



2025

RajCOMP Info Services Limited (RISL)

**RFQ for Selection of Tier-I Agency for Providing
Maintenance & Support Services for Portal
Websites**



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Request for Quotation (RFQ) for Selection of Tier-I Agency for Providing Maintenance & Support Services for Portal Websites

Mode of Bid Submission	Online through e-Procurement/ e-Tendering system at http://eproc.rajasthan.gov.in
Procuring Authority	MD RISL, First Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan)
Date of Pre-Bid Meeting	-
Last Date & Time of Submission of Bid	17/07/2025 03:00 PM
Date & Time of Opening of Bid	17/07/2025 04:30 PM

Bidding Document Fee: Rs. 2,000/- (Rupees Two Thousand only)

RISL eProc Processing Fee: Rs.2,000/- (Rupees Two Thousand only)

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

RajCOMP Info Services Limited (RISL)

Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur (Rajasthan)

Phone: 0141-5103902

Fax: 0141-228701

Web: <http://risl.rajasthan.gov.in>

Email:

manpowerservices@rajasthan.gov.in

1. ABBREVIATIONS & DEFINITIONS

Act	The Rajasthan Transparency in Public Procurement Act, 2012 and Rules thereto
Authorized Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
BG	Bank Guarantee
Bid/ e-Bid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format
Bid Security	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents.
Bidder	Any person/ firm/ agency/ company/ contractor/ supplier/ vendor participating in the procurement/ bidding process with the procurement entity
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid.
BoM	Bill of Material
CMC	Contract Monitoring Committee
Competent Authority	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement. MD, RISL in this bidding document.
Contract/ Procurement Contract	A contract entered into between the procuring entity and a successful bidder concerning the subject matter of procurement
COTS	Commercial Off the Shelf
CV	Curriculum Vitae/ Resume
Day	A calendar day as per GoR/ GoI.
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
GoI/ GoR	Govt. of India/ Govt. of Rajasthan
Goods	Means the services incidental to the supply of the services, such as design, installation, training and initial maintenance and other similar obligations of the successful/ selected bidder under the Contract.
GST	Goods and Services Tax
ICT	Information and Communication Technology.
IFB	Invitation for Bids (A document published by the procuring entity inviting Bids relating to the subject matter of procurement and any amendment thereto and includes notice inviting Bid and request for proposal)
INR	Indian Rupee
ISI	Indian Standards Institution
ISO	International 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
Project Site	Wherever applicable, means the designated place or places/ onsite.
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. MD, RISL in this RFP document.
Raj SWAN/ RSWAN	Rajasthan State Wide Area Network
RC	Rate Contract
RISL	RajComp Info Services Limited
RSDC	Rajasthan State Data Centre, Jaipur
Services	IT/ITes/Software Development Services to be provided to the Purchaser under the Contract
SI	System Integrator
SLA	Service Level Agreement is a negotiated agreement between two parties wherein one is the customer and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
SSDG	State Services Delivery Gateway
State Government	Government of Rajasthan (GoR)
State Public Procurement Portal	http://sppp.rajasthan.gov.in
STQC	Standardization Testing and Quality Certification, Govt. of India
Subject Matter of Procurement	Any item of procurement whether in the form of goods, services or works
TLA	Term Lease Agreement
TIN	Tax Identification Number
TPA	Third Party Auditors
TQ	Technical Qualification
User Department	The client to whom the services are going to be provided by the bidder in consultation with RISL
WO/ PO	Work Order/ Purchase Order

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

Reference No: - F4.15 (7)/RISL/Tech/2024 (Project Mode- Website Cell)/2321
UBN:- RIS2526SSLB00019

Dated 11-07-2025
Dated 11-07-2025

This RFQ is hereby issued ONLY to the following bidders, who has been empaneled, at the empanelment stage under Tier-I (NIB Issued vide: F4.15 (7)/RISL/Tech/2024/7164 Dated 26.12.2024) for two year vide administrative order no. F4.15 (7)/RISL/Tech/2024/132 dated: 03.04.2025 for Selection of Tier-I and Tier-II Agencies (Empanelment and Rate Contract) for Providing IT/ITes/Software Development Manpower Services in Government of Rajasthan for a period of 2 Years. List of eligible firms is given as follows:

1. M/s Uneecops Technologies Limited
2. M/s Data Ingenious Global Ltd.
3. M/s Idea Infinity IT Solutions Pvt Ltd
4. M/s Coforge Limited
5. M/s Dev Information Technology Limited
6. M/s CSM Technologies Pvt. Ltd.
7. M/s Choice Consultancy Services Private Limited

Name & Address of the Procuring Entity	• Name: RajComp Info Services Limited (RISL) • Address: First Floor, Yojana Bhawan, C-Block, Tilak Marg C-Scheme, Jaipur
Name & Address of the Nodal Officer	• Name: Sh. Kailash Choudhary • Designation: ACP (DD), DoIT&C • Address: First Floor, Yojana Bhawan, C-Block, Tilak Marg C-Scheme, Jaipur
Subject Matter of Procurement	Request for Quotation (RFQ) for Selection of Tier-I Agency for Providing Maintenance & Support Services for Portal Websites
Bid Procedure	Single-Stage: One Part (Envelop) Limited Bid (Empaneled Bidder from empanelment stage) e-Bid procedure at http://eproc.rajabsthan.gov.in
Bid Evaluation Criteria (Selection Method)	Least Cost Based Selection (LCBS)-L1
Websites for downloading Bidding Document, Corrigendum's, Addendums etc.	• Websites: http://sppp.rajabsthan.gov.in, http://eproc.rajabsthan.gov.in, http://risl.rajabsthan.gov.in, http://doit.rajabsthan.gov.in and http://rajabsthan.gov.in • Bidding document fee: Rs. 2000/- (Rupees Two Thousand Only) in Cash challan /Demand Draft/ BC in favour of "Managing Director, RISL" payable at "Jaipur" • RISL Processing Fee: 2000/- (Rupees Two Thousand only) in Demand Draft/BC in favour of "Managing Director, RISL" payable at "Jaipur".
Estimated Procurement Cost	Rs. 1.26 Cr (Indian Rupees One Crores Twenty-Six Lakh Rupees Only)
Period of download/Sale of Bidding Documents (Start/ End Date)	• From 11/07/2025 03:00 PM to 17/07/2025 03:00PM
Manner, Start/ End Date for the submission of Bid	• Manner: Online at e-Procurement website (http://eproc.rajabsthan.gov.in) • Start Date: - 11/07/2025 • End Date: - 17/07/2025 up-to 03:00 PM
Submission of Banker's Cheque/ Demand Draft for Tender fee, and Processing Fee*	• From 11/07/2025 03:00 PM to 17/07/2025 03:00PM

**Date/ Time/ Place of Financial
Bid Opening**

● Date: 17/07/2025 4:30 PM

Place: Conference Room, Ground Floor, Yojana Bhawan,
C-Scheme, Jaipur

Note:

- 1) Bidder (authorized signatory) shall submit their offer on-line in Electronic formats both for technical and financial proposal. However, DD for Tender Fees, RISL Processing Fees and Bid Security should be submitted physically at the office of Tendering Authority as prescribed in NIB and scanned copy of same should also be uploaded along with the technical Bid/ cover.
- 2) * In case, the bidder fails to physically submit the Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and RISL Processing Fee up to the time and date mentioned in the NIB, its Bid shall not be accepted.
 - a. The Banker's Cheque/ Demand Draft for Bidding document fee and Bid Security should be drawn in favour of "Managing Director, RISL" payable at "Jaipur" and
 - b. The RISL Processing Fee in favour of "Managing Director, RISL" payable at "Jaipur" from any Scheduled Commercial Bank.
- 3) To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Type III) as per Information Technology Act-2000 using which they can digitally sign their electronic bids. Bidder can procure the same from any CCA approved certifying agency, i.e. TCS, Safecrypt, Ncode etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC. Also, bidder must register on <http://eproc.rajasthan.gov.in> (bidder already registered on <http://eproc.rajasthan.gov.in> before 30-09-2011 must register again).
- 4) RISL will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid well advance in time so as to avoid 11th hour issues like slow speed; choking of web site due to heavy load or any other unforeseen problems.
- 5) Bidders are also advised to refer "Bidders Manual Kit" available at e-Procurement website for further details about the e-Tendering process.
- 6) Training for the bidders on the usage of e-Tendering System (e-Procurement) is also being arranged by DoIT&C on a regular basis. Bidder interested for training may contact e-Procurement Cell, DoIT&C for booking the training slot.

Contact No: 0141-2922012 (Help desk 10 am to 6 pm on all working days) e-mail: eproc@rajasthan.gov.in
Address : e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur
- 7) The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bids.
- 8) No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a formal contract is signed and executed between the procuring entity and the successful bidder.
- 9) Procurement entity disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual bidder to verify such information) and the information provided therein are intended only to help the bidder to prepare a logical bid-proposal.
- 10) The provisions of RTPP Act 2012 and Rules thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTPP Act 2012 and Rules thereto, the later shall prevail.


(Kailash Choudhary)
ACP (DD), DoIT&C

2.Information to Bidders:

- 1) This RFQ is hereby issued ONLY to the following bidders, who has been empaneled, at the empanelment stage under Tier-I (NIB Issued vide: F4.15 (7)/RISL/Tech/2024/ 7164 Dated 26.12.2024) for two year vide administrative order no. F4.15 (7)/RISL/Tech/2024/132 dated: 03-04-2025 for Selection of Tier-I and Tier-II Agencies (Empanelment and Rate Contract) for Providing IT/ITes/Software Development Manpower Services in Government of Rajasthan for a period of 2 Years. List of eligible firms is given as follows:
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 2. M/s Data Ingenious Global Ltd.
 3. M/s Idea Infinity IT Solutions Pvt Ltd
 4. M/s Coforge Limited
 5. M/s Dev Information Technology Limited
 6. M/s CSM Technologies Pvt. Ltd.
 7. M/s Choice Consultancy Services Private Limited
- 2) RISL is inviting techno-commercial electronic (e-Bid) proposal, from the above-mentioned empaneled agencies.
- 3) Based on the financial selection criteria, defined in this RFQ document, RISL will identify the successful bidder from the above shortlisted bidders.

3.SCOPE OF WORK, DELIVERABLES, TIMELINES and PAYMENT SCHEDULE

Refer to **Annexure-6** for detailed information on the Scope of Work, Deliverables, Timelines, and Payment Schedule.

4.INSTRUCTION TO BIDDERS (ITB)

1)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 open competitive bidding, two-stage bidding, rate contract, electronic reverse auction, bid security shall be 2% or as specified by the State Government of the estimated value of subject matter of procurement put to bid. In case of Small Scale Industries of Rajasthan it shall be 0.5% of the quantity offered for supply and in case of sick industries, other than Small Scale Industries, whose cases are pending with Board of Industrial and Financial Reconstruction, it shall be 1% of the value of bid. Concessional bid security may be taken from registered bidders as specified by the State Government. Every bidder, if not exempted, participating in the procurement process shall be required to furnish the bid security as specified in the notice inviting bids.
- b) In lieu of bid security, a bid securing declaration shall be taken from
 - i. Departments /Boards of the State / Government or Central Government;
 - ii. Government Companies as defined in clause (45) of section 2 of the Companies Act, 2013;
 - iii. Company owned or controlled, directly or indirectly, by the Central Government, or by any State Government or Governments, or partly by the Central Government and partly by one or more State Governments which is subject to audit by the Auditor appointed by the Comptroller and Auditor-General of India under sub-section (5) or (7) of section 139 of the Companies Act, 2013;
 - iv. Autonomous bodies, Registered Societies, Cooperative Societies which are owned or

- controlled or managed by the State Government or Central Government;
- c) Bid security instrument or cash receipt of bid security or a bid securing declaration shall necessarily accompany the sealed bid.
 - d) 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.
 - e) The bid security may be given in the form of a banker's cheque or demand draft or Bank Guarantee or electronic bank guarantee (e-BG), in specified format, of a scheduled bank or deposit through eGRAS. The bid security must remain valid thirty days beyond the original or extended validity period of the bid.
 - f) The bidding documents may stipulate that the issuer of the bid security and the confirmer, if any, of the bid security, as well as the form and terms of the bid security, must be acceptable to the procuring entity. In cases of International Competitive Bidding, the bidding documents may in addition stipulate that the bid security shall be issued by an issuer in India.
 - g) 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.
 - h) The bank guarantee or electronic bank guarantee (e-BG) presented as bid security shall be got confirmed from the concerned issuing bank. However, the confirmation of the acceptability of a proposed issuer or of any proposed confirmer does not preclude the procuring entity from rejecting the bid security on the ground that the issuer or the confirmer, as the case may be, has become insolvent or has otherwise ceased to be creditworthy.
 - i) The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security.
 - j) The Bid security taken from a bidder shall be forfeited, including the interest, if any, in the following cases, namely: -
 - i. when the bidder withdraws or modifies its bid after opening of bids;
 - ii. when the bidder does not execute the agreement, if any, after placement of supply/ work order within the specified period;
 - iii. when the bidder fails to commence the services or execute work as per supply/ work order within the time specified;
 - iv. when the bidder does not deposit the performance security within specified period after the supply/ work order is placed; and
 - v. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
 - k) 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.
 - l) The bid security shall promptly be returned after the earliest of the following events, namely:
 - i. the expiry of validity of bid security;
 - ii. the execution of agreement for procurement and performance security is furnished by the successful bidder;
 - iii. the cancellation of the procurement process; or
 - iv. the withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.

