

RFP

for

Rate Contract for Selection of
Cert-in Empanelled Vendors for
Security and Source Code Audit of
IT Applications



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ABBREVIATION & DEFINITION

Act	The Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012) and Rules thereto
Authorised Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
BG	Bank Guarantee
Bid/ eBid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format
Bid Security	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents.
Bidder/Authorized Partner	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. CMD, 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
Day	A calendar day as per GoR/ GoI.
DOIT&C	Department of Information Technology and Communications, Government of Rajasthan.
FOR/ FOB	Free on Board or Freight on Board
GoI/ GoR	Govt. of India/ Govt. of Rajasthan
Goods	All articles, material, commodities, electricity, livestock, furniture, fixtures, raw material, spares, instruments, software, machinery, equipment, industrial plant, vehicles, aircraft, ships, railway rolling stock and any other category of goods, whether in solid, liquid or gaseous form, purchased or otherwise acquired for the use of a procuring entity as well as services or works incidental to the supply of the goods if the value of services or works or both does not exceed that of the goods themselves
ICT	Information and Communication Technology.

IFB		Invitation for Bid (A document published by the procuring entity inviting Bid relating to the subject matter of procurement and any amendment thereto and includes notice inviting Bid and request for proposal)
INR		Indian Rupee
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
NIB		Notice Inviting Bid
Notification		A notification published in the Official Gazette
OEM		Original Equipment Manufacturer
PAN		Permanent Account Number
PBG		Performance Bank Guarantee
PC		Procurement/ Purchase Committee
PQ		Pre-Qualification
Procurement Process		The process of procurement extending from the issue of invitation to Bid till the award of the procurement contract or cancellation of the procurement process, as the case may be
Procurement/ Public Procurement		The acquisition by purchase, lease, license or otherwise of works, goods or services, including award of Public Private Partnership projects, by a procuring entity whether directly or through an agency with which a contract for procurement services is entered into, but does not include any acquisition without consideration, and “procure” or “procured” shall be construed accordingly
Project Site		Wherever applicable, means the designated place or places.
PSD/ SD		Performance Security Deposit/ Security Deposit
Purchaser/ Authority/ Entity	Tendering Procuring	Person or entity that is a recipient of a good or service provided by a seller (bidder) under a purchase order or contract of sale. Also called buyer. RISL, GoR in this RFP document.
RISL		RajCOMP Info Services Limited
RSDC		Rajasthan State Data Centre P1, Yojna Bhawan, Jaipur Rajasthan State Data Centre P2, Secretariat, Jaipur Rajasthan State Data Centre P3, Yojna Bhawan, Jaipur Rajasthan State Data Centre P4, JhalanaDoongri, Jaipur Rajasthan State Data Centre DR Site, Jodhpur

GST	Goods and Services Tax
Services	Any subject matter of procurement other than goods or works and includes physical, maintenance, professional, intellectual, consultancy and advisory services or any service classified or declared as such by a procuring entity and does not include appointment of any person made by any procuring entity
SLA	Service Level Agreement is a negotiated agreement between two parties wherein one is the customer and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
State Government	Government of Rajasthan (GoR)
STQC	Standardisation Testing and Quality Certification, Govt. of India
Subject Matter of Procurement	Any item of procurement whether in the form of goods, services or works
TIN	Tax Identification Number
TPA	Third Party Auditors
VAT/ CenVAT	Value Added Tax/ Central VAT
WO/ PO	Work Order/ Purchase Order

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

(NIB) Unique Bid No.: RIS2526SLOB00037

NIT No. F3.3(553)/RISL/Pur/2025/3784

Date: 24/09/2025

Name & Address of the Procuring Entity	- Name: Managing Director, RISL - Address: Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur- 302005 (Rajasthan)
Name & Address of the Project Officer In-charge (POIC)	- Name: Ruchi Rani Goyal - Designation: Additional Director, DoIT&C - Address: Second Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan) - Email: rrgoyal.doit@rajasthan.gov.in
Subject Matter of Procurement	Rate Contract for Selection of Cert-in Empanelled Vendors for Security and Source Code Audit of IT Applications
Bid Procedure	Single-stage: two part (envelop) open competitive e-Bid procedure at http://eproc.rajasthan.gov.in
Bid Evaluation Criteria (Selection Method)	Technically responsive bidder shall be selected on LCBS (L1)
Websites for downloading Bidding Document, Corrigendum, Addendums etc.	- Websites: http://sppp.rajasthan.gov.in, http://eproc.rajasthan.gov.in, http://risl.rajasthan.gov.in and http://doitc.rajasthan.gov.in - Bidding document fee: Rs. 2000/- (Rupees Two Thousand only) in Demand Draft / Banker's Cheque in favour of "Managing Director, RISL" payable at "Jaipur". - RISL Processing Fee: Rs. 2000/- (Rupees Two thousand only) in Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur".
Estimated Procurement Cost	Rs 1.3 Crores (INR One Crore thirty Lakh Only) (Incl. all taxes and levies)
Bid Security and Mode of Payment	- Amount (INR): 2% of the estimated procurement cost, 0.50% for S.S.I. unit of Rajasthan, 1.0% for Sick Industries, other than S.S.I., whose cases are pending with Board of Industrial & Financial Reconstruction OR As per government Prevailing rules and regulations. - Mode of Payment: Banker's Cheque or Demand Draft or Bank Guarantee, in specified format, of a Scheduled Bank in favour of "Managing Director, RISL" payable at "Jaipur"

Period of Sale of Bidding Document(Start/End/Date)	- Start Date : 24.09.2025 at 6:00 PM - End Date : 30.10.2025 at 4:00 PM
Date/ Time/ Place of Pre-bid Meeting	- Date: 29.09.2025, at 3:00 PM - Place: Board Room, First Floor, Yojana Bhawan, C-Block, - Tilak Marg, C- Scheme, Jaipur-302005 (Rajasthan) - Pre-requisite: Submission of tender fees as mentioned - Pre-Bid query submission up-to Date: 03.10.2025, 8:00PM
Submission of Final RFP	- Manner: Online at eProc website (http://eproc.rajasthan.gov.in) - Start Date: 15.10.2025, 04:00 PM
Manner, Start/ End Date for the submission of Bids	- Manner: Online at eProc website (http://eproc.rajasthan.gov.in) - Start Date: 15.10.2025, 06:00 PM - End Date: 30.10.2025 04:00 PM
Submission of Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and Processing Fee*	- Start Date: 15.10.2025, 06:00 PM - Till End Date: 30.10.2025, 04:00 PM
Date/ Time/ Place of Technical Bid Opening	- Date: 30.10.2025, 5:30 PM - Place: Board Room, First Floor, Yojana Bhawan,C-Block, Tilak Marg, C- Scheme, Jaipur-302005 (Rajasthan)
Date/ Time/ Place of Financial Bid Opening	Will be intimated later to the Technically qualified bidders
Bid Validity	90 days from the bid submission deadline

Note:

1. The RISL processing fees may be deposited through single challan on e-GRAS as per F.D. circular no. F.6(5)Finance/GF&AR/2018 dated 27-04-2020 or in the form of Demand Draft / Banker's Cheque in the name of Managing Director, RISL payable at Jaipur alongwith Bid Document Fee from the bidders.
2. Bidder (authorised signatory) shall submit their offer on-line in Electronic formats both for technical and financial proposal. However, DD for Tender Fees, RISL Processing Fees and Bid Security should be submitted physically at the office of Tendering Authority as prescribed in NIB and scanned copy of same should also be uploaded along with the technical Bid/ cover.
3. In case, any of the bidders fails to physically submit the Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and RISL Processing Fee up to date/time mentioned in NIT, its Bid shall not be accepted. The Banker's Cheque/ Demand Draft for Bidding document fee, RISL Processing Fee and Bid Security should be drawn in favour of "Managing Director, RajCOMP Info Services Ltd." payable at "Jaipur" from any Scheduled Commercial Bank.
4. To participate in the online bidding process, Bidders must procure a Digital Signature Certificate (Type III) as per Information Technology Act-2000 using which they can digitally sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i. e. TCS, Safecrypt, Ncode etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC. Also, bidders must register on <http://eproc.rajasthan.gov.in> (bidders already registered on <http://eproc.rajasthan.gov.in> before 30-09-2011 must register again).
5. RISL will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid well advance in time so as to avoid 11th hour issues like slow speed, choking of web sites due to heavy load or any other unforeseen problems.
6. Bidders are also advised to refer to "Bidders Manual Kit" available at e-Procurement website for further details about the e-Tendering process.

Training for the bidders on the usage of e-Tendering System (e-Procurement) is also being arranged by DoIT&C on a regular basis. Bidders interested in training may contact e-Procurement Cell, DoIT&C for booking the training slot.

Contact No: 0141-4022688 (Help desk 10 am to 6 pm on all working days)

e-mail: eproc@rajasthan.gov.in

Address: e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur

7. The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bids
8. No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a LoI has been issued or a formal contract is signed and executed between the procuring entity and the successful bidder.
9. Procuring entity disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual bidders to verify such information) and the information provided therein are intended only to help the bidders to prepare a logical bid-proposal.

10. The provisions of RTTP Act, 2012 and Rules, 2013 thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTTP Act 2012 and Rules thereto, the later shall prevail.
11. The sale of bidding documents shall commence from the date of publication of Notice Inviting Bids (NIB) and shall be stopped one day prior to the date of opening of Bid. The complete bidding document shall also be placed on the State Public Procurement Portal and e-Procurement portal. The prospective bidders shall be permitted to download the bidding document from the websites and pay its price while submitting the Bid to the procuring entity.
12. Bidding documents purchased by Principal of any concern may be used by its authorised sole selling agents/ marketing agents/ distributors/ sub-distributors and authorised dealers or vice versa

2. PROJECT PROFILE & BACKGROUND INFORMATION

2.1 Introduction and Background

A secure website / application creates a single doorway to online services to the citizens. This doorway generates new opportunities to strengthen relationships and increase the value of services delivered to citizens, employees and end users. To take advantage of these opportunities, it is necessary to mitigate the risk of sharing information, protection of public and confidential information published on websites, enhance incidence response capability and delivering secured web-based services over the public Internet. A secured website / web application / portals & mobile apps mitigates risk of unauthorized access to resources, has an auditable trail to support transactions, particularly those with high sensitivity or high value, protects important information from the moment it is entered by the user and as it continues through backend applications and workflow processes, strengthens on-line relationships enabling more and more applications and services to be integrated with and accessed via high-value website. Also, submission of data on websites to its final destination in multiple back-end applications, information needs to be protected from unauthorized access or use.

RISL intends to engage qualified IT Security Auditors empanelled with CERT-In to conduct comprehensive security audits of various website(s), web application(s), portal(s), and mobile application(s) hosted at various Data centers of Government of Rajasthan. The selected bidder shall conduct the application security audit in alignment with common industry standards, methodologies and CERT-In security audit practices.

The bidder is required to follow standards to identify, assess, categorize, and report the severity of vulnerabilities, along with their potential impact on business operations during SAST, DAST, source code review, activities. The security audit must include actionable recommendations for risk mitigation and shall conclude with the submission of a comprehensive formal audit report.

Mention below is the categorization of the to be audited by IT Security Agency as part of this Rate Contract

2.1.1 Security Audit of Application

A. Website Category- A : websites/ web applications/ web services-

These websites, web applications, or web services comprise complex front-end and back-end architectures along with associated database components. The technology stack typically includes but not limited to HTML, PHP, Java/JSP/Servlets, CSS, JavaScript, and may also include static pages developed using enterprise-grade Web Content Management (WCM) systems. These applications may integrate various dynamic web modules connected to backend databases

B. Website Category- B : Dynamic websites/ web applications/ Portals with integrated gateways-

This category includes dynamic websites, web applications, and portals featuring complex front-end and back-end architectures, supported by underlying database components. These platforms are typically developed using a diverse technology stack such as HTML, PHP, Java/JSP/Servlets, CSS, JavaScript, and may involve enterprise-level Web Content Management Systems (WCM) or Content Management Systems (CMS). The applications often integrate dynamic modules that connect to

backend systems and third-party services such as payment gateways, encryption mechanisms, and external APIs. This category also encompasses umbrella websites that host or link to multiple departmental websites under the administrative control of the Government of Rajasthan (GoR).

C. Website Category- C : Mobile App-

Mobile application designed for hand held devices like mobile phones, tablets on various platforms (windows, iOS, Android etc).

