GOVERNMENT OF RAJASTHAN
Department of Information Technology &
Communication

No.:F5.501(1428)/DoITC HQ/2024

Dated: Signed Date

Minutes of 108th meeting of SeMT dated 13-08-2025

The 108th meeting of the State e-Governance Mission Team (SeMT) was convened under the Chairpersonship of Secretary & Commissioner, IT&C on 13th August, 2025 in Committee Room, 2nd Floor, IT Building, Yojana Bhawan Campus, C-Scheme, Jaipur. List of participants is enclosed at **Annexure -"A"**.

Agenda Item(s) discussed during 108th meeting of SeMT are indexed as follows:

(Rs. in Lakh)

Sr. No.	Project Proposal Name	Department/ Organization	Estimated Cost	Page No.
1	Extension of 10 Nos. of Manpower for 1 Year (01-04-2025 to 31-03-2026) for SMS Hospital	Medical Education Department	77.58	3
2	Hiring of 50 Nos. of Technical Support Engineer for 1 Year (01-04-2025 to 31-03-2026) under IHMS	Medical Education Department	268.70	4
3	Hiring of Remote Sensing/ GIS Expert, Consultant and Office Support Manpower at SRSAC, Jodhpur & Sub Centre Jaipur for two years from 16-08-2025 to 15-08-2027	Department of Science & Technology (DST)	787.92	4
4	Chief Minister's Overdue Interest Relief One Time Settlement Scheme 2025-26 and web hosting of RSLDB website	Co-operative Dept.	51.46	8
5	Establishment of District Emergency Operation Centres (DEOCs) in Rajasthan (41 Districts)	Disaster Management, Relief & Civil Defence Dept	2255.00	11
6	Up-gradation of mailing solution	Dept. of IT&C	3127.24	16
7	Revised proposal of RajKaj v2.0 according to budget announcement of 2025-26	Dept. of IT&C/ RISL	8500.00	20
8	Raj e-Vault	Dept. of IT&C/ RISL	1606.44	26
9	Procurement of cyber security tool for IT applications security testing, Native mobile emulator to support security testing and Annual Technical Support (ATS) with Manpower for HCL AppScan – 3 Years	RISL	139.00	29
10	Procurement of Application Performance Monitoring Tool/ Observability Tool for IT Applications	RISL	800.00	32

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Sr. No.	Project Proposal Name	Department/ Organization	Estimated Cost	Page No.
11	Rate Contract for selection of CERT-In empanelled agency for Security Audit, Source Code Analysis, and Forensic Audit of IT Applications	RISL	150.00	34
12	Establishment of the Rajasthan State Cyber Security Incident Response Team (R-CSIRT)	Dept. of IT&C	4538.00	37
13	Implementation of Integrated IT solution for various PSUs under Government of Rajasthan	RISL	3301.49	41
14	Renewal of Annual Technical Support (ATS) and Operation & Maintenance of RajMail (Janta Mail) Email Services for Govt. of Rajasthan	RISL	150.10	44
15	IT Infrastructure Up-grade Project for Cooperative Banks of Rajasthan	RSCBL	12600.00	46
16	Integration Modules to be dropped for PACS Computerization project	RSCBL	-	49
17	Computerization of 477 Nos. of Primary Agriculture Credit Societies (PACS) in the State of Rajasthan	RSCBL	1872.90	50
18	Hiring of Manpower Services under IHMS 2.0	RISL	497.52	52

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The following project proposals were discussed in the meeting:

1. Project : **Extension of 10 Nos. of Manpower for 1 Year (01-04-2025 to 31-03-2026) for SMS Hospital** (Medical Education Dept.)

The Department of Information Technology and Communication, Govt. of Rajasthan started the Arogya Online project from April 2009 through C-DAC for online services/ facilities to patients visiting SMS Hospital. For completion of IT work under the Arogya Online project, Facility Management Services were started by C-DAC in Sawai Mansingh Hospital from 15.10.2010. The above FMS services have been extended from time to time till 31-01-2023 after the approval of the hospital's Rajasthan Medical Relief Society (RMRS). Cost for the same borne by RMRS.

Online facilities/ work is done for the patients from 14.10.2022 with the cooperation of the DoIT&C through iHMS (Integrated Health Management System).

In view of its successful operation and the urgent need of FMS Services in the interest of the patients, Senior Network Specialist-01, Data Base Expert 01, Network Specialist- 01 and Technical Support Engineer-07 (Total No. of Resources- 10) have been deployed by RajCOMP Info Service Ltd. The same has expired on 31-03-2025.

Following Manpower is required for 1 year (2025-26):

Estimated (NICSI) Tier-2 (01.04.2025 to 31.03.2026)

S. No.	Facility Management Services Name	No. of Resource	Man Months	Man Month Base Rate Excl. GST (with NICSI Margin @9%)	Total Amount (Inc. All Taxes Except GST)
1	Sr. Network Specialist	1	12	1,19,339.00	14,32,068.00
2	Database Expert	1	12	65,094.00	7,81,128.00
3	Network Specialist	1	12	59,669.50	7,16,034.00
4	Support Engineer (TSE)	7	12	43,396.00	36,45,264.00
				Total	**65,74,494.00**
				GST 18%	**11,83,408.92**
				Total Amount	**77,57,902.92**

Fund Management:
Expenditure would be met from the fund available with Medical Education Department.

The Committee accords technical approval on the proposal for duration of 1st April 2025 to 31st March 2026 having estimated cost of Rs. 77.58 Lakh.

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2. Project : **Hiring of 50 Nos. of Technical Support Engineer for 1 Year (01-04-2025 to 31-03-2026) under IHMS** (Medical Education Dept.)

Following Manpower is required on District Level through NICSI:

S. No.	Facility Management Services Name	No. of Resource	Man Months	Man Month Base Rate Excl. GST (NICSI Margin @9%)	Total Amount (Inc. All Taxes Except GST)
1	Rollout Support Engineer (**0 to less than 2 years relevant experience**)	30	12	35,159.6	1,26,57,456
2	Rollout Support Engineer (**2 to less than 4 years relevant experience**)	7	12	38,004.22	31,92,354.48
3	Rollout Support Engineer (**4 to less than 6 years relevant experience**)	9	12	41,076.42	44,36,253.36
4	Rollout Support Engineer (**3 to less than 5 years relevant experience with Certification or 5 to less than 7 years' experience without certification**)	4	12	51,772.22	24,85,066.56
				Total	**2,27,71,130.4**
				GST 18%	**40,98,803**
				Total Amount	**2,68,69,934.00**

Fund Management:
Expenditure would be met from the fund available with Medical Education Department.

The Committee accords technical approval on the proposal for duration of 1st April 2025 to 31st March 2026 having estimated cost of Rs. 268.70 Lakh.

3. Project : **Hiring of Remote Sensing/ GIS Expert, Consultant and Office Support Manpower at SRSAC, Jodhpur & Sub Centre Jaipur for two years from 16-08-2025 to 15-08-2027** (Department of Science & Technology (DST))

The project for hiring of Remote Sensing/ GIS Expert at Centre is up to 15-08-2025 was approved in 96th meeting of State e-Governance Mission Team (SeMT) convened on 23-06-2023, hence to continue their services after 15-08-2025, there is need of further approval of SeMT (for two years) to hire manpower. In this context, a Technical Committee was constituted in the department to review the requirement of hiring the manpower for smoothly carrying out the ongoing and upcoming projects at the Centre through approved agencies.

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Following are the salient points and recommendations (From point A to F) of the committee after having detailed discussions with nodal officers of various ongoing projects and assessing the future upcoming projects for the requirement of the hired manpower, and the existing manpower at the centre:

Overall recommendation
In view of the current and upcoming project requirements, it is essential to continue engaging hired manpower. Their deployment should be reviewed and revised as per the present needs, while remaining within the available budget. Discontinuation or inadequate staffing may adversely impact the timely delivery of project outputs.

Maximum number and categorization of manpower required
The Committee recommends a maximum 40 technical persons (GIS and RS Experts), 20 Office Support Manpower and 1 Technical Consultant (Tier-1) per month (average), as per the requirement of the Centre, under the different categories as mentioned below for carrying out the ongoing and upcoming projects at the Centre. As per the nature of the job work under different projects, tentatively the following manpower will be required:

S. No.	Category	Approx. Manpower Requirement
GIS and RS Experts		
1	Project Manager – GIS	3
2	Tech. Lead – GIS	10
3	Senior Image Processing Expert	10
4	Image Processing Expert	5
5	Sr. GIS Developer	2
6	GIS Developer	2
7	GIS Digitization Operator	8
	Total	**40**
Office Support Manpower		
8	Office Assistant Support (Categories As per requirement)	10
9	Multi-Tasking Support (Categories As per requirement)	10
	Total	**20**
Technical Consultant		
1	Technical Consultant (Tier-1)	1

1. The above-mentioned categories are as per the current rate contract of NICSI approved to the empanelment agencies selected upon finalization of NICSI open Tenders for various categories of the manpower.

2. The increase in higher categories like Tech. Lead – GIS and Project Manager – GIS and Sr. Image Processing Experts etc. are kept considering the below-mentioned requirements arising under the ongoing and upcoming projects:

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Although manual digitization in GIS environment remains one of the very basic and essential GIS operations, however, under the different ongoing and upcoming projects, the geospatial project-tasks, in due course of time, have evolved currently to be requiring more of the automated/semi-automated approaches such as un-supervised/supervised classification of the remotely sensed images, specifically, machine learning based approaches, time-series analyses involving a collective use of thousands of satellite images, along with the requirements of advanced GIS operations, creating customized RS-GIS tools through model builder applications and programming languages like Python and JavaScript and involving the use of Digital Elevation Models (DEMs) and derived products for better planning and management of natural resources as well as infrastructural management leading to an informed decision making. All such tasks also need the research-level of understandings / documentation while working in collaboration with sponsoring agencies like ISRO. Further, under all the projects, it is also required to manage multiple GIS operations smoothly while intelligently assembling / storing the various input remote sensing data and/or GIS outputs as well as checking the GIS outputs as per the quality standards before submitting to the user / sponsoring agency. Thus, services from a few numbers of highly qualified and experienced RS-GIS expert technical manpower are also required, to complete the chain of RS-GIS operations from end-to-end, along with the equally important basic and intermediate levels of manpower categories.

Looking to the upcoming projects like – Ground Water Prospect Mapping (1:10K) and Soil Mapping (1:10 K), extensive filed work will be required to be carried out by the Centre. Hence in addition to the technical experts of GIS and RS filed, office support manpower may also be required. For this provision of 20 OAS and MTS has been kept.

One Tier-1 Technical Consultants can be hired to provide expert guidance and support in planning and executing the activities of the centre. Their role would involve overseeing key projects, ensuring alignment with strategic objectives, and leveraging their technical expertise to optimize operations. By bringing in high-level consultants, the Centre can enhance its capacity to deliver high-quality outputs, streamline project workflows, and ensure that resources are effectively utilized to meet the organization's goals.

3. These are tentative requirements as per the current and predicted future projects. As per the varying requirements under the projects during different phases, at different stages along the timeline of projects, the number and category of manpower may vary (may increase or decrease even from mentioned in table), but in any case, the total number of hired manpower will not exceed the specified limit of 40 technical persons (GIS and RS Experts), 20 Office Support Manpower and 1 Technical Consultant (Tier-1) per month (average), within maximum total cost for two years.

4. Also, the categories of manpower to be hired may change, as above categories are as per NICSI empanelment, the designation may change if hiring is done through RISL/ Open Tender but tentative qualifications and experience will be as per NICSI empanelment categories.

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Estimated amount of expenditure that needs to be incurred

Presently, the expenditure incurred for hiring of the technical manpower through NICSI is limited to Rs. 2.40 Cr. (+Taxes) per year for a maximum of 40 technical manpower. However, this limit was approximated based on the then rates approved by NICSI for RS-GIS work and is now about four years old.

Looking to the current rates for hiring manpower (after price escalation etc.) and requirement of additional manpower of Office Assistant Support and Technical Consultant (Tier-1) as mentioned above, the approximate expenditure to hire the manpower services will be Rs. 3.95 Cr. (+Taxes + NICSI Charges) per year for 40 technical persons per month (average), 20 Office Support Manpower and 1 Technical Consultant (Tier-1) and thus total expenditure of for two years is estimated to be a maximum of Rs. 787.92 Lakhs (+Taxes + NICSI Charges).

Cost Calculation for 2 years i.e. from 16-08-2025 to 15-08-2027

S.No.	Manpower Details	Cost in Rs. for 2 years
1	A. GIS and RS technical manpower	5,69,47,164.00
2	B. Office support manpower	1,48,18,288.00
3	C. Technical Consultant	70,26,845.00
	Total	**7,87,92,297.00**
	Total Amount (Rounded Off)	**787.92 Lakh**

Recommended hiring method: Centre is taking hired manpower through NICSI in past few years and the services provided are quite satisfactory and helped in timely completion of various prestigious projects.

The committee also assessed the methods adopted by other Departments viz. Department of Watershed and Soil Conservation, Department of Information Technology & Communication, Settlement Department and Forest Department etc. for hiring of technical manpower. Various Departments are hiring the manpower through NICSI and are satisfied with the services.

Summary:
- Looking to the urgent need of the timely completion of ongoing and upcoming projects, committee recommended for hiring of 40 technical persons (GIS and RS Experts), 20 Office Support Manpower and 1 Technical Consultant (Tier-1), per month (average) for 2 years i.e. from 16-08-2025 to 15-08-2027 on monthly basis (As per the requirements of the Projects) within maximum cost of Rs. 787.92 Lakhs (+ Taxes + NICSI Charges) for two years through NICSI.

  The departmental committee recommends for hiring of manpower through NICSI. The services of hired manpower for various projects will be taken for both SRSAC, Jodhpur office and SRSAC's sub centre, IGPRS, Jaipur, as per need of the centre.

- The approximate expenditure to hire the manpower services will be Rs. 3.95 Cr. (+Taxes + NICSI Charges) per year for 40 technical persons per month (average), 20 Office

Support Manpower and 1 Technical Consultant (Tier-1) and thus total expenditure of for two years is estimated to be a maximum of Rs. 787.92 Lakhs (+Taxes + NICSI Charges),

- In case NICSI doesn't provide manpower services, the option of other agencies like – RISL may be opted. Otherwise open tender for hiring of manpower may be floated.

In addition to the above mentioned recommendation of committee it is also pertinent to state that as per the provisions of GF&AR Part II Rule 32A, "Normally the procurement of goods and services relating to IT and e-governance of Govt., departments shall be carried out after inviting open tenders. However, departments may get the work done without calling tender through DoIT&C/ RISL/ NIC/ NICSI on single source citing the reasons for the same."