2) Sale of Bidding/ Tender Documents

- a) The sale of bidding documents shall be commenced from the date of publication of 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 SPPP 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.

3) 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: -
 - i. Last date of submitting clarifications requests by the bidder: as per NIB
 - ii. 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.
- e) At any time, prior to the deadline for submission of Bids, the procuring entity can 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.
- f) 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.
- g) 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.
- h) 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 in such extended time. Provided that the Bid last submitted or the Bid as modified by the bidder shall be considered for evaluation.
- i) Bidders need to submit pre-bid queries in a prescribed format (Annexure-V)

4) Changes in the Bidding Document

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

5) Period of Validity of Bids

- a) Bids submitted by the bidders shall remain valid during the period specified in the NIB/ bidding document.
- 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.

6) Format and Signing of Bids

- a) Bidders must submit their bids online at e-Procurement portal i.e. <https://eproc.rajasthan.gov.in>.
- b) All the documents uploaded should be digitally signed with the DSC of authorized signatory.
- c) A single stage-one part / cover system shall be followed for the Bid: -
 - i. Financial Bid, including fee details & relevant documents
- d) The 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.	RISL Processing Fee (e-Procurement)	Instrument/ Proof of submission (PDF)

e) Financial bid shall include the following documents: -

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

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

7) Cost & Language of Bidding

- 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.
- 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.

8) Alternative/ Multiple Bids

Alternative/ Multiple Bids shall not be considered at all.

9) Deadline for the submission of Bids

- Bids shall be submitted online at e-Procurement portal and up to the time and date specified in the NIB.
- 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

- If permitted on e-Procurement portal, a Bidder may withdraw its Bid or re-submit its Bid (technical and/ or financial cover) as per the instructions/ procedure mentioned at e-Procurement website under the section "Bidder's Manual Kit".
- 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 authorized representatives who choose to be present.
- b) The committee may co-opt experienced persons in the committee to conduct the process of Bid opening.
- c) The committee shall prepare a list of the bidders or their representatives attending the opening of Bids and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding bidders' names and addresses. The authority letters, if any, brought by the representatives shall be attached to the list. The list shall be signed by all the members of Bid opening committee with date and time of opening of the Bids.
- d) All the documents comprising of technical Bid/ cover shall be opened & downloaded from the e- Procurement website (only for the bidders who have submitted the prescribed fee(s) to RISL).
- e) The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima- facie responsiveness and ensure that the: -
 - i. bid is accompanied by bidding document fee, bid security or bid securing declaration, and processing fee (if applicable);
 - ii. bid is valid for the period, specified in the bidding document;
 - iii. bid is unconditional and the bidder has agreed to give the required performance security; and
 - iv. other conditions, as specified in the bidding document are fulfilled.
 - v. 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 Least Cost Based Selection (LCBS or L1)

13) Clarification of Bids

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

14) Evaluation & Tabulation of Technical Bids

a. Determination of Responsiveness

- i. 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.
- ii. 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.
- iii. 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.
- iv. 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.
- v. 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.
- vi. For the bids submitted by MSME firms registered in Rajasthan, inspection of the premises of the bidder firm will invariably be done by technical evaluation committee during the technical evaluation of the bids. If any discrepancies found, the bid shall be liable to be rejected during the technical evaluation.

b. Non-material Non-conformities in Bids

- vii. 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.
- viii. The bid evaluation committee may request the bidder to submit the necessary information or document like audited statement of accounts/ CA Certificate, Registration Certificate, etc. within a reasonable period of time. Failure of the bidder to comply with the request may result in the rejection of its Bid.
- ix. 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.

15) Tabulation of Technical Bids

- i. 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.
- ii. 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.
 - iii. 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.
 - iv. 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) The financial Bids of the technically qualified bidders, shall be opened online at notified time, by the bid evaluation committee in the presence of the bidders or their representatives who choose to be present.
- b) the names of the bidders, the duration and quantity given by them and conditions put, if any, shall be read out and recorded;
- c) conditional Bids are liable to be rejected;
- d) 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;
- e) the evaluation shall follow the process mentioned at clause 12 above for calculation of L1
- f) 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;
- g) The members of bids evaluation committee shall give their recommendations below the table regarding lowest Bid or most advantageous Bid and sign it.
- h) 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.
- i) To evaluate a financial bid, the tendering authority shall consider the following: -
 - a. The bid price as quoted in accordance with bidding document.
 - b. Price adjustment for correction of arithmetic errors in accordance with bidding document.
- j) All rates quoted must be FOR destination and should include all incidental charges except GST which should be shown separately. In case of local supplies the rates should include all taxes, etc., and no cartage or transportation charges will be paid by the Government and the delivery of the goods shall be given at the premises of Purchaser. Goods to be purchased are for the purpose of official use, hence Octroi is not payable. The rates, therefore, should be exclusive of Octroi, and local tax, in case goods to be purchased are for the purpose of resale or use as manufacture of any goods for sale, the rates shall be inclusive of Octroi and local tax. In the former case, a certificate in the prescribed form will be furnished along with the supply order
- k) The bidders are required to quote for each profile, if any chance bidder does not quote any rate in respect of any profile, the bid will be rejected.

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

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

19) TAXES AND DUTIES

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

20) 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.

21) Exclusion of Bids/ Disqualification

- a) A procuring entity shall exclude/ disqualify a Bid, if: -
 - i. the information submitted, concerning the qualifications of the bidder, was false or constituted a misrepresentation; or
 - ii. the information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and
 - iii. the bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;
 - iv. the Bid materially departs from the requirements specified in the bidding document or it contains false information;
 - v. 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;
 - vi. 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: -
 - i. communicated to the concerned bidder in writing;
 - ii. published on the State Public Procurement Portal, if applicable.

22) Breach of Code of Integrity by the Bidder

Without prejudice to the provisions of Chapter IV of the Act, in case of breach of any provision of the code of integrity by a bidder or prospective bidder, as the case may be, the procuring entity may take appropriate action in accordance with the provisions of subsection (3) of section 11 and section 46.

23) 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: -
 - i. the Bid is technically qualified;
 - ii. the price quoted by the bidder is assessed to be reasonable;
 - iii. the Bid is unconditional and complete in all respects;
 - iv. there are no obvious indicators of cartelization amongst bidders; and
 - v. 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(s).
- 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.

24) 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 expiry bid validity period, 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 shall constitute a binding contract.
- i) The bid security of the bidders whose Bids could not be accepted shall be refunded soon after the contract with the successful bidder is signed and its performance security is obtained.

25) 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.

26) Execution of agreement

- a) A procurement contract shall come into force from the date on which the contract/ agreement is signed.
- b) The successful bidder shall sign the procurement contract within 15 days from the date on which the letter of acceptance or letter of intent is dispatched 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.

27) 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.

28) Right to vary quantity

- a) If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation except otherwise provided in the bidding documents.
- b) Orders for extra items may be placed by the procuring entity in accordance with the Schedule of Powers as prescribed by the Finance Department, upto 5% of the value of the original contract.
- c) Orders for additional quantities may be placed on the rates and conditions given in the contract and the original order was given after inviting open competitive bids. Delivery or completion period may also be proportionately increased. The limits of orders for additional quantities shall be as under :-
 - i. 50% of the quantity of the individual items and 50% of the value of original contract in case of works; and
 - ii. 50% of the value of goods or services of the original contract.

29) Performance Security Deposit

- a) Performance security shall be solicited from all successful bidders except the,-
 - i. Departments/Boards of the State Government or Central Government;
 - ii. Government Companies as defined in clause (45) of section 2 of the Companies Act, 2013;
 - iii. Company owned or controlled, directly or indirectly, by the Central Government, or by any State Government or Governments, or partly by the Central Government and partly by one or more State Governments which is subject to audit by the Auditor appointed by the Comptroller and Auditor-General of India under sub-section (5) or (7) of section 139 of the Companies Act, 2013;
 - iv. Autonomous bodies, Registered Societies, Cooperative Societies which are owned or controlled or managed by the State Government or Central Government;
 - v. Bidder in procurement related to Panchayat Samiti Nandishala Jan Sahbhagita Yojana or Gram Panchayat Goshala/Pashu Asharya Sthal Jan Sahbhagita Yojana issued by the State Government. However, a performance security declaration shall be taken from them. The State Government may relax the provision of performance security in a particular procurement or any class of procurement.

- b) The amount of performance security shall be five percent, or as may be specified in the bidding documents, of the amount of supply order in case of procurement of goods and services and ten percent of the amount of work order in case of procurement of works. In case of Small-Scale Industries of Rajasthan it shall be one percent of the amount of quantity ordered for supply of goods and in case of sick industries, other than Small Scale Industries, whose cases are pending before the Board of Industrial and Financial Reconstruction (BIFR), it shall be two percent of the amount of supply order.
- c) Performance security shall be furnished in any one of the following forms-
- i. deposit through eGRAS;
 - ii. Bank Draft or Banker's Cheque of a scheduled bank;
 - iii. National Savings Certificates and any other script/instrument under National Savings Schemes for promotion of small savings issued by a Post Office in Rajasthan, if the same can be pledged under the relevant rules. They shall be accepted at their surrender value at the time of bid and formally transferred in the name of procuring entity with the approval of Head Post Master;
 - iv. Bank guarantee or electronic bank guarantee (e-BG) of a scheduled bank. It shall be got verified from the issuing bank. Other conditions regarding bank guarantee shall be same as mentioned in the rule 42 for bid security;
 - v. Fixed Deposit Receipt (FDR) of a scheduled bank. It shall be in the name of procuring entity on account of bidder and discharged by the bidder in advance. The procuring entity shall ensure before accepting the Fixed Deposit Receipt that the bidder furnishes an undertaking from the bank to make payment/premature payment of the Fixed Deposit Receipt on demand to the procuring entity without requirement of consent of the bidder concerned. In the event of forfeiture of the performance security, the Fixed Deposit shall be forfeited along with interest earned on such Fixed Deposit.
 - vi. In case of procurement of works, the successful bidder at the time of signing of the contract agreement, may submit option for deduction of performance security from his each running and final bill @ 10% of the amount of the bill.
- d) Performance security furnished in the form specified in clause (b) to (e) of sub-rule (3) shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the bidder, including warranty obligations and maintenance and defect liability period.
- e) Additional Performance Security- In addition to Performance Security as specified in rule 75, an Additional Performance Security shall also be taken from the successful bidder in case of unbalanced bid. The Additional Performance Security shall be equal to fifty percent of Unbalanced Bid Amount. The Additional Performance Security shall be deposited in lump sum by the successful bidder before execution of Agreement. The Additional Performance Security shall be deposited through e-Grass, Demand Draft, Banker's Cheque, Government Securities, Bank guarantee or electronic Bank Guarantee (e-BG)
- Explanation : For the purpose of this rule,- (i) Unbalanced Bid means any bid below more than fifteen percent of Estimated Bid Value. (ii) Estimated Bid Value means value of subject matter of procurement mentioned in bidding documents by the Procuring Entity. (iii) Unbalanced Bid Amount means positive difference of eighty five percent of Estimated Bid Value minus Bid Amount Quoted by the bidder.
- f) In case of unbalanced bid relating to IT & e-Governance Project having cost of twenty crore rupees or more and approved by the State e-Governance Mission Team (SeMT), Department of Information Technology & Communication, Rajasthan as a High Tech Project, the Additional Performance Security shall not be required to be taken.
- g) 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.