2.1.2. Source Code Review Category -D : As applicable

It would be required for the above-mentioned website categories A, B and C.

2.2 Needs & Benefits of the Project:

- i) To protect critical IT infrastructure from ever increasing cyber threat landscape.
- ii) To comply with the mandatory provisions of IT act and guidelines issued by Govt. of India, CERT- In etc.

3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA

- 1) A bidder participating in the procurement process shall possess the following minimum pre-qualification/ eligibility criteria.

Sr. No.	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	The bidder should be A company registered under Indian Companies Act, 1956 or Companies Act, 2013 OR A partnership firm registered under Indian Partnership Act, 1932 OR Limited Liability Partnership (LLP) firm registered under LLP Act 2008.	Copy of valid Registration Certificates/ Certificates of incorporation.
2.	Empanelment with CERT-In	The bidder should be an Empanelled Information Security Auditing Organization on Indian Computer Emergency Response Team (CERT-In) under Ministry of Electronics and Information Technology. Govt. of India with empanelment valid at least up to 31st July 2027 or 2 years from date of bid submission	Copy of valid Empanelment Certificate issued by CERT-In
3.	Financial: Turnover from IT/ ITeS	As per the audited balance sheets, the bidder must have an average turnover of at least ₹2.00 Crores from IT/ITeS for any three consecutive financial years (i.e., 2021-22, 2022-23, 2023-24 and 2024-25). Out of this, a minimum of ₹0.50 Crore per year must be from similar projects / security audit projects.	CA Certificate with CA's Registration Number/ Seal with UDIN.
4.	Financial: Net Worth	The net worth of the bidder, as on 31/03/2024 should be Positive.	CA Certificate with CA's Registration Number/ Seal with UDIN.
5.	Tax registration and clearance	The bidder should have a registered number of i. GSTIN ii. Income Tax / Pan number.	Copies of relevant certificates of registration
6.	Mandatory Undertaking	Bidder should: - a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer; not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons; b) not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of two years	A self-certificate letter as per Annexure-3 : Self- Declaration on the bidder Letter Head

		preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings; c) Not have a conflict of interest in the procurement in question as specified in the bidding document. d) Comply with the code of integrity as specified in the bidding document	
7.	Technical Capability	i. The bidder must have successfully completed a similar project in Government /PSU / BFSI in India of Cyber incidence response / Security audit related services of value not less than the amount Rs 10 Lakh in India during the last 3 years from date of this bid submission. AND ii. The bidder must have a minimum cumulative Ten (10) security professionals (Certified Ethical Hackers (CEH) / Certified Information Systems Security Professionals (CISSP) / Certified Information System Auditor (CISA)/ Certified Information Security Manager (CISM) on their payroll, each with at least three (3) years of relevant experience.	Bidder has to submit the following documents: (i) Copy of Work Order/ Agreement signed & stamped by the Client with Certificate of realisation of at least 10 Lakh by CA AND (ii) HR undertaking with employee ID is required.
8.	Project Experience	The bidder should provide at least 03 Client references from Government/ PSU / BSFI with case study of successful implementation of similar project	As per Annexure -11
9.	Certifications	The bidder must possess at the time of bidding, following valid certifications: - • ISO 9001:2015 or latest • ISO 27001:2013 or latest • ISO 20000	• Copies of valid relevant certificates. • ISO Certificate should be issued in line with International Accreditation Forum (IAF) Guidelines.

2) In addition to the provisions regarding the qualifications of the bidders as set out in (1) above: -

- 3) The procuring entity shall disqualify a bidder as per the provisions under “Clause: Exclusion/ Disqualification of bids in Chapter-5: ITB”; and
- 4) The procuring entity may require a bidder, who was pre-qualified, to demonstrate its qualifications again in accordance with the same criteria used to pre-qualify such a bidder. The procuring entity shall disqualify any bidder that fails to demonstrate its qualifications again, if requested to do so. The procuring entity shall promptly notify each bidder requested to demonstrate its qualifications again as to whether or not the bidder has done so to the satisfaction of the procuring entity.

Note:

Any bidder participating in the procurement process shall -

- a. Possess the necessary professional, technical, financial and managerial resources and competence required by the bidding documents, pre-qualification documents or bidder registration documents, as the case may be.

- b. Not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.
- c. Not have, and their directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- d. A bidder should not have a conflict of interest in the procurement in question as stated in rule 81 and the bidding documents. The procuring entity shall take appropriate actions against the bidder in accordance with section 11 and Chapter IV of the Act, if it determines that a conflict of interest has flawed the integrity of any procurement process.
- e. The bidder has to be a company/proprietor/LLP or partnership firm/ Society/Corporation/ Board etc. registered for this purpose under any Law/Act of Govt. of India/ Govt. of State. Supporting documentary evidence (Certificate of incorporation/ Registration, etc.) needs to be enclosed.
- f. A bidder may be a natural person, private entity, government owned entity or, where permitted in the bidding documents, any combination of them with a formal intent to enter into an agreement or under an existing agreement in the form of a Joint Venture. In the case of a Joint Venture: -
 - (i) all parties to the Joint Venture shall sign the bid and they shall be jointly and severally liable; and
 - (ii) a Joint Venture shall nominate a representative who shall have the authority to conduct all business for and on behalf of any or all the parties of the Joint Venture during the bidding process. In the event the bid of Joint Venture is accepted, either they shall form a registered Joint Venture company/firm or otherwise all the parties to Joint Venture shall sign the Agreement.
- g. A bidder debarred under section 46 shall not be eligible to participate in any procurement process undertaken by,- (a) any procuring entity, if debarred by the State Government; and (b) a procuring entity if debarred by such procuring entity.
- h. In case of procurement of goods, bidder must be a manufacturer, distributor or bona-fide dealer/ authorized reseller in the goods and it shall furnish necessary proof for the same Where applicable, proof of authorisation by the manufacturer or country distributor in India, shall be enclosed.
- i. Any other eligibility criteria like Experience, Turnover, Profitability, Network etc. may be incorporated taking in view the requirement of project or procurement subject.
- j. Bidders are advised that RISL reserves the right to request additional evidence or information from any bidder at any stage of the evaluation process, including during or after the bidding period. This may include, but is not limited to, requests for documentation to verify qualifications, experience, or other criteria specified in the bid documents; clarifications on proposed solutions, methodologies, technologies, or specifications; and supporting documentation to substantiate any claims made by the bidder.

4. SCOPE OF WORK, DELIVERABLES & TIMELINES

4.1 Scope of Work (SoW)

RISL intends to engage 3 (Three) qualified and competent CERT-In empaneled IT Security Audit Agency (ies) under this rate contract for a period of Two (2) years / validity of empanelment of selected IT Security Audit Agency (ies) by CERT-In, whichever is earlier.

The empanelled agencies will undertake Security Audit, Source code review of website(s), web enabled application(s), web portals, and mobile app(s) of Government of Rajasthan.

The selected bidder(s) shall conduct detailed security audits and issue Safe to Host Certificates for applications identified and provided by RISL or respective departments. All such audits shall strictly adhere to industry standards, regulatory requirements, established threat modelling methodologies, and CERT-In guidelines.

The selected bidder(s) shall also conduct a source **code audit** involving a systematic review and analysis of an application's codebase to identify security vulnerabilities, coding errors, and compliance gaps. Assess the code adheres to secure coding standards, eliminates potential backdoors or logic flaws, and enhances overall reliability and maintainability. By examining both automated scan results and manual code reviews, the audit helps strengthen the application's security posture and reduces risks before deployment or during ongoing operations.

4.2 Detailed Scope for Security Audit of IT Applications

The selected bidder(s), duly empanelled with CERT-In, shall be responsible for conducting a comprehensive security assessment of digital assets including websites, web applications, portals, APIs, and mobile applications hosted across various Government of Rajasthan data centres.

The audit must include both automated and manual vulnerability assessments, encompassing:

- Static Application Security Testing (SAST)
- Dynamic Application Security Testing (DAST)
- Source Code Review

The audit shall be based on:

- OWASP Top 10 vulnerabilities (last three years) – Web & Mobile
- SANS Top 25 Most Dangerous Software Errors (last three years)
- CERT-In Security Guidelines
- ISO 27001:2022 Standards

→ Category A – Website Security Audit (websites/ web applications/ web services)

1. Information Gathering & Reconnaissance

- Identify website components, CMS/WCM version, and server details.
- Check for exposed metadata (robots.txt, sitemap.xml, server banners).

- Fingerprint underlying technologies (web server, framework, database, CMS, etc.).

2. Authentication & Session Management

- Test for weak/default credentials.
- Verify password policies (complexity, expiry, reset mechanisms).
- Session fixation & session timeout validation.
- Cookie security (HttpOnly, Secure, SameSite attributes).

3. Access Control

- Validate role-based access (admin/user).
- Ensure no direct access to restricted files/directories.
- Broken Access Control (IDOR, forced browsing).

4. Input Validation & Data Handling

- Cross-Site Scripting (XSS – Reflected & Stored).
- SQL Injection / Command Injection.
- Input sanitization for form fields and search boxes.
- File upload validation (file type, size, malware scan).

5. Business Logic & Functionality Tests

- Check backend modules integrated with the database for logic flaws.
- Verify workflow bypass scenarios (e.g., skipping steps in form submissions).
- Test error handling (no sensitive data in error messages).

6. Data Security

- Secure storage of sensitive data in DB (hashing, encryption).
- Data leakage via comments, hidden fields, or debug logs.
- Check for exposure of PII (Personal Identifiable Information).

7. Transport Layer Security

- HTTPS/TLS enforcement across all pages.
- Valid SSL certificate & strong ciphers.
- HSTS (HTTP Strict Transport Security) implementation.

8. Content Security & Browser-side Protections

- Content Security Policy (CSP) headers.
- X-Frame-Options to prevent clickjacking.
- X-Content-Type-Options to avoid MIME sniffing.

9. Server & Infrastructure Security

- Patch level and version verification (OS, DB, Web server).
- Directory listing restrictions.
- Default/test pages removal.
- Firewall & IDS/IPS validation.

10. Vulnerability & Malware Scanning

- Automated vulnerability scan (OWASP Top 10 compliance).
- Malware/defacement detection.
- File integrity monitoring.

11. Compliance & Logging

- Ensure audit logging (login attempts, errors, changes).
- Compliance with GoI/GoR security guidelines (CERT-In, NIC standards).
- Log retention & secure storage.

→ **Category B – Website Application Security Audit** (Dynamic websites/ web applications/ Portals with integrated gateways)

1. Information Gathering & Reconnaissance

- Enumeration of all subdomains, microsites, and connected GoR websites.
- Identify CMS type/version, plugins, and third-party modules.
- Fingerprint application frameworks (PHP, ASP.NET, Java, etc.) and APIs.

2. Authentication, Authorization & Identity Federation

- Weak/default credential checks (esp. for CMS admin panels).
- Multi-factor authentication enforcement (if applicable).
- Brute-force and credential stuffing resistance.
- OAuth / SAML / SSO integration validation.

- Role-based access control (RBAC) checks across modules.

3. Session Management

- Secure session cookie handling (HttpOnly, Secure, SameSite).
- Session hijacking / replay / fixation checks.
- Proper logout & session invalidation.
- Concurrent session restrictions.

4. Input Validation & Injection Attacks

- SQL Injection (classic, blind, time-based).
- NoSQL Injection (if MongoDB, etc.).
- Command Injection / OS Injection.
- Cross-Site Scripting (Stored, Reflected, DOM-based).
- Cross-Site Request Forgery (CSRF) validation on forms & transactions.
- Template Injection (for CMS-based apps).

5. File Uploads & Content Management

- File upload security (extension whitelisting, MIME type enforcement, malware scan).
- Path traversal checks.
- Business workflow security in CMS (publish/unpublish, content approval).

6. Third-Party Integration & Gateway Security

- Payment Gateway Security:
 - PCI-DSS compliance checks.
 - Transaction replay and tampering tests.
 - Secure encryption of transaction data.
- Encryption/Key Management:
 - Strong TLS for data exchange.
 - No hardcoded API keys/secrets in code or JS.
- API Security:
 - Authentication/authorization for API endpoints.
 - Rate-limiting & DoS protection.

- Input validation for API parameters.

7. Business Logic & Workflow Security

- Test multi-step transactions (e.g., registration → approval → payment).
- Check for workflow bypass (skip payment, duplicate transactions).
- Validate integrity of financial transactions (double-spending).
- Replay attack prevention.