The Finance Department issued a Notification dated 4th September 2013 to be read with the RTPP Rule 32 in which it was mentioned that for saving the time, money and efforts of the procuring entities required in inviting and processing of bids individually a table was given indicating different conditions for procurement of services related to IT and e-governance projects. In the table at S. No. 3 services related to IT and e-Governance are as below:

1. Subject matter of Procurement: Goods and Services related to IT and e-Governance projects.
2. Sources /Categories of Bidders: DoIT&C/Raj Comp Info Service Ltd. (RISL) / NIC/NICSI.
3. Conditions/Remarks: Departments of State Government will require administrative and technical sanction from the competent authority.

Fund Management:
Expenditure would be met from the fund available with Department of Science & Technology.

Department is advised to formulate a scheme for stipend/ scholarship for university students to be hired in the project as Office Assistant Support and get it approved from the Government.

The Committee accords technical approval on the proposal having estimated cost of Rs. 787.92 Lakh.

4. Project : **Chief Minister's Overdue Interest Relief One Time Settlement Scheme 2025-26 and web hosting of RSLDB website** (Co-operative Societies)

The brief Description of the Project:
During the budget session on 12.03.2025, the Honorable Chief Minister has announced the Overdue Interest Relief One-time Settlement Scheme 2025-26 (CM OTS 2025-26) for the borrowers of Primary Cooperative Land Development Banks in the Assembly. An expenditure of about Rs 200 crore is proposed on this. The implementation of the said one-time settlement scheme will be done through the Raj Sahakar portal.

Scope of Work for CM-OTS Scheme:
1. Website Development: To Design & Develop new website for RSLDB to elaborate all schemes and benefits and other beneficial information for citizen.

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2. <u>CM OTS Module</u>: - To manage citizen loan waiver applications, MIS and other report data. Following are the application process for CM-OTS Module in Raj Sahakar to complete the application process like:
   a) Dashboard: To display status and district wise application counts and other OTS statistics.
   b) Application Form: Designing and creating pages for applicants to submit their document for accepting loan repayment proposal.
   c) User Mapping: Mapping all department users as per their work area and rights.
   d) Application Flow: Designing pages for application process to manage the application flow (Revert/Forward/Generate Notice/Forward Notice/Approval etc.) and forward the application to appropriate user for next action.
   e) API Integration: Integrating APIs like- SMS and E-MITRA (to send reminder message and application status)
   f) Reporting (MIS): Generating all type of reports for executives and relief amount calculation
   g) Loan Process: Loan calculation.
   h) Repayment Process: Creating a repayment process for citizens and bank users.

3. <u>Database Import</u>: -
   • Process and import all OTS data sheets into database.
   • Migration of all PLDB and Branches master data.

4. <u>Support</u>: - To provide Helpdesk supports till 1 year for ongoing support, addressing issues, maintaining the system, and making necessary updates to ensure smooth operation post-implementation.

5. The scheme shall be implemented through the Raj Sahakar portal. The portal shall be developed by DoIT&C, and all expenditure shall be drawn from the budget provision for the scheme.

6. <u>Technology Stack</u>:-
   Raj Sahakar, an online platform has been developed using the following stack:-

   ASP.NET MVC 4.5

   MS SQL Server 2019

   Advantages: Portability, rapid dev, maintainability, scalability, security, rich controls.

7. <u>Effort Estimation</u>:- Following resources are to be deployed for the development of CM-OTS Module and website for RSLDB:-

Role	Tenure (Months)	No. Resources
Senior Developer	3	2
Developer	3	2
Senior Developer	9	1

Role	Tenure (Months)	No. Resources
Business Analyst	1	1
UI/ UX Designer	1	1
Helpdesk Support	12	1

8. Following estimation for the development of the CM-OTS module under Raj Sahakar portal & development of a website for RSLDB as under:-

Designation	Tenure (Months)	No. Resources	Level as per NICSI	Rate as per NICSI (Including NICSI Charges & GST)	Total in Rs.
Senior Developer	3	2	13	1,81,401.79	10,88,410.73
Developer	3	2	11	1,53,493.82	9,20,962.93
Senior Developer	9	1	13	1,81,401.79	16,32,616.10
Business Analyst	1	1	8	1,04,654.88	1,04,654.87
UI/ UX Designer	1	1	8	1,04,654.88	1,04,654.87
Helpdesk Support	12	1	2	48,838.94	5,86,067.31
				Total	**44,37,366.85**

S. N.	Service Type	Description of Work	Qty.	Unit	Unit Cost	Total Amount
1	Application Software	Application Development	1.00	Year	44,37,366.85	44,37,366.85
		RISL Service Charge	-	-	-	4,04,989.35
		CGST @9%	-	-	-	36,449.04
		SGST @9%	-	-	-	36,449.04
		Grand Total	-	-	-	**49,15,254.00**

9. RSLDB has to pay below charges for hosting of their website in addition to the above mentioned charges: -

S.N.	Description	Unit	Rate	Months	Total amount (in Rs.)
	Expenditure for web hosting of website for one year				
1	RAM 32 GB	32	200@GB	12	76,800.00
2	Windows server 16 core	8	525@Core	12	50,400.00
3	Database Server MsSql	4	1500@2 core	12	72,000.00

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4	Static IP	1	1500.00	-	1500.00
5	Storage 500GB	5	500@100GB	12	30,000.00
				Total	**2,30,700.00**

Total Fund of the project: Rs. 49,15,254.00 + Rs. 2,30,700.00 = Rs. 51,45,954.00

Fund Management:
The proposals for web hosting of the RSLDB website should be expedited by the bank.

The CM-OTS module is live since 09-05-25 & running. The website of RSLDB is tested & its security audit before hosting is complete. RSLDB has to submit Web Hosting Form to RISL/ DoIT&C along with cost (2,30,700/-) for hosting the application in State Data Center.

The Committee accords post-facto technical approval on the proposal having estimated cost of Rs. 51.46 Lakh.

5. Project : **Establishment of District Emergency Operation Centres (DEOCs) in 41 Districts of Rajasthan** (Disaster Management, Relief & Civil Defence Department)

Executive Summary:
This project report outlines the strategic plan for establishing fully functional District Emergency Operation Centres (DEOCs) across 41 districts of Rajasthan. In alignment with the NDMA guidelines and national disaster management framework, these centres will act as district-level command and control hubs, enhancing real-time emergency response capabilities. The report provides equipment specifications, functional layouts, financial estimates, and key planning considerations. The initiative aims to strengthen the state's disaster preparedness, facilitate seamless coordination, and ensure operational continuity during crises.

Introduction & Objectives
This report proposes the establishment of District Emergency Operation Centres (DEOCs) across all 41 districts in Rajasthan. The primary objective is to build a resilient, integrated network of command centres that can efficiently manage disaster response and preparedness efforts. Each DEOC will be outfitted with state-of-the-art equipment, enabling coordinated actions aligned with NDMA protocols and national data infrastructure.

National Disaster Management Framework Context
India's disaster management system is structured under a multi-tiered approach emphasizing preparedness, prevention, and mitigation. Key components include:

- **Disaster Management Act, 2005**: Establishes the legal foundation.
- **National Disaster Management Authority (NDMA)**: Apex body for policy and guidelines.
- **Organizational Structure**:

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- o **National Level**: NDMA, NEC, NIDM, NDRF
- o **State Level**: SDMA, SEC, SDRF
- o **District Level**: DDMA
- o **Emergency Operations Centres**: Hierarchical structure comprising NEOC, SEOC, and DEOC.
- o **National Disaster Management Plan (NDMP)**: Operational framework.

The creation of DEOCs in Rajasthan forms a crucial part of this framework, ensuring local-level preparedness and faster disaster response.

Project Scope
The scope of this report is to detail the local equipment and infrastructural requirements necessary to establish DEOCs in 41 districts. This includes:

- Essential and need-based equipment lists
- Estimated costs
- Conceptual DEOC model
- Key considerations for implementation

This report excludes staffing plans, land development, training, and other logistical components, which are recommended to be covered in a separate Detailed Project Report (DPR).

Essential Equipment Requirements (Per DEOC)
IT Infrastructure
- Desktop Computer Systems: 10 units
- Wi-Fi Printer & Copier: 1 unit

Communication Systems
- Landline Telephone & Fax (PRI): 1 unit
- Helpline Telephones: As per requirement

Information Display Systems
- LCD Panels (55"): 2 units
- Video Conferencing Facility: Yes

Note: These specifications align with NDMA's October 2024 guidelines emphasizing redundancy, data integration, and communication reliability.

Need-Based Equipment & Facilities (Per DEOC)

Communication (Redundant Systems)
- VHF/HF Radio
- BGAN Terminal
- IP Telephones, VSAT Systems
- Location-Based Messaging, SMS/Social Media Alerts
- Voice Recorder

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Backup Systems
- UPS (2 KVA, 1-hour backup)
- Diesel Generator (30 KVA)
- Fire Extinguishers

Model DEOC Design & Costs

1. **Functional Layout**
   - **Zones**: Operations Room, Communication Room, Conference Room, HOO Office, Support Areas
   - **Space Requirements**: In accordance with NDMA guidelines, the DEOC requires 700– 1,000 sq. ft. of space. The DMR Department has already communicated this requirement to district offices, and rooms/halls have been duly allocated. Based on discussions with the RISL Civil Wing, the estimated cost for furnishing and renovation is expected to be approximately **40 lakh rupees per district**.

2. **Manpower: -**In accordance with NDMA guidelines, the DEOC requires 10 officials. Based on discussions with the DMR Department, manpower will not be included in this project. Therefore, the cost associated with manpower is assumed to be nil.

3. **Must-Have IT Infrastructure**
   - 10 Workstations
   - LAN, Switch, Router, Wi-Fi
   - Printer, Display Panels (2x 55")
   - OS, Antivirus, Office Suite
   - PRI/Helpline Setup
   - SMS/Social Media Alerts

4. **Indicative Cost Estimate (Per DEOC)**

Equipment Category	Cost Range (INR)
IT & Display (Basic workstations and MFP)	12.00 Lakhs
LCD Panels (3x55")	2.50 Lakhs
Communication Setup (PRI and telephone)	2.00 Lakh
Networking Equipment (IP Phone, Switches, VC setup etc)	16.00 Lakhs
Power Backup	0.50 Lakhs
Total	**33.00 Lakhs**

5. **Need-Based Communication Systems Breakdown (Per DEOC)**

Component	Estimated Cost (INR)
VHF/HF Base Station	3.00 Lakhs
BGAN Terminal	8.00 Lakhs
VSAT Terminal	7.00 Lakhs
Messaging System	3.00 Lakhs
Voice Recorder	1.00 Lakh
Total	**22.00 Lakhs**

Total Cost per DEOC: Rs. 33.00 Lakh+ Rs. 22.00 Lakh= Rs. 55.00 Lakh

Technical Specifications of Need Based communication systems: -

VHF/HF Base Radio: VHF (Very High Frequency)
- Frequency Range: 30 MHz – 300 MHz
- Modulation: Variable Reactance Frequency Modulation (e.g., Indian Railways)
- Propagation: Line-of-sight; limited building penetration
- Applications: Terrestrial broadcasts, land mobile radio, aviation, maritime
- Key Features:
- Suitable for short to medium-range communication
- Compact antenna size
- Low atmospheric interference

HF (High Frequency)
- Frequency Range: 3 MHz – 30 MHz
- Modulation: Single Sideband (SSB), Morse Code, others
- Propagation: Skywave via ionospheric reflection • Applications: Military, maritime, aviation, amateur radio

Key Features:
- Ideal for long-distance communication
- Large antennas required
- Susceptible to interference

BGAN Terminal (Broadband Global Area Network)
- **Purpose**: Satellite-based portable device for voice & data in remote areas
- **Weight**: ~2.8 kg; compact design
- **Antenna**: Integrated or external (model-dependent)
  Key Features
- **Data Speeds**:
  o Standard IP: up to 492 kbps
  o Streaming IP: up to 256kbps+
  o ISDN: 64 kbps
  o SMS & voice calls
- **Interfaces**: USB, Ethernet, Wi-Fi, ISDN, RJ-11
- **Extras**:
  o QoS & multi-user support
  o Environmental resistance
  o Security: WEP, WPA, WPA2
  o User-friendly: LCD, web UI, mobile apps

Supported Services
- Voice: RJ-11 or Bluetooth

- SMS: Short Messaging Service
- Standard IP: Internet/data
- Streaming IP: High-bandwidth apps (e.g., video)
- ISDN: Circuit-switched voice/data

VSAT Terminal
- **Purpose**: Two-way satellite ground station for remote communication
- **Antenna Size**: Typically, 75 cm to 1.2 m (always <3.8 m)
- **Bit Rates**: 4 kbps to 16 Mbps
- **Topology**: Star or mesh network via satellite hubs

Key Components
- **ODU (Outdoor Unit)**:
  - Antenna
  - LNA (Low Noise Amplifier)
  - PA (Power Amplifier)
  - Transceiver
  - OMT (Orthomode Transducer)
- **IDU (Indoor Unit)**:
  - Modem
  - MUX-DEMUX
    - Interfaces for PC, telephone, EPABX

Frequency Bands
- C Band
- Ku Band
- Ka Band

Features & Applications
- Internet access in remote/rural areas
- Voice, video, and data transmission
- Used in banking, telemedicine, education, military, and maritime
  - Mobile and transportable setups (e.g., trucks, ships)
    - Reliable during natural disasters (earthquakes, cyclones)

Broader Planning Considerations
- **Site Selection**: Safety, accessibility, physical security
- **Staffing**: Roles, 24x7 shifts, recruitment
- **SOPs**: Coordination with SEOC, NEOC, DDMAS
- **Training**: Mock drills, GIS (Rajdhara), comms tools
- **Integration**: Software compatibility with central platforms
- **Budgeting**: Lifecycle costs, AMC, upgrades
- **Maintenance**: Local vs central responsibility, SLAS

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Financial Summary - 41 Districts (Indicative)

CapEx (Local Setup Only)
- Single DEOC: Rs. 95.00 Lakh (IT infra cost Rs. 55.00 Lakh and civil cost Rs. 40.00 lakh)
- 41 DEOCs: Rs. 3900.00 Lakh (**IT infra cost Rs. 55.00 Lakh X 41 DEOC= Rs. 2255.00 Lakh** and civil cost Rs. 40.00 Lakh X 41 DEOC= Rs. 1640.00 Lakh)

OpEx & Lifecycle Costs
- Not included: Satcom usage, VSAT license, staffing, maintenance & service costs (after Warranty).

Conclusion

This report presents the foundational plan for equipping DEOCs in all 41 districts of Rajasthan. It aligns with NDMA guidelines and supports the national disaster response framework by leveraging central data infrastructure and platforms like Rajdhara. Successful deployment will require additional detailed planning, financial provisioning, trained personnel, and integration with central systems. A follow-up DPR with vendor quotations, infrastructure readiness checks, and a full implementation roadmap is recommended to operationalize this initiative.