30) Additional Performance Security

In addition to Performance Security as specified above, 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.

For the purpose of this rule-

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

The Additional Performance Security shall be refunded to the selected bidder 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 selected bidder.

31) 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: -
 - i. impede enforcement of any law;
 - ii. affect the security or strategic interests of India;
 - iii. affect the intellectual property rights or legitimate commercial interests of bidders;
 - iv. 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 authorized 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.

32) 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 -

- i. at any time prior to the acceptance of the successful Bid; or
- ii. 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: -
 - i. 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;
 - ii. 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.

33) Code of Integrity for Bidders

- a) Any bidder participating in procurement process shall
 - i. Not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or to otherwise influence the procurement process;
 - ii. Not misrepresent or omit information that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
 - iii. Not indulge in any collusion, bid rigging or anticompetitive behaviour to impair the transparency, fairness and progress of the procurement process;
 - iv. Not misuse any information shared between the procuring entity and the bidders with an intent to gain unfair advantage in the procurement process;
 - v. Not indulge in 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;
 - vi. Not obstruct any investigation or audit of a procurement process;
 - vii. Disclose conflict of interest, if any; and
 - viii. Disclose any previous transgressions with any entity in India or any other country during the last three years or any debarment by any other procuring entity.

34) Conflict of Interest

- a) A conflict of interest for bidders is considered to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.
- b) A bidder may be considered to be in conflict of interest with one or more parties in a bidding process if, including but not limited to:-
 - i. they have controlling partners in common;
 - ii. they receive or have received any direct or indirect subsidy from any of them;
 - iii. they have the same legal representative for purposes of the bid;
 - iv. they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the

- bid of another;
- v. A bidder participates in more than one bid in the same bidding process. However, this does not limit the inclusion of the same sub-contractor, not otherwise participating as a bidder, in more than one bid; or
 - vi. A bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the subject matter of procurement of the bidding process. All bidders shall provide in Eligibility Criteria documents, a statement that the bidder is neither associated nor has been associated directly or indirectly, with the consultant or any other entity that has prepared the design, specifications and other documents for the subject matter of procurement or being proposed as Project Manager for the contract.

35) 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.

36) Appeals

- a) Subject to section 4 of RTTP Act, 2012, if any bidder or prospective bidder is aggrieved that any decision, action or omission of the procuring entity is in contravention to the provisions of this Act or the rules or guidelines issued thereunder, he may file an appeal to such officer of the procuring entity, as may be designated by it for the purpose, within a period of ten days or such other period as may be specified in the pre-qualification documents, bidder registration documents or bidding documents, as the case may be, from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved: Provided that after the declaration of a bidder as successful in terms of section 27 of RTTP Act, 2012, the appeal may be filed only by a bidder who has participated in procurement proceedings. Provided further that in case a procuring entity evaluates the technical bid before the opening of the financial bid, an appeal related to the matter of financial bid may be filed only by a bidder whose technical bid is found to be acceptable.
- b) If the officer designated under sub-section (1) fails to dispose of the appeal filed under that sub-section within the period specified in subsection (3), or if the bidder or prospective bidder or the procuring entity is aggrieved by the order passed under sub section (2), the bidder or prospective bidder or the procuring entity, as the case may be, may file a second appeal to an officer or authority designated by the State Government in this behalf within fifteen days from the expiry of the 31 period specified in sub-section (3) or of the date of receipt of the order passed under sub-section (2), as the case may be.
- c) 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.
- d) 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 authorized representative.

First Appellate Authority

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

Second Appellate Authority

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

e) Fee for filing appeal

- i. Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.
- ii. The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank payable in the name of Appellate Authority concerned.

f) Whoever intentionally files any vexatious, frivolous or malicious appeal or complaint with the intention of delaying or defeating any procurement or causing loss to any procuring entity or any other bidder, shall be punished with fine which may extend to twenty lakh rupees or five per cent of the value of procurement, whichever is less.**37) Risk & Cost Clause**

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

38) 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.

39) 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.

40) 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-
 - i. "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
 - ii. "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.

41) Debarment from Bidding

- a) A bidder shall be debarred by the State Government if he has been convicted of an offence
 - i. under the Prevention of Corruption Act, 1988 (Central Act No. 49 of 1988); or
 - ii. 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 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.

42) 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 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.

43) Price Fall

Anything The prices under a rate contract shall be subject to price fall clause as per as per Rule 29 (2)(h) of RTPP Rules 2013. Price fall clause is a price safety mechanism in rate contracts and it provides that if the rate contract holder quotes / reduces its price to render similar goods, works or services at a price lower than the rate contract price to anyone in the State at any time during the currency of the rate contract, the rate contract price shall be automatically reduced with effect from the date of reducing or quoting lower price, for all delivery of the subject matter of procurement under that rate contract and the rate contract shall be amended accordingly. The firms holding parallel rate contracts shall also be given opportunity to reduce their price by notifying them the reduced price giving them fifteen days' time to intimate their acceptance to the revised price. Similarly, if a parallel rate contract holding firm reduces its price during currency of the rate contract, its reduced price shall be conveyed to other parallel rate contract holding firms and the original rate contract holding firm for corresponding reduction in their prices. If any rate contract holding firm does not agree to the reduced price, further transaction with it, shall not be conducted.

44) General Instructions

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

5. 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) "Man-Month" means one resource working for 1 month (Calendar working days as per GoR).
- f) "Delivery" means the transfer of the services from the successful/ selected bidder to the Purchaser in accordance with the terms and conditions set forth in the Contract.
- g) "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.
- h) "Goods" means all of the services that the successful/ selected bidder is required to supply to the Purchaser under the Contract.
- i) "Purchaser" means the entity purchasing services, as specified in the bidding document.
- j) The "Services" means IT-Manpower Services to be provided to the Purchaser under the Contract
- k) "Related Services" means the services incidental to the supply of the goods, such as insurance, installation, training and initial maintenance and other similar obligations of the successful/ selected bidder under the Contract.
- l) "Subcontractor" means any natural person, private or government entity, or a combination of the above, including its legal successors or permitted assigns, to whom any part of the Goods/ Services to be supplied or execution of any part of the related services is subcontracted by the successful/ selected bidder.
- m) "Successful or Selected bidder or Selected Agency" means private or government entity, 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.
- n) "The Site," where applicable, means the designated project place(s) named in the bidding document.
- o) "IPR (Intellectual Property Rights)" means any patents, copyrights, trademarks, trade names, industrial design, trade secret, permit, service marks, brands, proprietary information, knowledge, technology, licenses, databases, software, know-how, or other form of intellectual property rights, title, benefits or interest, whether arising before or after execution of the Contract.

Note: The bidder shall be deemed to have carefully examined the conditions, etc. of the RFP/ contract and the services to be rendered. If the bidder has any doubts as to the meaning of any portion of these conditions or of the scope or services to be rendered, 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

Consortium, Joint Venture is not allowed under this RFP

5) Eligible Services

- a) For purposes of this Clause, the term "services" includes IT services as mentioned in section 4 (scope of work) to be provided to the Purchaser under the Contract

6) Service of Notice, Documents & Orders

- A. 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 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 to, the registered office of the body corporate.
- B. When the procedure laid down in (a) above is followed, service shall be deemed to be effected by properly addressing, preparing and posting the document, notice or order, as the case may be.
- C. A Notice shall be effective when delivered or on the Notice's effective date, whichever is later.
- D. 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.

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 Services

- 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 services/ deliverables 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 work/ project as if such services/ deliverables were expressly mentioned in the Contract.

9) Delivery of Services

- a) Subject to the conditions of the contract, the delivery of the services shall be in accordance with the delivery and completion schedule specified in the bidding document.
- b) The contract for the supply can be repudiated at any time by the purchase officer, if the supplies are not made as per Scope of RFP/ WO after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.
- c) The Supplier/ Selected Bidder shall arrange to deliver the services/ deploy the resources at various departments and/ or their offices/ locations mentioned in the PO/ WO.
Shifting the place of deployment: The user will be free to shift the place of deployment of resources for the said services within the same city /town/ district/ division. The successful/ selected bidder shall provide all assistance, including transportation, in relocating the resources.

10) Supplier's/ Selected Bidder's Responsibilities

The Supplier/ Selected Bidder shall deliver services included in the scope of work (but not limited to) in accordance with the provisions of bidding document and/ or contract.

11) Purchaser's Responsibilities

- a) Whenever the services require 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 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 penalties, etc shall be made ordinarily from bills.
- b) The Purchase Officer shall withhold amount to the extent of liquidated damages/ penalties, as applicable. In case of failure to withhold the amount, it shall be recovered from his dues and performance security deposit available with RISL.
- c) The balance, if any, shall be demanded from the Supplier/ Selected Bidder and when recovery is not possible, the Purchase Officer shall take recourse to law in force.

14) Taxes & Duties

- a) The TDS, GST, etc., if applicable, shall be deducted at source/ paid by RISL as per prevailing rates.
- b) 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 RISL.

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 (including hard and soft copies) 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 RISL or other institutions participating in the Contract;

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

17) Insurance

- a) The Purchaser shall not be liable for or in respect of any damages or compensation payable to any personnel provided to the Purchaser by Selected Agency other than the death or injury resulting from any act or default of the Purchaser. The Selected Agency undertakes to indemnify and keep indemnified the Purchaser against all such damages and compensation and against all such claims proceedings, damages, costs, charges and expenses (including reasonable legal costs) whatsoever in respect thereof or in relation thereto

18) Delivery period & Extent of Quantity – Repeat Orders

- a) The time specified for delivery shall be deemed to be the essence of the contract and the successful bidder shall arrange supplies within the period on receipt of the firm order from the Purchase Officer.
- b) The selected bidder shall arrange supplies within the stipulated time period.
- c) If the orders are placed in excess of the quantities, the bidder shall be bound to meet the required supply. Repeat orders may also be placed on the rate and conditions given in the bidding document. If the bidder fails to do so, the Purchase Officer shall be free to arrange for the balance supply by limited tender or otherwise and the extra cost incurred shall be recoverable from the bidder.

19) Payments

- a) Advance Payment will not be made.
- b) Unless otherwise agreed between the parties, payment for the delivery of the stores will be made on submission of bill in proper form by the bidder to the Purchase Officer in accordance with General Financial and Accounts Rules (G.F. & A.R) all remittance charges will be borne by the bidder.
- c) In case of disputed items, the amount of disputed items shall be withheld and will be paid on settlement of the dispute.
- d) Any Official travel to be undertaken for project work as directed by the Purchaser will be borne by the Purchaser.
- e) It is the clear understanding of the Selected Agency that the complete scope as defined or as may be required for the intended objective is included in the Rates by Level. No extra payment apart from the quoted Rate by Level will be made in order to achieve the intended objectives. Reasons like, Selected Agency having not envisaged / considered a particular activity or element of cost required to be carried out for achieving the intended objective or some activity not specifically mentioned in the Contract but required to be carried out for achieving the intended objective, will not form basis for considering extra payments.

- f) No extra payments will be made for working on extended hours / Saturdays / Sundays / Holidays to meet the committed/required time schedules however compensatory off will be allowed.

20) Legal

All legal proceedings, if necessary arise to institute may by any of the parties (Government of Contractor) shall have to be lodged in courts situated in Rajasthan and not elsewhere.

21) Indemnity

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.