8. Content & Browser-side Protections

- Content Security Policy (CSP).
- Anti-clickjacking measures (X-Frame-Options, frame-busting).
- Secure JavaScript handling (no sensitive info in source/JS variables).
- Prevent caching of sensitive pages.

9. Transport Layer & Network Security

- End-to-end TLS enforcement (incl. gateways & API calls).
- Certificate pinning checks (if mobile/web hybrid).
- Secure ciphers & protocol validation.

10. Server & Infrastructure Security

- Web server, database, CMS patch verification.
- Segregation of application servers, DB, and gateways.
- Firewall (WAF) & IDS/IPS tuning for dynamic content.
- Rate limiting against brute force & DoS.

11. Vulnerability & Malware Scanning

- OWASP Top 10 + OWASP API Top 10 compliance testing.
- Dynamic Application Security Testing (DAST).
- Static code review of integrated modules.
- Malware / defacement detection in portals.

12. Compliance & Monitoring

- PCI-DSS (if payment data handled).
- CERT-In / NIC / GoR guidelines adherence.

- Logging & monitoring of user activity and gateway transactions.
- SIEM integration for anomaly detection.

→ **Category C – Mobile Application Security Audit** (Android/ iOS/Cross-Platform/Hybrid Apps)

1. Information Gathering & Recon

- Identify app platforms (Android, iOS, Windows).
- Decompile/reverse-engineer app (APK/IPA) to check for hardcoded secrets.
- Identify 3rd-party SDKs, libraries, trackers, and dependencies.

2. Authentication & Session Management

- Check for weak authentication mechanisms (PIN, biometrics fallback, OTP bypass).
- Validate MFA/OTP implementation.
- Token handling (JWT/session tokens not exposed or reused).
- Proper session timeout & invalidation after logout.
- Prevention of session hijacking/replay attacks.

3. Authorization & Access Control

- Role-based access control (user/admin).
- Broken access control tests (IDOR in API calls).
- Ensure no privilege escalation through client manipulation.

4. Local Data Storage Security

- Test for sensitive data stored in plaintext on device (SQLite DB, SharedPrefs, plist, local files).
- Cached data, logs, screenshots containing PII/transaction details.
- Encryption at rest for stored credentials/tokens.

5. Input Validation & Injection

- SQL Injection / NoSQL Injection via mobile forms.
- Command injection (if system calls are invoked).
- XSS/HTML injection in hybrid apps.
- Testing custom URL schemes for injection attacks.

6. API & Network Communication Security

- Secure API authentication (OAuth 2.0, tokens).
- No sensitive data transmission in plaintext (enforce TLS 1.2+).
- Certificate validation (no accepting self-signed certs).
- Certificate pinning validation (prevent MITM attacks).
- Replay attack & API rate-limiting checks.

7. Third-Party Services & Gateway Security

- Payment gateway security (PCI-DSS checks, secure redirection).
- Secure handling of push notifications (no sensitive data in payload).
- Validation of SDKs (analytics, ads, social login) for vulnerabilities.

8. Business Logic & Workflow Tests

- Validate entire transaction flow (registration → login → payment → logout).
- Prevent bypass of steps via tampered requests.
- Double-spending and replay prevention in financial transactions.
- Anti-automation/bot protections (CAPTCHA, device binding).

9. Mobile-Specific Platform Security

- Android:
 - Root/jailbreak detection bypass tests.
 - Intent interception & deep link manipulation.
 - Activity hijacking checks.
- iOS:
 - Keychain security checks.
 - Jailbreak bypass protections.
 - Secure use of TouchID/FaceID.

10. Code Security

- Reverse engineering resistance (obfuscation, anti-debugging).
- No hardcoded credentials, API keys, or cryptographic keys.
- Secure cryptography usage (avoid MD5, SHA1, ECB mode).

- Dependency vulnerability scanning.

11. Transport Layer & Network Security

- TLS/SSL enforcement across all connections.
- Secure WebSocket communication (wss://).
- HSTS headers enforced on backend APIs.

12. Vulnerability Scanning & Malware Analysis

- Static Application Security Testing (SAST).
- Dynamic Application Security Testing (DAST).
- Mobile Malware injection checks (trojans, data leakage).
- Check app store configuration (signing, versioning, permissions).

13. Compliance & Monitoring

- PCI-DSS compliance (if payment data handled).
- CERT-In, GoR, and NIC mobile security guidelines adherence.
- GDPR/DPDP Act compliance for personal data.
- Logging and crash reporting security (no sensitive data leakage).

4.3 Detailed Scope for Source Code Audit :

It identifies vulnerabilities, coding flaws, and insecure design patterns directly within the application's source code before or alongside deployment.

Source Code Audit – Tests & Checks to conduct during Source Code Audit:

1. Authentication & Authorization

- Verify secure authentication mechanisms (password hashing, MFA, token-based auth).
- Ensure no hardcoded credentials, API keys, or secrets in code/config.
- Check for insecure password handling (plaintext storage, weak hashing like MD5/SHA1).
- Validate role-based access control (RBAC) and permission checks in code paths.

2. Input Validation & Data Sanitization

- Verify input validation for all user inputs (whitelisting, regex, length checks).
- Check for SQL Injection risks (unsafe concatenated queries instead of parameterized queries).

- Validate output encoding to prevent XSS.
- Check for XML External Entity (XXE) injection in XML parsers.
- Validate file upload restrictions at code level.

3. Session & Token Management

- Ensure secure session ID generation (random, unpredictable).
- Validate session timeout & renewal mechanisms.
- Check for proper storage and transmission of JWT/OAuth tokens.
- Confirm cookies set with Secure, HttpOnly, and SameSite flags.

4. Cryptography & Key Management

- Detects use of weak/insecure algorithms (MD5, SHA1, RC4, DES, Base64 for encryption).
- Check for hardcoded cryptographic keys, salts, IVs.
- Verify proper random number generators (use cryptographic RNG, not `math.random`).
- Validate secure key storage (not in code, use vaults/keystores).
- Confirm TLS/SSL certificate validation in code (no “accept all certs” bypass).

5. Error Handling & Logging

- Ensure error messages do not leak stack traces, DB info, or sensitive system details.
- Verify secure logging practices (no passwords/PII in logs).
- Check for proper exception handling (no silent fails, no “catch-all” without security actions).
- Confirm logs are generated for auth failures, privilege changes, and critical actions.

6. File Handling & Path Security

- Validate file upload code (restrict extensions, validate MIME types, rename files).
- Check for directory traversal vulnerabilities in file operations.
- Verify temporary file handling (secure random filenames, proper cleanup).

7. API & Third-Party Integration

- Validate API authentication & authorization checks.
- Check for insecure API calls (no TLS, weak auth tokens, exposed endpoints).
- Ensure API keys/secrets are not hardcoded in source or config files.
- Validate input/output sanitization on API endpoints.

8. Business Logic Security

- Review for logic flaws (bypassing steps, double transactions, order manipulation).
- Validate transaction atomicity (avoid race conditions, replay attacks).
- Ensure secure implementation of financial/payment workflows.

9. Concurrency & Memory Management

- Check for race conditions, deadlocks, and improper synchronization.
- Validate buffer overflows, memory leaks, or unsafe memory access (C/C++ code).
- Review thread-safe coding practices.

10. Configuration & Deployment Security

- Ensure debug code, test accounts, or verbose logging are removed.
- Validate security headers included in code/config (CSP, X-Frame-Options, etc.).
- Check for environment-specific secrets not left in source.
- Confirm secure build scripts and CI/CD pipelines.

11. Secure Coding Standards

- Review code against OWASP Secure Coding Guidelines.
- Validate against CWE (Common Weakness Enumeration) Top 25 flaws.
- Enforce language-specific security best practices (Java, .NET, PHP, Python, etc.).
- Ensure compliance with certified coding standards (e.g., MISRA C, CERT C/C++ where applicable).

12. Static & Dynamic Code Analysis

- Static Analysis (SAST): Automated tools to detect vulnerabilities.
- Manual Review: For business logic flaws & false positives from tools.
- Dynamic Analysis (DAST): Validate identified flaws in runtime.

4.3 Audit / Assessment Procedure

The selected Audit Agency(ies) shall be responsible for the assessment as above for Website / Web applications / web portals / Mobile Apps of Government of Rajasthan by running Testing Scripts, Tools and technics..

- A. All the assessment methodology and testing procedures should be based on Industry best latest practices and Updated Standards like Latest Open Web Application Security Project (OWASP), SAMM, CIS top 20, ISO27001 etc.

- B. Audit Agency should intensively check for the potential threats and web attacks which are vulnerable to the Websites/ Web applications/ Portals / Mobile Apps and shall submit a detailed recommendation report for the identified vulnerabilities.
- C. Re-Audit based on the Recommendation Report: The selected Audit Agency shall undertake necessary assessment exercise on the rectified and corrected website/ web application / portal / Mobile App submitted by the application team post above exercise. The Audit Agency shall also submit the detailed recommendation report for the identified issue along with the summary/ checklist with subsequent correction status.
- D. Re-Audit Iteration Based on the Recommendation Report of the previous stage: If issue observed from the re-audit stage, the selected Agency shall undertake Re-Audit and assessment of the website/ web application / portal / Mobile App again and shall provide a detailed recommendations report on the issue observed from Re-Audit/Stage along with the summary/ checklist with subsequent correction status.
- E. Issuance of "Safe to Host Certificate":
 - 1. Website / Web application / Portal / Mobile App security audits are to be conducted in iterative cycles (1, 2, 3...N) of testing and code correction till identified as "Safe for host". After rectification of all the vulnerabilities and potential threats on completion of N no. of Iteration Cycle, the selected IT Security Audit Agency shall be responsible for the issuance of "Safe to Host" certificate for the considered website/ web application/ Portal / Mobile App and submit the Final Audit Report and vendor-site compliance certificate (if needed).
 - 2. The payment gateway, system software and other integrated third party tools shall not be considered under the scope of security / source code audit for website/web application/portal/ mobile app.
- F. Issuance of "Source Code Audit Report": It includes the deliverables focus on prevention by identifying and fixing coding flaws before they are exploited. The outputs typically include an executive summary highlighting overall risk posture, a detailed technical report listing vulnerabilities with severity and remediation steps, compliance mapping against standards such as OWASP, or CERT-In, and clear remediation guidelines for developers. In some cases, proof-of-concept exploits and developer training sessions may also be provided.

4.5 Roles and Responsibilities

4.5.1 Roles and Responsibilities of Selected IT Security Audit Agency

- A. The selected bidders shall appoint a Single Point of Contact (SPOC) for the entire duration of the project, specifically for coordinating between the Tendering Authority and the Officer-in-Charge (OIC) of the application to be audited..
- B. The selected bidder(s) shall take the activity satisfactory certificate from respective website, mobile / web application OIC
- C. Verify possible vulnerable services only with explicit written permission from the relevant authority.

- D. Refrain from security testing of highly insecure and unstable systems, locations, and processes until the security has been put in place.
- E. With or without a Non-Disclosure Agreement contract, the IT Security Audit Agency is ethically bound to confidentiality, non-disclosure of customer information, and security testing results.
- F. The IT Security Audit Agency should have clarity in explaining the limits and dangers of the security test.
- G. In the case of remote testing, the origin of the testers by telephone numbers and/or IP addresses is made known.
- H. Seeking specific permission for tests involving survivability failures, denial of service, process testing, or social engineering will be taken.
- I. The scope is clearly defined contractually before verifying vulnerable services and explains the limits of the security test.
- J. The test plan should include calendar time, man-hours and total hours of testing.
- K. The IT Security Audit Agency should possess complete know how of the tools to be used as part of the scope of this Rate Contract such as where the tools came from, working of the tool etc. and shall have prior exposure of testing the desired tools in a restricted test area before using the tools on the customer organization.
- L. Notify RISL / Department whenever the IT Security Audit Agency changes the auditing plan and source test venue, has high risk findings, previous to running new, high risk or high traffic tests, and if any testing problems have occurred. Additionally, the customer shall get notified with progress updates at reasonable intervals.
- M. Submission of all the reports to be submitted as part of the IT Security procedure and processes governed by applicable best practices and Industry Standards which include Vulnerability/ MIS-configuration Assessment Report, Risk Mitigation & Recommendation Report, Compliance Report, Check List, Audit Report, Executive Summary and Final Compliance Report after all observations.
- N. Issuance of necessary Audit Certification after clearing all the Industry Standard procedure and processes.
- O. All communication channels for delivery of reports are end to end and must be kept confidential at all points of time.
- P. Testing should not disrupt the websites, mobile & web application services. Test cases should not be selected that are destructive.
- Q. Re-Audit based on the Recommendation Report: The selected IT Security Audit Agency shall undertake vulnerability assessment exercise on the rectified and corrected website/ web application/ portal / Mobile App submitted by the application development team post above exercise. The IT Security Audit Agency shall also submit the detailed recommendation report for the vulnerabilities identified along with the summary/ checklist of vulnerabilities identified with subsequent correction status.
- R. Re-Audit Iteration Based on the Recommendation Report of the previous stage: If vulnerabilities are observed from the re-audit stage, the selected IT Security Audit Agency shall undertake Re-Audit and assessment of the website/ web application / portal / Mobile App again and shall provide a detailed recommendations report on the vulnerabilities observed from Re-Audit/Stage

along with the summary/ checklist of vulnerabilities identified with subsequent correction status.

