purpose of this rule,-

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



1827 राजस्थान राज-पत्र, अक्टूबर 22, 2021 भाग 4 (ग)

(2) The Additional Performance Security shall be refunded to the contractor after satisfactory completion of the entire work. The Additional Performance Security shall be forfeited by the Procuring Entity when work is not completed within stipulated period by the contractor. Provision for 'Unbalanced Bid' and 'Additional Performance Security' shall be mentioned in the Bidding Documents by the Procuring Entity."

[No. F.2(1)FD/G&I(SPFC)/2017]
By Order of the Governor,

Vimal Kumar Gupta,
Joint Secretary to the Government.

राज्य केन्द्रीय मुद्रणालय, जयपुर।



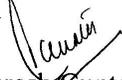
RajCOMP Info Services Ltd.
(A Government of Rajasthan undertaking)

Email-kaushal.risl@rajasthan.gov.in
website: www.risl.rajasthan.gov.in

U.O. Note

Sub:- Regarding Arbitration clause in contractual agreements.

It has been observed that Arbitration clause added in executing contractual agreements but there is no such provision in GF&AR, PWF&AR, RTPP Act 2012 and Rules 2013. A circular dated 29-01-2024 issued vide No (PWF&AR-95/2024) by Finance Department, GoR, not to add Arbitration clause in contractual agreements. Copy of circular is attached herewith for reference. So, all Project OICs are hereby requested to make necessary compliance of this Circular.


(Kaushal Suresh Gupta)
Manager (Finance)

Project OICs (all)
RajCOMP Info Services Ltd.

Ref. No. F 2.1 (87)/RISL/Acct/2021-22/ 7133

Date:-30-01-2024



राजस्थान सरकार
वित्त (सामान्य वित्तीय एवं लेखा नियम) विभाग

क्रमांक : प. 3 (1)वित्त/साविलेनि/2020

जयपुर, दिनांक : 22.06.2023

परिपत्र

प्रायः यह देखा गया है कि राज्य सरकार एवं संवेदकों के मध्य संपादित किये जाने वाले सभी प्रकार के संविदात्मक करारों (All contractual agreements) में आपसी मतभेद होने की स्थिति से निपटने हेतु मध्यस्थता (Arbitration) का प्रावधान रखा जा रहा है। जबकि सामान्य वित्तीय एवं लेखा नियमों, लोक निर्माण वित्तीय एवं लेखा नियमों एवं राजस्थान लोक उपापन में पारदर्शिता अधिनियम, 2012 एवं नियम 2013 में इस संबंध में कोई प्रावधान उपलब्ध नहीं है।

माननीय महाधिवक्ता, राजस्थान द्वारा भी इस संबंध में अपनी राय व्यक्त करते हुए सभी संविदात्मक करारों में मध्यस्थता के प्रावधान को राज्य हित के विपरीत बताया गया है। अतः समस्त उपापन संस्थाओं को एतद्वारा निर्देशित किया जाता है कि भविष्य में किये जाने वाले सभी संविदात्मक करारों में मध्यस्थता (Arbitration) से संबंधित प्रावधान को नहीं रखा जावे।

(मनीष माथुर)

संयुक्त शासन सचिव

प्रतिलिपि निम्नलिखित को सूचनार्थ, आवश्यक कार्यवाही एवं अपने अधीनस्थ कार्यालयों को सूचित करने हेतु प्रेषित है :-

1. प्रमुख सचिव, माननीय राज्यपाल/माननीय मुख्यमंत्री महोदय, राजस्थान।
2. समस्त विशिष्ट सहायक/निजी सचिव, समस्त मंत्रीगण/राज्य मंत्रीगण।
3. वरिष्ठ उप सचिव, मुख्य सचिव, राजस्थान।
4. निजी सचिव, समस्त अति. मुख्य सचिव/ प्रमुख शासन सचिव/ शासन सचिव/विशिष्ट शासन सचिव।
5. प्रधान महालेखाकार, राजस्थान, जयपुर।
6. समस्त विभागाध्यक्ष/जिला कलक्टर/संभागीय आयुक्त।
7. समस्त उपापन संस्थाएँ।
8. निदेशक, कोष एवं लेखा विभाग, राजस्थान, जयपुर।
9. कोषाधिकारी समस्त।
10. कार्मिक एवं प्रशासनिक सुधार विभाग(कोडीफिकेशन) अतिरिक्त प्रति सहित।
11. तकनीकी निदेशक, वित्त विभाग को भेजकर लेख है कि वित्त (समन्वय) विभाग के आदेश संख्या प. 17 (1) वित्त (समन्वय)/04 दिनांक 22.6.2004 के क्रम में इस परिपत्र को वित्त विभाग की वेबसाइट पर प्रकाशित करवाने की व्यवस्था करावे।

प्रतिलिपि निम्नांकित को भी आवश्यक कार्यवाही एवं सूचनार्थ प्रेषित है :-

1. सचिव, राजस्थान विधान सभा, राजस्थान, जयपुर।
2. पंजीयक, राजस्थान उच्च न्यायालय, जोधपुर/जयपुर।
3. सचिव, राजस्थान लोक सेवा आयोग, अजमेर।
4. सचिव, लोकायुक्त सचिवालय, राजस्थान, जयपुर।
5. पंजीयक, राजस्थान सिविल सेवा अपील अधिकरण।

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मुख्य लेखाधिकारी

(PWF&AR - 5 / 2023)