22) Limitation of Liability

Except in cases of gross negligence or willful 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 penalties 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.

23) Force Majeure

- a) The supplier/ selected bidder shall not be liable for forfeiture of its PSD, Penalties, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the supplier/ selected bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the supplier/ selected bidder. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- c) If a Force Majeure situation arises, the supplier/ selected bidder shall promptly notify the RISL in writing of such conditions and cause thereof within 15 days of occurrence of such event. Unless otherwise directed by RISL, the supplier/ selected bidder shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

24) Termination

a) Termination for Default

- i. The procuring entity may, without prejudice to any other remedy for breach of contract, by written a written notice of default of at least 30 days sent to the supplier/ selected bidder, terminate the contract in whole or in part: -
 - a. If the supplier/ selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by RISL; or
 - b. If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
 - c. If the supplier/ selected bidder, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
 - d. If the supplier/ selected bidder commits breach of any condition of the contract.
- ii. If RISL terminates the contract in whole or in part, amount of PSD may be forfeited. In the event the Procuring Entity terminates the Contract in whole or in part, by Termination for Default, the Procuring Entity may procure, upon such terms and in such manner as it deems appropriate, the Goods , Services and Works similar to those undelivered or not performed, and the Supplier shall be liable to the Procuring Entity for any additional costs for such Goods, Works or Related Services and such additional cost shall be recovered from the dues of the Supplier with the Procuring Entity.

b) Termination for Insolvency

RISL may at any time, terminate the Contract by giving a written notice of at least 30 days to

the supplier/ selected bidder, if the supplier/ selected bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the supplier/ selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to RISL.

c) Termination for Convenience

- i. The Contract may terminate, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated and the date upon which such termination becomes effective.
- 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 services that are complete and ready for deployment/ delivery 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 services, 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 Services Or and for materials and parts previously procured by the supplier/ selected bidder.

25) Exit Management

a) Preamble

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

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

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

by the selected bidder and to assist appropriate knowledge transfer.

c) Confidential Information, Security and Data

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

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

d) 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 RISL or its nominated agencies, or its replacement operator.
- ii. Right of Access to Premises: At any time during the exit management period and for such period of time following termination or expiry of the SLA, where assets are located at the selected bidder's premises, the selected bidder will be obliged to give reasonable rights of access to (or, in the case of assets located on a third party's premises, procure reasonable rights of access to RISL or its nominated agencies, and/ or any replacement operator in order to inventory the assets.

e) General Obligations of the selected bidder

The selected bidder shall provide all such information as may reasonably be necessary to effect as seamless during handover as practicable in the circumstances to RISL or its nominated agencies or its replacement operator and which the operator has in its possession or control at any time during the exit management period.

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

f) Exit Management Plan

- i. The selected bidder shall provide RISL or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOW.
- ii. A detailed program of the transfer process that could be used in conjunction with a replacement operator including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the

- services and of the management structure to be used during the transfer; and
- iii. Plans for the communication with such of the selected bidder's, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on RISL/ designated departments operations as a result of undertaking the transfer; and
 - iv. If applicable, proposed arrangements and Plans for provision of contingent support in terms of business continuance and hand holding during the transition period, to RISL or its nominated agencies, and Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.
 - v. The Bidder shall re-draft the Exit Management Plan annually after signing of contract to ensure that it is kept relevant and up to date.
 - vi. Each Exit Management Plan shall be presented by the selected bidder to and approved by RISL or its nominated agencies.
 - vii. In the event of termination or expiry of SLA, Project Implementation, Operation and Management SLA or SOWs each party shall comply with the Exit Management Plan.
 - viii. During the exit management period, the selected bidder shall use its best efforts to deliver the services.
 - ix. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.
 - x. It would be the responsibility of the selected bidder to support new operator during the transition period.
- g) Training, handholding and knowledge transfer
- i. The selected bidder shall hold technical knowledge transfer sessions with designated technical team of RISL or Line Departments (if any) in the last 45 days of the project duration.
 - ii. The selected bidder shall hold operational hand-holding sessions on the developed mobile applications with the designated officers/ staff members, so that RISL or line departments (if any) can continue with the applications even after selected bidder exits the project.

26) Settlement of Disputes

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

27) Jurisdiction

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

28) Provision In Conflict

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

ANNEXURE-1: FINANCIAL BID COVER LETTER & FORMAT

COVER LETTER

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

To,

{Procuring Entity},

Reference: NIB No. : _____ Dated: _____

Dear Sir,

We, the undersigned bidder, Having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work/ services as mentioned in the Scope of the work, Technical specification, 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/requirements 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 services in accordance with the requirement & delivery schedule specified in this bidding document.

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

I / We agree to abide by this bid for a period of ____days specified in the NIT/NIB/IFB, 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 (Maintenance & Support Services for Portal Websites)

Note:

- The bidders are required to quote at least 1 quantity for each profile. If any bidder does not quote any quantity (i.e., quoting zero or leaving blank) in respect of any profile, the bid will be rejected.

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

• Tender Inviting Authority: MD, RISL							
Name of Work: RFQ for “Selection of Tier-I Agency for providing Maintenance & Support Services for Portal Websites Project”							
NIT Ref. No.:							
Bidder Name:							
<u>PRICE SCHEDULE (ITEMS)</u>							
<u>(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded on e-Proc after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)</u>							
Sl.No.	Profile	Number of Resources	Months	Man Month Rate (RISL Tier-1) (INR Excl. GST)	Man Month Rate (RISL Tier-1) (INR incl. GST)	Total Cost (INR excl. GST)	Total Cost (INR incl. GST)
1	2	3	4	5	6	7=3*4*5	8=3*4*6
1.	Sr. Technical Architect		12	2,00,000.00	2,36,000.00		
2.	Sr Developer (Application Framework)		12	1,30,000.00	1,53,400.00		
3.	Developer (Application Developer)		12	1,05,000.00	1,23,900.00		
On Site Deployment							
1.	Business Analyst	1	12	1,10,000.00	1,29,800.00		
Total							
Total in Figures							

- Tax rate shall be as per prevailing rates.

ANNEXURE-2: BANK GUARANTEE FORMAT

{to be submitted by the bidder's bank}

BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG)

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

To,

The Managing Director,

RajCOMP Info Services Limited (RISL),

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

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

the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the RISL against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the RISL or any indulgence by the RISL to the said Contractor(s) or by any such matter or thing whatsoever which would but for this provision, have effect of so relieving us.

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

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

Signature (Name & Designation)

Bank's Seal The above performance Guarantee is accepted by the RISL

For and on behalf of the RISL

Signature (Name
& Designation)

ANNEXURE-3 : DRAFT AGREEMENT FORMAT (in case of RISL) (Tentative Format)

This Contract is made and entered into on this ____day of _____, 2025 by and between RajCOMP Info Services Limited (RISL), having its head office at First Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur- 302005, Rajasthan (herein after referred to as Purchaser/ RISL) which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on ONE PART

And

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

Whereas,

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

And whereas

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

And whereas

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

And whereas

The supplier has deposited a sum of Rs. _____/- (Rupees _____) in the form of _____ref no. _____dated _____of _____Bank and valid up to _____as security deposit for the due performance of the contract.

This agreement is being executed on behalf of M/s (Concerned Department) _____, to procure defined goods and services, RISL is acting merely as a Pure Agent who neither intends to hold or holds any title to the goods and services being procured or provided. So all the goods and services are required to be delivered in the name of M/s (Concerned Department) _ along with invoices of supplied items/ services, although payment will be made by RISL on behalf of said department/ company.

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

1. The NIB Ref. No. _____dated _____and RFP document dated _____issued by RISL along with its enclosures/ annexures, wherever applicable, are deemed to be taken as part of this contract and are binding on both the parties executing this contract.
2. In consideration of the payment to be made by RISL to supplier at the rates set forth in the LOI/ work

order no. _____ dated _____ will duly supply the said articles set forth in scope of work and annexures herein and provide related services in the manner set forth in the RFP, along with its enclosures/ annexures and Technical Bid along with subsequent clarifications submitted by supplier.

3. The RISL do hereby agree that if supplier shall duly supply the said articles and provide related services in the manner aforesaid observe and keep the said terms and conditions of the RFP and Contract, the
RISL will pay or cause to be paid to supplier, at the time and the manner set forth in the said conditions of the RFP, the amount payable for each and every project milestone & deliverable. The mode of Payment will be as specified in the RFP document.
4. The timelines for the prescribed Scope of Work, requirement of services and deployment of technical resources shall be effected from the date of work order i.e. __and completed by supplier within the period as specified in the RFP document.
5. In case of extension in the service delivery period , the recovery shall be made as defined in Service Level standards/Requirements at Annexure-6 of this RFP

Note:

- i. Fraction of a day in reckoning period of delay in supplies/ maintenance services shall be eliminated if it is less than half a day.
 - ii. If supplier requires an extension of time in completion of contractual supply on account of occurrence of any hindrances, he shall apply in writing to the authority which had placed the work order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of supply.
 - iii. Delivery period may be extended with or without penalties if the delay in the supply of goods in on account of hindrances beyond the control of supplier or if RISL find it justified.
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:
Designation:, Company:	(Authorized Signatory) RISL
<i>In the presence of:</i>	<i>In the presence of:</i>
Designation: Company:	Designation: RISL
Designation: Company:	Designation: RISL

ANNEXURE-4: 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-5: PRE-BID QUERIES FORMAT

{to be filled by the bidder}

Name of the Company/Firm: _____

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

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

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

Company/Firm Contacts:

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

Query / Clarification Sought:

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

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

ANNEXURE-6: TOR for Selection of Agency for providing Maintenance & Support Services for Portal Websites**Project Background:**

RISL has developed more than 250+ integrated web sites/ web portals/ micro-sites on Integrated Web Content Management platform, i.e. Adobe Experience Manager for various department of Rajasthan Government. The dynamic websites & portals ensure the responsiveness and mobility of the concerned department information to the highest quality. The existing or new websites/web portals are developed on Adobe AEM Enterprise Web Content Management Platform (6.1 and 6.4). Details of Websites and Portals shall be provided on on-boarding of the selected agency.

RISL intends to hire an agency for providing maintenance to be done on the existing websites/ portals as per the requirement of the department & scope of work shall primarily include functional & technical study of existing portals; create relevant documentation, maintenance of existing portals & carry out enhancements. The list of the websites/portals/microsites are as per annexure – A.

For carrying out the activities mentioned in the details scope of work, RISL envisages to engage one RISL empanelled agency empanelled under “Category: Tier-1” on project mode for the same.

1) Scope of Work**1. FMS of Existing Websites/Portals**

The selected bidder shall be responsible for overall management, support, FMS and changes as per the requirement of RISL for a period of 1 year. The following indicative activities are envisaged:

- a) During FMS / Support & Maintenance services period RISL shall request to selected bidder to make necessary improvements in existing layout, user interface, colour schema, MIS reports format, input forms layout, perform bug fixing, rectify errors/ changes in the work flow, etc. The selected bidder shall undertake these changes at **No extra cost** to the RISL.
- b) Developing new micro-sites under administrative department’s portal as per the requirement of department.
- c) Study and analyze the existing AEM solution & its deployment in RISL and document following.
 - i. Architecture of AEM components (including Component details, IP details, Server details)
 - ii. Deployment process and Patterns
- d) Understand & document the list of Web portals, their nodal officers, related micro-sites.
- e) Regular health monitoring of Linux/ Windows servers & other AEM components.
- f) Carrying out preventive maintenance of the servers, associated components.
- g) Coordinate with the RISL team for modification and deployment of the code.
- h) Assisting team in carrying out regular backups of repositories on a periodic basis and tracking and ensuring the same
- i) Maintaining code repository, creation of builds & code deployment on servers.

j) Team shall submit Quarterly status report highlighting daily activities done by the team.

k) Integrations with various portals web application, gateways etc.

l) Performance Management and Tuning of Released Version.