4.5.2 Responsibilities of RISL / Department

- a) RISL / Department shall appoint a Single Point of Contact (SPOC) for the entire duration of the project, specifically for coordinating between the selected bidders and the Officer-in-Charge (OIC) of the application to be audited.
- b) Pre and Post security audit template finalization and approved by the competent authority / tendering authority.
- c) RISL / Department shall be responsible for ensuring that all necessary permissions and approvals are granted to facilitate the conduct of the security audit, both onsite and offsite.
- d) RISL / Department shall be responsible for approval of the "Safe to Host" certificate, Source code audit Certificate template, including the validity period.
- e) RISL/Department reserves the right to instruct the selected bidder(s) to conduct the audit on an urgent basis within 24 to 48 hours, as required, without any additional cost implications.
- f) RISL / Department refrain from carrying out any unusual or major network changes during auditing/ testing.
- g) If necessary for privileged testing, RISL / Department provides for necessary access tokens whether they are login and passwords, certificates, secure ID numbers, etc. which are typical to the users of the privileges being tested.

4.6 Audit Categories of Websites and Web & Mobile Applications

Security audit requests shall be categorized based on urgency, and the selected bidder(s) shall be required to initiate the audit within the stipulated timelines, as detailed below:

Category	Response Time
Critical	24 to 48 hours
Urgent	48 to 72 hours
Normal	72 hours or more

4.7 Security Audit Deliverable Report

The bidder shall submit the Post-VAPT/Security Audit Reports using the approved and finalized template. Each report must be prepared in alignment with the specified framework, audit methodology, and applicable security guidelines.

All security audit deliverables submitted during the engagement shall consistently follow the approved reporting format, ensuring standardization, completeness, and traceability of findings and recommendations

The bidder should include at least the following points in each report.

- 1) Website/ Web & Mobile Application details (i.e URL , Technology Stack etc)
- 2) Name of OIC
- 3) Date of Audit
- 4) Type of Audit (SAST/DAST/FA/SCR)
- 5) Type(s) of Testing Conducted
- 6) Name of the Security auditor and Vendor
- 7) Document version and prepared date
- 8) Executive summary
- 9) Detailed audit methodology
- 10) Tools and Techniques Used
- 11) Vulnerability details with severity classification (Critical, High, Medium and Low)
- 12) Screenshots or PoC for critical findings
- 13) Risk impact and remediation recommendations
- 14) Compliance mapping of each vulnerability found during audit (e.g., OWASP, CERT-In, SANS& ISO-27001)
- 15) Summary of resolved vs. unresolved issues (if re-audit is performed)
- 16) Report to be sealed and signed by the bidder

Additionally, all reports should categorize vulnerabilities based on the latest Common Vulnerability Scoring System (CVSS). Each finding must include a Reference Number, Title, CWE ID, for the vulnerability, along with relevant literature references and supporting links.

4.8 Project Deliverables, Milestones and Time Schedules

Refer chapter 7 SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT clause 1

Payment Terms and Schedule.

5. INSTRUCTION TO BIDDERS (ITB)

1. Sale of Bidding/ Tender Documents

- a) The complete bidding document shall be placed on the State Public Procurement Portal and e-Procurement portal. The prospective bidders shall be permitted to download the bidding document from the websites and pay its price while submitting the Bid to the procuring entity.
- b) The bidding documents shall be made available to any prospective bidder who pays the price for it in cash or by bank demand draft.

2. Pre-bid Meeting/ Clarifications

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

3. Changes in the Bidding Document

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

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

4. Period of Validity of Bids

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

5. Format and Signing of Bids

- a) A Single stage Two part/ cover system shall be followed for the Bid: -
 - a. Technical Bid, including fee details, eligibility & technical documents
 - b. Financial Bid
- b) The technical bid shall consist of the following documents: -

S. No.	Documents Type	Document Format
Fee Details		
1.	Bidding document Fee (Tender Fee)	Proof of submission (PDF)
2.	RISL Processing Fee (e-Procurement)	Instrument/ Proof of submission
3.	Bid Security	Instrument/ Proof of submission (PDF)
Eligibility Documents		
4.	Bidder's Authorisation Certificate	As per Annexure-2 (PDF)
5.	All the documents mentioned in the "Eligibility Criteria", in support of the eligibility	As per the format mentioned against the respective eligibility criteria clause (PDF)
Technical Documents		
6.	Self-Declaration, Certificate of Conformity/ No Deviation and Declaration by Bidders	As per Annexure-3 (PDF)

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

Sr. No.	Documents Type	Document Format
1.	Covering Letter – Financial Bid	On bidder's letter head duly signed by authorized signatory as per Annexure-5 (PDF)
2.	Financial Bid	As per BoQ (.XLS) format available on e-Procurement portal

6. Submission of Bid Document

- d) Bidders must submit their Bid online at e-Procurement portal i.e. <http://eproc.rajasthan.gov.in>.
- e) All the documents uploaded should be digitally signed with the DSC of authorized signatory.
- 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.

6. Cost & language of bidding

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

7. Alternative/ Multiple Bids

- a) Alternative/ Multiple Bids shall not be considered at all.

8. Bid Security

The bid security shall be applicable as per Government of Rajasthan Rules & regulations. Every bidder, if not exempted, participating in the procurement process will be required to furnish the bid security as specified in the NIB.

- a) In lieu of bid security, a bid securing declaration shall be taken from Departments of the State Government, Undertakings, Corporations, Autonomous bodies, Registered Societies and Cooperative Societies which are owned or controlled or managed by the State Government and Government Undertakings of the Central Government. ([Annexure-9](#))

- b) Bid security instrument or cash receipt of bid security or a bid securing declaration shall necessarily accompany the technical bid.
- c) Bid security of a bidder lying with the procuring entity in respect of other bids awaiting decision shall not be adjusted towards bid security for the fresh bids. The bid security originally deposited may, however, be taken into consideration in case bids are re-invited.
- d) The bid security may be given in the form of a banker's cheque or demand draft or bank guarantee, in specified format, of a scheduled bank. The bid security must remain valid thirty days beyond the original or extended validity period of the bid.
- e) The issuer of the bid security and the confirmer, if any, of the bid security, as well as the form and terms of the bid security, must be acceptable to the procuring entity.
- f) Prior to presenting a submission, a bidder may request the procuring entity to confirm the acceptability of the proposed issuer of a bid security or of a proposed confirmer, if required. The procuring entity shall respond promptly to such a request.
- g) The bank guarantee presented as bid security shall be confirmed from the concerned issuing bank. However, the confirmation of the acceptability of a proposed issuer or of any proposed confirmer does not preclude the procuring entity from rejecting the bid security on the ground that the issuer or the confirmer, as the case may be, has become insolvent or has otherwise ceased to be creditworthy.
- h) The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security.
- i) The Bid security taken from a bidder shall be forfeited, including the interest, if any, in the following cases, namely:
 - a. when the bidder withdraws or modifies its bid after opening of bids;
 - b. when the bidder does not execute the agreement, if any, after placement of supply/ work order within the specified period;
 - c. when the bidder fails to commence the supply of the goods or service or execute work as per supply/ work order within the time specified.
 - d. when the bidder does not deposit the performance security within specified period after the supply/ work order is placed; and
 - e. If the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
- j) Notice will be given to the bidder with reasonable time before bid security deposited is forfeited.
- k) No interest shall be payable on the bid security.
- l) In case of the successful bidder, the amount of bid security may be adjusted in arriving at the amount of the Performance Security, or refunded if the successful bidder furnishes the full amount of performance security.
- m) The procuring entity shall promptly return the bid security after the earliest of the following events, namely:-
 - a. the expiry of validity of bid security;

- b. the execution of agreement for procurement and performance security is furnished by the successful bidder;
- c. the cancellation of the procurement process; or
- d. the withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.

9. Deadline for the submission of Bids

- a) Bid shall be received online at e-Procurement portal and up to the time and date specified in the NIB.
- b) Normally, the date of submission and opening of Bids would not be extended. In exceptional circumstances or when the bidding documents 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 the initial bidding document. If, in the office of the Bids receiving and opening authority, the last date of submission or opening of Bids is a non-working day, the Bids shall be received or opened on the next working day.

10. Withdrawal, Substitution, and Modification of Bids

- A. Bids withdrawn shall not be opened and processed further.

11. Opening of Bids

- a) The Bids shall be opened by the bid opening & evaluation committee on the date and time mentioned in the NIB in the presence of the bidders or their authorised representatives who choose to be present.
- b) The committee may co-opt experienced persons in the committee to conduct the process of Bid opening.
- c) The committee shall prepare a list of the bidders or their representatives attending the opening of Bids and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding bidders' names and addresses. The authority letters, if any, brought by the representatives shall be attached to the list. The list shall be signed by all the members of Bid opening committee with date and time of opening of the Bids.
- d) All the documents comprising technical Bid/ cover shall be opened & downloaded from the e-Procurement website (only for the bidder who have submitted the prescribed fee(s) to RISL).
- e) The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the:-
 - a. bid is accompanied by bidding document fee, bid security or bid securing declaration, and processing fee (if applicable);

- b. bid is valid for the period, specified in the bidding document;
 - c. bid is unconditional and the bidder has agreed to give the required performance security; and
 - d. other conditions, as specified in the bidding document are fulfilled.
 - e. any other information which the committee may consider appropriate.
- f) 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) Selection Method shall be Least Cost Based Selection (LCBS) which shall be evaluated based on the total value of the financial bid based on cumulative total cost and quoted rate under each category.
- b) There are four components in the financial bid, each component will be taken into consideration while determining the lowest rate for the said component. After determination of lowest (L1) rates, all the bidders in the order of their financial bid (L1, L2, L3 and so on) shall be asked to match the lowest rates in each category. If one (01) or more such bidders match the lowest rates, a rate contract will be done with all the bidders matching the lowest rates (in order of their financial bid) maximum 3 bidders.

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 in writing.
- 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

- a. The bid evaluation committee shall determine the responsiveness of a Bid on the basis of the bidding document and the provisions of pre-qualification/ eligibility criteria of the bidding document.
- b. A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where: -

- i. “deviation” is a departure from the requirements specified in the bidding document;
 - ii. “reservation” is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
 - iii. “Omission” is the failure to submit part or all of the information or documentation required in the bidding document.
- c. A material deviation, reservation, or omission is one that,
 - i. if accepted, shall: -
 - 1. affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
 - 2. limits in any substantial way, inconsistent with the bidding documents, the procuring entity’s rights or the bidder’s obligations under the proposed contract; or
 - ii. If rectified, shall unfairly affect the competitive position of other bidders presenting responsive Bids.
- d. The bid evaluation committee shall examine the technical aspects of the Bid in particular, to confirm that all requirements of the bidding document have been met without any material deviation, reservation or omission.
- e. The procuring entity shall regard a Bid as responsive if it conforms to all requirements set out in the bidding document, or it contains minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirements set out in the bidding document, or if it contains errors or oversights that can be corrected without touching on the substance of the Bid.

b) Non-material Non-conformities in Bids

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

c) Technical Evaluation Criteria

Bids shall be evaluated based on the documents submitted as a part of the technical bid. Technical bid shall contain all the documents as asked in the clause “Format and Signing of Bids”. Bidders are expected to quote for all the categories. In case a bidder does not quote for any of the category, the bid shall be summarily rejected and financial bid shall not be opened for the same bidder. Similarly, in case the proposal of a bidder is non-responsive for any category, the bidder shall be technically disqualified for that particular category.

d) Tabulation of Technical Bids

- a. If Technical Bids have been invited, they shall be tabulated by the bid evaluation committee in the form of a comparative statement to evaluate the qualification of the bidders against the criteria for qualification set out in the bidding document.
- b. The members of the 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.
- b) 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.
- c) 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.