The Committee advised to appoint a service integrator at each DEOC of districts, who may supervise all the technical aspects related to the project; and department may deploy appropriate manpower to execute the project during the project cycle.

The Committee accords technical approval on the technical part of the project having estimated cost of Rs. 2255.00 Lakh. Civil work to be executed by RajCOMP Info Services Ltd. (Civil Wing) separately.

6. Project :   Upgradation of mailing solution (Dept. of IT&C)

Project Background:
- The Government of Rajasthan operates a large-scale, email communication system that serves as the backbone for digital correspondence across various government departments, public sector undertakings (PSUs), boards, corporations, and affiliated institutions. This infrastructure, built on Microsoft Exchange, currently supports more than 58,000 active email accounts distributed across multiple domains such as RIICO, JVVNL, RVPN, Rajasthan Police, JMRC, BTU, and others.
- As a core component of e-Governance, the email system plays a vital role in enabling secure, real-time, and structured communication for administrative coordination, policy dissemination, interdepartmental collaboration, citizen service management, and internal governance.

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- Over time, due to the natural growth in user base, rising data volumes, evolving compliance requirements, and increasing cyber security threats, the existing infrastructure has begun to exhibit critical limitations. These include performance bottlenecks, frequent downtime, limited scalability, and vulnerability to modern cyber threats. Moreover, the current system lacks the flexibility and agility required to meet future demands such as integration with digital workflows, cloud-readiness, and cross-platform accessibility.

- Recognizing the strategic importance of a robust communication backbone for governance continuity, this proposal outlines a comprehensive modernization initiative. The objective is to upgrade the existing infrastructure to a high-availability, scalable, and secure enterprise-grade email solution that is capable of supporting current operational needs and anticipated future growth.

- The Microsoft Mail Exchange Server is running on the 2016 version. The mainstream end date for this version was 13th October 2020, and the extended end of support is scheduled for 14th October 2025. which could have significant operational and security implications. Without timely renewal, there is a risk of service disruption to email and calendar systems across all departments. The expiration would also halt critical security updates, increasing exposure to cyber threats. Additionally, it may cause delays in communication and coordination among departments and stakeholders. Operating without a valid license could further result in non-compliance with organizational and regulatory requirements.

Current Environment Overview:

The email communication system of the Government of Rajasthan is built on a robust Microsoft Exchange platform, which serves as the core tool for official correspondence across various departments, government bodies, public sector enterprises, and affiliated institutions. The current infrastructure is designed to facilitate the seamless exchange of information while ensuring security, accessibility, and efficiency.

1. Platform: Microsoft Exchange-
   - The system is built on Microsoft Exchange 2016, a leading enterprise-level email solution known for its reliability, scalability, and security features. It enables centralized management of email accounts, calendars, tasks, and contacts, allowing for integrated communication and collaboration within and between government organizations.
   - The platform ensures that the government can maintain high availability, disaster recovery, and security compliance across its entire email infrastructure.

2. User Base-
   - The email system currently supports more than 58,000 active email accounts, catering to the diverse needs of various government bodies, officials, and employees.
   - These accounts are critical for effective governance, public administration, and inter-departmental collaboration, allowing real-time communication and access to official documentation and updates.

3. Domains Covered-
   The infrastructure supports multiple organizational domains, each serving a specific department or organization. These domains ensure that the government's communication

network is segmented appropriately, providing both security and functionality tailored to different groups. Some of the key domains include:

- **RIICO**: Rajasthan State Industrial Development and Investment Corporation
- **JVVNL**: Jaipur Vidyut Vitran Nigam Limited
- **RVPN**: Rajasthan Rajya Vidyut Prasaran Nigam Limited
- **JMRC**: Jaipur Metro Rail Corporation
- **Rajasthan Police**: Serving the law enforcement and public safety sector
- **RFC**: Rajasthan Financial Corporation
- **Jaipur Dairy**: Engaged in the milk and dairy sector
- **Bikaner Technical University (BTU)**: Facilitates communication within the academic sector

4. Core Functions of the Email System-
The email system is indispensable in supporting the operational and strategic functions of the government. It is utilized across multiple departments and organizations for a variety of critical tasks:

- **Intra-government Communication**: Facilitates secure and instant communication between government departments, ensuring smooth coordination of services, policy discussions, and decision-making processes.
- **Information Dissemination**: Used to distribute important notices, circulars, policy updates, and government announcements across various government bodies, officials, and stakeholders.
- **Administrative Coordination**: A vital tool for managing day-to-day administrative operations, scheduling meetings, managing tasks, and coordinating actions between multiple departments and government agencies.

Challenges Identified:
The current email infrastructure of the Government of Rajasthan is facing several challenges that should be addressed to ensure improved performance, scalability, and security. The mailing solution has been out of support since October 13, 2020, and the last update was installed on April 15, 2019. This has led to the following issues:-

1. Performance and Reliability Issues-
   a) **Email Delivery Delays & Downtimes**: Frequent delays in email delivery and system downtimes disrupt communication, affecting operational efficiency.
   b) **Overload During Peak Hours**: High simultaneous usage, especially via Web Access (OWA), results in slow performance and system instability.
   c) **Limited Uptime Capability**: The system struggles to maintain high availability under heavy traffic, leading to frequent service interruptions.

2. **Security Vulnerabilities:** CERT-In has flagged serious security risks owing to the expired support, leaving the system increasingly susceptible to malware and botnet attacks.

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3. **User Base:** It is pertinent to mention that the Microsoft Mail Exchange Server is currently catering to more than 58,000 mail accounts belonging to officials of the Rajasthan Government.

S.No.	Year	Total Created Account	Increase in %
	Mail Account Report Year Wise		
1	2016	10599	
2	2017	4609	43.49
3	2018	3617	23.78
4	2019	3872	20.57
5	2020	8169	35.99
6	2021	8589	27.83
7	2022	6141	15.56
8	2023	4562	10.01
9	2024	5420	10.81
10	2025	2520(till May)	
	Total	**58098**	**Avg=23.5**

NIC has officially requested the migration of 5,628 email accounts created under the @gov.in (NIC) domain for Rajasthan government officials, which will be migrated to the state domain @rajasthan.gov.in. The user base of the existing mailing solution, including NIC accounts, is approximately 63,726 and is increasing at an average annual rate of 23.50%.

4. **OS End of Support: -** The Microsoft Exchange Mail Server currently runs on Windows Server 2012, which also reached end of support on October 10, 2023, as per the OEM (Microsoft).

5. **Old Hardware: -** The Dell M630 server hardware is approximately 9–10 years old. According to the OEM, the typical lifespan of a server is around 5–7 years. Therefore, it is essential to replace the server hardware with the latest and updated devices.

6. **Monitoring and Support Gaps**
   a) **Lack of Real-Time Monitoring**: Absence of tools to monitor system performance proactively, leading to delayed issue detection.
   b) **Helpdesk Delays**: Limited support capacity causes long resolution times, affecting user productivity.
   c) **Inadequate Proactive Problem Detection**: The system lacks mechanisms for early issue identification, resulting in undetected problems that escalate.

7. **Mandatory Use of Government Email Services for Official Communication:** As per circular No. F8(334)/DoIT/Gen/19/04147/2019 dated 23.09.19 by Chief Secretary of Rajasthan, it is mandatory for every employee and offices of state government department/ PSUs/ Boards/ Corporations etc. to use government email systems/services for official government communication. This mandate makes the email domain mail.rajasthan.gov.in, along with the Microsoft Mail Exchange Server, a critical and essential service for official correspondence.

Proposed Solution Overview:
A Technical Committee has been constituted to review the existing mailing solution. After due analysis, the committee has recommended either upgrading or replacing the currently deployed on-premises mailing solution. It has also finalized the minimum required features for the proposed solution

Budget Estimate:

S. N.	Description	No. of Items required	Per Item cost per Years (INR)	Total cost Per Year (INR)	Total cost 3 Years (INR)
A	No. of mail boxes	80,000	1000	8,00,00,000	24,00,00,000
B	Mail Server License (Ent. Edition)	16 (10 Client + 6 Mailboxes)	4,00,000	One time for 3 year	64,00,000
C	Mail Server License (Ent. Edition) At DR site Jodhpur	8 (5 Client + 3 Mailboxes)	4,00,000	One time for 3 year	32,00,000
D	Operation & Maintenance	Sr. Domain Expert – 01	1,25,000	15,00,000	45,00,000
		Support Engineer -04	55,000	26,40,000	79,20,000
C	Migration cost	One time			30,00,000
	Total Costing for 3 Years (Exclu. GST)				26,50,20,000
	GST @18%				4,77,03,600
	Total Costing for 3 Years (Including GST)				31,27,23,600
In Words	**Thirty One Crore, Twenty Seven Lakh, Twenty three thousand Six hundred Rupees only**				

Fund Management:
Expenditure would be met from the fund of budget head of SDC of DoIT&C.

The Committee accords technical approval on the proposal having estimated cost of Rs. 3127.24 Lakh.

7. **Project :** **Revised proposal of RajKaj v2.0 according to budget announcement of 2025-26 (Dept. of IT&C/ RISL)**

- The RajKaj software project is a specialized implementation of the e-Office system in the Government of Rajasthan. The objective of RajKaj is to digitize government operations, improve efficiency, reduce the use of paper, and enhance transparency in administrative processes across various departments and offices in Rajasthan.

- This system includes features such as electronic file management (online file dockets, movement and tracking, online approvals, digital signatures, e-dak, etc.), leave

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applications/approvals, no-objection certificates, performance appraisal reports, immovable property returns, store management, government housing allocation, and more. It also serves as a centralized document management system to store and manage official/digital government documents.

- The RajKaj e-Office system has been made available to all departments/agencies of the Government of Rajasthan. With the complete implementation of the e-File system across all departments, the workload on this system has significantly increased, now managing over 35 lakh active e-files. This parallel rollout of e-files and e-dak has greatly increased the system's usage, which now handles near 45 lakh average user logins during peak usage months.

- Currently, almost all government departments and agencies have ceased physical file operations and are fully dependent on this system for highly sensitive and critical file processing tasks.

- This software has been in use for the past 9+ years. As a result, an enormous amount of data has been generated, which has become a challenge and is adversely affecting the system's performance. Additionally, the technology stack of the current software system has reached its 'end of life,' increasing the risk of security threats. Thus, budget announcement (no. 37) was made this year (i.e. FY 2025-26).

- It is also pertinent to mention that iFMS (Finance Dept), iHRMS (DoP) and RajKaj (DoIT&C) will act as a collective and integrated ecosystem. At the level of Finance Department, it is finalized that iHRMS shall include mainly establishment operations such as Vacancy Positions, Transfer-Posting, Promotion, DPC, Roster, Service Book etc. where-as RajKaj shall remain focus on Office Automation (eFile/ eDak) and Employee Operations (PAR, IPR, Leave, NOC etc.).

- To improve the efficiency of the Rajkaj software, bridge functional gaps, and optimize the performance of the current system, the department is preparing an action plan to develop an advanced system by leveraging next-generation technologies and infrastructure. This includes incorporating AI/ML capabilities and a micro services-based architecture to build a more intelligent, scalable, and future-ready system.

- Currently, the system software used in the RajKaj project is based on the proprietary framework 'DigiGov' of the renowned IT company, Tata Consultancy Services (TCS) Limited. Accordingly, TCS is responsible for the development, testing, deployment, and software maintenance work of the RajKaj software. At present, 27 resources from TCS are engaged in support and maintenance activities for the RajKaj project. The contract with TCS is valid until September 2025. To implement the above-referenced budget announcement regarding the upgradation of the RajKaj software, department intends to engage additional manpower so that up-gradation to a newer system along with support/maintenance of the current system can be parallelly achieved.

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Cost Estimates (Component-wise Breakup of components) –

(Rs. in Lakh)

S.No.	Description	Estimated Requirement	Reference
1.	Development and support/ maintenance	4488.00	**Annexure-1**
2.	Infrastructure – Software and Hardware	2500.00	**Annexure-2**
3.	Additional Manpower- Subject Matter Consultants and Helpdesk Staff	578.00	**Annexure-3**
4.	Miscellaneous/ Contingencies	42.00	**Annexure-4**
5.	**Total**	**7608.00**	
6.	**RISL* Service Charges and GST**	**892.00**	
7.	**Grand Total**	**8500.00**	

*Work related to the upgradation of the RajKaj software is proposed to be carried out through RajCOMP Info Services Limited (RISL). The overall Project Duration considered for the above estimate is Oct'25 to March'29. Component-wise year-wise cost is detailed in the relevant annexures.

The Year-wise Breakup of fund is as following-

Year	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29
Total	INR 25 Cr.	INR 22 Cr.	INR 19 Cr.	INR 19 Cr.

The implementation of the budget announcement, Administrative Approval of Hon'ble Minister (IT&C) is already accorded.

Annexure- 1 : Development and support/ maintenance

Table 1

S.N.	Phase	Resource Requirement	Estimated Cost (inclusive GST) (Amount in Rs.)	Remarks
1.	• Development Phase – 1 (till March'26) • Application Maintenance & Support of Existing Application	37	6,07,29,882	• 15 resources out of currently deployed 27 resources have started the upgradation of existing system till expiry of existing contract (valid till Sept'25). • In phase-1, Master Module (Organization/Office Management, Service/Cadre Management, Role and Access Management and Employee Onboarding) and eFile & eDak

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				will be made go-live in this phase. • W.e.f. Oct'25, additional proposed 10 resources will join the process of upgradation with the above deployed team. • Remaining resource(s) will continue support & maintenance of old version 1 software.
2.	• Development Phase – 2 (April'26 to March'27) • Application Maintenance & Support Phase Year – 1	37	13,36,05,740	• Development of remaining modules (eLetter/ IPR/ Leave/ APAR/ NOC/ Accomodation) is expected to completed by March'27. • Old version 1 software will remain in support & maintenance. However, no new changes will be made in that system and will be declared End of Support.
3.	• Application Maintenance & Support Phase Year – 2	30	12,11,62,790	As most of the functions are expected to be functional and mature, accordingly team size is planned to be further reduced.
4.	• Application Maintenance & Support Phase Year – 3	30	13,32,79,069	
	Total Cost (Approx.)		44,87,77,480	Details available in Table 2
	Rs. in Lakhs		4488.00	

Table 2

(Rs. in Lakhs)

Resource Description	Per Man-Month Cost	Oct-25 to March-26		April-26 to March-27		April-27 to March-28		April-28 to March-29	
		Qty	Amount	Qty	Amount	Qty	Amount	Qty	Amount
Project Manager cum Solution Architect	5.50	1	36.30	1	79.86	1	87.85	1	96.63
Database Administrator	3.20	2	42.24	2	92.93	2	102.22	2	112.44
System Administrator	2.00	2	26.40	2	58.08	2	63.89	2	70.28
Business Analyst	2.00	4	52.80	4	116.16	3	95.83	3	105.42
Senior Developers	2.62	4	69.23	4	152.30	3	125.65	3	138.21
Junior Developers Level 1	1.96	8	103.51	8	227.71	6	187.86	6	206.65
Junior Developers Level 2	1.70	8	89.83	8	197.63	6	163.05	6	179.35

Resource	Man-Month Cost	Qty	Amount	Qty	Amount	Qty	Amount	Qty	Amount
Mobile App Developer	1.57	2	20.74	2	45.64	2	50.20	2	55.22
Tester	1.75	4	46.08	4	101.37	3	83.63	3	91.99
Graphic / UI Designer	1.57	1	10.37	1	22.82	1	25.10	1	27.61
Help Desk Supervisor/ Manager	2.60	1	17.16	1	37.75	1	41.53	1	45.68
Total without Tax		37	514.66	37	1132.25	30	1026.81	30	1129.48
Total with Tax			607.30		1336.06		1211.63		1332.79
Grand Total		Rs. 4487.77 Lakh							

Note - YoY 10% increment on manpower cost is considered to arrive the above cost estimation.