- The selected bidder shall conduct performance tuning and testing of the application prior to each major release of the software.
- The Agency shall document and submit all the changes carried out in the application for performance tuning in the Performance Tuning Report.
- As of now, the AEM 6.4 version is being used for websites & portal of GoR. However, if any upgradation of AEM version is decided/directed, implementation of all upgradation shall be part of the scope.

m) Configuration and Version Control

- With the objective of keeping track of the version updates in the application, selected bidder shall adhere to the configuration management process defined in conjunction with the RISL
- The bidder shall set up a staging environment at RISL for AEM websites and components, and ensure deployment and testing of the code on staging before it is deployed on the production environment.
- The selected bidder shall ensure that a copy of the production environment is backed up and stored in the repository before the components are copied from Release (Staging) environment to Production. The Agency should be able to restore the backed-up application versions for testing purpose mainly addressing the restorability of the media.
- Agency shall also maintain proper versions of the following:
 1. Development environment
 2. Release to staging environment
 3. Release to production environment.
 4. Maintain the backup of these environments.
- Create and update SOPs for:
 - a. CI/CD pipeline management
 - b. Deployment patterns
 - c. Codebase governance
 - d. Data retention and transfer policies

n) Application Support

- An application/tool shall be used to record, address, and monitor all complaints, issues, and support requests raised by end users. The request of end user can be in the form of email, call and through the application. These all request would be maintained through this application.

- Resolve the problem within the agreed-upon service levels and close the ticket.
- o) The selected bidder shall ensure that the developed application/portal/microsite/website obtains a Security Audit Report / Safe to Host Certification from a third-party agency empaneled with the Government of India, as required. RISL will coordinate and bear the cost of the audit; however, the bidder shall be fully responsible for timely mitigation of all vulnerabilities to obtain the certification.
- p) Bug fixing maintenance
 - Resolve bugs – identified and reported by end users/ Departments etc.
 - Create a patch to fix the bug
 - Test the patch and release it as per release management procedures.
 - Update the relevant documents
- q) Periodically check logs & optimize the code for issues found in error logs for performance of the websites
- r) Carrying out necessary changes in the code for making the websites/ portals/ micro-sites for complying to the OWASP and other security requirements as per government.
- s) Carrying out necessary changes for meeting the latest Web accessibility guidelines, GIGW and WCAG guidelines and SEO optimized as highlighted by RISL.
- t) The selected bidder shall be responsible for maintaining the complete source code of the application/website/portal/microsite in a secure and version-controlled **code repository hosted at BSDC/RSDC** (as directed by RISL). The bidder must ensure that:
 - i. The **latest stable version of the codebase** is regularly uploaded and updated in the designated repository.
 - ii. All associated files including scripts, configuration files, documentation, and dependencies are properly structured and stored.
 - iii. Version history and commit logs are maintained to ensure traceability of changes.
 - iv. Access to the repository is provided to authorized personnel of RISL/DoIT&C.
 - v. The repository must be kept up to date **throughout the duration of the project**, including post-deployment support/maintenance period.

Maintenance of Servers

1. Server Monitoring & Performance Optimization:
 - o Implement continuous monitoring of server performance, including CPU, memory, disk usage, and network health.
 - o Analyze and optimize system performance to minimize latency and maximize responsiveness, supporting high availability and scalability.
 - o Perform routine health checks and implement preventive maintenance to identify and resolve performance bottlenecks.
2. Set up **automated server health dashboards** to continuously monitor:
 - o Author and publish node status
 - o Dispatcher caching and invalidation performance
 - o Disk usage, memory leaks, CPU utilization
 - o Proactively manage **log rotation, JVM tuning**, and AEM garbage collection routines.

- Apply hotfixes and cumulative updates to keep the AEM environment secure and performant.
- 3. AEM Application Maintenance:
 - Conduct routine maintenance for AEM instances, including author and publish servers.
 - Apply patches and upgrades to the AEM stack and all associated software dependencies, ensuring compatibility and stability.
 - Monitor AEM-specific logs and resolve application-level issues, including content repository management and indexing.
- 4. Backup & Disaster Recovery:
 - Set up and manage automated backup solutions for all AEM data, configurations, and server states.
 - Develop, test, and maintain disaster recovery procedures to restore functionality promptly in the event of a failure.
 - Ensure recovery time objectives (RTO) and recovery point objectives (RPO) align with business continuity requirements.
- 5. Security Management:
 - Implement and maintain security best practices, including regular patching and hardening of OS and middleware.
 - Monitor and respond to security alerts, applying necessary fixes and conducting security audits.
 - Ensure compliance with relevant data protection standards and policies, securing sensitive content and configurations.
- 6. Incident Management & Troubleshooting:
 - Provide 24/7 support for critical issues and emergencies, following a structured incident management process.
 - Conduct root cause analysis (RCA) for recurring issues and implement permanent fixes.
 - Document and report incidents and resolutions, ensuring knowledge transfer for future reference.
- 7. Database Maintenance:
 - Conduct regular maintenance of databases associated with the AEM environment, including performance tuning and indexing.
 - Ensure data integrity and manage database backups and recovery procedures.
- 8. Configuration & Environment Management:
 - Maintain and update server configurations, aligning with the latest AEM best practices.
 - Manage staging and production environment integrity, ensuring changes are thoroughly tested before deployment.
 - Implement version control for configuration and infrastructure changes, with rollback capabilities as needed.
- 9. Documentation & Reporting:
 - Provide detailed documentation of maintenance activities, incident reports, and system configurations.
 - Prepare and deliver regular performance and security reports, highlighting any trends, issues, or recommendations for further optimization.

Training on Portal

- a. The selected bidder shall ensure that all documentation is in place (user training, operation procedures, etc.).

- b. The selected bidder shall also ensure a proper hands-on training to the designated end-users on the portal. Training could have multiple sessions as per the need and requirement of the project/ application. The content of the training and schedule shall be mutually decided by RISL and the selected bidder later at an appropriate time period.
- c. The selected bidder would also provide a Help / Training module, Visual help kit/Video which will be downloadable by the end-users of the Portal.
- d. The bidder shall be responsible for providing training for new modules and enhanced functionalities to the selected officials by RISL/ User Department/ Other Designated Department.
- e. The bidder shall provide resources (Trainers) for onsite or offsite training as and when required. The schedule of the training programs shall be intimated to the selected bidder in advance at least 4-7 days before from the date of the training program.
- f. The bidder shall be responsible for preparing Training manuals for all the modules and shall update the training manuals and user manual of the application every month by incorporating the enhancements in each module.
- g. RISL may engage the bidder as and when required for providing training support during any VC/ training session scheduled for the stakeholders at various levels.
- h. The training locations in Rajasthan, batch size, mode of training (Onsite/ Offsite), duration etc. will be decided with the User Department/ Other Designated Department, Rajasthan as and when required.

3) Resource Requirement

Project is expected to be implemented on a onsite-offshore model wherein the, following resources shall be deployed onsite at RISL

- Business Analyst

Key Responsibilities of onsite deployed resource:

1. Project Planning & Execution:

Define scope, timelines, resource plans, and milestones. Track progress, manage risks, and ensure timely delivery.

2. Team Coordination:

Lead and manage multi-disciplinary teams including developers, testers, content managers, and designers. Assign tasks, monitor output, and ensure accountability.

3. Stakeholder Management:

Liaise with various government departments, boards, and offices to gather requirements, provide updates, and ensure satisfaction.

4. Website & Portal Oversight:

Oversee regular updates, content management, functional enhancements, banner/logo/link deployments, and ensure timely resolution of technical issues.

5. Compliance & Security:

Coordinate with RISL and external agencies for Safe to Host certifications. Ensure vulnerabilities are addressed promptly and security standards are met.

6. Documentation & Reporting:

Maintain detailed records of project progress, audit trails, deployment logs, and regular reports for internal review.

7. Process & Quality Improvement:

Recommend and implement improvements in workflows, monitoring systems, and delivery processes.

8. Emergency & Priority Handling:

Handle urgent updates related to high-priority department requests, security issues, including content uploads and emergency deployments.

9. Timely Execution of Scope Activities

The Project Manager shall ensure timely execution of all activities mentioned in the Scope of Work.

10. Co-ordination with Data Center (BSDC/RSDC) for execution of activities mentioned in the scope.

Other team members required for carrying out the activities mentioned in scope of work can work from offshore.

4) Project Period

Initial project duration is of One Year. It may further be extended on same cost and T&C subject to the Administrative order Ref. no. F4.15(07)/RISL/Tech/ 2024/132 dated 03.04.2025 and respective RFP conditions.

5) Deliverables, Timelines and Payment Terms

Milestone	Deliverables	Timelines	Payment Terms
FMS of Existing Portals/Websites			
Completion of each Quarter of Maintenance Services	- Incident and Issues report with resolution as per Annexure - B - Server/Application health monitoring report. - AEM Architecture	Quarterly, within 30 days from start of subsequent quarter	25% of the amount quoted by the selected agency for the assignment

	Document - Document enlisting details of activities performed in the quarter - Source code of all Portals/Websites/Web-application shall be uploaded on code repository at RISL.		
Onsite Manpower Deployment			
Deployment of the resources	- Attendance of the resources duly verified by the OIC. - HR verified CV of the resource, undertaking for deployment/replacement as per eligibility and experience mentioned in RFP. - Monthly task sheet duly verified by the Website Team.	Quarterly, within 30 days from starts of the subsequent quarter	

6) Service Levels

The bidder shall ensure that the application should be accessible and available for 24X7. Penalty for Non-Availability/ Non-Accessibility of the application/ Downtime of Website/ Portal (for any reason other than Hardware/ Infra patches/ Operating System failure) /Major Issue in Author/ Publisher leading to issues Website not opening / Important features in Website not working shall be deducted as per the below mentioned criteria.

Agency is expected to follow the issue log application provided by RISL for resolving all the issues and maintaining the same.

Severity Level of Issues

- Major Issue in Author/ Publisher leading to issues Website not opening / Important features in Website not working. - Security vulnerability / Security breach - Defacing of Website/portals	Severity 1
- All other Issues found in websites/portals - Patching of security vulnerabilities found in security audit (each iteration).	Severity 2

Time of resolution & Penalty

Type of Issue	Time of Resolution	Penalty to be levied
Severity Level 1	24 Hours	Reporting Time up to 24 Hours (Stipulated Resolution Time): No penalty Delay beyond 24 Hours and up to 96 Hours: ₹5,000 per 24-hour delay per incident. Delay beyond 96 Hours from Reporting Time: ₹10,000 per day per incident. <i>* If the issue is resolved within any 24-hour block after the stipulated resolution time (i.e., after the initial 24 hours), that specific 24-hour block shall not be considered for penalty calculation.</i>
Severity Level 2	3 Days	₹5,000 for every 1 day of delay beyond the stipulated resolution time

* Time will be calculated as per the following table:

Severity Level 1	From the moment of issue reporting (via email/ logged in service request software), regardless of weekends, holidays, or office hours.
Severity Level 2	Time shall be calculated following the date of issue reporting excluding the reporting day and resolution submission day. The task must be completed within the defined timeline, counting only Government working days (excluding public holidays), and shall be completed by the last permissible day to avoid penalty.

New changes / enhancements will not be part of above-mentioned service levels

Maximum penalty in any quarter shall not exceed 20% of the total due payments for the quarter.

In case the performance of the firm is found to be unsatisfactory or not in accordance with the defined scope of work, RISL reserves the right to terminate the work order without any liability.

7) Penalties for Deployed resources:

Penalty for Non-Availability of deployed Personnel/ Resources/ Manpower shall be as per T&C for Manpower as mentioned in the Administrative order Ref. no. F4.15(07)/RISL/Tech/ 2024/132 dated 03.04.2025.

8) Evaluation Criteria

Bid will be evaluated based on Least Cost Based Selection (LCBS).

9) Source Code and Intellectual Property Rights (IPR)

a. The selected bidder shall not own any raw data/ intermediate data/ finished product/ customized solution/ initial, source code, intermediate & final reports etc. generated as part of this project. All such data / information should be transferred to RISL by not keeping any copy of such data / information with the successful bidder at the time of exiting the project or as desired by the Department.