15. Evaluation & Tabulation of Financial Bids

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

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

16. Dividing quantities among more than one bidder at the time of award

- a) As it is intended to enter into a rate contract with 3 (Three) bidders; the L1, L2, L3 and so on, in this order would be invited to match the item-wise Least rates as determined. The eligible bidders would be

offered to match the item-wise Least rates, until a total 3 (Three) bidders agree to enter into the rate contract.

- b) Allocation of the Work Order will be L1- 50%, L2: 30% and L3-20% to the selected Bidders after matching the L1 rates by the L2 and L3 Bidder.

The work order under category (A, B and C) will be issued in the following round robin sequence :

1	2	3	4	5	6	7	8	9	10
L1	L1	L1	L2	L2	L3	L1	L1	L2	L3

Note:

- The work order under **Source Code Audit** category will be decided by the purchaser based on **code size, technology stack, audit depth, man-days, and reporting requirements**.
 - The purchaser has the right to to invite the technical presentation of the empanelled agencies before issuance of the work order.
- c) If any bidder fails to accept the concerned work order, it shall be offered to the next bidder. The bidder will not be entitled to claim the missed opportunity in further endeavor.

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: -

- 1) 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;
- 2) if there is an error in a total corresponding to the addition or subtraction of subtotals, the sub totals shall prevail and the total shall be corrected; and;
- 3) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to clause (a) and (b) above.

18. Price/ purchase preference in evaluation

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

19. Negotiations

- A. Except in case of procurement by method of single source procurement or procurement by competitive negotiations, to the extent possible, no negotiations shall be conducted after the pre- bid stage. All clarifications needed to be sought shall be sought in the pre-bid stage itself.
- B. Negotiations may, however, be undertaken with the lowest or most advantageous bidder when the rates are considered to be much higher than the prevailing market rates. Where quantities are required to be

divided between two bidders, all the responsive and eligible bidder(s) shall be asked to match the best value (L1) bid as specified in clause 16 titled "Dividing quantities among more than one bidder at the time of award".

- 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 the holding of negotiations.
- E. Negotiations shall not make the original offer made by the bidder inoperative. The bid evaluation committee shall have the option to consider the original offer in case the bidder decides to increase rates originally quoted or imposes any new terms or conditions.
- F. In case of non-satisfactory achievement of rates from lowest or most advantageous bidder, the bid evaluation committee may choose to make a written counter offer to the lowest or most advantageous bidder and if this is not accepted by him, the committee may decide to reject and re- invite Bids or to make the same counter-offer first to the second lowest or most advantageous bidder, then to the third lowest or most advantageous bidder and so on in the order of their initial standing and work/ supply order be awarded to the bidder who accepts the counter-offer. This procedure would be used in exceptional cases only.
- G. In case the rates even after the negotiations are considered very high, fresh Bids shall be invited.

20. Exclusion of Bids/ Disqualification

- A. A procuring entity shall exclude/ disqualify a Bid, if: -
 - 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.

21. Lack of competition

- A. A situation may arise where, if after evaluation of Bids, the bid evaluation committee may end-up with one responsive Bid only. In such a 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: -
 - 1. the Bid is technically qualified;
 - 2. the price quoted by the bidder is assessed to be reasonable;
 - 3. the Bid is unconditional and complete in all respects;
 - 4. there are no obvious indicators of cartelization amongst bidders; and
 - 5. the bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document
- B. The bid evaluation committee shall prepare a justification note for approval by the next higher authority of the procuring entity, with the concurrence of the accounts member.
- C. In case of dissent by any member of the bid evaluation committee, the next higher authority in delegation of financial powers shall decide as to whether to sanction the single Bid or re-invite Bids after recording reasons.
- D. If a decision to re-invite the Bids is taken, market assessment shall be carried out for estimation of market depth, eligibility criteria and cost estimate.

22. Acceptance of the successful Bid and award of rate 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 rate 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 rate contract to the bidder(s) 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(s) has been determined to be qualified to perform the contract satisfactorily

on the basis of qualification criteria fixed for the bidders in the bidding document for the subject matter of procurement.

- F. Prior to the expiration of the period of bid validity, the procuring entity shall inform the successful bidder, in writing, that its Bid has been accepted.
- G. As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an "Agreement for rate contract" within fifteen days from the date on which the letter for rate contract is dispatched to the bidder, in the format provided by RISL to the successful bidder on a non-judicial stamp of requisite value.
- H. If the issuance of formal "Letter of rate contract" is likely to take time, in the meanwhile a Letter of Intent (LOI) may be sent to the bidder. The acceptance of rate contract is complete as soon as the letter of rate contract 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 "Agreement for rate contract" is executed, the "letter of rate contract" or LOI shall constitute a binding contract.
- I. The bid security of the bidders whose Bids could not be accepted shall be refunded soon after the "Agreement for rate contract" with the successful bidder is signed and its "Security Deposit" (SD) is obtained.

23. Information and publication of award

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

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

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

25. Right to vary quantity

- A. If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation.
- B. Repeat orders for extra items or additional quantities may be placed on the rates and conditions given in the contract (if the original order was given after inviting open competitive Bids). Delivery or completion period may also be proportionately increased. The limits of repeat order shall be as under: -
 - a. 50% of the quantity of the individual items and 50% of the value of original contract in case of works;
 - and
 - b. 50% of the value of goods or services of the original contract.
- C. If the bidder quotes/ reduces its price to render similar goods, works or services at a price lower than the work order / rate contract price to anyone in the State at any time during the project, any additional order [repeat orders for extra items or additional quantities] 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 the project and the work order/ rate contract shall be amended accordingly. The bidder shall be responsible to intimate RISL about the price fall.

26. Performance Security Deposit

- a) Prior to execution of agreement, Performance security shall be solicited from all the successful bidders who accept the LoI within stipulated time (will be called "Eligible bidders for rate contract" hereafter). The total Performance Security amount would be distributed among the "Eligible bidders for rate contract".
- b) Performance security amount shall be @ 5% of value of distributed quantity among approved bidders.
- c) Performance security shall be furnished in any one of the following forms: -
 - a. Bank Draft or Banker's Cheque of a scheduled bank;
 - b. National Savings Certificates and any other script/ instrument under National Savings Schemes for promotion of small savings issued by a Post Office in Rajasthan, if the same can be pledged under the relevant rules. They shall be accepted at their surrender value at the time of bid and formally transferred in the name of procuring entity with the approval of Head Post Master;
 - c. Bank guarantees of a scheduled bank. It shall be verified from the issuing bank. Other conditions regarding bank guarantee shall be same as mentioned in the bidding document for bid security;
 - d. Fixed Deposit Receipt (FDR) of a scheduled bank. It shall be in the name of procuring entity on account of bidder and discharged by the bidder in advance. The procuring entity shall ensure before accepting the FDR that the bidder furnishes an undertaking from the bank to make payment/ premature payment of the FDR on demand to the procuring entity without requirement of consent of the bidder concerned. In the event of forfeiture of the performance security, the Fixed Deposit shall be forfeited along with interest earned on such Fixed Deposit.
- d) Performance security furnished in the form specified in clause [b.] to [d.] of (c) above shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder/authorised partner, including warranty obligations and maintenance and defect liability period.
- e) Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases: -
 - a. When any terms and condition of the contract is breached.
 - b. When the bidder fails to make complete supply satisfactorily as per the scope of tender document.
 - c. if the bidder breaches any provision of code of integrity, prescribed for bidder/authorised partner, specified in the bidding document.
- f) Notice will be given to the bidder with reasonable time before PSD deposited is forfeited.
- g) No interest shall be payable on the PSD.
- h) The PSD shall be returned/ refunded after completion of the Contract period.
- i) Additional Performance Security

- a. 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, as per rule 75A of RTTP act.
- b. 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 the stipulated period by the contractor.

27. Forfeiture of Security Deposit

Security amount in full or part may be forfeited, including interest, if any, in the following cases:-

- A. When any terms and condition of the contract is breached.
- B. When the bidder fails to make complete supply satisfactorily.
- C. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
- D. Notice will be given to the bidder with reasonable time before PSD deposited is forfeited.
- E. No interest shall be payable on the PSD.
- F. Performance Security Deposit (PSD) / Additional PSD amount shall be released only after successful completion of the contract/project.

28. Execution of Agreement for Rate Contract

- a) A procurement contract shall come into force from the date on which the letter of rate contract is dispatched to the bidder.
- b) The successful bidder shall sign the Agreement for Rate Contract within 15 days from the date on which the letter of rate contract or letter of intent is dispatched to the successful bidder.
- c) If the bidder, who has been selected for rate contract, fails to sign a written agreement for rate 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 a case, cancel the rate contract with the bidder and debar the bidder to participate in any future bid.
- d) The bidder will be required to execute the agreement for rate contract on a non-judicial stamp of specified value at its cost [As per government prevailing rules and regulations] and to be purchased from anywhere in Rajasthan only.
- e) The bidder has to sign Non-Disclosure Agreement (NDA) with the tendering authority as per the indicative format attached in [Annexure-10](#).

29. Work Order Issued to Bidders under Rate Contract

- a) As per the project requirements, from time to time, the Purchaser shall issue work order to the successful bidder(s) for the work as defined in SoW (Chapter 4), however the rate contract does not guarantee the bidder to receive any minimum / committed number of work order (/s) from RISL
- b) The work order shall specify the quantity of Application and category to consider for Audit.
- c) This Rate Contract can be extended for a period of One (1) year with the selected CERT-In empaneled IT Security Audit Agency (ies) with mutual consent / validity of empanelment of selected Audit Agency (ies) by CERT-In, whichever is earlier.

30. 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 authorised to have access to such information.
- c. The procuring entity may impose on bidders and sub-contractors, if there are any for fulfilling the terms of the procurement contract, conditions aimed at protecting information, the disclosure of which violates (a) above.
- d. In addition to the restrictions specified above, the procuring entity, while procuring a subject matter of such nature which requires the procuring entity to maintain confidentiality, may impose conditions for protecting confidentiality of such information.

31. 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 whose 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.

32. Code of Integrity for Bidders

- A. No person participating in a procurement process shall act in contravention of the code of integrity prescribed by the State Government.
- B. The code of integrity includes provisions for: -
 - a. Prohibiting
 - i. any offer, solicitation or acceptance of any bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;
 - ii. any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
 - iii. any collusion, bid rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process;
 - iv. improper use of information shared between the procuring entity and the bidders with an intent to gain unfair advantage in the procurement process or for personal gain;
 - v. any financial or business transactions between the bidder and any officer or employee of the procuring entity;
 - vi. any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
 - vii. any obstruction of any investigation or audit of a procurement process;
 - b. disclosure of conflict of interest disclosure by the bidder of any previous transgressions with any entity in India or any other country during the last three years or of any debarment by any other procuring entity.
- C. Without prejudice to the provisions below, in case of any breach of the code of integrity by a bidder or prospective bidder, as the case may be, the procuring entity may take appropriate measures including: -
 - i. exclusion of the bidder from the procurement process;
 - ii. calling-off of pre-contract negotiations and forfeiture or encashment of bid security;
 - iii. forfeiture or encashment of any other security or bond relating to the procurement;
 - iv. recovery of payments made by the procuring entity along with interest thereon at bank rate;
 - v. cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity;
 - vi. debarment of the bidder from participation in future procurements of the procuring entity for a period not exceeding three years.

33. 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 a fine which may extend to fifty lakh rupees or ten per cent of the assessed value of procurement, whichever is less.

34. Appeals

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

- a. Every appeal under (a) and (c) above shall be as per [Annexure-8](#) along with as many copies as there are respondents in the appeal.
 - b. Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
 - c. Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.
- g) Fee for Appeal: Fee for filing appeal:
1. 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.
 2. The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank payable in the name of Appellate Authority concerned.
- h) Procedure for disposal of appeal:
- a. The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by a copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
 - b. On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall, -
 - i. hear all the parties to appeal present before him; and
 - ii. Peruse or inspect documents, relevant records or copies thereof relating to the matter.
 - c. After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
 - d. The order passed under (c) shall also be placed on the State Public Procurement Portal.
- i) No information which would impair the protection of essential security interests of India, or impede the enforcement of law or fair competition, or prejudice the legitimate commercial interests of the bidder or the procuring entity, shall be disclosed in a proceeding under an appeal.