Annexure- 2: Infrastructure – Software and Hardware

(Rs. in Lakh)

Resource Description	Oct-25 to March-26	April-26 to March-27	April-27 to March-28	April-28 to March-29
▪ H/w (Rack/Blade Servers, GPU, Storage, Desktops/Laptops/Tablets and other testing devices etc.) ▪ Application and System Software's (OS, Web + App Server, Kubernetes Platform, H/w Monitoring, Configuration & Deployment Tools, PDF generators, Middle ware, Caching Datastore, Load Balancer, Firewall) ▪ Database and related software along with OEM support ▪ Development, Quality & monitoring, Testing Tools (Software and Hardware) ▪ Supporting Software's (Word Processor, Digital Signer, Security Certificate, Analytics & Reporting Tools) ▪ Emerging Technology Stack & Tools	1500.00	500.00	300.00	200.00
Total	**1500.00**	**500.00**	**300.00**	**200.00**
Grand Total	**2500.00**			

Annexure-3: Additional Manpower- Subject Matter Consultants and Helpdesk Staff

(Rs. in Lakh)

Resource Description	Man-Month Cost	Aug-25 to March-26		April-26 to March-27		April-27 to March-28		April-28 to March-29	
		Qty.	Amount	Qty.	Amount	Qty.	Amount	Qty.	Amount
PMU- Sr. Consultant (Technical/Change Management)	2.30	1	18.40	1	28.98	1	30.43	1	31.95

Resource Description	Man-Month Cost	Oct-25 to March-26 Qty.	Amount	April-26 to March-27 Qty.	Amount	April-27 to March-28 Qty.	Amount	April-28 to March-29 Qty.	Amount
PMU- Consultant (Technical/Change Management)	2.00	1	16.00	2	50.40	1	26.46	1	27.78
Total without Tax			34.40		79.38		56.89		59.73
Total with Tax			40.59		93.67		67.13		70.49
Grand Total A									271.87

Resource Description	Man-Month Cost	Oct-25 to March-26 Qty.	Amount	April-26 to March-27 Qty.	Amount	April-27 to March-28 Qty.	Amount	April-28 to March-29 Qty.	Amount
Helpdesk- Change Request Manager cum Sr. Helpdesk Executive L2	0.50	3	9.00	3	18.72	3	19.66	3	20.64
Helpdesk- Helpdesk Executive L1	0.30	14	25.20	14	52.63	14	55.26	14	58.03
Total without Tax			34.20		71.35		74.92		78.67
Total with Tax			40.36		84.19		88.40		92.82
Grand Total B									305.77
Grand Total (A+B)									577.64
(Rounded Off) Rupees 578.00 Lakh									

Note - YoY 5 % increment on manpower cost is considered to arrive the above cost estimation.

Annexure-4: Miscellaneous/ Contingencies

(Rs. in Lakh)

Resource Description	Monthly Cost	Oct-25 to March-26	April-26 to March-27	April-27 to March-28	April-28 to March-29
Training, Seminars, IEC, Advertisement, Tour/Travel/ Vehicle, Contingencies etc.	1.00	6.00	12.00	12.00	12.00
Total		6.00	12.00	12.00	12.00
Grand Total		42.00			

Previous SeMT approval:

In compliance to the Budget announcement (No. 143) of year 2023-24, project "RajKaj v2.0" was earlier approved in 92nd meeting of SeMT convened on 26-05-2022 with total amount of Rs. 7500.00 Lakh. Post this approval, activities and progress made so far is as under-

- Finance Department accorded approval of RajKaj v2.0 (vide FD ID File no. 102205917).
- RISL selected as implementation agency and work order given by DoITC to RISL for the same.

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- PC-III approved the RFP of RajKaj v2.0 (but not issued) due to reasons such as code of conduct and later restrictions on issuance of older RFP/ Work Order in the new regime of Government.

Since, no work was executed against the above SeMT approval, it will be appropriate to cancel/ foreclose the approval accorded for RajKaj v2.0 in the 92nd SeMT meeting dated 26-05-2022.

The current proposal of RajKaj v2.0 has an estimated project cost of Rs. 8500.00 Lakh for duration from Oct 2025 to March 2029. While comparing with previous estimates, cost is increased due to increase in resource and infrastructure cost.

The Committee accords technical approval of the project having estimated cost of Rs. 8500.00 Lakh and hereby cancels/ forecloses the earlier approval of 92nd SeMT for Rs. 7500.00 Lakhs.

8. Project :   Raj e-Vault (DoIT&C/ RISL)

The project "Raj eVault" was started to provide a smart and dynamic solution for digital content repository to deal huge amount of digital content (documents/ certificates) of citizens and integrate the application with various departmental applications to provide the unified and secured access of content for various authorization purpose to achieve the vision of digitization for the state government.

Raj eVault is a digital briefcase which has been integrated with major departmental applications like Jan Aadhaar, PEHCHAN, Emitra, AG Office, and also DigiLocker. Raj eVault manages documents of these departments and empowers citizens by providing a digital platform to access their government-issued documents like Birth Certificate, Caste Certificates as well as all the DigiLocker documents in a much secure SSO based channel.

The highlights of the project are as per the below: -
- Providing services to 14 departments/portals.
- Total number of document types: 110+
- Average daily document upload: 2,50,000
- Number of Users: 9.5+ Lacs (Citizen and Departmental users)
- Total occupied storage till date:160 TB
- Total number of Documents/Files stored till Date: 81 Cr

The Raj eVault application was developed in the year 2015 and Raj eVault 2.0 was launched in the year 2023.

Major Stakeholders of Raj eVault system are: -

S. No.	Name of Department	Documents
1.	Rajasthan Jan Aadhaar Authority	Various Citizen Docs
2	Directorate of Economics and Statistics (Pehchan)	Birth, Death, Marriage certificate, etc.

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S. No.	Name of Department	Documents
3.	Revenue Department	Bonafide, Cast, EWS certificate, etc.
4.	Rajasthan State Health Assurance Agency (Mukhyamantri Ayushman Arogya Yojana)	Citizen Medical Reports
5.	Board of Secondary Education Rajasthan	10th, 12th Marksheets
6.	Social Justice & Empowerment Department	Pension Order
7.	Education Department (Shala Darpan)	Accessing BSER Marksheet
8.	NeGD – GoI (DigiLocker)	Accessing System generated Citizen Document
9.	SIPF	Employee GPF, SI passbook, etc.
10.	AG Office	Treasury Voucher
11.	DoIT&C (Raj Master)	Raj Master
12.	Department of Administrative Reforms (Rajasthan Sampark Portal)	Grievance, Service documents
13.	Legal & Meteorology Department	E-Tulaman
14.	Department of Mines & Geology	E-Rawanna

Technology: -
Software: - IBM Business Automation Workflow (Filenet), HTTP Server, WebSphere
Operating System: - Red Hat Enterprise Linux
Database: - Oracle

Enhancements under the Project: -
Further, for making the system more efficient and handle the growing load on the Raj eVault application from existing and new portal/ schemes which are to be integrated, enhancements under the project are required.

New Document types to be on boarded on Raj eVault: -

Following are the new citizen documents which are to be integrated with Raj eVault. These documents will be made available to DigiLocker via Raj eVault: -

S. No.	Name of Department	Documents
1.	Local Self Government	Fire NOC, Sewer Connection, Building Permission, Mobile Tower Connection, Property Lease Deed
2	DISCOM	Electricity Bill
3.	Revenue Department	Solvency Certificate
4.	Registration & Stamps Department	Registry Document
5.	Various Universities in Rajasthan	Student's Marksheet

In view of above, Raj eVault 2.0 system is to be enhanced with following scope of work:-
  1. Annual Technical Support of DMS: -

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- Currently total 112 core Licenses of IBM Business Automation Workflow (Filenet) are being used in the project Raj eVault. Annual Technical Support (ATS) of these licenses are expired September 2023 and same is to be procured for 3 years.

OR

- Delivery, Deployment and ATS of 3 years of New Document Management System along with migration of application and data to the new DMS.

2. <u>Enhancements, Operations and Maintenance of Raj-eVault System</u>: - The following key activities are to be performed during this phase-
   - Onboarding of Universities for student's marksheet data
   - Removing data duplication and redundancy
   - Onboarding documents of Govt. departments as and when required.
   - Enhancements, regular updation/fixes for Raj eVault Mobile App (Android & iOS)
   - Archival of Documents
   - Regular maintenance of the Raj eVault system
   - Regular support activities for existing and new Raj eVault System

Financial Estimation

The financial estimation is as follows: -   (Amount in Lakhs)

Description	2025-26	2026-27	2027-28
Procurement of ATS for 3 years of IBM BAW **OR** Delivery, Deployment and ATS for 3 years of New DMS along with migration of application and data to the new DMS	540.00	180.00	180.00
Raj eVault Application Support	84.00	90.72	97.98
Capacity Building/Stationary/Vehicle and Other Miscellaneous Expenses	25.00	10.00	10.00
Sub Total	649.00	280.72	287.98
Total With GST @18%	**765.82**	**331.25**	**339.81**
RISL Service Charges with GST	90.37	39.09	40.10
Total Cost	**856.19**	**370.34**	**379.91**
Total Project Cost (3 Years)	**1606.44**		

The estimated cost for the project is Rs. 1606.44 Lakhs for 3 years. The project was earlier approved with Financial Estimate of Rs. 4381.39 Lakhs (excl. GST) in the 93rd SeMT meeting held on 25-07-2022 and budget of Rs. 2708.8 Lakhs for the project was received under E-Office budget head of DoIT&C. The funds for the project may be provided by DoIT&C.

Signature valid

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Designation Technical Director
Date: 2025.08.20 15:01:41 IST
Reason: Approved

Fund Management:
The funds for the project would be provided by DoIT&C under E-office budget head.

View of Committee:
In view of present usage of IBM Business Automation Workflow, it is imperative to undertake ATS of the system software. Also SI for maintenance support of Raj eVault Mobile Application is required. The project is approved subject to condition that the project OIC would explore for alternative solution for document management system to reduce the estimated cost of the project.

The Committee accords technical approval on the proposal having estimated cost of Rs. 1606.44 Lakh.

9. Project :	Procurement of cyber security tool for IT applications security testing, Native mobile emulator to support security testing and Annual Technical Support (ATS) with Manpower for HCL AppScan– 3 Years (RISL)

Ensuring the confidentiality, integrity, and availability of government data is a critical priority. One of the key enablers of this goal is conducting Security Audits of IT applications before they are deployed on production. These audits are conducted by both the Internal Security Audit Team (Internal Audit) of the Department of Information Technology and Communication (DoIT&C) and CERT-In empanelled agencies selected through RFP (External Audit).

At present, the internal audit team relies on the Burp Suite (Community Edition) and GenyMotion (Free Emulator), both of which offer limited capabilities. These limitations hinder the team's ability to perform comprehensive vulnerability assessments, especially for complex web and mobile applications.

1. **Project Objectives:**
The primary objectives of this project are:
- **Strengthen Internal Security Audit Capabilities**
  Enhance the effectiveness of the internal security audit team in identifying, analyzing, and mitigating vulnerabilities by equipping them with advanced, state-of-the-art security assessment and monitoring tools. One Certified Manpower for detailed analysis, identify logic flaws, input validation gaps, insecure coding practices, and collaborate with developers on mitigation strategies and providing hands-on training and continuous skill upgradation will further empower the team to proactively address evolving cyber threats and maintain robust application security.

- **Procurement of Tools**
  - **Cybersecurity tool for web application security testing**: For advanced manual web application penetration testing.
  - **Native mobile emulator to support security testing of mobile application**: For in-depth mobile application testing in a high-performance virtual environment.

- **Annual Technical Support (ATS) for HCL AppScan (3 Years)**
  - Ensure **uninterrupted usage**, regular **security updates, bug fixes,** and **technical support** for HCL AppScan to maintain a robust and up-to-date audit framework.

2. Project Stakeholders:

- Department of Information Technology & Communication (DoIT&C), Government of Rajasthan
- RajComp Info Services Ltd. (RISL)
- Concerned Government Departments (application owners)

3. Scope / Work Of The Project:

This project will enable continuous and rigorous security testing for government web and mobile applications hosted at RSDC. It involves:

- Performing internal security audits to identify vulnerabilities and ensure mitigation before public release.
- Enhancing audit quality for financial, citizen-centric and government applications.
- Empowering the team along with conducting source code audit.

The project includes using advanced security tools to perform continuous and effective security testing of government web and mobile apps.

Tool-wise scope:

1. **HCL AppScan:** Automated dynamic testing, compliance reporting (OWASP, ISO 27001, GIGW 3.0), and DevSecOps integration.
2. **Cyber security tool for web application security testing:** Manual testing for logic flaws, access control, and injection issues using advanced tools like proxy and scanner.
3. **Native mobile emulator to support security testing of mobile application:** Emulate mobile devices to test mobile apps for storage, permission, and runtime vulnerabilities.