- b. Intellectual Property Rights (IPR) of all the deliverables, including data captured, source code, intermediate data, all information pertaining to customized development of application / software component etc., shall remain with RISL.
- c. The bidder shall not use the code, raw data, processed data, or any part of the deliverables for its own personal or professional purposes, including but not limited to reuse, replication, analysis, commercial exploitation, or sharing with third parties, under any circumstances.
- d. Any breach of trust/ source code/ IPR during the project may lead to termination of the project and necessary action/ legal proceeding as deemed fit by RISL.
- e. This is also applicable on the resources deployed by the firm at RISL.

10) Financial Bid

- a) Financial bid for FMS shall be as per following

Resource Category as per RISL Empanelment (Tier-1)	Number of resources	Months	Price as per RISL empanelment (Including GST)	Total Price (Including GST)
(A)	(B)	(C)	(D)	(E) = (B*C*D)
Sr. Technical Architect		12	2,36,000	
Sr Developer (Application Framework)		12	1,53,400	
Developer (Application Developer)		12	1,23,900	
On Site Deployment				
Business Analyst	1	12	1,29,800	
Total Rate				

Note

- The work is in project mode. Hence the Man efforts should be calculated by the bidder for the financial bid as per scope of work including the onsite & offshore team.
- All terms and conditions shall be according to the Administrative order of the empanelment.

List of Websites/Portals/Micro-sites/Web-applications

Annexure - A

Sr. No.	Type	Sector (Main Department)	Department Name/office/application	Domain Name/Url
1	Application	Department of Information & Public Relation (DIPR)	Department of Information & Public Relation (DIPR)	http://dipradvt.rajasthan.gov.in
2	Application	Web analytics	Application	https://webanalytics.rajasthan.gov.in/login
3	Individual Website	Bhiwadi Integrated Development Authority (BIDA)	Bhiwadi Integrated Development Authority (BIDA)	Bida.rajasthan.gov.in
4	Individual Website	Food Rajasthan State Consumer Disputes Redressal Commission	Food Rajasthan State Consumer Disputes Redressal Commission	http://rscdrc.food.rajasthan.gov.in
5	Individual Website	Forest Department	Forest Department	https://forest.rajasthan.gov.in
6	Individual Website	Governor's Secretariat Raj Bhawan	Governor's Secretariat Raj Bhawan	http://rajbhawan.rajasthan.gov.in
7	Individual Website	Jan Aadhaar	Website	https://janaadhaar.rajasthan.gov.in
8	Individual Website	Jawahar Kala Kendra Website	Jawahar Kala Kendra	https://jkk.artandculture.rajasthan.gov.in/
9	Individual Website	Rajasthan State Archive (Art and Culture Sub Department)	Rajasthan State Archive	https://rsad.artandculture.rajasthan.gov.in/
10	Individual Website	RCAT Website	RCAT	https://rcat.rajasthan.gov.in/
11	Individual Website	RHB Department	Rajasthan Housing Board	https://rhb.rajasthan.gov.in/
12	Individual Website	Sainik Kalyan Vibhag	Sainik Kalyan Vibhag	https://sainikkalyan.rajasthan.gov.in
13	Individual Website	TAD *	SWACH Project, Udaipur	https://swach.rajasthan.gov.in/content/raj/tad/swachh/hi/home.html#
14	Individual Website	TAD *	Tribal Area Development Udaipur	https://rajassangh.rajasthan.gov.in/content/raj/tad/rajassang/en/home.html
15	Individual Website	Twenty Point Program (Plan Sub Department)		https://plan-tpg.rajasthan.gov.in/
16	Individual Website	Urban Website	Jaipur Development Authority	https://jda.rajasthan.gov.in/
17	Individual Website	Urban Website	Urban Development Housing Department	https://udh.rajasthan.gov.in/
18	Individual Website	Sector - Medical & Health Portal	Rajasthan Medical Services Corporation Limited (RMSC)	http://rmsc.health.rajasthan.gov.in/content/raj/medical/rajasthan-medical-services-corporation-ltd-en/home.html#
19	Individual Website	MJSA	MJSA Website	https://mjsa.water.rajasthan.gov.in/content/raj/mjsa/en/home.html
20	Individual Website	RFSDL Website	RFSDL Website	https://rfSDL.rajasthan.gov.in/
21	Macro Portal	Home Portal	Macro Portal	http://home.rajasthan.gov.in
22	Macro Portal	Land Revenue	Macro Portal	http://landrevenue.rajasthan.gov.in
23	Macro Portal	Law & Justice	Macro Portal	http://law.rajasthan.gov.in
24	Macro Portal	Macro Portal - Environment Sector	Macro Portal	http://environment.rajasthan.gov.in
25	Macro Portal	Transport	Macro Portal	http://transport.rajasthan.gov.in

Sr. No.	Type	Sector (Main Department)	Department Name/office/application	Domain Name/Url
26	Micro site	Environment	Environment Department	https://environment.rajasthan.gov.in/content/environment/en/environmental-information-system.html
27	Micro site	Environment	Rajasthan State Pollution Control Board (RSPCB)	https://environment.rajasthan.gov.in/content/environment/en/rajasthan-state-pollution-control-board.html
28	Micro site	Environment	State Wet Land Authority	https://environment.rajasthan.gov.in/rswa#
29	Micro site	Environment	Rajasthan State Biodiversity Board (RSBB)	https://environment.rajasthan.gov.in/content/environment/en/rajasthan-state-biodiversity-board.html
30	Micro site	Home	Home Department	https://home.rajasthan.gov.in/homedept#
31	Micro site	Home	Prisons Department	https://home.rajasthan.gov.in/prisons#
32	Micro site	Home	Prosecution Department	https://home.rajasthan.gov.in/prosecution#
33	Micro site	Home	Anti-Corruption Bureau (ACB)	https://home.rajasthan.gov.in/acb#
34	Micro site	Home	Rajasthan Police Academy (RPA)	https://home.rajasthan.gov.in/rpa#
35	Micro site	Home	Home Guards Department	https://home.rajasthan.gov.in/homeguards#
36	Micro site	Home	Rajasthan Police Housing & Construction Corporation Limited (RPH&CCL)	https://home.rajasthan.gov.in/rphccl#
37	Micro site	Home	State Forensic Science Laboratory (SFSL)	https://home.rajasthan.gov.in/sfsl
38	Micro site	Home	Sardar Patel University of Police, Security and Criminal Justice, Jodhpur	https://home.rajasthan.gov.in/spujiodhpur
39	Micro site	Home	Rajasthan Police Training Center, Jodhpur	https://home.rajasthan.gov.in/rptcjodhpur#
40	Micro site	Home	Police Training School, Jodhpur	https://home.rajasthan.gov.in/ptsjodhpur#
41	Micro site	Home	Police Training School, Alwar	https://home.rajasthan.gov.in/ptsalwar#
42	Micro site	Home	Police Commando Training Center, Jodhpur	https://home.rajasthan.gov.in/pctsjodhpur#
43	Micro site	Home	Police Training School, Bharatpur	https://home.rajasthan.gov.in/ptsbharatpur#
44	Micro site	Home	PTS Bikaner	https://home.rajasthan.gov.in/ptsbikaner
45	Micro site	Home	PMDS Bikaner	https://home.rajasthan.gov.in/pmdsbikaner
46	Micro site	Home	PTS Kherwara	https://home.rajasthan.gov.in/ptskherwara#
47	Micro site	Home	PTS Jhalawara	https://home.rajasthan.gov.in/ptsjhalawara#
48	Micro site	Home	Intelligence Training Academy	https://home.rajasthan.gov.in/content/homeportal/en/ita-department.html#
49	Micro site	Home	RPTC Kishangarh	https://home.rajasthan.gov.in/rptckishangarh
50	Micro site	Land Revenue	Revenue Department	https://landrevenue.rajasthan.gov.in/revenue
51	Micro site	Land Revenue	Settlement Department	https://landrevenue.rajasthan.gov.in/settlement
52	Micro site	Land Revenue	Board of Revenue (BOR)	https://landrevenue.rajasthan.gov.in/bor
53	Micro site	Land Revenue	Colonization Department	https://landrevenue.rajasthan.gov.in

Sr. No.	Type	Sector (Main Department)	Department Name/office/application	Domain Name/Url
				/colonization
54	Micro site	Land Revenue	Revenue Research and Training Institute, Ajmer	https://landrevenue.rajasthan.gov.in/rtrti
55	Micro site	Law & Justice	Law & Legal Affairs Department	https://law.rajasthan.gov.in/content/law-justice/en/LawLegalAffairsDepartment.html
56	Micro site	Law & Justice	Justice Department	https://law.rajasthan.gov.in/content/law-justice/en.html#
57	Micro site	Law & Justice	Parliamentary Affairs Department (PAD)	https://law.rajasthan.gov.in/content/law-justice/en/Parliamentary-affairs-department.html
58	Micro site	Law & Justice	Rajasthan Law	https://law.rajasthan.gov.in/content/law-justice/en/rajasthan-laws.html
59	Micro site	Transport	Transport Department	https://transport.rajasthan.gov.in/transport
60	Micro site	Transport	Jaipur City Transport Services Limited (JCTSL)	https://transport.rajasthan.gov.in/jctsl
61	Micro site	Transport	Jaipur Metro Rail Corporation Limited (JMRC)	https://transport.rajasthan.gov.in/jmrc
62	Micro site	Transport	Rajasthan State Roadways Transport Corporation (RSRTC)	https://transport.rajasthan.gov.in/rsrtc#
63	Micro site	Transport	Rajasthan State Transport Appeal Tribunal (RSTAT)	https://transport.rajasthan.gov.in/rstat
64	Micro site	Transport	Rajasthan State Bus Terminal Development Authority (RSBTDA) Boards and Undertakings	https://transport.rajasthan.gov.in/rsbtda
65	Macro Portal	LSG Department Website	LSG Department	https://lsg.urban.rajasthan.gov.in/content/raj/udh/lsg-jaipur/en/home.html
66	Micro site	LSG Department	Nagar Nigam, Ajmer	https://lsg.urban.rajasthan.gov.in/mcajmer
67	Micro site	LSG Department	Nagar Parishad Beawar	https://lsg.urban.rajasthan.gov.in/ulbbeawar
68	Micro site	LSG Department	Nagar Parishad Kishangarh	https://lsg.urban.rajasthan.gov.in/ulbkishangarh
69	Micro site	LSG Department	Nagar Palika Kekri	https://lsg.urban.rajasthan.gov.in/ulbkekri
70	Micro site	LSG Department	Nagar Palika Pushkar	https://lsg.urban.rajasthan.gov.in/ulbpushkar
71	Micro site	LSG Department	Nagar Palika Sarwar	https://lsg.urban.rajasthan.gov.in/ulbsarwar
72	Micro site	LSG Department	Nagar Palika Vijaynagar	https://lsg.urban.rajasthan.gov.in/ulbvijaynagarajmer
73	Micro site	LSG Department	Nagar Parishad Bhilwara	https://lsg.urban.rajasthan.gov.in/ulbbhilwara
74	Micro site	LSG Department	Nagar Palika Gulabpura	https://lsg.urban.rajasthan.gov.in/ulbgulabpura
75	Micro site	LSG Department	Nagar Palika Gangapur	https://lsg.urban.rajasthan.gov.in/ulbgangapurbhilwara
76	Micro site	LSG Department	Nagar Palika Jahazpur	https://lsg.urban.rajasthan.gov.in/ulbjahazpur
77	Micro site	LSG Department	Nagar Palika Mandalgarh	https://lsg.urban.rajasthan.gov.in/ulbmandalgarh
78	Micro site	LSG Department	Nagar palika aasind	https://lsg.urban.rajasthan.gov.in/ulbaasind