35. 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.

36. 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.

37. Offences by Firms/ Companies

- a) Where an offence under “The Rajasthan Transparency Public Procurement Act 2012” has been committed by a company, every person who at the time the offence was committed was in charge of and was responsible to the company for the conduct of the business of the company, as well as the company, shall be deemed to be guilty of having committed the offence and shall be liable to be proceeded against and punished accordingly: Provided that nothing contained in this sub-section shall render any such person liable for any punishment if he proves that the offence was committed without his knowledge or that he had exercised all due diligence to prevent the commission of such offence.
- b) Notwithstanding anything contained in (a) above, where an offence under this Act has been committed by a company and it is proved that the offence has been committed with the consent or connivance of or is attributable to any neglect on the part of any director, manager, secretary or other officer of the company, such director, manager, secretary or other officer shall also be deemed to be guilty of having committed such offence and shall be liable to be proceeded against and punished accordingly.
- c) For the purpose of this section-
 - a. "company" means a body corporate and includes a limited liability partnership, firm, registered society or co- operative society, trust or other association of individuals; and
 - b. "Director" in relation to a limited liability partnership or firm, means a partner in the firm.
- d) Abetment of certain offences: Whoever abets an offence punishable under this Act, whether or not that offence is committed in consequence of that abetment, shall be punished with the punishment provided for the offence.

38. Debarment from Bidding

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

39. Monitoring of Contract

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

40. Procurement Governing Act & Rules

All the provisions and clauses of RTPP Act 2012 and Rules 2013 (as per amended time to time) 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. The bidders are advised to adhere to the provisions as mentioned in RTPP Act 2012 and Rules 2013.

6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT

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

Definitions

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

- a) “Contract” means the Agreement entered into between the Purchaser and the successful/ selected bidder, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
- b) “Contract Documents” means the documents listed in the Agreement, including any amendments thereto.
- c) “Contract Price” means the price payable to the successful/ selected bidder as specified in the Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.
- d) “Day” means a calendar day.
- e) “Delivery” means the transfer of the service from the successful/ selected bidder to the Purchaser in accordance with the terms and conditions set forth in the Contract.
- f) “Completion” means the fulfilment of the related services by the successful/ selected bidder in accordance with the terms and conditions set forth in the Contract.
- g) “Purchaser” means the entity purchasing the services, as specified in the bidding document.
- h) “Related Services” means the services incidental to the supply of the services, such as insurance, installation, training and providing warranty and other similar obligations of the successful/ selected bidder under the Contract.
- i) “Subcontractor” means any natural person, private or government entity, or a combination of the above, including its legal successors or permitted assignments, to whom any part of the related services is subcontracted by the successful/ selected bidder.
- j) “Supplier/ Successful or Selected bidder” means the person, private or government entity, or a combination of the above, whose Bid to perform the Contract has been accepted by the Purchaser and is named as such in the Agreement, and includes the legal successors or permitted assigns of the successful/ selected bidder.
- k) “The Site,” where applicable, means the designated project place(s) named in the bidding document.
Note: The bidder shall be deemed to have carefully examined the conditions, specifications, size, make and drawings, etc., of the services to be rendered. If the bidder has any doubts as to the meaning of any portion of these conditions or of the specification, drawing, etc., he shall, before submitting the Bid and signing the contract refer the same to the procuring entity and get clarifications.

1. Contract Documents

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

2. Interpretation:

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

3. Language

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

4. Joint Venture, Consortium or Association

No Joint Venture, consortium or Association shall be allowed during the project period.

5. Eligible Services

For purposes of this Clause, the term "related services" includes services such as insurance, transportation, supply, installation, integration, testing, commissioning, training, and providing warranty.

6. Notices

- 1. 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.

2. A Notice shall be effective when delivered or on the Notice's effective date, whichever is later.

7. Governing Law:

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

8. Scope of Supply

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

9. Delivery & Installation

- a. Subject to the conditions of the contract, the completion of services shall be in accordance with the delivery and completion schedule as specified in the work order.
- b. The contract for the supply can be repudiated at any time by the purchase officer, if the supplies are not made to his satisfaction after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.
- c. The Supplier/ Selected Bidder shall arrange to supply, install and commission software/ system as per specifications within the specified delivery/ completion period at locations mentioned in the PO/ WO.

10. Supplier's/ Selected Bidder's Responsibilities:

The Supplier/ Selected Bidder shall supply all services included in the scope of supply in accordance with the provisions of work order and/ or contract for execution of work order.

11. Purchaser's Responsibilities

1. Whenever the supply of services requires that the Supplier/ Selected Bidder obtain permits, approvals, and import and other licenses from local public authorities, the Purchaser shall, if so required by the Supplier/ Selected Bidder, make its best effort to assist the Supplier/ Selected Bidder in complying with such requirements in a timely and expeditious manner.
2. 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. Rate Contract Price

1. The Rate 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.
2. 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 liquidated damages, penalties for non-adherence to SLA shall be made ordinarily from bills or Performance Security Deposit (as the case may be).
- B. 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.
- C. 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.

14. Taxes & Duties

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

15. Copyright:

The copyright in all drawings, design documents, source code and other materials containing data and information furnished to the Purchaser by the Supplier/ Selected Bidder herein shall remain vested in the Selected Bidder, or, if they are furnished to the Purchaser directly or through the Supplier/ Selected Bidder by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.

16. Confidential Information:

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

- d) The obligation of a party under sub-clauses above, however, shall not apply to information that:-
- the Purchaser or Supplier/ Selected Bidder need to share with RISL or other institutions participating in the Contract;
 - now or hereafter enters the public domain through no fault of that party;
 - 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
- ii. otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.
- e) The above provisions shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the supply or any part thereof.
- f) The provisions of this clause shall survive completion or termination, for whatever reason, of the Contract.

17. Sub-Contracting

Not Allowed.

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

- a) Except as provided under clause "Force Majeure", if the supplier/ selected bidder fails to deliver any or all of the Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in (d) below for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in the work order and/ or contract. Once the maximum is reached, the Purchaser may terminate the Contract pursuant to clause "Termination".
- b) The time specified for delivery in the tender form shall be deemed to be the essence of the contract and the supplier/ selected bidder shall arrange supply of related services within the specified period. (Refer Section 4.4 Project Deliverables, Milestones and Time Schedules)
- c) Delivery and installation/ completion period may be extended with or without liquidated damages, if the delay in the supply of service is on account of hindrances beyond the control of the supplier/ selected bidder.
- i. The supplier/ selected bidder shall request in writing to the Purchaser giving reasons for extending the delivery period of service, if he finds himself unable to complete the supply of service within the stipulated delivery period or is unable to maintain prorate progress in the supply of service delivery. This request shall be submitted as soon as a hindrance in delivery of service occurs or within 15 days from such occurrence but before expiry of stipulated period of completion of delivery of service after which such request shall not be entertained.
 - ii. The Purchaser shall examine the justification of causes of hindrance in the delivery of service and the period of delay occurred due to that and recommend the competent authority on the period of extension which should be granted with or without liquidated damages.

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

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

Note:-

- Fractions of a day in the reckoning period of delay in supplies, successful installation and completion of work shall be eliminated, if it is less than half a day.
- The maximum amount of liquidated damages shall be 10%.
- *The percentage refers to the payment due for the associated milestone.

Delivery period may be extended with or without liquidated damages if the delay in the supply of services is on account of hindrances beyond the control of the Selected Bidder.

19. Patent Indemnity

- a. The supplier/ selected bidder shall, subject to the Purchaser's compliance with sub-clause (b) below, indemnify and hold harmless the Purchaser and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of: -
- i. the usage 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 doing so.
- 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.

20. Limitation of Liability:

Except in cases of gross negligence or wilful misconduct: -

- a. neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and

- b. the aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement.

21. Change in Laws & Regulations:

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

22. Force Majeure

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

23. Change Orders and Contract Amendments

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

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

24. Termination

1. Termination for Default

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

- i. :-
 - 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/authorised partner, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
 - 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, the amount of EMD / PSD may be forfeited.
- iii. Before cancelling a contract and taking further action, advice of the senior most finance person available in the office and of legal adviser or legal assistant posted in the office, if there is one, may be obtained.
- iv. If Procuring Entity terminates the contract in whole or in part, amount of PSD may be forfeited. In the event the Procuring Entity terminates the Contract in whole or in part, by Termination for Default, the Procuring Entity may procure, upon such terms and in such manner as it deems appropriate, the Goods , Services and Works similar to those undelivered or not performed, and the Supplier shall be liable to the Procuring Entity for any additional costs for such Goods, Works or Related Services and such additional cost shall be recovered from the dues of the Supplier with the Procuring Entity.

2. 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.

3. Termination for Convenience

- i. RISL, by a written notice of at least 30 days sent to the supplier/ selected bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- ii. Depending on merits of the case the supplier/ selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.
- iii. The Services that are complete and ready for 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 and for materials and parts previously procured by the supplier/ selected bidder. .

4. Termination for Cancellation of empanelment with CERT-In

During the Rate Contract, if selected IT Security Audit Agency gets cancellation of their empanelment with CERT-In for IT Security Audit Task then RISL reserves the right to terminate the contract, by a written notice. The services that are complete and delivered successfully till the time the selected IT Security Audit Agency has their empanelment with CERT-In shall be accepted by the Purchaser at the Contract terms and prices.

5. Exit Plan

Upon Termination of the Contract, the selected bidder shall Prepare and present a detailed exit plan within five calendar days of termination notice for approval of RISL.

25. Settlement of Disputes

- a) 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.

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

The empowered standing committee shall consist of following members: - (RISL)

- Chairman of BoD of RISL : Chairman
 - Secretary, DoIT&C or his nominee, (not below the rank of Deputy Secretary) : Member
 - Managing Director, RISL : Member
 - Director (Technical)/ Executive Director, RISL : Member
 - Director (Finance), RISL : Member
 - A Legal Expert to be nominated by the Chairman : Member
- c) Procedure for reference to the Standing Committee: The supplier/ selected bidder shall present his representation to the Managing Director, RISL along with a fee equal to two percent of the amount of dispute, not exceeding Rupees One Lakh, within one month from the date of communication of decision of the tender sanctioning Procurement Committee. The officer-in- charge of the project who was responsible for taking delivery of the goods and/ or service from the supplier/ selected bidder shall prepare a reply of representation and shall represent the RISL's stand before the standing committee. From the side of the supplier/ selected bidder, the claim case may be presented by himself or through a lawyer. After hearing both the parties, the standing committee shall announce its decision which shall be final and binding both on the supplier/ selected bidder and RISL. The standing committee, if it so decides, may refer the matter to the Board of Directors of RISL for further decision.
- d) Legal Jurisdiction: All legal proceedings arising out of any dispute between both the parties regarding a contract shall be settled by a competent court having jurisdiction over the place, where agreement has been executed and by no other court, after decision of the standing committee for settlement of disputes.

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.

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

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.

26. Verification of Eligibility Documents by RISL:

RISL reserves the right to verify all statements, information and documents submitted by the bidder in response to tender documents. The bidder shall, when so required by RISL, make available all such

information, evidence and documents as may be necessary for such verification. Any such verification or lack of verification by RISL shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of RISL thereunder. If any statement, information and document submitted by the bidder is found to be false, manipulated or forged during the verification process, strict action shall be taken as per RTTP Act 2012.

27. Price Fall

- a) The prices under rate contract shall be subject to price fall clause. 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 an opportunity to reduce their price by notifying them the reduced price giving them fifteen (15) days' time to intimate their acceptance to the revised price.
- b) 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.
- c) Selection under the Rate Contract does not ensure any work order to be given, and there shall not be any guarantee on minimum quantity of order to be given to any of the successful bidders.
- d) For bids invited for Fixed Quantity as one package the evaluation would be done for all the items of the package put together. The item(s) for which no rates has/have been quoted or left blank would be treated as zero i.e. the bidder will supply these item(s) free of cost and the total amount would be computed accordingly. There is no option with Bidder to submit quote for partial quantity of any items. Procuring Entity will award contract to the lowest priced responsive bidder for this whole package together. Discounts of any kind shall not be considered.
- e) For bids invited as item-wise, the bid evaluation would be done for each item separately. There is no option with Bidder to submit quote for particle quantity for any items. If the Bidder does not want to Bid for a particular item, then it should be left blank or filled Zero. Procuring Entity will award the contract for each item separately to the lowest priced responsive bidder for that item. Discounts of any kind shall not be considered.