4. Financial Implications
A) Investment in existing HCL AppScan

The Department has already made significant investments in ATS of HCL AppScan tools for internal security auditing. The details of previous procurements are as follows: -

S.N.	Item Description	Order No/Date	No of Licenses	Total Amount (Including Taxes)	ATS Support Duration
1	Appscan Standard FLT USR, Appscan Source For Analysis Floating User (Perpetual)	F3.3(322)/RISL/Pur /2021/3061 Dated: 08.09.2021	3,1	76,87,521.69	3 years

2	Appscan Standard FLT USR, Source For Analysis Floating USER (Perpetual)	F4.3(489)/RISL/2022/4416 Dated: 06.09.2024	3,1	25,62,507.23	1 year

Note: *The current **Annual Technical Support (ATS)** for HCL AppScan is valid **up to 30.09.2025.***

Proposed Financial Requirement (F.Y. 2025–2028)

The estimated expenditure for procurement and support is as follows:

(Amount in Rupees)

S. N.	Item Description	Duration	Estimated Unit Price	No of Licenses/ Personnel	Total Amount (Including Taxes) (Rs./ For 3 years)
1.	ATS of existing Appscan Standard FLT USR	3 years	9,00,000.00 Per Year	3	81,00,000.00
2.	ATS of existing Appscan Source For Analysis Floating User	3 years	8,00,000.00 Per Year	1	24,00,000.00
	Manpower For Appscan Source For Analysis Floating User	1 years	1,50,000 Per Month	1	18,00,000.00
3.	Cybersecurity tool for web application security testing	3 years	77,000.00 Per Year	5	11,55,000.00
4.	Native mobile emulator to support security testing of mobile application	3 years	73,000.00 Per Year	2	4,38,000.00
Total					**1,38,93,000.00**
Total (Round-Off)					**1,39,00,000.00**

Fund Management:
Expenditure would be met from the funds available with Budget head "Expansion of SDC".

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The Committee directed that, the manpower for Appscan Source for Analysis Floating Users may only be deployed for one year and meanwhile the OIC must ensure capacity building of departmental manpower for this work after one year.

The Committee accords technical approval on the proposal having estimated cost of Rs. 139.00 Lakh.

10. Project :   Procurement of Application Performance Monitoring Tool/ Observability Tool for IT Applications (RISL)

The Department of Information Technology & Communication (DoIT&C) / RISL manages critical applications that constitute the digital backbone of citizen-centric governance in Rajasthan.

The application software deployed in RSDC is based on .NET, JAVA and PHP frameworks. Also, the websites are based on MS-SharePoint, including HTML5 and .NET core. To ensure seamless performance of these applications & websites, an Application Performance Monitoring (APM) tool is being used for monitoring critical and high-transaction applications and websites.

This tool has been assisting in day-to-day monitoring and performance optimization based on analysis reports generated from the existing solution to improve application performance.

Project Objectives:
The objective of this project is to implement a robust Application Performance Monitoring (APM) tool\ observability tool to proactively monitor, analyse, and optimize the performance, availability, and user experience of mission-critical applications. The tool will enable real-time visibility into application health, detect performance bottlenecks, identify root causes of issues, and ensure minimal downtime. This will support improved operational efficiency, faster incident resolution, enhanced user satisfaction, and alignment with organizational goals for digital service delivery and reliability.

In addition to tool deployment, skilled manpower resources will be deployed to manage day-to-day monitoring, incident analysis, reporting, performance tuning, and integration with existing IT operations. This combination of advanced tooling and expert human oversight will enhance the availability, reliability, and responsiveness of applications while reducing downtime and improving user experience.

Project Stakeholders:
- Department of Information Technology & Communication (DoIT&C), Government of Rajasthan
- RajComp Info Services Ltd. (RISL)
- Concerned Government Departments (application owners)

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Scope/Work Of The Project:

The scope of this project includes the supply, installation, configuration, integration, testing, training, and ongoing support of an Application Performance Monitoring (APM) solution, along with the deployment of qualified manpower to ensure smooth operations and effective monitoring. The project is aimed at improving the performance, availability, and reliability of critical applications running across various environments (cloud/on-premise/hybrid).

1.Supply and Deployment of APM/ observability Tool
- Supply of a licensed, enterprise-grade observability solution.
- Installation and configuration of the observability tool across target environments (web applications, APIs, databases, servers, containers, etc.).
- Configuration of performance metrics, dashboards, thresholds, alerts, and reports.

2. Manpower Deployment
- Provision of skilled technical resources (e.g., Application Monitoring Engineers) for the duration of the project.
- Responsibilities of deployed manpower shall include:
  - Daily monitoring and performance analysis.
  - Proactive identification and escalation of anomalies.
  - Root cause analysis and coordination with relevant teams.
  - Preparation and submission of regular performance reports.
  - Suggesting optimizations and improvements based on APM insights.
  - Ensuring compliance with service-level objectives (SLOs) and incident response timelines.

3. Training and Knowledge Transfer
- Training to internal IT teams or stakeholders on using the APM tool and interpreting its outputs.
- Documentation of tool configuration, SOPs, and escalation matrix.

4. Support and Maintenance
- Technical support from the OEM or authorized partner for the licensed APM solution during the contract period.
- Access to software updates, patches, and upgrades.
- Troubleshooting and issue resolution as per agreed SLAs.

5. Reporting and Governance
- Submission of monthly performance dashboards and incident summaries.
- Documentation of system health, bottlenecks, and optimization recommendations.

Financial Implications

The Department has already made significant investments in APM tool for Performance monitoring of Internal application. The validity of existing 54 licenses is being expired on 30.09.2025.

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In order to meet the upcoming needs, estimated 320 user licenses (100 concurrent licenses) procurement of the enterprise level observability tool with 3-year support would be required.

Further, PMU is also need to establish for effective monitoring and serving deep insights to the application owners.

The estimated expenditure for procurement of observability tool with manpower is

Sr. No.	Description	Amount (In Lakh)
1	Procurement of the enterprise level observability software (100 concurrent licenses)	500.00
2	Project Monitoring Unit Consultant (2 Nos) for 36 Month @ 2,59,470.20/ Per Month Sr. Consultant (1 Nos) for 36 Month @ 3,01,504.16/ Per Month	296.00
3	Training and Misc. Expenditure	4.00
	Total	**800.00**

Fund Management:
Expenditure would be met from the budget head "Expansion of SDC".

The Committee accords technical approval on the proposal having estimated cost of Rs. 800.00 Lakh.

11. Project :   Rate Contract for selection of CERT-In empanelled agency for Security Audit, Source Code Analysis, and Forensic Audit of IT Applications (RISL)

Ensuring the confidentiality, integrity, and availability of government IT infrastructure and data is vital. To maintain a secure digital ecosystem, regular security assessments, source code audits, and forensic investigations are essential. This project proposes to establish a Rate Contract with CERT-In empanelled agencies to conduct Security Audits, Source Code Analysis, and Forensic Audits for applications and systems hosted at the Rajasthan State Data Center (RSDC).

1. ## Project Objectives:
    The primary objectives of this project are:
    1. **Establish a pool of CERT-In empanelled agencies via Rate Contract**
       Create a pool of CERT-In empanelled and technically qualified agencies for timely and scalable audit services.
    2. **Conduct Security Audits for IT applications**
       Perform vulnerability assessment and penetration testing (VAPT) of applications to ensure their security before deployment and on a periodic basis.

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3. **Undertake Source Code Reviews**
   Perform static code analysis and manual code review to detect logic errors, security flaws, and insecure coding practices.

4. **Enable Forensic Audit Capabilities**
   Support investigation of security incidents using digital forensic techniques to ensure accountability and aid legal recourse.

2. **Project Stakeholders:**
   - Department of Information Technology & Communication (DoIT&C), Government of Rajasthan
   - RajComp Info Services Ltd. (RISL)
   - Concerned Government Departments (application owners)

3. **Scope Of Work Of The Project:** This Rate Contract will cover the following core areas:
   1. **Security Audit**
      - Web application, API and mobile app VAPT
      - Network security assessment
      - Configuration audits, firewall policy review, DB audit, etc.
      - Compliance verification as per OWASP Top 10, ISO 27001, CERT-In, GIGW 3.0, and MeitY guidelines
   2. **Source Code Analysis**
      - Static code analysis using automated tools and manual inspection
      - Review of business logic, input validation, error handling, and secure coding compliance
      - Coordination with development teams to guide secure code fixes
   3. **Forensic Audit**
      - Post-incident investigation
      - Log analysis, system imaging, malware traceability, and root cause analysis
      - Reporting aligned with legal and regulatory standards

4. **Deliverables & Reporting:**
   Each audit activity will deliver:
   - Detailed audit/forensic report
   - Risk classification (High/Medium/Low)
   - Remediation advice and verification
   - Certification letter, if required (e.g. pre-Go-Live audit compliance)

Audit Categories:

S.No	Item Description	Category	Indicative Quantity (Per Year)
1	Security Audit	Category- A websites/ web applications/ web services	200
		Category- B Dynamic websites/ web applications/ Portals with integrated gateways	200
		Category- C Mobile App	100
2	Source Code Review	As required	100
3	Forensic Audit	Post-incident	10

4. Financial Implications

A) Existing Security Audit Rate Contract amount

The estimated procurement cost in the existing RFP was ₹35 lakhs for Security Audit of Applications for one year

B) Proposed Financial Requirement (FY 2025–2027)
The estimated expenditure for procurement is as follows:

Sr. No	Item Description	Duration	Estimated Price Per Application	No of Applications /Year (Indicative)	Total Amount (Including Taxes) (Rs /For 2 years)
1	Security Audit	2 years	8,000	500	80,00,000.00
2	Source Code Review	2 years	25,000	100	50,00,000.00
3	Forensic Audit (per incident/investigation)	2 years	1,00,000	10	20,00,000.00
				Total	1,50,00,000.00
				Total (Round-Off)	1,50,00,000.00

Estimated Cost: Rupees One Crore Fifty Lakhs Only

Fund Management:
Expenditure would be met from the funds available with Budget head "Expansion of SDC".

The Committee accords technical approval on the proposal having estimated cost of Rs. 150.00 Lakh.

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12. Project :   Establishment of the Rajasthan State Cyber Security Incident Response Team (R-CSIRT) (Dept. of IT&C)

The R-CSIRT will serve as a central entity for coordinating cyber security incident response within the state, adhering to guidelines of CERT-In.

Executive Summary

The Rajasthan State Cyber Security Incident Response Team (R-CSIRT) will function as a specialized escalation and deep-investigation unit for cyber incidents. R-CSIRT will be responsible for advanced threat analysis, cyber forensics, and coordinated response in collaboration with national cyber security agencies such as CERT-In and NCIIPC.

R-CSIRT will operate in a secure, isolated environment to ensure that malware and compromised systems do not impact live infrastructure. Its core functions will include incident investigation, malware analysis, vulnerability assessment, threat intelligence, and digital forensics, supported by dedicated tools and skilled personnel.

1. R-CSIRT Architecture and Facility Overview

The R-CSIRT office will be established within the premises of the state data center. The facility is designed to meet the stringent security requirements of a data center, ensuring the protection of sensitive data.

Facility and Infrastructure –
- Location: State Data Center premises, featuring dedicated staff areas, meeting halls, and cabins.
- Security Controls: The office will incorporate advanced security measures, including biometric controls, access management, security zones, and surveillance controls.
- Network Segregation: The R-CSIRT network will be isolated from the main data center network.
- Essential Equipment: Includes projectors, display screens, security cameras, access control cards, and shredders.
- Communication: Desk phones, VOIP phones, and government email IDs (individual and a dedicated incident response ID) will be provided.

Hardware and Endpoints –
- Workstations: High-end workstations, desktops, and laptops equipped with powerful CPUs and high-capacity SSDs.
- Hardening: All systems will be hardened and configured with secure boot, in accordance with CERT-In guidelines.
- Endpoint Security: Antivirus solutions from reputable vendors will be installed on all endpoints.
- Additional Hardware: External hard drives, routers, and switches for connectivity will be deployed.

2. Manpower Requirement

Below manpower has been approved by finance department for CSIRT.

Signature valid

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Designation Technical Director
Date: 2025.08.20 15:01:41 IST
Reason: Approved

Post Name	Deputation/Contract	Nos	Pay Matrix Level / Pay
Director	To be filled from Deputation	1	L24
State Coordinator (At CERT-IN Delhi)	To be filled from DoIT&C	1	L21
Technical Lead – IR	To be filled from Deputation	1	L20
Technical Lead – Security Analyst	To be filled from DoIT&C	1	L20
Technical Lead – Threat Hunting & Forensic	To be filled from DoIT&C	1	L20
Technical Analyst – IR	Outsource from agencies	2	3
Technical Analyst – Threat Hunting & Forensic	Outsource from agencies	2	3
Security Analyst	Outsource from agencies	2	3
Legal Advisor	Outsource from agencies	1	3
Informatics Assistant (IA)	To be filled from DoIT&C	2	L8
External Consultant	Outsourced via NICSI empanelled firms	As needed	—

3. CSIRT Operating Context
- **Trigger Point:** CSIRT is activated when an incident reported.
- **Environment:** Operates in a logically and physically isolated segment to handle malicious samples securely.
- **No intercommunication with SOC network:** Only controlled transfer of forensic artifacts through DMZ or secure removable media.

4. Core Functional Responsibilities
- Advanced Incident Handling and Triage
- Digital Forensics (Disk, Memory, Artifact Recovery)
- Malware Analysis and Behavioral Detonation
- Threat Intelligence Enrichment and Adversary Attribution
- Vulnerability Confirmation and Exploitation Analysis
- Coordination with National Agencies (CERT-In, NCIIPC)
- Compliance Reporting, Documentation, and Lessons Learned

5. Technical Infrastructure & Tool Stack:
A. **Security Operations & Monitoring**
- SIEM: Splunk / Elastic / Exabeam
- Log Analysis: SolarWinds / Logstash / Databhan

B. **Incident Response & Case Management**
- Case tracking, evidence linking → The Hive / RTIR
- IOC triage → Loki Scanner / Volexity SurgeCollector
- TTP Mapping → MITRE ATT&CK Navigator / EclecticIQ Platform

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C. Cyber Forensics
- RAM acquisition → FTK / Magnet AXIOM / Belkasoft ECX / EnCase
- Disk Acquisition: Logicube Falcon Neo 2/ Tableau TX-2
- Disk Forensics: Magnet Axiom, EnCase, Pro Discover Pro
- Timeline & artifact analysis → SleuthKit / Autopsy / X-Ways
- RAM parsing → Volatility Framework
- Chain of custody & documentation → Belkasoft / FTK

D. Malware Analysis
- Behavioral sandboxing → Cuckoo / VMRay / Recorded Future
- Reverse engineering → REMnux / Flare VM / IDA Pro / Ghidra
- IOC extraction → REMnux / VMRay
- Malware tracking → VIPER / Hatching Triage / Recorded Future

E. Threat Intelligence
- IOC ingestion/normalization → MISP / Anomali ThreatStream / Recorded Future / Kaspersky
- Enrichment & scoring → YETI / ThreatConnect / CRITS
- Adversary analysis → Maltego / EclecticIQ / IBM i2 Notebook
- Secure sharing → MISP / ThreatQ

F. VAPT and Exploitation Analysis
- Vulnerability scanning → OpenVAS / Tenable.sc / Nexpose
- Exploitation frameworks → Metasploit / Core Impact / sqlmap / BurpSuite Pro
- Web app testing → BurpSuite / ZAP / Netsparker / Tenable WAS
- Client-side testing → BeEF
- Comprehensive test OS → Kali / Parrot OS

G. Infrastructure Support (Lab Environment)
- Virtualized analysis → VMware Workstation / VirtualBox / Proxmox
- Snapshotting and rollback → VMware Pro / KVM
- Isolated detonation → Citrix Hypervisor
- Patch validation & sandboxing → QEMU / Proxmoxv

H. Supporting Tools
- Patch Management → ManageEngine Patch Manager Plus / Kafka/etc.
- Secure Storage → Dell EMC / NetApp / HPE/etc.
- Network Security → Palo Alto NGFW / FortiGate / Check Point/etc.
- Endpoint Containment Tools → Bitdefender GravityZone / MalwareBytes/etc.