Sr. No.	Type	Sector (Main Department)	Department Name/office/application	Domain Name/Url
79	Micro site	LSG Department	Nagar Parishad Nagaur	https://lsg.urban.rajasthan.gov.in/ulbnagaur
80	Micro site	LSG Department	Nagar parishad makrana	https://lsg.urban.rajasthan.gov.in/ulbmakrana
81	Micro site	LSG Department	Nagar Palika Mertacity	https://lsg.urban.rajasthan.gov.in/ulbmertacity
82	Micro site	LSG Department	Nagar palika didwana	https://lsg.urban.rajasthan.gov.in/ulbdidwana
83	Micro site	LSG Department	Nagar Palika Kuchaman City	https://lsg.urban.rajasthan.gov.in/ulbkuchamacity
84	Micro site	LSG Department	Nagar palika parbatsar	https://lsg.urban.rajasthan.gov.in/ulbparbatsar
85	Micro site	LSG Department	Nagar Palika Kuchera	https://lsg.urban.rajasthan.gov.in/ulbkuchera
86	Micro site	LSG Department	Nagar Palika Nawa	https://lsg.urban.rajasthan.gov.in/ulbnawacity
87	Micro site	LSG Department	Nagar Palika Mundwa	https://lsg.urban.rajasthan.gov.in/ulbmundwa
88	Micro site	LSG Department	Nagar Palika Degana	https://lsg.urban.rajasthan.gov.in/ulbdegana
89	Micro site	LSG Department	Nagar parishad tonk	https://lsg.urban.rajasthan.gov.in/ulbtonk
90	Micro site	LSG Department	NAGAR PALIKA DEOLI	https://lsg.urban.rajasthan.gov.in/ulbdeoli
91	Micro site	LSG Department	Nagar palika niwai	https://lsg.urban.rajasthan.gov.in/ulbniwai
92	Micro site	LSG Department	NAGAR PALIKA MALPURA	https://lsg.urban.rajasthan.gov.in/ulbmalpura
93	Micro site	LSG Department	Nagar palika todaraisingh	https://lsg.urban.rajasthan.gov.in/ulbtodaraisingh
94	Micro site	LSG Department	Nagar Palika Uniara	https://lsg.urban.rajasthan.gov.in/ulbuniara
95	Micro site	LSG Department	Nagar palika shahpura (bhilwara)	https://lsg.urban.rajasthan.gov.in/ulbbhilwarashahpura
96	Micro site	LSG Department	Nagar Palika Ladnu	https://lsg.urban.rajasthan.gov.in/ulbladnu
97	Micro site	LSG Department	Nagar Nigam, Bharatpur	https://lsg.urban.rajasthan.gov.in/mcbbharatpur
98	Micro site	LSG Department	Nagar Palika Bayana	https://lsg.urban.rajasthan.gov.in/ulbbayana
99	Micro site	LSG Department	Nagar Palika Deeg	https://lsg.urban.rajasthan.gov.in/ulbdeeg
100	Micro site	LSG Department	Nagar palika kaman	https://lsg.urban.rajasthan.gov.in/content/raj/udh/nagar-palika-kanma/en/home.html.html
101	Micro site	LSG Department	Nagar Palikal Nadbai	https://lsg.urban.rajasthan.gov.in/ulbnadbai
102	Micro site	LSG Department	Nagar palika weir	https://lsg.urban.rajasthan.gov.in/ulbweir
103	Micro site	LSG Department	Nagar Palika Kumher	https://lsg.urban.rajasthan.gov.in/ulbkumher
104	Micro site	LSG Department	Nagar palika bhusawar	https://lsg.urban.rajasthan.gov.in/ulbbhusawar
105	Micro site	LSG Department	Nagar Palika Nagar	https://lsg.urban.rajasthan.gov.in/ulbnagar
106	Micro site	LSG Department	Nagar palika bari	https://lsg.urban.rajasthan.gov.in/ulbbari
107	Micro site	LSG Department	Nagar Palika Rajakheda	https://lsg.urban.rajasthan.gov.in/ulbrajakheda
108	Micro site	LSG Department	Nagar Parishad Karauli	https://lsg.urban.rajasthan.gov.in/ulbkarauli

Sr. No.	Type	Sector (Main Department)	Department Name/office/application	Domain Name/Url
109	Micro site	LSG Department	Nagar Parishad Hindauncity	https://lsg.urban.rajasthan.gov.in/ulbhindauncity
110	Micro site	LSG Department	Nagar Palika Todabhima	https://lsg.urban.rajasthan.gov.in/ulbtodabhim
111	Micro site	LSG Department	Nagar parishad sawaimadhopur	https://lsg.urban.rajasthan.gov.in/ulbsawaimadhopur
112	Micro site	LSG Department	Nagar Parishad Gangapurcity	https://lsg.urban.rajasthan.gov.in/ulbgangapurcity
113	Micro site	LSG Department	Nagar parishad dhaulpur	https://lsg.urban.rajasthan.gov.in/ulbdhaulpur
114	Micro site	LSG Department	Nagar Nigam, Udaipur	https://lsg.urban.rajasthan.gov.in/mc_udaipur
115	Micro site	LSG Department	Nagar palika fatehnagar	https://lsg.urban.rajasthan.gov.in/ulbfatehnagar
116	Micro site	LSG Department	Nagar Palika Salumber	https://lsg.urban.rajasthan.gov.in/ulbsalumber
117	Micro site	LSG Department	Nagar palika bhinder	https://lsg.urban.rajasthan.gov.in/ulbbhinder
118	Micro site	LSG Department	Nagar Palika Kanod	https://lsg.urban.rajasthan.gov.in/ulbkanore
119	Micro site	LSG Department	Nagar parishad banswara	https://lsg.urban.rajasthan.gov.in/ulbbanswara
120	Micro site	LSG Department	Nagar Palika Nimbahera	https://lsg.urban.rajasthan.gov.in/ulbnimbahera
121	Micro site	LSG Department	Nagar palika badi sadri	https://lsg.urban.rajasthan.gov.in/ulbbadisadri
122	Micro site	LSG Department	Nagar Palika Kapasan	https://lsg.urban.rajasthan.gov.in/ulbkapasan
123	Micro site	LSG Department	Nagar palika begun	https://lsg.urban.rajasthan.gov.in/ulbbengu
124	Micro site	LSG Department	Nagar Palika Rawatbhata	https://lsg.urban.rajasthan.gov.in/ulbrawatbhata
125	Micro site	LSG Department	Nagar parishad dungarpur	https://lsg.urban.rajasthan.gov.in/ulbdungarpur
126	Micro site	LSG Department	Nagar Palika Sagwara	https://lsg.urban.rajasthan.gov.in/ulbsagwara
127	Micro site	LSG Department	Nagar parishad rajasamand	https://lsg.urban.rajasthan.gov.in/ulbrajasamand
128	Micro site	LSG Department	Nagar Palika Aamet	https://lsg.urban.rajasthan.gov.in/ulbaamet
129	Micro site	LSG Department	Nagar palika nathdwara	https://lsg.urban.rajasthan.gov.in/ulbnathdwara
130	Micro site	LSG Department	Nagar Palika Deogarh	https://lsg.urban.rajasthan.gov.in/ulbdeogarh
131	Micro site	LSG Department	Nagar parishad, pratapgarh	https://lsg.urban.rajasthan.gov.in/ulbpratapgarh
132	Micro site	LSG Department	Nagar Palika Choti Sadri	https://lsg.urban.rajasthan.gov.in/ulbchotisadri
133	Micro site	LSG Department	Nagar Parishad Chittorgarh	https://lsg.urban.rajasthan.gov.in/ulbchittorgarh
134	Micro site	LSG Department	Nagar Palika Kshulgarh	https://lsg.urban.rajasthan.gov.in/ulbkshulgarh
135	Micro site	LSG Department	Nagar Nigam Heritage Jaipur	http://jaipurmcheritage.org/Jp_HomePagemain.aspx
136	Micro site	LSG Department	Nagar nigam greater, jaipur	https://lsg.urban.rajasthan.gov.in/mc_jaipurgreater
137	Micro site	LSG Department	Nagar Palika Chomu	https://lsg.urban.rajasthan.gov.in/ulbchomu
138	Micro site	LSG Department	Nagar palika sambhar	https://lsg.urban.rajasthan.gov.in/ulbsambhar

Sr. No.	Type	Sector (Main Department)	Department Name/office/application	Domain Name/Url
139	Micro site	LSG Department	Nagar Palika Chaksu	https://lsg.urban.rajasthan.gov.in/ulbchaksu
140	Micro site	LSG Department	Nagar palika kothputali	https://lsg.urban.rajasthan.gov.in/ulbkothputali
141	Micro site	LSG Department	Nagar Palika Jobner	https://lsg.urban.rajasthan.gov.in/ulbjobner
142	Micro site	LSG Department	Nagar palika phulera	https://lsg.urban.rajasthan.gov.in/ulbfulera
143	Micro site	LSG Department	Nagar Palika Viratnagar	https://lsg.urban.rajasthan.gov.in/ulbviratnagar
144	Micro site	LSG Department	Nagar palika shahpura (jaipur)	https://lsg.urban.rajasthan.gov.in/ulbshahpura
145	Micro site	LSG Department	Nagar Palika Kishangarh Renwal	https://lsg.urban.rajasthan.gov.in/ulbkishangarhrenal
146	Micro site	LSG Department	Nagar palika bagru	https://lsg.urban.rajasthan.gov.in/ulbbagru
147	Micro site	LSG Department	Nagar Parishad Alwar	https://lsg.urban.rajasthan.gov.in/ulbalwar
148	Micro site	LSG Department	Nagar parishad bhiwadi	https://lsg.urban.rajasthan.gov.in/ulbbhilwadi
149	Micro site	LSG Department	Nagar Palika Kherthal	https://lsg.urban.rajasthan.gov.in/ulbkherthal
150	Micro site	LSG Department	Nagar palika kherli	https://lsg.urban.rajasthan.gov.in/ulbkherli
151	Micro site	LSG Department	Nagar Palika Rajagarh	https://lsg.urban.rajasthan.gov.in/ulbrajarah
152	Micro site	LSG Department	Nagar palika tijara	https://lsg.urban.rajasthan.gov.in/ulbtijara
153	Micro site	LSG Department	Nagar Palika Behror	https://lsg.urban.rajasthan.gov.in/ulbbehor
154	Micro site	LSG Department	Nagar palika kishangarhbas	https://lsg.urban.rajasthan.gov.in/ulbkishangarhbas
155	Micro site	LSG Department	Nagar Parishad Dausa	https://lsg.urban.rajasthan.gov.in/ulbdausa
156	Micro site	LSG Department	Nagar palika bandikui	https://lsg.urban.rajasthan.gov.in/ulbbandikui
157	Micro site	LSG Department	Nagar Palika Lalsot	https://lsg.urban.rajasthan.gov.in/ulblalsot
158	Micro site	LSG Department	Nagar Parishad Jhunjhunu	https://lsg.urban.rajasthan.gov.in/ulbjhunjhunu
159	Micro site	LSG Department	Nagar Palika Navalgarh	https://lsg.urban.rajasthan.gov.in/ulbnavalgarh
160	Micro site	LSG Department	Nagar Palika Chirawa	https://lsg.urban.rajasthan.gov.in/ulbchirawa
161	Micro site	LSG Department	Nagar palika bissau	https://lsg.urban.rajasthan.gov.in/ulbbissau
162	Micro site	LSG Department	Nagar Palika Baggar	https://lsg.urban.rajasthan.gov.in/ulbbagar
163	Micro site	LSG Department	Nagar palika khetri	https://lsg.urban.rajasthan.gov.in/ulbkhetri
164	Micro site	LSG Department	Nagar Palika Mandawa	https://lsg.urban.rajasthan.gov.in/ulbmandawa
165	Micro site	LSG Department	Nagar palika mukundgarh	https://lsg.urban.rajasthan.gov.in/ulbmukundgarh
166	Micro site	LSG Department	Nagar Palika Surajgarh	https://lsg.urban.rajasthan.gov.in/ulbsurajgarh
167	Micro site	LSG Department	Nagar palika pilani	https://lsg.urban.rajasthan.gov.in/ulbpilani
168	Micro site	LSG Department	Nagar Palika Udaipurvati	https://lsg.urban.rajasthan.gov.in/ulbudaipurvati