7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT

A. Payment Terms and Schedule

The purchaser may place multiple work orders during the Rate Contract Period to the selected Agency (s), however this Rate Contract does not ensure that RISL may necessarily place a work order to the selected bidder under this Rate Contract.

a) For categories A, B, C and D (refer BoM)

SN	Reference to SOW	Milestones	Project Deliverables	Timelines	Due Payment
1.	Undertake all activities mentioned in SoW and Detailed SoW	Iterative cycle 1 for each website /web application/Portal / Mobile App	- Detailed Vulnerability/ MIS-configuration Audit Report - Risk Mitigation & Recommendation Report	T1 = T0 +7 days	40% of the Work Order Value
2.	Undertake all activities mentioned in in SoW and Detailed SoW	Iterative cycle 2/n for each website /web application/ Portal / Mobile App	- Detailed Vulnerability/ MIS-configuration Audit Report - Risk Mitigation & Recommendation Report	Within 7 days of receipt of patched application	10% of the work order value on each iteration, with an upper cap of 90% of the total work order value
3.	Undertake all activities mentioned in SoW and Detailed SoW	Completion of Audit and Submission of Certificate	- Submission of Final Audit Report - Issuance of "Safe to Host" Certificate / Source code audit report - Satisfactory Report	Within 7 days of receipt of patched application	Remaining payment of the total work order value

T: Date of work order

T0: Date of placing individual work order

Note:

- RISL shall try to ensure timely response from the application development team / line department, however the bidder shall be responsible for making deliverables for only their part of Scope and accordingly timelines will be calculated. The above Deliverables, Milestones and Time Schedules are linked to each issued Work Order independently.
- Timeline shall be considered as no. of Calendar days.
- Work order date is excluded.
- The supplier's/ selected bidder's request for payment shall be made to the purchaser in writing, accompanied by invoices describing, as appropriate, the services performed, and by the required documents submitted pursuant to general conditions of the contract and upon fulfilment of all the obligations stipulated in the Contract.
- Due payments shall be made promptly by the purchaser, generally within sixty (60) days after submission of an invoice or request for payment by the supplier/ selected bidder, and the purchaser has accepted it.

- f. The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.
- g. All remittance charges will be borne by the supplier/ selected bidder.
- h. In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.
- i. Payment in case of those goods which need testing shall be made only when such tests have been carried out, test results received conforming to the prescribed specification.
- j. Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this work order, will be deducted from the payments for the respective milestones.
- k. Taxes (GST, income tax, etc.), as applicable, will be deducted at source, from due payments, as per the prevalent rules and regulations.
- l. Bidder must quote for all the categories mentioned in the Rate contract; in case a bidder does not quote for any category, the bid shall be summarily rejected and financial bid of the bidder shall not be opened. Similarly, in case the proposal of a bidder is non-responsive for any category, the bidder shall be technically disqualified.
- m. All the payments are subject to deduction of penalty (refer section 7), if applicable.

B. Penalty

- A. Delay in report submission (refer 4.4 Project Deliverables, Milestones and Time Schedules) by the auditor is liable for penalty:
 - 1. For category a, b, c:
amounting to Rs. 500/- per day, with an upper cap of 20% of the total work order value
 - 2. For category d:
amounting to Rs. 2000/- per day, with an upper cap of 20% of the total work order value

ANNEXURE-1: BILL OF MATERIAL (BoM)

Bidder shall provide security audit services for the following categories of websites:

Sr. No	Category of Websites	Qty (Per year)
1.	Category-A websites/ web applications/ web services	200
2.	Category-B Dynamic websites/ web applications/ portals with integrated gateways	200
3.	Category-C Mobile App	100
4.	Category-D Source Code audit	100

Note:

- Rate will be quoted based on per lakh lines of source code.
- The successful bidder(s) shall submit the invoice for payment within 7 days from the date of issuance of the 'Safe to Host' certificate'/Source code audit report.
- The selected bidder(s) shall submit satisfactory certificate from respective website, mobile / web application OIC along with invoice.

Name of the Bidder:

Authorised Signatory:

Seal of the Organization:

Date:

Place:

ANNEXURE-2: BIDDER'S AUTHORIZATION CERTIFICATE

{to be filled by the bidder}

To,

{Procuring entity},

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with NIB reference No.

_____ dated _____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

ANNEXURE-3: SELF-DECLARATION

{to be filled by the bidder on its Letterhead}

To,

{Procuring entity},

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

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

Also, this is to certify that, the specifications of goods which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum technical specifications of the bidding document and that there are no deviations of any kind from the requirement specifications.

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

I/ We also certify that the price I/ we have quoted is inclusive of all the taxes to meet the desired Standards set out in the bidding Document.

I/We declare that I am/we possess necessary registrations under all acts/rules/laws of the Union and the State necessary to provide the services through this bid for which we have quoted.

I/We have read the Rule 13 of RTPP Rules and Government of Rajasthan Notification No. F.2(1)FD/G&TSPFC/2017 dated 01.01.2021, 15.01.2021 and 30.03.2021 regarding Provisions for Procurement from a Bidder which shares a land border with India and I/we certify that,

I/we is/are not with beneficial ownership from such country and will not supply finished goods procured directly or indirectly from such country.

OR

I/we is/are with beneficial ownership from such country and/or will be supplying finished goods procured directly or indirectly from such country and I/We are registered with the Competent Authority as specified in Rule 13 of RTPP Rules and Government of Rajasthan Notification No. F.2(1)FD/G&T-SPFC/2017 dated 01.01.2021, 15.01.2021 and 30.03.2021 and the evidence of valid registration with the Competent Authority is attached with the bid.

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

Thanking you,

Name of the Bidder: - Date:

Authorised Signatory: - Place:

Seal of the Organization: -

ANNEXURE-4: 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:

Sr. 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/ .ODF as per attached format).
- Queries not submitted in the prescribed format will not be considered/ responded at all by the procuring entity.
- Also, kindly attach the coloured scanned copy of the receipt towards the submission of the bidding/ tender document fee.

ANNEXURE-5:FINANCIAL BID COVER LETTER & FORMAT

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

To,

{Procuring Entity},

,

Reference: NIB No. : _____ Dated: _____

Dear Sir,

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

I / We undertake that the prices are in conformity with the specifications prescribed. The quote/ price are inclusive of all costs likely to be incurred for executing this work. The prices are inclusive of the government. taxes/duties as mentioned in the Financial Bid.

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

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

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

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

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

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

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

Date:

Authorized

Signatory Name:

Designation:

FINANCIAL BID FORMAT

The financial bid is to be submitted by the bidder only in BoQ format (.XLS) available at Procurement portal}

Amount in INR						
Sr. No	Name of Item	Qty	Unit Price (Excl. GST)	Applicable GST on Unit Price	Unit Price (Incl. GST)	Total Amount
1	2	3	4	5	6 = (4+5)	7 = 3 x 6
1.	Category-A websites / web applications/ web services	200				
2.	Category-B Dynamic websites / web applications / Portals with integrated gateways	200				
3.	Category- C Mobile App	100				
4.	Category- D Source Code review (Per 1 Lakh Line of Code)	100				
Total Amount						
Total Amount in Words						

Note:

- GST rate should be as per prevailing rates.
- L1 rates shall be calculated for each category on the basis of s.no. (1), (2) and (3) respectively as per Column (6) of the above Financial Bid. All deliverables as per scope of work are to be supplied by successful bidders at the item wise L1 rates.
- Bidders are expected to quote for all the item categories mentioned in the above table. In case a bidder does not quote for any of the item category, the bid shall be summarily rejected.
- In case a bidder fails to indicate the amount of GST, in the prescribed column then the bid value shall be calculated without including the component of GST for the purpose of bid evaluation, and total bid price shall be considered accordingly.

Note: Rates are to be quoted per Application (Category A, B, C)

Note: Rates are to be quoted per 1 Lakh Line of Code per Application (Category D)

ANNEXURE 6: BANK GUARANTEE FORMAT

{to be submitted by the bidder's bank}

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

To

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

Sir,

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

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

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

2. Now, therefore, we the (Bank), a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act. 1969 (delete, if not applicable) and branch Office at (Hereinafter referred to as the Guarantor) do hereby undertake and agree to pay forthwith on demand in writing by the RISL of the said guaranteed amount without any demur, reservation or recourse.
3. We, the aforesaid bank, further agree that the RISL shall be the sole judge of and as to whether the Bidder has committed any breach or breaches of any of the terms costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL on account thereof to the extent of the Earnest Money required to be deposited by the Bidder in respect of the said bidding document and the decision of the RISL that the Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL shall be final and binding on us.

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

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



In presence of:

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

(1)

.....

(2)

.....

Bank Details

Name & address of Bank:

Name of contact person of Bank:

Contact telephone number:

GUIDELINES FOR SUBMISSION OF BANK GUARANTEE

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

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

The Managing Director, RajCOMP Info Services Limited (RISL), Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).
10. Non-judicial stamp paper with stamp duty of 0.25% of the BG value or 25,000 whichever is lower.

BANK GUARANTEE FORMAT – BID SECURITY

To,

The Managing Director,

RajCOMP Info Services Limited (RISL),

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

Sir,

1. In accordance with your Notice Inviting Bid for <please specify the project title> vide NIB reference no. <please specify> M/s. _____ (Name & full address of the firm) (Hereinafter called the "Bidder") hereby submits the Bank Guarantee to participate in the said procurement/ bidding process as mentioned in the bidding document. It is a condition in the bidding documents that the Bidder has to deposit Bid Security amounting to <Rs. _____ (Rupees <in words>)> in respect to the NIB Ref. No. _____ dated _____ issued by RISL, First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur, Rajasthan (hereinafter referred to as "RISL") by a Bank Guarantee from a Nationalised Bank/ Scheduled Commercial Bank having its branch at Jaipur irrevocable and operative till the bid validity date (i.e. <please specify> days from the date of submission of bid). It may be extended if required in concurrence with the bid validity. And whereas the Bidder desires to furnish a Bank Guarantee for a sum of <Rs. _____ (Rupees <in words>)> to the RISL as earnest money deposit.
2. Now, therefore, we the _____ (Bank), a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act. 1969 (delete, if not applicable) and branch Office at _____ (Hereinafter referred to as the Guarantor) do hereby undertake and agree to pay forthwith on demand in writing by the RISL of the said guaranteed amount without any demur, reservation or recourse.
3. We, the aforesaid bank, further agree that the RISL shall be the sole judge of and as to whether the Bidder has committed any breach or breaches of any of the terms costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL on account thereof to the extent of the Earnest Money required to be deposited by the Bidder in respect of the said bidding document and the decision of the RISL that the Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL shall be final and binding on us.
4. We, the said Bank further agree that the Guarantee herein contained shall remain in full force and effect until it is released by the RISL and it is further declared that it shall not be necessary for the RISL to proceed against the Bidder before proceeding against the Bank and the Guarantee herein contained shall be invoked against the Bank, notwithstanding any security which the RISL may have obtained or shall be obtained from the Bidder at any time when proceedings are taken against the Bank for whatever amount that may be outstanding or unrealized under the Guarantee.
5. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.

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

Date

(Signature)

Place

(Printed Name)

(Designation)

(Bank's common seal)

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

(1)

.....

(2)

.....

Bank Details

Name & address of Bank:

Name of contact person of Bank: Contact telephone number:

BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG)

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

To,

The Managing Director,

RajCOMP Info Services Limited (RISL),

First Floor, YojanaBhawan, C-Block, TilakMarg, C-Scheme, Jaipur-302005 (Raj).

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

hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the RISL against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the RISL or any indulgence by the RISL to the said Contractor(s) or by any such matter or thing whatsoever which would but for this provision, have effect of so relieving us.