The above tools are indicative only covering both open source and commercial solutions.

6. Security & Network Segregation
- CSIRT will operate on a segregated VLAN with no direct routing to SOC or production assets.

- Malware sandboxes will have NO internet access unless via filtered, content-safe proxies.
- IOC and evidence ingestion occurs via controlled channels with audit trails.

7. Organizational Model & Staffing
- Incident Response Analysts
- Malware Analysts
- Digital Forensics Specialists
- Threat Intelligence Analysts

8. Budget

(Rs. In Crore)

S. No.	Particulars	2025-26	2026-27	2027-28
	Hardware – User infra			
1	Cyber Forensic Workstations, High End Desktops & Laptops, External Hard Disks - 4TB NVMe SSDs (Rugged/Encrypted)	1.50	0.00	0.00
	Software's (Digital forensic & Incident Response)			
2	Incident Response & Case Management, SIEM, Log Analysis, Network Monitoring, Cyber Forensics & Memory Analysis, Malware Analysis & Reverse Engineering, Threat Intelligence, VAPT, Infrastructure Support & Supporting Tools, etc.	5.07	5.32	5.59
	Compute			
3	Server w/virtualization, SAN Storage, SAN Switch, Core Switch, WAN / Aggregation Switch, TAP Switch, OOB Management Switch, Next generation Firewall, HIPS/Anti-virus, etc.	6.04	1.09	1.33
4	FMS & Manpower	2.10	2.31	2.54
5	Miscellaneous @1%	0.50	0.50	0.50
6	**Total**	**15.21**	**9.22**	**9.96**
7	GST @18% on Total	2.74	1.66	1.79
8	**Sub Total (6+7)**	**17.95**	**10.88**	**11.75**
9	RISL Service Charges @10%	1.80	1.09	1.18
10	GST on RISL Service Charges @18%	0.32	0.20	0.21
11	**Total Project Cost inclusive of Taxes (8+9+10)**	**20.07**	**12.17**	**13.14**
	Grand Total for 3 years (2025-28)	**45.38 Crore**		

Fund Management: Expenditure for CSIRT operations will be booked under the budget head of the "Centre of Excellence for Cyber Security (CS-COE)" of DoIT&C.

A dedicated State CSIRT will significantly enhance the state's resilience against targeted attacks, APTs, and undetected breaches, while ensuring high-confidence forensic and legal readiness. It also complements the existing SOC by providing deeper, specialized response capabilities in a secure and segregated environment.

The Committee accords technical approval on the proposal having estimated cost of Rs. 4538.00 Lakh.

RajKaj Ref No.:
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13. Project : Implementation of Integrated IT solution for various PSUs under Government of Rajasthan (RISL)

The PSUs in Rajasthan are committed to automate the internal processes that are being followed on a regular basis by the organization and its employees. Therefore, an Integrated IT solution (ERP package) was developed. The package includes standard ERP modules, which is customizable and configurable as per the requirements of various business functions of different PUSs, so that all the activities can be executed through a single solution.

In Phase-I of the RajERP project, five PSUs—RISL, AUK, JMRC, RFC, and RSMML—adopted the RajERP suite solution through RISL for automating their business processes. Subsequently, in Phase-II, five power sector companies DISCOMM, RVUNL, RVPNL also began using the RajERP solution. During Phase-III, organizations such as RSMML, JMRC, RISL, DICOMS, and RVUNL have been utilizing the RajERP platform. Additionally, DAM and RSAMB are scheduled to onboard the RajERP solution before the conclusion of the current phase on Dec-2025.

Standard modules developed for RajERP project are as follows: -

1. Human Resource Management System including Pension
2. Accounts and Finance Management
3. Material Management
4. Sales & Marketing Module
5. CPF/GPF
6. Works monitoring and Project monitoring
7. RGHS-SAB module for (generating employee id for PSU's for RGHS scheme)
8. Ticket Management System

The proposed RajERP Project is to be scheduled in PSU's mentioned in following organizations with their subscribed modules is mentioned in below table A:

Table A:

Sr. No	Organizations	Modules
1	RISL	HRMS, FA
2	JMRC	HRMS
3	RSMML	HRMS, FA, S&M, MM
4	DAM	HRMS, FA,CPF/GPF
5	RSAMB	HRMS, FA,CPF/GPF, WORKS

The summary of SEMT-approved costs and work order amounts for the RajERP project in previous phases is provided in Table B below:

Table B: Previous SeMT approvals and fund utilization

Phase	SeMT no. and date	SeMT approved amount (in Lakhs)	Name of Department	Work order amount and date	Utilization Amount (in Rs.)
Phase -I	71st 16.11.2017	855.47	Agri Univ. Kota, JMRC, RISL,RFC RSMML	Rs. 4.26 cr. 15.10.2019	Rs. 3.50 Cr.
Phase - II	76th 27.11.2018	701.85	DISCOMs, RVPN & RVUNL	Rs. 6.01 cr. 13.08.2019	Rs. 3.00 Cr.
Phase - III	100th 12.08.2024	3147.00	DISCOMs, RVUNL, RSMML, JMRC, RISL	Rs. 31.47 cr. 19.12.2022	Rs. 11.00 Cr. (estimated)

*Note: A total estimated amount of ₹17.50 crore has been utilized in Phases I, II, and III.

Scope of Work (SoW) under RajERP Project: The Scope of Work is divided into two key parts:

- Up-gradation
- O&M (Operation and Maintenance)

Up-gradation: (Duration: -1 year)

Current RajERP application software was developed in the year 2017 and is now facing number of challenges as mentioned below which require technology upgradation:
- Monolithic architecture makes the system difficult to update and maintain.
- Use of inline SQL queries across the codebase increases maintenance complexity and security risks.
- The application runs on IBM DB2, which has performance issues under high transaction loads and lacks easily available manpower support.
- No mobile application exists, limiting accessibility for field staff and reducing operational flexibility.

To improve performance, scalability, and user experience, the system will be upgraded with modern technologies. This will make the ERP more efficient, user-friendly and future ready application. Accordingly, it has been proposed to develop new RajERP application using latest technology stack and development tools, transition the application from monolithic to modular

Signature valid

Digitally signed by Akhilesh Mittal
Designation Technical Director
Date: 2025.08.20 15:01:41 IST
Reason: Approved

API based architecture, database to be shifted from DB2 to Oracle/MSSQL/PostgreSql, use of analytics tools for preparation of dashboard & reports, development of mobile app etc. is being proposed.

Operations & Maintenance (O&M) Phase (Duration:- 5 years):
The Operation & Maintenance (O&M) phase for the new RajERP project has been planned for a period of five years after Go-live. However, for existing customers who have given their consent for requirement of O&M phase of the existing implemented RajERP software, the O&M would have to be provided by the new selected bidder. To ensure uninterrupted service and a smooth transition to the new RajERP platform, it is imperative that the O&M phase of existing RajERPis continuous for current organizations.

Financial Implications:
Total Project Cost of RajERP (incidental charges (including mobility), RISL service charges with GST and consultancy charges (upgradation & O&M for 5 Year) = Rs. 33,01,49,074.00

Table C: Fund Requirement of RajERP Project (Up gradation and O&M of 5 Years)

Sr. No.	Description	Amount (without GST)	(Including GST)
1	Total cost of Up gradation and O&M for 5 years	20,95,08,078.00	24,72,19,532.00
2	RISL services charges (10%)		2,47,21,953.20
3	GST On RISL service charges (18%)		44,49,951.57
4	**Total**		**27,63,91,436.77**
5	Contingency Charges (Including mobility and other misc. expenses) on Total (5%)		1,38,19,571.84
6	Consultant charges (5 Years)		3,99,38,065.00
	Grand Total		**33,01,49,073.61**
	Grand Total (Rounded Off)		**33,01,49,074.00**

The RajERP project is designed with a PSU-centric approach, ensuring that the specific operational and administrative needs of Public Sector Undertakings are effectively addressed.

Table D: Year wise bifurcation of Upgradation and O&M of RajERP project (Sr. No. 1 of Table C):

S.No.	Year	Scope	Amount (without GST)	Remarks
1	2025-26	Upgradation and O&M	4,77,00,547.00	
2	2026-27	O&M	3,49,81,909.00	

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S.No.	Year	Scope	Amount (without GST)	Remarks
3	2027-28	O&M	3,83,95,309.00	10% increase cost from previous year cost
4	2028-29	O&M	4,21,50,049.00	10% increase cost from previous year cost
5	2029-30	O&M	4,62,80,263.00	10% increase cost from previous year cost
Total cost (Without GST)			**20,95,08,078.00**	

Fund Management:
Total cost of the Project Implementation will be borne by the respective organizations utilizing the solution.

The Committee advised to incorporate micro services architecture in the proposed application/ solution as per requirement.

The Committee accords technical approval on the proposal having estimated cost of Rs. 3301.49 Lakh.

14. Project : **Renewal of Annual Technical Support (ATS) and Operation & Maintenance of RajMail (Janta Mail) Email Services for Govt. of Rajasthan (RISL)**

Project Background:
- The Government of Rajasthan aims to leverage Information Technology to enhance communication, transparency, and efficiency in administration, particularly through platforms like RajMail. RajComp Info Services Ltd. (RISL) is responsible for implementing various e-governance projects within the state, which includes the Rajasthan Single Sign-On (RajSSO) platform. When residents create an SSOID, they automatically receive a free mailbox on RajMail. This email account is used for official communication between citizens and the government, serving as an authentic channel for services provided through various government applications.

- As part of its efforts, the Government mandates that all private agency manpower working for the Department of Information Technology (DOIT) and RISL should use Rajasthan.in or राजस्थान.भारत email addresses for official communications. Using personal or external email services is strictly prohibited to ensure the privacy and security of information. Additionally, all Local Service Providers (LSPs) on the eMitra platform are

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provided with RajMail email accounts, which support bilingual communication in both English and Hindi, ensuring inclusivity and wider accessibility.

- RajMail is currently undergoing the Renewal of Annual Technical Support (ATS) and Operation & Maintenance (O&M) services for the Janta Mail Email Services for the Government of Rajasthan. This renewal was awarded to M/S Data Ingenious Global Ltd. through a tender on May 25, 2022 (work order F3.3(170)/RISL/Pur/16-17/1403). The contract encompasses the Renewal of ATS and O&M of RajMail for 3 years. The total cost for this phase is Rs. 1.10 Crore (inclusive of all applicable taxes, levies, and duties, including GST). The project will be completed by May 25, 2025.

- Currently, RajMail serves over 62 lakh users, including government employees, officials, and citizens across various departments in Rajasthan, ensuring seamless, efficient, and secure communication between the government and its people.

- **Details of Users are as per follows: -**

Total Users (Rajasthan.in)	57,24,513
Users (police.rajasthan.in)	22,336
Users (पुलिस.राजस्थान.भारत)	79,896
Users (राजस्थान.भारत)	3,73,744
Total users registered using "rajasthan.in" on igotkarmyogi portal	7,02,262

- **USER STATISTICS: –**

S. No.	Year	New Mail Account created
1	2022	53,172
2	2023	26,725
3	2024	5,14,150
4	2025	45,865 (till may)

- **MAIL STATISTICS: -**

S.No.	Year	Incoming mail	Outgoing Mails
1.	2022	69,90,142	15,68,791
2.	2023	54,37,612	8,34,067
3.	2024	1,76,12,385	15,44,818
4.	2025 (till May)	1,14,88,802	4,32,498

- To cater to the requirement, Renewal of Annual Technical Support (ATS) and Operation & Maintenance of Rajmail (Janta Mail) Email Services for Govt. of Rajasthan is proposed for three years. As per the RISL administrative order F4.15(07)/RISL/Tech/2024/132 dated 03-04-2024, manpower rates for following teams are as follows: -

Sr. No	Name of Item	Unit	Base Rate	Yearly Cost(Incl. GST)
A	B	C	D	E
1.	OEM ATS of Email Server Software/ Solution	1	19,00,000.00	22,42,000.00
2.	Operations and Maintenance support	1	23,40,000.00	27,61,200.00
	Total Cost For 1(one)Year			50,03,200.00
	Total Cost For 3(three) Year			1,50,09,600.00
*Salary per month 1 Domain Expert (Rs. 85,000) and 2 Support Engineer (Rs. 1,10,000)				

Fund Management:
Expenditure would be met from the funds available with Budget head of SDC of DoIT&C.

The Committee accords technical approval on the proposal having estimated cost of Rs. 150.10 Lakh.

15. Project :   IT Infrastructure Up-grade Project for Cooperative Banks of Rajasthan (Rajasthan State Cooperative Bank Ltd.)

51 servers & SAN storage presently implemented in DC & DR sites are out dated and end of sale. VAPT conducted by the Indian Computer Emergency Response Team (CERT-IN) empaneled agencies have reported vulnerabilities on account of upgrading servers to latest OS with latest patches, VMware, database etc. No upgrades are allowed in these servers.

As per technology life cycle the servers are not upgradable hence there is a need for technology refresh. There lies a security threat.

Bank's last DR drill was conducted on 7.1.2023 wherein several services could not be run through DR due to lack of resources. NABARD vide its circular dated 6.2.2020 mandates bank to conduct Vulnerability Assessment & Penetration Testing (VAPT) on periodic basis. Further as per the directions of RBI, NABARD, NPCI, IFTAS, CCIL, UIDAI & other regulatory agencies the DR drill must also be done on periodic basis.

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Exadata X-7 Appliance is installed with 4 nodes each at DC and DR sites. X-7 is going end of support so refresh also required at DC & DR sites. Recommended threshold for Exadata Appliance is 70% whereas utilization goes upto 100% during EOD activity every day. There is backup issues as entire backup process is manual and script driven, which may cause loss of data. Banking services may be interrupted in absence of adequate infrastructure which may result into heavy financial penalty by RBI/NABARD.