Sr. No.	Type	Sector (Main Department)	Department Name/office/application	Domain Name/Url
169	Micro site	LSG Department	Nagar palika vidhya vihar	https://lsg.urban.rajasthan.gov.in/ulbvidhyavihar
170	Micro site	LSG Department	Nagar Parishad Sikar	https://lsg.urban.rajasthan.gov.in/ulbsikar
171	Micro site	LSG Department	Nagar palika fatehpur	https://lsg.urban.rajasthan.gov.in/ulbfatehpur
172	Micro site	LSG Department	Nagar Palika Laxmangarh	https://lsg.urban.rajasthan.gov.in/ulblaxmangarh
173	Micro site	LSG Department	Nagar palika ramgarh shekhawati	https://lsg.urban.rajasthan.gov.in/ulbramgarhshekhawati
174	Micro site	LSG Department	Nagar Palika Shrimadhapur	https://lsg.urban.rajasthan.gov.in/ulbshrimadhapur
175	Micro site	LSG Department	Nagar palika khandela	https://lsg.urban.rajasthan.gov.in/ulbkhandela
176	Micro site	LSG Department	Nagar Palika Neem Ka Thana	https://lsg.urban.rajasthan.gov.in/ulbneemkathana
177	Micro site	LSG Department	Nagar palika ringus	https://lsg.urban.rajasthan.gov.in/ulbringus
178	Micro site	LSG Department	Nagar Palika Losal	https://lsg.urban.rajasthan.gov.in/ulblosal
179	Micro site	LSG Department	Nagar nigam, kota	https://lsg.urban.rajasthan.gov.in/mckota
180	Micro site	LSG Department	Nagar Palika Ramganjmandi	https://lsg.urban.rajasthan.gov.in/ulbramganjmandi
181	Micro site	LSG Department	Nagar palika kaithoon	https://lsg.urban.rajasthan.gov.in/ulbkaithoon
182	Micro site	LSG Department	Nagar Palika Sangod	https://lsg.urban.rajasthan.gov.in/ulbsangod
183	Micro site	LSG Department	Nagar Palika Itawa	https://lsg.urban.rajasthan.gov.in/ulbitawa
184	Micro site	LSG Department	Nagar Parishad Baran	https://lsg.urban.rajasthan.gov.in/ulbbaran
185	Micro site	LSG Department	Nagar Palika Anta	https://lsg.urban.rajasthan.gov.in/ulbanta
186	Micro site	LSG Department	Nagar palika chhabra	https://lsg.urban.rajasthan.gov.in/ulbchhabra
187	Micro site	LSG Department	Nagar Palika Lakheri	https://lsg.urban.rajasthan.gov.in/ulblakheri
188	Micro site	LSG Department	Nagar palika mangrol	https://lsg.urban.rajasthan.gov.in/ulbmangrol
189	Micro site	LSG Department	Nagar Palika K.Patan	https://lsg.urban.rajasthan.gov.in/ulbkpatan
190	Micro site	LSG Department	Nagar parishad bundi	https://lsg.urban.rajasthan.gov.in/ulbbundi
191	Micro site	LSG Department	Nagar Palika Nainva	https://lsg.urban.rajasthan.gov.in/ulbnainva
192	Micro site	LSG Department	Nagar palika kapren	https://lsg.urban.rajasthan.gov.in/ulbkapren
193	Micro site	LSG Department	Nagar Palika Indragarh	https://lsg.urban.rajasthan.gov.in/ulbindragarh
194	Micro site	LSG Department	Nagar palika bhawanimandi	https://lsg.urban.rajasthan.gov.in/ulbbhawanimandi
195	Micro site	LSG Department	Nagar Palika Jhalarapatan	https://lsg.urban.rajasthan.gov.in/ulbjhalarapatan
196	Micro site	LSG Department	Nagar palika pidava	https://lsg.urban.rajasthan.gov.in/ulbpiwara
197	Micro site	LSG Department	Nagar Palika Aklera	https://lsg.urban.rajasthan.gov.in/ulbaklera
198	Micro site	LSG Department	Nagar parishad jhalawar	https://lsg.urban.rajasthan.gov.in/ulbjhalawar

Sr. No.	Type	Sector (Main Department)	Department Name/office/application	Domain Name/Url
199	Micro site	LSG Department	Nagar Nigam Jodhpur North	https://lsg.urban.rajasthan.gov.in/mc_jn
200	Micro site	LSG Department	Nagar nigam, jodhpur south	https://lsg.urban.rajasthan.gov.in/m_cjs
201	Micro site	LSG Department	Nagar Palika Falaudi	https://lsg.urban.rajasthan.gov.in/ul_bfalaudi
202	Micro site	LSG Department	Nagar palika piparcity	https://lsg.urban.rajasthan.gov.in/ul_bpiparcity
203	Micro site	LSG Department	Nagar Palika Bilara	https://lsg.urban.rajasthan.gov.in/ul_bbilara
204	Micro site	LSG Department	Nagar parishad barmer	https://lsg.urban.rajasthan.gov.in/ul_bbarmer
205	Micro site	LSG Department	Nagar Palika Balotra	https://lsg.urban.rajasthan.gov.in/ul_bbalotra
206	Micro site	LSG Department	Nagar parishad jaisalmer	https://lsg.urban.rajasthan.gov.in/ul_bjaisalmer
207	Micro site	LSG Department	Nagar Palika Pokaran	https://lsg.urban.rajasthan.gov.in/ul_bpokaran
208	Micro site	LSG Department	Municipal Board, Bhinmal	https://lsg.urban.rajasthan.gov.in/ul_bbhinmal
209	Micro site	LSG Department	Nagar Palika Sanchoe	https://lsg.urban.rajasthan.gov.in/ul_bsanchore
210	Micro site	LSG Department	Nagar Parishad Jalore	https://lsg.urban.rajasthan.gov.in/ul_bjalore
211	Micro site	LSG Department	Nagar palika sumerpur	https://lsg.urban.rajasthan.gov.in/ul_bsumerpur
212	Micro site	LSG Department	Nagar Palika Sojat City	https://lsg.urban.rajasthan.gov.in/ul_bsojatcity
213	Micro site	LSG Department	Nagar palika jaitaran	https://lsg.urban.rajasthan.gov.in/ul_bjaitaran
214	Micro site	LSG Department	Nagar Palika Bali	https://lsg.urban.rajasthan.gov.in/ul_bbali
215	Micro site	LSG Department	Nagar palika takhatgarh	https://lsg.urban.rajasthan.gov.in/ul_btakhatgarh
216	Micro site	LSG Department	Nagar Palika Sadri	https://lsg.urban.rajasthan.gov.in/ul_bsadri
217	Micro site	LSG Department	NAGAR PALIKA KHUDALA FALNA ST.	https://lsg.urban.rajasthan.gov.in/ul_bkhudalafalnast
218	Micro site	LSG Department	Nagar Palika Rani	https://lsg.urban.rajasthan.gov.in/ul_branikhurd
219	Micro site	LSG Department	Nagar palika aburoad	https://lsg.urban.rajasthan.gov.in/ul_baburoad
220	Micro site	LSG Department	Nagar Palika Shivganj	https://lsg.urban.rajasthan.gov.in/ul_bshivganj
221	Micro site	LSG Department	Nagar palika pindwara	https://lsg.urban.rajasthan.gov.in/ul_bpindwara
222	Micro site	LSG Department	Nagar Parishad Sirohi	https://lsg.urban.rajasthan.gov.in/ul_bsirohi
223	Micro site	LSG Department	Nagar palika mount abu	https://lsg.urban.rajasthan.gov.in/ul_bmountabu
224	Micro site	LSG Department	Nagar Parishad Pali	https://lsg.urban.rajasthan.gov.in/ul_bpali
225	Micro site	LSG Department	Nagar nigam, bikaner	https://lsg.urban.rajasthan.gov.in/m_cbikaner
226	Micro site	LSG Department	Nagar Palika Nokha	https://lsg.urban.rajasthan.gov.in/ul_bnokha
227	Micro site	LSG Department	Nagar palika deshnok	https://lsg.urban.rajasthan.gov.in/ul_bdeshnok
228	Micro site	LSG Department	Nagar Palika Shridungargarh	https://lsg.urban.rajasthan.gov.in/ul_bshridungargarh

Sr. No.	Type	Sector (Main Department)	Department Name/office/application	Domain Name/Url
229	Micro site	LSG Department	Nagar parishad churu	https://lsg.urban.rajasthan.gov.in/ulbchuru
230	Micro site	LSG Department	Nagar Parishad Sujangarh	https://lsg.urban.rajasthan.gov.in/ulbsujangarh
231	Micro site	LSG Department	Nagar palika ratangarh	https://lsg.urban.rajasthan.gov.in/ulbratangarh
232	Micro site	LSG Department	Nagar Palika Sardarsahar	https://lsg.urban.rajasthan.gov.in/ulbsardarsahar
233	Micro site	LSG Department	Nagar Palika Rajgarh (Churu)	https://lsg.urban.rajasthan.gov.in/ulbrajgarhchuru
234	Micro site	LSG Department	Nagar Palika Chhpar	https://lsg.urban.rajasthan.gov.in/ulbchhpar
235	Micro site	LSG Department	Nagar Palika Bidasar	https://lsg.urban.rajasthan.gov.in/ulbbidasar
236	Micro site	LSG Department	Nagar palika rajaldesar	https://lsg.urban.rajasthan.gov.in/ulbrajaldesar
237	Micro site	LSG Department	Nagar Palika Ratannagar	https://lsg.urban.rajasthan.gov.in/ulbratannagar
238	Micro site	LSG Department	Nagar palika taranagar	https://lsg.urban.rajasthan.gov.in/ulbtaranagar
239	Micro site	LSG Department	Nagar Palika Raisinghnagar	https://lsg.urban.rajasthan.gov.in/ulbraisinghnagar
240	Micro site	LSG Department	Nagar palika anoopgarh	https://lsg.urban.rajasthan.gov.in/ulbanoopgarh
241	Micro site	LSG Department	Nagar Palika Gajsinghpur	https://lsg.urban.rajasthan.gov.in/ulbgajsinghpur
242	Micro site	LSG Department	Nagar palika padampur	https://lsg.urban.rajasthan.gov.in/ulbpadampur
243	Micro site	LSG Department	Nagar Palika Kesarisinghpur	https://lsg.urban.rajasthan.gov.in/ulbkesarisinghpur
244	Micro site	LSG Department	Nagar palika sadulsahar	https://lsg.urban.rajasthan.gov.in/ulbsadulsahar
245	Micro site	LSG Department	Nagar Palika Shrikarnpur	https://lsg.urban.rajasthan.gov.in/ulbshrikarnpur
246	Micro site	LSG Department	Nagar palika suratgarh	https://lsg.urban.rajasthan.gov.in/ulbsuratgarh
247	Micro site	LSG Department	Nagar Palika Shrivijaynagar	https://lsg.urban.rajasthan.gov.in/ulbshrivijaynagar
248	Micro site	LSG Department	Nagar palika nohar	https://lsg.urban.rajasthan.gov.in/ulbnohar
249	Micro site	LSG Department	Nagar Palika Sangariya	https://lsg.urban.rajasthan.gov.in/ulbsangariya
250	Micro site	LSG Department	Nagar palika bhadra	https://lsg.urban.rajasthan.gov.in/ulbbhadra
251	Micro site	LSG Department	Nagar Palika Pilibanga	https://lsg.urban.rajasthan.gov.in/ulbpilibanga
252	Micro site	LSG Department	Nagar palika rawatsar	https://lsg.urban.rajasthan.gov.in/ulbrawatsar
253	Micro site	LSG Department	Nagar Parishad Shriganganagar	https://lsg.urban.rajasthan.gov.in/ulbshriganganagar
254	Micro site	LSG Department	Nagar parishad hanumangarh	https://lsg.urban.rajasthan.gov.in/ulbhanumangarh

*The scope may also cover a few similar additional websites beyond this list.



Sr. No	Date of Incident	Reported By (Department/Team)	URL	Description of Issue/Incident	Severity Level	Date of resolution	Resolution Details	Time Taken to Resolve	Remarks
1	DD/MM/YYYY	Name/Team		Brief description of the issue	Level 1 / 2	DD/MM/YYYY	Final resolution summary		Any notes