6. The liability of us (indicate the name of Bank), under this guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).
7. We (indicate the name of Bank), lastly undertake not to revoke this guarantee except with the previous consent of the RISL in writing.
8. This performance Guarantee shall remain valid and in full effect, until it is decided to be discharged by the RISL. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs..... (Rupees. only).
9. It shall not be necessary for the RISL to proceed against the contractor before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank notwithstanding any security which the RISL may have obtained or obtained 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 branches 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-7:DRAFT AGREEMENT FOR RATE CONTRACT FORMAT

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

This Agreement for Rate Contract is made and entered into on this _____ day of _____, 2021 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 entering into a "Rate Contract" for "Security Audit of IT applications" projects for a period of 1 year/ validity of empanelled list by CERT-In whichever is earlier and may be extended for a period of One (1) year with mutual consent / validity of empanelment of selected IT Security Audit Agency by CERT-In whichever is earlier as per the Scope of Work and Terms and Conditions as set forth in the RFP document dated _____ of <NIT 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 NIT 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 M/s _____ and has placed the Letter of Rate Contract having Reference No. _____ dated _____, on which M/s _____ has given their acceptance vide their Letter No. _____ dated _____.

And whereas

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

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

1. The NIT 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 rate contract and are binding on both the parties executing this rate contract.
2. This Agreement for Rate Contract shall remain valid for all the work orders to be issued to M/s _____ during the entire period of this Rate Contract.
2. In consideration of the payment to be made by RISL to M/s _____ at the rates set forth in the Letter of Rate Contract Reference No. _____ dated _____, will duly supply and install the said articles set forth in all the work orders to be issued during the period of rate contract thereof and provide comprehensive warranty and support services in the manner set forth in the RFP, along with its enclosures/ annexures and Technical Bid along with subsequent clarifications submitted by M/s _____.
3. The RISL do hereby agree that if M/s _____ shall duly supply & install 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 M/s _____, 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 issue of various work orders to be issued to M/s _____ and completed by M/s _____ within the period as specified in the work order to be issued to M/s _____ during the period of the rate contract.
5. In case of extension in the delivery and/ or installation period/ completion period with liquidated damages, the recovery shall be made on the basis of following percentages of value of stores/ works which M/s _____ has failed to supply or complete the work:-

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

Note:

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

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.
7. In case of agreement with Supplier/service provider:
 "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, although payment will be made by RISL on behalf of said
 department/company."
1. In case of MOU with Department/PSU
 "This MOU is being executed 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 (except management consultancy) will be delivered in the name of M/s (Concerned Department) along
 with invoices of supplied items, although
 payment will be made by RISL on behalf of M/s (Concerned Department) "

In witness whereof the parties have caused this contract to be executed by their
 Authorized Signatories on this __day of __, 2021.

Signed By:	Signed By:
(.....) Designation: Company:	(.....) Designation: Department of IT&C, Govt. of Rajasthan
In the presence of:	In the presence of:
(.....) Designation: Company:	(.....) Designation: Department of IT&C, Govt. of Rajasthan
(.....) Designation: Company:	(.....) Designation: Department of IT&C, Govt. of Rajasthan

ANNEXURE-8: 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-9: CERTIFICATE FOR EXEMPTION OF BID SECURITY

{To be filled by the Govt./PSU/Department only as per RFP}

To,

The Managing Director,

RajCOMP Info Services Limited (DOIT&C/RISL), First Floor, Yojana Bhawan, C-Block,

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

I/ We {Name of the PSU/Corporation/Department} hereby {Name of the PSU/Corporation/Department} is owned or controlled or managed by the {Name of the State} State Government/Central Government Undertaking/Department. I/ We hereby declare/ certify that it is eligible for exemption from the bid security submission as per RFP.

Legal document/Certificate of Incorporation establishing the exemption is attached. Thanking you,

Name of the Bidder:

Name of Authorised Signatory: Sign of the Authorised Signatory Seal of the Organization: -

Date:

Place:

ANNEXURE-10: INDICATIVE CONFIDENTIALITY AND NON DISCLOSURE AGREEMENT

CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT

This confidentiality and non-disclosure agreement (“Agreement”) is made on thisday of, 2025.

BETWEEN

The Managing Director, RajCOMP Info Services Limited, First Floor, C-Block, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur-302005 (Raj). (herein after referred to as “RISL”, which expression shall, unless repugnant to the context here of or excluded specifically, mean and include its successors, assigns and administrators) of the FIRST PART,

AND

Company Name, India (hereinafter referred to as ‘Successful Bidder/ Supplier’, which expression shall, unless repugnant to the context hereof or excluded specifically, mean and include its successors, assigns and administrators) of the SECOND PART.

WHEREAS

- a. The RISL wishes to appoint an agency for a period of years. For the purpose there will be a requirement to exchange certain information related to projects or hosted in Rajasthan State Data Centre (RSDC) which is proprietary and confidential information.
- b. The RISL is willing to disclose such information to successful bidders only on the terms and conditions contained in this Agreement. The successful bidder agrees to hold the Covered Data and Information in strict confidence. Successful bidder shall not use or disclose Covered Data and Information received from or on behalf of Government of Rajasthan/ RISL except as permitted or required by the Agreement, or as otherwise authorized in writing by RISL.

NOW, THEREFORE, THE PARTIES HERETO AGREE AS FOLLOWS:

1. Definition: In this agreement unless the contest otherwise requires:

1.1. "Confidential Information" shall mean

- a) any and all information concerning RISL/DoIT&C/Rajasthan State Data Centre (RSDC) or any other successor,
- b) any and all trade secrets or other confidential or proprietary information related to projects and hosted in State Data Centre(SDC)
- c) Passwords of IT/NonIT equipments of RISL/DoIT&C/SDC, user identifications, or other information that may be used to access information systems, networking diagrams, technical specifications of IT/NonIT equipment's, policies of firewall/IDs/IPS/routers/switches and information hosted on IT equipment in Rajasthan State Data Centre(RSDC).

- 1.2. Proprietary Information shall mean as technical data and other information (including but not limited to digital data, products, substances, organisms, technology, research results or plans, system processes, workflows, know-how, reports, descriptions, drawings, design, compositions, strategies, trade secrets, business and financial information, and computer software) in whatever form, which is related to RISL/DoIT&C or hosted with Rajasthan State Data Centre (RSDC)/and is disclosed or delivered by the First Party to the Second Party, whether by means of written or oral disclosure otherwise

2. Limitations on Use and Disclosure of Confidential and Proprietary Information

- 2.1. Confidential and Proprietary Information disclosed by the RISL/DOIT&C and/or other departments/PSU whose data are hosted in Rajasthan State Data Centre (RSDC) shall be used by the successful bidder solely for the purpose of fulfilment of the obligation and work assigned to it as per order no. and shall not otherwise be used for his benefit or otherwise. All information encountered in the performance of duties shall be treated as confidential unless and until advised otherwise by RISL/DOIT&C or its representative. Successful bidders shall not share, record, transmit, alter, or delete information residing/hosted in the information systems except as required in performance of the job duties.
- 2.2. Confidential and Proprietary Information shall not be copied or reproduced by the successful BIDDER without the express written permission of the RISL/DOIT&C, except for such copies as may be reasonably required for accomplishment of the purpose stated in the tender no. .
- 2.3. Confidential and Proprietary Information shall be disclosed only to the Director or employees of the successful bidder who have a 'need to know' in connection with the purpose stated above, and who additionally agree to the nondisclosure requirements of this Agreement. Any further disclosure of confidential and Proprietary Information by the successful bidder shall be treated as a breach of this Agreement by the successful bidder.
- 2.4. Confidential and Proprietary Information shall not be disclosed by the successful bidder to any third party without the prior written consent of the First Party.
- 2.5. This Agreement shall not restrict disclosure or use of Confidential and Proprietary Information which:
- a. was in the public domain at the time of disclosure or thereafter enters the public domain through no breach of this Agreement by the successful bidder; or
 - b. was, at the time of receipt, otherwise known to the successful bidder without restriction as to use or disclosure; or
 - c. becomes known to the successful bidder from a source other than the RISL/DOIT&C and/or other departments/PSU without a breach of this Agreement by the successful bidder; or
 - d. is developed independently by the successful bidder without the use of Proprietary Information disclosed to it hereunder; or
 - e. is otherwise required to be disclosed by law.

3. Business Obligation

- 3.1. During the complete contract period and even after the expiry of the agreement, the successful bidder shall not

- A. Disclose Confidential Information in any manner or form to any person other than its own employees for the limited purpose stated herein, or
 - B. Use confidential Information for its own benefit or for the benefit of any person or entity other than the RISL/DOIT&C, without the prior written consent of the RISL/DOIT&C.
- 3.2. Whereas, the RISL/DOIT&C under the circumstances referred, herein before, wants to protect itself from any misuse of the confidential and proprietary information by the third party i.e. person or persons (employees of successful bidder), had entered into an agreement with the successful BIDDER that the second party shall not divulge such information either during the course of the life of this agreement or even after the expiry of the agreement.
- 3.3. Whereas, the successful bidder has agreed to fully abide by the terms of this non- disclosure agreement and it has also been agreed by the parties that if there will be any breach or violation of the terms of agreement vis-à-vis non-disclosure clause, the successful bidder shall not only be liable for consequential costs and damages but in addition to that will also be liable for criminal prosecution in accordance with the prevailing laws.
- 3.4. whereas, the successful bidder having in his possession or control any secret official code or password or digital data or any sketch, plan, model, article, note, document or information which falls within the purview of confidential or proprietary information, the successful bidder shall not part with any part of such information to anyone under any circumstances, whatsoever, without the prior approval of the RISL/DOIT&C and if this is violated, the RISL/DOIT&C shall have the legal right to initiate civil and criminal proceeding against it under the provisions of the relevant law.
- 3.5. Whereas, the RISL/DOIT&C shall have the entire control over the functioning of the Successful bidder and the successful bidder shall work according to the instruction of the RISL/DOIT&C and in case if this is violated by the successful bidder in any mode or manner, the RISL/DOIT&C shall have the legal right to initiate civil and criminal proceeding against it under the provisions of the relevant law.
- 3.6. Whereas, if the successful bidder permits any person or persons without permission of the RISL/DOIT&C to have–
- a. Access or secures access to such computer, computer system or computer network which has the connectivity with the confidential and proprietary information or;
 - b. Downloads, copies or extracts any data, computer data base or information from such Database Server, Web Server, Computer System, networking equipments or Computer Network including information or data held or stored in any removable storage medium which has the connectivity with the confidential and proprietary information nor;
 - c. Damages any Database Server or causes to damage any Database Server, Web Server, computer system, computer network, data, data base or any other programmes residing in such Server, computer system or computer network;
 - d. Denies or causes the denial of access to any authorized person of the RISL/DOIT&C to have access to any computer system or computer network by any means; Shall be liable to pay damages by way of compensation and would also be liable for criminal prosecution in accordance with the prevailing laws.

3.7. Successful bidder shall report to RISL/DOIT&C any use or disclosure of confidential and/or proprietary information/data not authorized by this Agreement in writing by RISL/DOIT&C. Successful bidder shall make the report to RISL/DOIT&C within not less than one (1) business day after successful bidder learns of such use or disclosure. Successful bidder's report shall identify:

- The nature of the unauthorized use or disclosure,
- The confidential and/or proprietary information/data used or disclosed,
- Who made the unauthorized use or received the unauthorized disclosure,
- What successful bidder has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure, and
- What corrective action successful bidder has taken or shall take to prevent future similar unauthorized use or disclosure.

SUCCESSFUL BIDDER shall provide such other information, including a written report, as reasonably requested by RISL/DOIT&C.

3.8. The successful bidder hereby agrees and consents that temporary or permanent injunctive relief and /or an order of specific performance may be granted in lieu of, or in addition to other available relief in any proceeding brought by RISL/DOIT&C to enforce this Agreement, without the necessity of proof of actual damages and without posting bond for such relief.

4. Dispute Resolution

4.1. Whereas, both the parties have agreed that in the event of any dispute or differences arising in between the parties, the courts at Jaipur shall only have jurisdiction to adjudicate the disputes/differences.

4.2. IN WITNESS WHERE OF the Parties here to have hereunto set their hands and seal the day and year first above written.

Signed By:	Signed By:
Designation: Company:	(Authorized Signatory) RajComp Info Services Ltd
In the presence of:	In the presence of:
Designation: Company:	Designation: RajComp Info Services Ltd
Designation: Company:	Designation: RajComp Info Services Ltd

ANNEXURE-11: Format For Submission Of Project References For Pre-Qualification Experience

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

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