To meet operation challenges, business risk and financial liabilities, bank intend to have latest generation Exadata X-11 quarter RACK (In total 4 DB Nodes, 144 Core enabled) along with necessary database latest version software licenses including security software, Zero Data Loss Recovery Appliance Base Rack along with necessary software license and OEM resource for Data Center. Data migration and asset shifting activities also needs to be performed.

A technical assessment committee for assessment of requirements of servers, SAN storage and OS tools & Database gave its recommendations for upgrade in DC & DR sites of Cooperative banks.

Scope of Work:
- IT Infrastructure Upgrade of Exadata X-7 to Exadata X-11 with licenses and Security Software(s) along with new ZDLRA appliance.
- Procurement of new Servers, SAN Storage, SQL Server licenses & OS (RHEL & Windows), CISCO 8300 (6), Cisco 8200 (1), Cisco Identity Service Engine (ISE).
- Procurement of tools for load balancing, network management, asset management & patch management, IT operations management, remote desktop tool.

Deliverables & Item wise cost estimate (Total Budget Outlay)

(In Lakhs)

S. No.	Project Head	Service Period validity	Budget (Tentative) in Rs., GST extra (30 banks)
1	Servers, Storage, OS, Tools procurement, Implementation & Support for 5 years	5 years	3800.00
2	Network switches & components for high availability Cisco 8300 (6), 8200 (1), Identity Service Engine (ISE) authentication service	5 years	300.00
3	IT Infrastructure Upgrade of Exadata X-7 to Exadata X-11, ZDLRA with latest licenses and Security Software(s) along with 5 years ATS	5 years	8500.00
	Total		**12600.00**

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Justification Note

- 51 servers & SAN storage presently implemented in DC & DR sites are out dated and end of sale.

- VAPT conducted by the Indian Computer Emergency Response Team (CERT-IN) empaneled agencies have reported vulnerabilities on account of upgrading servers to latest OS with latest patches, VMware, database etc. No upgrades are allowed in these servers. Applications deployed on these servers have to be updated accordingly.

- Core banking modules increased from 66 to 88 during span of 2012 to 2025. Post ST loan automation in 2019, transaction count is increased fivefold. RTGS/NEFt transaction increased by 30%. New services of Mobile banking, IMPS, UPI launched in 2022 after which the transaction in these accounts also increased. Mandate Management system and National Automated Clearing House transactions also resulted in increase in transactions resulting in load on system. As a result of these new systems with better capabilities need to be deployed.

- As per the directions of RBI, NABARD, NPCI, IFTAS, CCIL, UIDAI & other regulatory agencies the DR drill must also be done on periodic basis. A failover arrangement of AD, DNS, CBS, RTGS, NEFT, ATM, NACH, SMS Alerts, FIG, Mobile Banking, IMPS, UPI etc. there is need for servers & SAN storage with SAN switch is required for smooth, uninterrupted operations so that services may remain operational from DR site in case of any issues in DC.

- Reserve Bank of India vide its circular dated 7.11.2023 mandates deployment of identical systems and deployed patches at DC & DR locations.

- Exadata X-7 Appliance presently used at DC & DR sites is End of sale. New upgrades are not possible on these devices. As per RBI directives & to meet the current transaction load requirements of 30 cooperative banks Exadata X-11 appliance is required to be deployed in DC & DR with identical system and patches.

Therefore, approval requested on the following:

1. Approval for procurement of new Servers, SAN Storage, SQL server, OS, Antivirus, Proxy & Monitoring tools (for load balancing, network management, asset management & patch management, IT operations management, Remote Desktop Tool), CISCO components for high availability 8300 (6), 8200 (1), Identity Service Engine (ISE) authentication service etc.

2. IT Infrastructure Upgrade of Exadata X-7 to Exadata X-11 with licenses, ZDLRA and Security Software(s)

Approval of the total of estimated project cost of approximately Rs. 12600.00 Lakhs + GST with funding source as 30 Cooperative banks of Rajasthan.

Fund Management:
Expenditure would be borne by Banks on prorata basis of number of branches.

The Committee accords technical approval on the proposal having estimated cost of Rs. 12600.00 Lakh.

16. **Project : Integration Modules to be dropped for PACS Computerization project (RSCBL)**

The project namely "**Computerization of Primary Agriculture Credit Societies (PACS) in the State of Rajasthan**" was approved in 97th meeting of SeMT convened on 25-09-2023 with following condition that:
   a. The ERP solution shall integrate seamlessly with the State Government IT Architecture, Framework & portfolio, new initiatives, portals, apps and services etc.
   b. SSO enablement of the offered solution under State Government services umbrella.
   c. Integration with Jan Aadhaar, RajSewadwar, e-Vault, DBT, Esign Maandate, APIs, KCC, MNREGA, e-KYC, AePS, etc. services.
   d. Perpetual availability of the software & services.
   e. API pluggins with the State Government to disburse the benefits of the State Government beneficiaries' schemes to farmers, artisans, MNREGA, etc.
   f. MIS for generation of the customized information to enable the State Government formulate policies for the State Government schemes.
   g. Any changes, interfaces, modules, MIS etc. as directed by the State Government shall be undertaken in a defined timeframe.
   h. Well defined CR process to incorporate changes directed by the State Government.

Subsequently a committee was constituted vide office order no. RSCB/EDP/179-18/2024-25/9796 dated 30.11.2025 for BRD approval and UAT for integration. During committee meetings it was envisaged that several integrations are not required with the PACS ERP Software details i.e. E-Mitra, Rajdharra, RajKisan Saathi, eVault, MSP/ RajFed, Raj Payment Platform, e-Bazar, SIMS (Store Inventory Management System), Fertilizer Portals, POS Machine, KCC, eKYC, DBT, RajSewa Dwar, Digital Membership Register, Annapurna ePDS, Aadhar Data Vault, MNREGA modules.

Scope of Work:
• Dropping E-Mitra, Rajdharra, RajKisan Saathi, eVault, MSP / RajFed, Raj Masters, Raj Payment Platform, e-Bazar, SIMS (Store Inventory Management System), Fertilizer Portals, POS Machine, KCC, eKYC, DBT, RajSewa Dwar, Digital Membership Register, Annapurna ePDS, Aadhar Data Vault, MNREGA modules from list of integration with PACS ERP software.

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- Remaining modules Core Banking Software, Financial Inclusion Gateway, Single Sign On, E-Dharti, Girdawari, Raj Sahakar, Raj Masters, Jan Aadhaar, Jan Soochana Portal, Hosting of ERP at RSDC shall be integrated with the PACS ERP Software.

Deliverables & Item wise cost estimate (Total Budget Outlay)

S. No.	Project Head	Service Period validity	Budget
1	Dropping State Government modules from PACS ERP Integration list	-	-

Therefore, approval on request to consider the integration of required services under PACS computerization Project of related activities only.

The Committee noted the aforesaid request of service integration modules.

17. Project : **Computerization of 477 Nos. of Primary Agriculture Credit Societies (PACS) in the State of Rajasthan (RSCBL)**

As per the Hon'ble CM budget declaration 180 the Cooperative Department, Government of Rajasthan envisions carrying out computerization of all PACS in Rajasthan for smooth transition from manual record keeping to computerized software, thereby reducing redundancies and duplicity and thus making the functioning and monitoring of PACS easier and more accountable. Ministry of Cooperation, Government of India has also mandated computerization of PACS under central sponsored scheme.

In the 97th meeting of SeMT dated 25-09-2023, the project proposal namely "**Computerization of Primary Agriculture Credit Societies (PACS) in the State of Rajasthan**" were approved for computerization of 7282 Nos. of PACS. The count is now increased to 7759 PACS approved by SLMIC. The approval is required for additional 477 PACS.

The number of PACS may be increased as per the RCS directives regarding formation of new PACS. This will result in the increase in project cost.

The cost incurred on any Change Request in TCS CBS & TCS FIG shall be in addition to above cost.

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Financial Estimates for additional 477 PACS/LAMPS

(Amount In Rs.)

S. N.	Item	Amount Per PACS	Total Units	Total cost for 7282 PACS	To be borne by
1	A comprehensive ERP solution covering Membership, financial services – deposits; lending including ST, MT and LT, procurement, processing units, PDS, Business planning, warehousing, merchandising, borrowings, asset management, human resource management, RuPay/ KCC integrations, etc. with cyber security and data storage facility.	72,103	477	3,43,93,131.00	GoI, NABARD
2	Training	10,198	477	48,64,446.00	GoI, NABARD
3	Hardware – Computer, Multi-functional Devices (MFD), UPS, webcam, bio-metric scanner, VPN router including 3 years of warranty & 2 years AMC	1,32,939	477	6,34,11,903.00	GoI : State Government 60: 40
4	Implementation Services including data preparation, digitization, verification till final reconciliation and porting into the ERP solution for Operationalization Maintenance and Handholding support	1,77,402	477	8,46,20,754.00	GoI : State Government 60: 40
	Total	**3,92,642**		**18,72,90,234.00**	

Therefore, approval requested on the following:

1. Approval of the total of Project Cost of Rs. **18,72,90,234.00** (inclusive of GST) for additional 477 PACS with funding source as NABARD, Government of India and Government of Rajasthan.

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2. Approval of the project component of System Integrator Rs. 1,77,402.00 per PACS & Hardware Rs. 1,32,939.00 per PACS. Total cost amounting to Rs. **18,72,90,234.00** for 477 additional PACS shall be borne by the Govt. of India & State Government on 60:40 ratio basis.

The Committee accords technical approval on the proposal having estimated cost of Rs. 1872.90 Lakh.

18. **Project :   Up-gradation and Facility Management Services (FMS) for existing IHMS application (RISL)**

Project Background:
Integrated Health Management System (IHMS) is web-based application to provide healthcare services to patients with electronic health records (EHR). Currently, the existing IHMS application modules have on boarded more than 1400 Govt. Hospitals/ Medical institutes (Medical Education and Medical and Health Departments) across Rajasthan including the largest health facility in state, i.e., SMS Hospital, Jaipur and more than 4.2 lacs OPD/ IPD/ emergency registrations are logged in a single day.

IHMS was envisaged as a common user interface and common masters for medical related applications which would facilitate a health institution to access/ documents through common interface and simultaneously update EHR. Applications like MAA Yojana, RGHS, e-Aushadhi, E-Rakhtkosh etc. are integrated with IHMS applications at the basic level.

Project Development and FMS Partners

S. N.	Details	Parties Involved	Procurement Mode	Validity Period	Reference
1	IHMS application initial development	M/s E-Connect Solutions Pvt. Ltd. (Lead Bidder/SI) & M/s Ohum Healthcare Pvt. Ltd. (OEM)	Open Tender	20.09.2017 to 31.08.2023	F4.2(266)/RISL/ Tech/2016/5306 dated 20.09.2017
2	Extension of work post expiry of above	Same consortium (M/s E-Connect Solutions Pvt. Ltd. & M/s Ohum Healthcare Pvt. Ltd.)	Single Source Procurement	01.09.2023 to 31.08.2024	F4.2(266)/RISL/ Misc/2016/7315 & 7316 dated 06.02.24 {post facto for period 01.09.2023 to 31.01.2024}
3	FMS services post expiry of above	M/s Data Ingenious Global Ltd. in TLA with M/s Ohum Healthcare Pvt. Ltd.	Term Level Agreement (TLA)	01.09.2024 to 05.03.2025	F4.15/(02)/RISL /Tier-I/2024/4529 dated 10.09.2024

					{period 01.09. 2024 to 05.12.2024} & 7430 dated 08.01.2025 {period 06.12. 2024 to 05.03.2025} respectively
4	Further FMS services	M/s Data Ingenious Global Ltd. in TLA with M/s Ohum Healthcare Pvt. Ltd.	Term Level Agreement (TLA)	06.03.2025 to 31.08.2025	F4.15(07)/RISL/ Tech/2024/RajK aj Ref No. 14695797 dated 15.04.25

It is pertinent to mention here that M/s Ohum Healthcare Pvt. Ltd is OEM and has worked as the technical solution provider since the inception of IHMS application.

Budget announcement for year 2023-24 at point number- 20 : "मुख्यमंत्री चिरंजीवी स्वास्थ्य बीमा योजना, Rajasthan Government Health Scheme (RGHS) तथा मुख्यमंत्री निरोगी राजस्थान योजना के अंतर्गत बढ़ते रोगीभार को देखते हुए मरीजों को सुगमता से समस्त चिकित्सा सुविधायें देने तथा रोगियों की मेडिकल हिस्ट्री ट्रेक करने के लिए चरणबद्ध रूप से IT आधारित Integrated Health Management System (IHMS) को सरकारी एवं निजी चिकित्सा संस्थानों में प्रभावी किया जायेगा। आगामी वर्ष, प्रथम चरण में सामुदायिक स्वास्थ्य केन्द्रों (CHCs) तक क्रियान्वयन हेतु 50 करोड़ रुपये व्यय किये जाने प्रस्तावित हैं।"

For the Budget Announcement No. 290.01.00 for the year 2023-24, based on directions from FD, the executing agency will be the Department of Information Technology and Communication, while the implementation will be carried out by the Department of Medical and Health.

Currently the IHMS project is under FMS till 31.08.2025 through Manpower Cell.

Way Ahead for IHMS:
In the meeting held on 10.02.2025 under chairpersonship of Secretary and Commissioner DOIT&C it was decided to scale up the IHMS application horizontally with maximum implementation of all working modules in health facilities.

Considering the above and keeping in view of the nature & complexity involved and to cater new urgent/ immediate requirements, meeting deadline of budget announcements, scaling up horizontally with maximum implementation of all working modules in health facilities and maintenance and support works, it is proposed that services for development, customization and maintenance should be procured from M/s Ohum Healthcare Pvt. Ltd. on single source basis for development, customization and FMS services for a period of 12 months as per provisions of RTPPA 2012.

Following are the reasons for going for above proposed mode:-

1. The IHMS application is a Commercial Off-The-Shelf (COTS) product developed by M/s Ohum Healthcare Pvt. Ltd., initially deployed for the Government of Rajasthan in 2017. Since then, it has been continuously customized based on the evolving requirements of the stakeholder departments.

2. M/s Ohum Healthcare Pvt. Ltd. has been associated with the IHMS project as a development partner since its inception in 2017. Over the course of the project, Ohum has contributed consistently—either as a member of a consortium or through manpower deployment arrangements under a Term Lease Agreement (TLA) facilitated by RISL.

3. In 2024, the Department initiated a fresh tendering process for the IHMS 2.0 project. As an interim arrangement, Facility Management Services (FMS) were hired through the RISL Manpower Cell, with validity up to 31.08.2025. However, the tender process was subsequently cancelled on 23th January 2025 due to the receipt of single responsive bid, which did not meet the minimum competitive criteria.

4. The Resources under current contract are insufficient to meet the immediate and critical requirements of user departments, especially in view of recent budget announcements for 2025-26 (pertaining to Medical Education department & Department of Medical, Health & Family Welfare) and initiatives under the Ayushman Bharat Digital Mission (ABDM). These requirements are time-bound and must be fulfilled within strict timelines. The Medical and Health Department is anticipated to undergo significant horizontal expansion, necessitating urgent deployment of additional resources and technical support to maintain operational efficiency.

5. The ongoing Facility Management Services (FMS) contract is valid upto 31.08.2025, a date that is fast approaching. Accordingly, it is imperative to formulate and initiate a continuation plan at the earliest to ensure uninterrupted support and service delivery.

6. If RISL/ DoIT&C initiates a fresh tendering process for IHMS 2.0 at the request of the Medical and Health Department, it is estimated that a minimum of 4–5 months will be required to complete the tendering process and issue a new work order. In case the bid process results in a non-responsive outcome, the timeline may be further extended. Post award, the selected vendor would require an additional 5–6 months to become fully operational, including a 2–3 month knowledge transfer phase due to the scale and complexity of the IHMS system. Thus, the transition will take at-least 9–10 months to achieve a stable operational state. Considering the above and to ensure uninterrupted delivery of critical healthcare services, it is recommended that the existing FMS engagement be extended for a further 12-month period as a proactive and risk-mitigation measure. However, should the transition process concluded earlier, the engagement may be terminated with a one-month prior notice.

7. The IHMS team is currently involved in horizontal scale-up activities to enhance the system's functionality and extend its reach. This scale-up is a continuous process. In light of this, it is essential to retain the existing Facility Management Services (FMS) support beyond 31.08.2025 to ensure operational continuity, system stability, and uninterrupted progress of ongoing initiatives.

8. Activities under the Ayushman Bharat Digital Mission (ABDM) and its associated work streams are currently being implemented through the Digital Health Incentive Scheme

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(DHIS). The successful horizontal scaling of these initiatives is anticipated to generate substantial revenue for the respective departments. Although the DHIS scheme officially concluded on 30.06.2025, there remains a possibility of its revision or extension. In this context, any disruption in the ongoing momentum may negatively impact the anticipated revenue flows. Therefore, it is imperative to ensure continuity in operations, particularly through sustained engagement with the current implementation partner, M/s Ohum Healthcare Pvt. Ltd., to safeguard progress and prevent operational setbacks.

9. Given that IHMS delivers critical services in the medical field, there is a continuous need to enhance the quality of service delivery and operational efficiency. To achieve this, it is essential to deploy highly skilled and specialized resources capable of meeting the complex and time-sensitive requirements of the healthcare sector. However, the current rates for hiring manpower services, along with the terms and conditions outlined in the Administrative Order issued by RISL for Manpower Services (Tier-I & Tier-II), are not suitable to retain high-quality resources for this domain/project. Therefore, in the interest of ensuring improved service standards and timely delivery of project outcomes, it is proposed to issue a direct work order (SSP) to M/s Ohum Healthcare Pvt. Ltd. Ohum has demonstrated in-depth domain expertise and a long-standing association with the IHMS project, and is well-positioned to deploy qualified professionals who can maintain and enhance the system effectively. This approach will ensure continuity, minimize on boarding time, and provide the necessary technical strength to support the evolving needs of the healthcare ecosystem.

10. An immediate replacement of the current software solution may adversely impact user experience for thousands of existing users. Such a transition could affect system usability and adoption in the short to medium term, potentially leading to operational disruptions and additional costs due to delayed adoption.

Scope of Work for IHMS is as follow-

1. Providing Functional maintenance support for the existing solution IHMS.
2. Providing Technical Support for Horizontal scale up of IHMS application with current functionality for maximum adoption.
3. Data Cleansing and Database Optimization
4. Customization of modules of existing IHMS based on the urgent/ immediate functional requirements from the Medical facilities.
5. Customization of existing modules:

   5.1   Integration of IHMS and MAA (IPD) **(Budget Announcement)**
   5.2   Integration of IHMS and RGHS (OPD and IPD) **(Budget Announcement)**
   5.3   Queue Management System for Hospitals **(Budget Announcement-Medical Education)**
           5.3.1. Department wise token generation
           5.3.2. Queue display
           5.3.3. Doctor Mobile App (Android & iOS)
           5.3.4. HelpDesk Mobile App (Android & iOS)
           5.3.5. Appointment App (Android & iOS)

5.4   Integration of IHMS with e-Aushadhi (Upgradation and Horizontal Scaling)
      5.4.1. Indent, Receive, Return, Annual Demand
      5.4.2. Auto indent generation/ push model
      5.4.3. Reports
5.5   Pharmacy Management System (Upgradation and Horizontal Scaling)
      5.5.1. Simplified screen for drug dispensing
5.6   Inventory Management System(Upgradation)
      5.6.1. Manage hospital inventory store wise
5.7   In Patient Management System (Upgradation- ME)
      5.7.1. Discharge Management System
      5.7.2. Nursing Mobile App (Android & iOS) for discharge slip
      5.7.3. Bed Management System
5.8   Machine Integrations (Laboratory) (Upgradation and Horizontal Scaling)
5.9   Dashboard **(New)**
5.10   Reports and Analytics(New)
5.11   Server Migration on latest stable versions (New and Urgent)
5.12   DR Setup(Urgent)

6. Maintenance of the third party tool.
      6.1. E.g. ODK
7. Integrations like
      7.1.   PCTS
      7.2.   Other portals depending resource availability
8. New Urgent Developments, depending on resource availability

Estimated Financial Implication for hiring of Manpower Services is approximately Rs 498.00 Lakhs (including GST and RISL charges) for 12 months as below-

S. No	Resources Category	Man power (No) Onsite + Offsite	Duration (Months)	Man Month Base Rate Excl. GST(RISL Rates)	Total Amount except GST
1	Sr. Project Manager (Technical)	1	12	3,02,288	36,27,456
2	Project Manager (Technical)	1	12	1,50,000	18,00,000
3	Sr. Technical/ Solution Architect	1	12	2,00,000	24,00,000
4	Sr. Domain Expert	1	12	1,25,000	15,00,000
5	Domain Expert	2	12	85,000	20,40,000
6	Support Engineer	5	12	55,000	33,00,000
7	Support Engineer	5	12	30,000	18,00,000

Signature valid

Digitally signed by Akhilesh Mittal
Designation Technical Director
Date: 2025.08.20 15:01:41 IST
Reason: Approved

S. No	Resources Category	Man power (No) Onsite + Offsite	Duration (Months)	Man Month Base Rate Excl. GST(RISL Rates)	Total Amount except GST
8	Senior Developer (Application Framework)	4	12	1,30,000	62,40,000
9	Full Stack Developer	4	12	1,25,000	60,00,000
10	Developer (Application Framework)	1	12	1,05,000	12,60,000
11	Mobile Application Developer	1	12	94,500	11,34,000
12	Functional Tester	2	12	65,000	15,60,000
13	Sr. System Specialist	3	12	1,15,000	41,40,000
14	Sr. Database Expert	1	12	1,50,000	18,00,000
15	Content Writer	1	12	45,000	5,40,000
Total		**33**			**3,91,41,456**
Cost with GST					**4,61,86,918.08**
Cost with RISL Service Charges					**4,97,51,951.88**

The above-mentioned manpower services will be for one year. Payment shall be made on a monthly basis, based on the manpower deployed and satisfactory work output.

Fund management:
Expenditure would be met from the funds available in "Backend & New Projects" Budget Head of DoIT&C.

The Committee accords technical approval on the proposal having estimated cost of Rs. 497.52 Lakh.

Meeting ended with the vote of thanks to the chair.

This bears the approval from competent level.

(Akhilesh Mittal)
Technical Director

Copy for information and necessary action to:
1. PS to Addl. Chief Secretary, Disaster Management, Relief & Civil Defence Dept., Jaipur
2. PS to Principal Secretary, Finance Dept., Rajasthan, Jaipur
3. PS to Principal Secretary, Planning Dept., Rajasthan, Jaipur
4. PS to Principal Secretary & Registrar, Cooperative Department, Rajasthan, Jaipur

5.   PS to Secretary, Medical Education Department, Rajasthan, Jaipur
6.   PS to Secretary, Science & Technology Department, Rajasthan, Jaipur
7.   Sr. PS to Secretary and Commissioner, Dept. of IT&C, Jaipur
8.   PS to Commissioner, Medical Education Department, Rajasthan, Jaipur
9.   PA to Joint Secretary, Disaster Management, Relief & Civil Defence Dept., Jaipur
10. PA to Joint Secretary, Finance (Expenditure-III) Dept., Rajasthan, Jaipur
11. PA to Director (T), RISL, and Chairman, Technical Committee, Dept. of IT&C, Jaipur
12. PA to DDG & SIO, National Informatics Centre, Rajasthan, Jaipur
13. Managing Director, Rajasthan State Co-operative Banks Ltd. (RSCBL), Jaipur
14. Dr. Sadhna Mathur, Project Director-I, Dept. of Science & Technology- HQ, Jaipur
15. Shri Rajesh Kumar, Technical Director, Dept. of IT&C, Jaipur
16. Shri Sanjay Singhal, Technical Director, Dept. of IT&C, Jaipur
17. Shri Sanjay J. Karnik, Technical Director, Dept. of IT&C, Jaipur
18. Shri Shailendra Krishnatri, Technical Director, Dept. of IT&C, Jaipur
19. Shri Rajeev Jain, Technical Director, SRSAC, Jaipur
20. Shri Rohitashwa Kumar Meena, Additional Director, Dept. of IT&C, Jaipur
21. Shri Vijay Prakash, Additional Director, Dept. of IT&C, Jaipur
22. Smt. Ruchi Rani Goyal, Additional Director, Dept. of IT&C, Jaipur
23. Shri Manish Bhati, Additional Director, Dept. of IT&C, Jaipur
24. Shri Mukesh Kumar Sharma, Additional Director, Dept. of IT&C, Jaipur
25. Shri Naresh Goyal, Additional Director, Medical Education Dept., Jaipur
26. PA to Director, LNMIIT, Jaipur
27. Smt. Poonam Choudhary, Chief Accounts Officer, Dept. of IT&C, Jaipur
28. Smt. Jyoti Gupta, Addl. Registrar, O/o the Registrar, Cooperative Societies, Raj., Jaipur
29. Shri Om Prakash Jatawat, System Analyst (Joint Director), Dept. of IT&C, Jaipur
30. Shri Vinod Kumar Meena, System Analyst (Joint Director), Dept. of IT&C, Jaipur
31. Smt. Ritika Pandya, System Analyst (Joint Director), RISL, Jaipur
32. Shri Ratan Lal, System Analyst (Joint Director), Dept. of IT&C, Jaipur
33. Shri Nitesh Kumar Meena, A.C.P. (Deputy Director), Dept. of IT&C, Jaipur
34. Shri Ravindra Kr. Nama, A.C.P. (Dy. Dir.), Disaster Management & Relief Dept., Jaipur
35. Shri Ajay Kumar Tank, A.C.P. (Deputy Director), Medical Education Dept., Jaipur
36. Shri Rohit Bansal, A.C.P. (Dy. Director), Dept. of IT&C, Jaipur
37. OIC- Website, Dept. of IT&C to upload the MoM on departmental website.

                                                                Technical Director

108ᵗʰ Meeting of SeMT held on 13-08-2025 - List of Attendees

S. No.	Name of officer	Designation and Department
1.	Smt. Archana Singh	Secretary & Commissioner, IT&C/ Chairperson, SeMT
2.	Shri Bhagwat Singh	Joint Secretary, Disaster Management, Relief & Civil Defence Dept., Jaipur
3.	Shri Anil Kumar Singh	Director (T), RISL, Jaipur
4.	Shri Akhilesh Mittal	Technical Director, Dept. of IT&C, Jaipur
5.	Shri Rajesh Kumar	Technical Director, Dept. of IT&C, Jaipur
6.	Shri Sanjay Singhal	Technical Director, Dept. of IT&C, Jaipur
7.	Shri Shailendra Krishnatri	Technical Director, Dept. of IT&C, Jaipur
8.	Shri Rajeev Jain	Technical Director, SRSAC, Jaipur
9.	Shri Rohitashwa Kr. Meena	Additional Director, Dept. of IT&C, Jaipur
10.	Shri Vijay Prakash	Additional Director, Dept. of IT&C, Jaipur
11.	Smt. Ruchi Rani Goyal	Additional Director, Dept. of IT&C, Jaipur
12.	Shri Manish Bhati	Additional Director, Dept. of IT&C, Jaipur
13.	Shri Mukesh Kumar Sharma	Additional Director, Dept. of IT&C, Jaipur
14.	Shri Naresh Goyal	Additional Director, Medical Education Dept., Jaipur
15.	Smt. Poonam Choudhary	Chief Accounts Officer, Dept. of IT&C, Jaipur
16.	Smt. Jyoti Gupta	Additional Registrar, Office of the Registrar, Cooperative Societies, Rajasthan, Jaipur
17.	Smt. Ritika Pandya	System Analyst (Joint Director), RISL, Jaipur
18.	Shri Ratan Lal	S.A. (Joint Director), Dept. of IT&C, Jaipur
19.	Shri Om Prakash Jatawat	S.A. (Joint Director), Dept. of IT&C, Jaipur
20.	Shri Pradumna Dixit	S.A. (Joint Director), Dept. of IT&C, Jaipur
21.	Shri Vinod Kumar Meena	S.A. (Joint Director), Dept. of IT&C, Jaipur
22.	Shri Amit Kumar	DGM, RSCDB
23.	Shri Piyush	DGM, RSCBL
24.	Shri Mukesh Kumar Pipliwal	AGM, RSCDB, Cooperative
25.	Shri Vinod Kumar Mishra	AGM (SA), RSCBL
26.	Shri Ajit Singh	Dy. Director, Planning Department, Jaipur
27.	Shri Nitesh Kumar Meena	A.C.P. (Deputy Director), Dept. of IT&C, Jaipur
28.	Shri Ravindra Kr. Nama	A.C.P. (Dy. Dir.), Disaster Management & Relief Dept., Jaipur

29.	Shri Ajay Kumar Tank	A.C.P. (Dy. Director), Medical Education Dept., Jaipur
30.	Shri Rakesh Kumar Kamlesh	A.C.P.(Dy. Director), Dept. of IT&C, Jaipur
31.	Shri Rohit Bansal	A.C.P.(Dy. Director), Dept. of IT&C, Jaipur
32.	Shri Tarun Bhatnagar	Dy. Director, SRSAC, DST
33.	Smt. Deepti Agarwal	Programmer, Dept. of IT&C, Jaipur
34.	Shri Mahesh Chandra Sharma	AAO-I, Finance (Expenditure-3) Dept., Jaipur

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Signature valid

Digitally signed by Akhilesh Mittal
Designation: Technical Director
Date: 2025.08.20 15:01:41 IST
Reason: Approved